

# HP Installation and Startup Service for ProLiant Essentials: HP Systems Insight Manager

## HP Care Pack Services

### Technical data



Monitoring and managing your HP servers is an important step to help maximize system uptime. HP Systems Insight Manager, the core of the HP ProLiant Essentials Foundation Pack, provides you with the tools to perform these activities. HP Systems Insight Manager is designed to assist your operations staff in centralizing fault management, inventory reporting, configuration management, and system software maintenance for your HP ProLiant servers.

The HP Installation and Startup Service for ProLiant Essentials: HP Systems Insight Manager will provide for installation and configuration of the latest version of HP Systems Insight Manager on a single supported HP server, which will act as the management server within your managed server environment. In addition, HP will install the latest versions of the Management Agents and associated required software to enable your managed server environment of up to five supported HP servers located at a single site. In addition, this service includes up to one hour of orientation for your operations staff on the features and capabilities of the product.

If you have more than five HP servers requiring the installation of the Management Agents and related software, you can purchase the HP Installation and Startup Service for ProLiant Essentials: HP Systems Insight Manager, Management Agents.

## Service benefits

This service provides installation by a skilled service delivery specialist according to HP quality standards, including:

- Verification prior to installation that all service prerequisites are met
- Availability of an HP service specialist to answer basic questions during the onsite delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization

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### Specifications

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Service planning</b>	An HP service specialist will confirm with the Customer that the prerequisites have been met and will 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 might be subject to additional charges.
<b>Service deployment</b>	The deployment activities will include the following: <ul style="list-style-type: none"><li>• Installation of the latest version of HP Systems Insight Manager on a supported HP server platform that will be configured as the management server.</li><li>• Installation of a new Microsoft® Database Engine (MSDE) (for Windows®) or PostgreSQL (for Linux/HP-UX) environment on the system designated as the management server or use of an existing SQL Server or MSDE environment</li><li>• Installation of the required software components, including the Management Agents and driver software on up to 5 supported HP servers that will be configured as managed servers</li><li>• Configuration of the management server using default parameters to include the initial automatic discovery of the managed servers within the Customer's environment</li><li>• Setup of the Administrator account</li><li>• Setup of one additional account of the Customer's choice Administrator, Operator or User.</li></ul>
<b>Installation verification tests (IVT)</b>	Upon completion of the installation and configuration of HP Systems Insight Manager and its components on the management and managed servers, the HP service delivery specialist will: <ul style="list-style-type: none"><li>• Log onto the management server and verify the connectivity to the managed servers by displaying the discovered devices in the "All Systems" list</li><li>• Configure the Systems Insight Manager security parameters per the Customer's requirements</li><li>• Configure the events in the "All Events" list</li><li>• Display general information about discovered systems such as management agents and data collection report</li></ul>
<b>Customer Orientation Session</b>	The HP service delivery specialist will conduct a Customer orientation session, not to exceed 1 hour, to provide Customers with information on the use, management, and maintenance of the newly created server management environment.

## Service eligibility

The Customer must:

- Have sufficient available resources on the affected systems to install the software required to deliver this service
- Provide operational HP servers supported by HP Systems Insight Manager running licensed versions of an operating system supported by HP Systems Insight Manager, as identified at:  
<http://h18013.www1.hp.com/products/servers/management/hpsim/quickspecs.html>

- Provide a properly administered SQL Server or take responsibility for the administration of the database engine installed as part of this service
- Have a working IP network
- Have SNMP enabled

## **Service limitations**

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

- 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
- 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
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Any services not clearly specified in this document

## **Customer responsibilities**

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Provide a network environment that is currently running and in good working order
- Allow HP full and unrestricted access to all locations where the service is to be performed
- 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
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Verify 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
- Be responsible for all data backup and restore operations
- Coordinate service deployment on third-party-maintained hardware and software (if applicable) with HP
- Perform a backup of each of the affected servers prior to the delivery of the service

## **General provisions/Other exclusions**

- HP will supply the HP ProLiant Foundations Pack that contains the standard software package if the Customer does not have a current version.
- 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.

- For information on how to subscribe to receive updates of SmartStart and the Management CDs (which includes HP Systems Insight Manager), go to:  
<http://h18000.www1.hp.com/products/servers/management/smartstart/subscription.html>
- 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 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.

## 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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