

HP Installation and Startup Service for ProLiant Essentials: Rapid Deployment Pack

HP Care Pack Services



This service provides for the installation and startup of HP Rapid Deployment Pack, a tool for configuring and deploying high volumes of servers via a GUI-based console, using either scripting or imaging. Reduced configuration time makes it possible to rapidly scale server deployments to high volumes.

Server deployment can be a time-consuming task, especially if you need to deploy many servers quickly and reliably. HP Rapid Deployment Pack is a server-deployment product that facilitates the configuration and deployment of high volumes of servers via a GUI-based console, using either scripting or imaging technology. Rapid Deployment Pack supports reduced server configuration time, making it possible to scale server deployments to high volumes in a rapid fashion.

HP Installation and Startup Service for ProLiant Essentials: Rapid Deployment Pack provides for the installation and startup of the latest version of the Rapid Deployment Pack on a server you supply and designate as the deployment server.



HP will install the ProLiant Essentials Rapid Deployment Pack software and provide a practical demonstration of the product by using it to deploy an image to a single server. This new server will be deployed either using one of the pre-configured scripts provided by HP as part of the ProLiant Essentials Rapid Deployment Pack or by using an image captured from an existing ProLiant server. In addition, the service will provide for the capture and storage of the newly deployed server's configuration on a storage device. The HP specialist will provide up to one hour of orientation on the Rapid Deployment Pack software application.

Service benefits

This service provides installation by a trained service-delivery specialist according to HP quality standards, for:

- Verification prior to installation that all service prerequisites are met
- Product installation that follows the product manufacturer's specification

Service-feature highlights

- Availability of an HP service specialist to answer questions during the onsite delivery of the service
- Delivery of the service at a mutually scheduled time
- Custom installation as detailed in the Specifications below to support your unique configuration requirements
- Service planning
- Service deployment
- Installation verification tests (IVT) required for this service
- Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service-delivery specialist will confirm with the customer that the prerequisites have been met and schedule the delivery of the service at a time mutually agreed upon by 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 may be subject to additional charges.
Service deployment	Deployment activities, listed below by service package, will include the following: <ul style="list-style-type: none">• Installation and configuration of the Rapid Deployment Pack software application on a designated ProLiant server• Configuration and deployment of a single target server using either pre-configured scripts and events included in the Rapid Deployment CD, a captured and stored configuration or a customer-supplied image• For non-PXE environments, creation of a boot floppy and demonstration of its use Note: the creation of a boot floppy is only necessary in non-PXE environments.
Installation verification tests (IVT)	Upon completion of the installation and configuration, the HP service-delivery specialist will: <ul style="list-style-type: none">• Verify that the image is deployed on the target server
Customer orientation session	The HP service specialist will conduct a customer orientation session, not to exceed 1 hour, to include: <ul style="list-style-type: none">• An overview of the console (user interface and product features)• An overview of the pre-configured events and scripts• A review of "scripting" and "imaging"• For PXE environments, an explanation of how PXE works• For non-PXE environments, an explanation of how Bootworks & Bootfloppy work• Identification of the differences between deploying an ML/DL server and a BL server• An explanation of the Rapid Deployment Pack licensing scheme and how customers can purchase additional licences• An explanation of how to upgrade RDP on the deployment server (HP provides free upgrade versions of RDP for one year)

Activities such as, but not limited to, the following are excluded from 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 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-maintained hardware or software
- Any services not clearly specified in this document
- Resolution of hardware-related store-up problems encountered during delivery of the service

Note: the customer must contract HP separately for resolution of any hardware-related start-up problems on the affected servers unless the hardware is covered under an active HP warranty, an HP Services warranty service upgrade or an HP service contract.

Service eligibility

The customer must meet the following prerequisites for delivery of this service:

- Have a functional supported ProLiant server, to be designated as the deployment server, that is running a supported operating system as identified at <http://h18000.www1.hp.com/products/servers/management/rdp.html>
- For deployment of Linux®, provide an additional server running NFS
- Have DHCP server running within the network
- Have a working IP network
- Have SNMP enabled
- Have sufficient resources on the affected systems to install and run the tools required to deliver this service

It is recommended that the target servers have the capability to use PXE boot, although the Rapid Deployment Pack will support non-PXE servers.

Additional information on the HP ProLiant Essentials: Rapid Deployment Pack can be found at <http://h18000.www1.hp.com/products/servers/management/rdp/documentation.html>

Customer responsibilities

The customer will:

- Contact an HP service specialist within 90 days of date of purchasing the service to schedule its delivery
- Coordinate service deployment on third-party-maintained hardware and 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
- Perform a backup of each of the affected servers prior to the delivery of the service
- Ensure that all service prerequisites as identified above under "Service eligibility" are met
- Ensure that all hardware, firmware and software needed by the HP service specialist to deliver this service are available
- 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
- Have valid licences for all software to be installed by HP

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This service provides for the installation and startup of Rapid Deployment Pack on a server you supply and designate as the deployment server. The service also provides for the capture and storage of the newly deployed server's configuration on a storage device.

General provisions/other exclusions

- 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 that are not met by the customer.
- Should the customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.
- The ability of HP 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 may provide to HP.
- HP will supply the ProLiant Essentials Rapid Deployment software for purposes of delivery of the service.

For more information

For more information on HP Installation and Startup Service for ProLiant Essentials: Rapid Deployment Pack, please contact your local HP representative.

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