



6. hp installation & startup of hp printers, clients, servers & storage service descriptions

service overview

HP installation and startup service provides for the installation of your new hp product and operating system. This will ensure that you can bring your new system into operation quickly with the reassurance that it has been set up correctly.

benefits to you

Ensures that your HP product is installed per HP’s quality standards by a trained service delivery specialist and provides:

- Verification that any service prerequisites are met prior to installation.
- Delivery of the service at a mutually scheduled time.
- Installation of the product per the product specifications.
- Availability of a service specialist to answer questions.
- Custom installation as detailed below to support your unique configuration requirements.
- Service planning
- Service deployment
- Installation Verification Tests (IVT) required for this service.
- Customer orientation session

service highlights

specifications

table 1. service features

feature	delivery specifications
Service planning	A HP service specialist will schedule the delivery of the service at a mutually agreed time between HP and the Customer, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours might be subject to additional charges.
Service deployment	<p>hp printers: The deployment activities will include:</p> <p><u>Physical Printer Installation</u></p> <ul style="list-style-type: none"> - Validate that the installation site is prepared, i.e. is the printer available at installation location, is LAN cabling in place, is AC power available, is printer configuration determined, is NW administrator available, are system disks/CDs available. - Inventory of the shipping against the shipping list - Unpacking of the equipment - Inspecting for damage - Assembly of the product



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- Install accessories, e.g. optional Duplex Unit, Input Device, Output Device, Finishing Device, Scanner Unit, EIO Device, etc.
- Installation of consumables
- Printing of Test-Page
- Removal of packaging from installation site (but leave Shipping Locks on site)

Network Configuration

- Configure printer for Networking : customer can choose between
 - Automatic configuration using BOOTP or DHCP
 - Manual configuration, i.e. configure IP Address, Default Gateway, Subnet Mask
- Create standard TCP/IP port (no BiDi features, no reboot needed)
- Installation of printer driver on selected server
- Assign printer port to printer driver
- Configure printer driver for printing options
- Verify printer communication by printing a test page from the device on which the printer has just been installed (PC/Server)

Send to e-mail configuration (Multi Function Products only)

- Configure MFP for SMTP server
- Configure MFP for LDAP server
- Verify printer communication by sending a test page to an e-mail address

PC Clients - The deployment activities will include:

Hardware

- Installation of a single client: Unpacking the equipment, inspecting for damage, installation per the product specifications and installation of the appropriate hp service tools.
- Connection of the monitor, mouse and keyboard
- For notebook products, docking station set-up
- Installation of a local printer or scanner.
- Installation of a Network Interface Card (NIC).
- Physical connection of the equipment to a LAN or WAN as appropriate.
- Aggregation of the packaging materials, disks, documentation, etc. at the completion of the delivery of the service in support of disposal by the Customer.

Software

- Installation of the Operating System from the CD as supplied by HP.
- Enter the TCP/IP address as supplied by the Customer.
- Check network connection.
- Test Client LAN connectivity.
- Create one (1) user account.



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hp server & storage: The deployment activities will include:

Hardware

- Installation of the server: Unpacking the equipment, inspecting for damage, installation per the product specifications and installation of the appropriate hp service tools. If the server is part of a rack system it will be inserted into the rack.
- Installation of hardware options: HP certified hardware options purchased with the system will be installed at the same time.
- Physical connection of the equipment to a LAN or WAN as appropriate.
- Consolidation of all packaging material and notification to the customer that the materials are ready for removal

Blade Enclosure & Server Installation

- Up to two (2) power enclosures with up to six (6) power supplies per enclosure
- One (1) blade enclosure
- One set (2) of either mini-bus bars, scalable bus bars, or power bus boxes
- One pair (2) of network Ethernet interconnects (either patch panel or switch)
- Up to 16 blade servers per a single blade enclosure

Blade Server only Installation Installation of additional blades into existing Blade Enclosure (until fully populated)

Software (Installation & Startup only)

For Microsoft Windows:

- Installation of the Operating System and the appropriate network protocols as required
- Creation of a Windows Server account with up to ten user accounts
- Creation and setup of one Windows Server fileshare on a local disk

For Novell NetWare:

- Installation of the Operating System and the appropriate network protocols as required
- Creation of a single layer NDS structure
- Configuration of ten Novell NetWare clients
- Configuration of an additional server into an existing Novel NetWare



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NDS structure

For Linux Server operating systems:

- Installation of the Operating System and the appropriate network protocols as required
- Installation of HP drivers as applicable
- Creation of a Linux Server account with up to ten user accounts

The supported Linux distributions are: Red Hat, SuSe, Caldera, Turbolinux, Mandrake, Debian and Conectiva

Installation Verification Tests (IVT)

HP will run the appropriate Installation Verification Test required for this service, e.g. power on self-tests, POST specific to the product being installed, verify equipment operations and ensure that the current device software and firmware is loaded.

Customer orientation session

The HP service specialist will provide orientation on the product and/or technology to include:

- Information on basic hardware product usage and the identification of special hardware features.
- With a limit up to 30 minutes.

For printers:

The HP service specialist will provide an orientation on the product and/or technology of a maximum of 30 minutes to include:

- How to power the printer on and off
- How to install consumables
- How to fill paper trays
- How to clear a paper jam
- How to print a configuration page and explanation of the content
- Overview of print driver functionality
- Demonstrate control panel features with printer products (copy, print, send to e-mail)
- Explain Embedded Web Server and alerts (brief)

eligibility

The Customer must meet the following prerequisites for delivery of this service.

Printers:

- a supported HP Printer available at installation
- a network enabled printer available if network configuration is required
- all LAN cabling and network connections installed, tested and functional
- a suitable AC power outlet available
- availability of a network administrator
- identified suitable PC or server for installation of driver
- availability of working SMTP server at customer site (mandatory pre-requisite if digital sending capabilities required)

Supported Printers:

- HP LaserJets
- HP MFPs (Multi Function Products)



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- HP DesignJets (excluding DJ 50ps)
- HP Business Inkjets

PC Clients:

- Have a new supported HP client and the appropriate Operating System software and license.
- Have no earlier version of the operating system installed on the client for which this service is to be applied.
- Have all cabling and network connections installed and functional.

Supported Clients:

- HP Desktop PC
- HP Workstation
- HP Notebook PC
- HP Thin Client

Servers & Storage:

The Customer must meet the following prerequisites for delivery of this service.

- Have a new HP server and a supported version of either Microsoft, Linux or Novell operating system and valid license.
- The necessary TCP/IP address is available.
- Have no earlier version of the operating system installed on the server for which this service is to be applied.
- Have all cabling and network connections installed and functional.

The Customer will:

- Register the HP Care Pack installation service as described in the HP Care Pack support service agreement.
- Contact HP to schedule the delivery of the Service within 90 days of date of purchase.
- Coordinate service deployment on third party maintained hardware/software (if applicable) with HP.
- 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 to facilitate the delivery of this service.
- Ensure that all service prerequisites as identified above under "eligibility" are met.
- Ensure that all hardware, firmware and software that the HP service specialist will need in order to deliver this service are available and for software products are properly licensed.
- 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, and any network connections required.
- Be responsible for all data backup and restore operations.

**customer
responsibilities**



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general provisions/other

- 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 or other requirements are not met by the Customer.
- HP reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- If any hardware is found to be defective it will be repaired or replaced under the terms of HP's warranty.

limitations

The following are some of the activities not included in this service:

- Service deployment on hardware not covered by an HP warranty or service maintenance contract.
- Service deployment on hardware covered by a third party maintenance contract.
- Planning, design, implementation or assessment of the Customer's overall SAN or fabric architecture.
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware or software.
- Services required due to causes external to the HP-maintained hardware or software.
- Environmental compliance or site preparation.
- External cabling.
- Application integration or integration of 3rd party products or peripherals not included with the system.
- Assembly of external storage devices
- Assembly of racks or other computer room site preparation.
- Software training, troubleshooting, repair tuning or customization.
- Any services not clearly specified in this document.