

HP Deployment Services for HP ProCurve Networking Devices

HP Care Pack Services



Let your staff remain focused on running
your business.

HP Deployment Services for HP ProCurve Networking Devices helps you get your HP ProCurve networking device up and running quickly by coordinating the installation, configuration and verification of the new device. These services can help you bring your HP ProCurve network online or add a new HP ProCurve device to an existing network, providing a solution to fit your business needs.



The following HP deployment services are available for HP ProCurve products:

- HP ProCurve Installation Service
- HP ProCurve Installation and Startup Service

Service benefits

This service provides the following benefits to your business:

- Improved time to productivity, so you can make the most of investments
- Reduced implementation time and cost
- Fewer installation-related impacts to your operation
- Greater supportability of your solution
- Availability of an HP service specialist to answer questions during the customer orientation session
- HP provides deployment services so your staff can remain focused on running your business

Service-feature highlights

With these services, HP delivers the installation and optional startup services necessary to help get your new HP ProCurve networking device set up and operational in your environment, including the following:

- Coordination of network installation and startup activities
- Build configuration file for the device (optional)
- Unpacking and verification of the new device
- Installation verification tests and power-on
- Confirmation of software revision levels
- Rackmounting
- Configuration download
- Cable devices plugged in based on cabling map
- Verification of operation
- Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Coordination of network installation and startup activities	HP will work with the customer to develop a schedule outlining the tasks and resources needed to provide these services. To facilitate the coordination of activities, the customer must provide HP with the local site address and local contact names.
Build configuration file (optional)	If the customer purchases the HP ProCurve Installation and Startup Service, HP will send the customer a configuration worksheet for the device being deployed. The customer must complete the worksheet and return it with a network topology diagram to HP. HP will then build the custom configuration file for that device.
Unpacking and verification	The HP service-delivery specialist will remove the device from the shipping cartons that the customer has placed in the location where the device will be installed. The contents of each carton will be confirmed against the list of included items and checked for any physical damage on the exterior of the device.
Installation verification tests and power-on	The HP service-delivery specialist will verify hardware revisions and install any modules or accessories in the device. The service-delivery specialist will power on the device and verify that it passes a self test.
Confirmation of software revisions	The HP service-delivery specialist will establish a console session and confirm that the software is at an appropriate revision level. If the revision level is not appropriate, the HP service-delivery specialist will download the required revision of software onto the device.
Rackmounting	The HP service-delivery specialist will attach appropriate mounting brackets to the device. The device will then be mounted into an existing rack supported by HP for the product or onto an appropriate mounting surface that has predrilled screw holes.
Configuration download	If the customer purchases the HP ProCurve Installation and Startup Service, the HP service-delivery specialist will download the custom-designed configuration file built by HP as part of the service. If the customer purchases the HP ProCurve Installation Service for a managed device, the HP service-delivery specialist will either download a pre-built configuration file provided by the customer or leave the device with a minimal configuration by entering just its IP address and a management password, which the customer provides.
Cable devices	The HP service-delivery specialist will plug in the cable for each port on the device based upon the customer-provided cabling map that identifies each pre-labeled cable for each port.
Verification of operation	The HP service-delivery specialist will verify layer 2 or layer 3 connectivity with adjacent infrastructure devices, confirming traffic is being successfully passed on appropriate ports. The event log will then be checked for any unexpected messages. If any such messages are found, the service-delivery specialist will determine if they are due to a hardware, software or configuration issue on the device being installed, or an issue with the cabling or adjacent device connected to a port on the device being installed. Any such hardware or software issues on the device being installed will be resolved as part of these services. For HP custom-built configurations, the service-delivery specialist will resolve configuration issues that are due to an error in building the configuration file. For issues due to the cabling or adjacent device connected to a port on the device being installed, the HP service-delivery specialist will show the customer's staff the information on the device being installed that can be used to assist them in resolving the issue.
Customer orientation session	The HP service-delivery specialist will conduct an orientation session to familiarise the customer's staff with the LEDs and other physical aspects of the device. The service-delivery specialist will demonstrate how to establish a console session to initiate configuration changes, look at the event log or look at other statistical information. The general structure of the product documentation and the general contents of the HP website for HP ProCurve products will be reviewed. In addition, the service-delivery specialist will explain the warranty coverage for the device and how to contact HP for assistance.

Services such as, but not limited to, the following are excluded from this service:

- Service deployment on non-HP ProCurve hardware or HP ProCurve hardware not covered by an HP warranty or service maintenance contract
- Planning, designing, implementing or assessing the customer's existing network architecture, except the minimal steps necessary to complete any optionally purchased custom configuration of the HP ProCurve device being deployed
- A small number of advanced product features are excluded from the configuration portion of the HP ProCurve Installation and Startup Service; these product features, which are listed in the exclusion section of the HP configuration worksheet, can be configured on a time and materials basis
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software
- Services required due to causes external to the HP ProCurve device being deployed under this service
- Any services not clearly specified in this document

Service eligibility

All customers who have purchased HP ProCurve hardware that is still in its original HP shipping carton are eligible for the delivery of this service within 90 days of date of purchase.

Customer responsibilities

The customer will:

- Notify HP to schedule the delivery of this service within 90 days of date of purchase
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information and otherwise be available to assist HP in facilitating the delivery of this service
- Ensure that all service prerequisites as identified under "Service eligibility" are met
- Ensure that site preparation (e.g., power, cooling, etc.) has been completed at the location where the hardware will be installed
- Ensure that all cabling has been pre-installed, pre-tested and pre-labeled
- Ensure the rack or mounting surface to which the device will be attached has been prepared for device installation
- Ensure that all hardware that the HP service-delivery specialist will need in order to deliver this service is available in the location where it will be installed
- Provide a cabling map that diagrams each pre-labeled cable that is to be plugged into the device being installed
- Complete the HP-provided configuration worksheet if the customer has purchased the HP ProCurve Installation and Startup Service and, as described on that worksheet, provide a network topology diagram showing all existing network devices (if applicable) and the HP ProCurve device being deployed
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power supply and any network connections required
- Be responsible for all data backup-and-restore operations

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Realise improved time to productivity, so you can make the most of your investments.

General provisions/other exclusions

- This service is only available during local HP business hours. Any delivery of the service outside of these hours will incur an additional charge.
- HP support of hardware and software not manufactured or supplied by HP neither implies nor warrants that such hardware will operate in the customer's environment, nor does it imply compliance with local government regulations.
- HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites not met by the customer.
- This service is available with no additional travel costs within 50 miles of an HP service centre. Any delivery of the service beyond this distance will incur time and travel costs for the HP service-delivery specialist at the prevailing rate for the customer's location.

Ordering information

To order the HP Deployment Services for HP ProCurve Networking Devices, contact your local HP representative and reference the following product numbers:

- HA114A1
- U4830A/E
- U4831A/E
- U4832A/E
- U4833A/E

For more information

For more information on HP Deployment Services for HP ProCurve Networking Devices, contact any of our worldwide sales offices or visit our website at www.hp.com/hps/support

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