

# HP Installation Care Pack for Document Solutions

## Channel Print Services



### Service benefits

- Reduced time and effort for IT staff
- Dependable, professional service
- Flexible scheduling

### Service highlights

- Software installed on a server and up to five devices
- Installation performed by HP trained and certified engineers
- Deployment carried out via remote session

### Service overview

HP provides installation and configuration services for software as specified in the services and pricing statement and applicable change orders, according to a mutually agreed installation schedule. Service is performed by HP trained and certified engineers via remote session.

### Features and specifications

#### Server installation details

Installation Care Pack for Basic Server covers software installation for the HP Access Control Express Server or HP Security Manager Server and up to five printers and/or MFPs. Installation Care Pack for Advanced Server covers installation for the HP Access Control Enterprise Server and up to five printers and/or MFPs.

#### Device installation details

In addition to the five devices covered by the basic and advanced versions of this Installation Care Pack, software may be installed on additional individual devices with an optional Installation Care Pack per device.

#### Cloud solution installation details

HP JetAdvantage On Demand solutions require the Installation Care Pack per device, which is applicable for Secure Print, Insights, and Udocx for Office 365 (Udocx Basic and Udocx Business editions).

## Delivery specifications

### HP responsibilities

- Plan necessary activities with you.
- Specify prerequisites before installation.
- Provide a preinstallation checklist with requirements that must be completed by you.
- Verify that you have satisfied all prerequisites prior to service delivery.
- Deploy software after devices have been installed and are operational.
- Complete server-based installation, configuration, and integration activities necessary to enable operation of the software.
- Verify that software installation was successful.
- Conduct an orientation session with your designated contact to provide feature information and answer questions regarding installation and configuration.

### Customer responsibilities

- Provide dedicated servers for the software installation that meet minimum system software and resource requirements identified by HP.
- Provide descriptions and location of server infrastructure.
- Provide IP addresses and DNS resolution (if applicable) prior to installation.
- Comply with technical requirements specified by HP.
- Install all security patches recommended by Microsoft unless alerted by HP about compatibility issues.
- Install all patches and service packs recommended by HP and the solution provider.
- Install and maintain appropriate antivirus software.
- Install, configure, and operate the SQL database, if applicable.
- Configure the user management system by LDAP or Kerberos.
- Provide workstations and network connection for use as a test client.
- Verify software compatibility for all targeted devices based on information provided by HP during preinstallation planning.
- Provide a remote session for HP to set up, install, and test the software.
- Coordinate with any third parties responsible for your data centers and network operations.
- Ensure that all necessary individuals are online and available during the installation and knowledge transfer sessions, including IT and facilities representatives for Active Directory/LDAP, SQL server, or other databases, if applicable.
- Perform final solution testing.

## Service limitations

All devices to be supported by the software must be network-connected and functioning properly prior to software installation.

Additional installations or reinstallations following successful completion of this Installation Care Pack will be managed as new orders.

## Exclusions

This software Installation Care Pack does not include the following:

- Software upgrades.
- Operational testing of applications.
- Troubleshooting for interconnectivity or compatibility problems.
- Support for network-related problems.
- Services required due to your failure to incorporate any system fix, repair, patch, or modification provided to you by HP.
- Services required due to your failure to take avoidance actions previously advised by HP.
- Additional tests requested or required by you.

## Ordering information

Availability of service features may vary according to local resources. To obtain further information or to order this Installation Care Pack, contact HP SCC or your local HP reseller.

## Terms and conditions

See complete Care Pack [terms and conditions](#).

## For more information

Please contact your local HP sales representative or channel partner for details, email [hpap.solutionssupport@hp.com](mailto:hpap.solutionssupport@hp.com), or visit [hp.com/go/jetadvantage](http://hp.com/go/jetadvantage).

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