

# HP Implementation of Rapid Deployment Pack-Basic

## HP Care Pack Services

### Technical data



The HP Implementation of Rapid Deployment Pack-Basic service provides a project manager to manage the installation and startup of a currently supported version of HP ProLiant Essentials Rapid Deployment Pack (RDP) on a server you supply and designate as the deployment server. An HP service specialist will deploy images to a maximum of five servers using either a preconfigured script, an image captured from an existing HP ProLiant server, or a script you supply. In addition, HP will capture and store the newly deployed server's configuration on a storage device and provide orientation on RDP usage and on the maintenance and management of the newly created server images.

### Service benefits

This service provides an HP project manager to manage the delivery of the service per HP quality standards, for:

- Verification prior to installation that all service prerequisites are met
- Delivery of the service at a mutually scheduled time convenient to your organization
- Product installation that follows the product manufacturer's specification
- Deployment on up to five servers using either a preconfigured script or a captured image
- Verification that the deployed images are operational
- Orientation on product usage and deployment management practices

### Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

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## Specifications

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Service planning</b>	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 mutually agreed upon time. This time must be during local HP standard business hours, excluding HP holidays, unless otherwise agreed to by HP. Any services provided outside of HP standard hours may be subject to additional charges.
<b>Service deployment</b>	Deployment includes installation of Rapid Deployment Pack on a Customer-provided server and the deployment of a preconfigured script, an image captured from an existing HP ProLiant server, or a Customer-supplied image as identified within a customized Statement of Work.
<b>Installation verification tests (IVT)</b>	The HP service delivery specialist will verify that the images as deployed on the target servers are operational.
<b>Customer orientation session</b>	An HP service specialist will be available both during and after the delivery of the service, as identified within the customized Statement of Work, to help the Customer understand how to use the product and how to maintain it over time.

## Service eligibility

The following prerequisites must be met for delivery of this service. The Customer must:

- 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 a 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 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>

## Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active warranty or an applicable HP hardware support agreement
- Service deployment on hardware not covered by an HP warranty or HP support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Installation of any hardware or other physical components, such as network cabling
- Services required due to causes external to the HP-maintained hardware or software
- Any services not clearly specified in this document or the associated SOW
- 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

## Customer responsibilities

An HP RDP implementation is a cooperative effort between HP and the Customer. As a part of this effort, the Customer is responsible for the following activities:

- Coordination of service deployment on third-party-maintained hardware and software (if applicable) with HP
- Contacting an HP service delivery specialist within 90 days of date of purchase to schedule the delivery of the service
- Allowing HP full and unrestricted access to all locations where the service is to be delivered
- Performing all data backup and restore operations
- Assigning 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
- Providing a network environment that is currently running and in good working order
- Ensuring 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
- Providing a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

**[www.hp.com/hps/support](http://www.hp.com/hps/support)**

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