HPE Installation and Startup Service for Microsoft Windows Server Operating System

HPE Lifecycle Services

Service overview

HPE Installation and Startup Service for Microsoft Windows Server Operating System comprises the installation, basic configuration, and startup activities for a supported Long-Term Servicing Channel (LTSC) Windows Server operating system product, which is delivered on a single existing installed certified HPE ProLiant server.

This service includes pre-installation planning by an HPE service specialist, installation of a supported Windows Server operating system and the appropriate network protocols, network interface card (NIC) configuration, integration of the server into your network environment, and a basic Customer-orientation session on product usage. If a more advanced configuration service is needed, it is available for purchase as a custom service through implementation of a mutually agreed statement of work.

Service benefits

- Verification before installation that all service prerequisites are met
- Installation by an HPE service specialist
- Availability of an HPE service specialist to answer basic questions related to this service during the Customer-orientation session

Service feature highlights

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

Table 1. Service features

Feature	Delivery specifications
Service planning	Prior to installation, an HPE service specialist conducts a remote service planning meeting to identify, review, and verify if the Customer meets all requirements and prerequisites for this service. The service specialist then schedules the service delivery at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business days and hours, excluding HPE holidays, unless otherwise agreed by HPE.
Service deployment	HPE will perform the following on-site deployment activities: – Installation of the eligible Windows Server operating system plus Windows Admin Center (WAC) and available WAC Extensions on a single, existing certified HPE ProLiant server. – Configuration of up to two supported NICs (network cabling must be present, installed, and the network must be functional). – Installation and configuration of the appropriate network protocols supported by the operating system. – WAC installation excludes configuration and will be deemed complete after connection is established between WAC and the installed server. – Upon the Customer request, HPE can initiate the Windows Server update. This task is limited only to the initiation of the update process and does not include any further assistance from Hewlett Packard Enterprise. Ensuring the completion of the update process or addressing any issues that may arise upon initiation of the update process remains the Customer's full responsibility.
Installation verification tests	HPE will run the appropriate HPE standard IVTs required for this service.
Customer-orientation session	During the same day as the installation, the HPE service specialist will conduct a brief Customer-orientation session not to exceed 20 minutes on the product and technology, during which time the service specialist may cover areas such as: – Provide information on Windows Server operating system product usage and special features, and be available to answer questions, after the installation process is complete. – Discuss future application installations and other customization requirements with the Customer and recommend additional services. – Customer is responsible for providing necessary individuals to attend this orientation session.

Service eligibility

In addition to any other prerequisites that may be communicated to the Customer, the following prerequisites must be met for the service delivery:

– The Customer must have purchased licenses for the Windows Server operating system product to be installed.

– The Customer must provide the HPE service specialist with the physical media for the Windows Server operating system and HPE service tools that accompanied the HPE ProLiant server at time of installation.

– To be eligible for this service, the HPE ProLiant server must be listed as certified for the version of Windows Server operating system to be installed as set forth in the Windows Server Certification and Support matrix.

Customer responsibilities

The Customer will:

– Contact an HPE service specialist to schedule delivery to occur within 90 days from the date of purchase.

– 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 HPE in facilitating the service delivery.

– Allow HPE full and unrestricted access to all locations where the service is to be performed.

– Ensure that all hardware and software that the HPE service specialist will need to deliver this service are available and that the Windows Server operating system software is properly licensed.

– Make sure that the HPE ProLiant server is fully installed, functional, and updated with the latest compatible firmware version before the scheduled installation of the supported Windows Server operating system.

– Be responsible for all data backup and restore operations.

General provisions / other exclusions

– Service is limited to the installation of one (1) supported Windows Server operating system plus WAC and available WAC Extensions on one (1) existing and installed certified HPE ProLiant server at one Customer location.

– Customer is responsible for ensuring all network cabling is installed and functional at time of delivery.

– Ensure that all service prerequisites as identified during service planning or otherwise communicated, have been met before the service delivery.

– During the delivery of these services, HPE may have to install copies of third-party or HPE branded software and may have to accept license terms accompanying such software ("shrink-wrap terms") on behalf of the Customer. The shrink-wrap terms may be in electronic format, embedded in the software, or contained within the software documentation. The Customer acknowledges that it is their responsibility to review these terms at the time of installation and hereby authorizes HPE to accept all the terms on its behalf.

– HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements the Customer does not meet.

– HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

– HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

– The Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

– Travel charges may apply; consult the local office.

– Any services provided outside of the HPE standard business days and hours may be subject to additional charges. Activities such as, but not limited to, the following are excluded from this service:

- Configuration to/or boot from SAN or network
- Service deployment on hardware not covered by an HPE warranty or support agreement
- 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 HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HPE maintained hardware or software
- Installation of application software
- Installation or configuration of a cluster environment
- Installation of external storage, such as a storage area network
- Any services not clearly specified in this document

To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy.html shall apply.

Ordering information

This service can be ordered using either of the following service part numbers; contact a local HPE sales representative for more information.

– HA114A1#5FR (when ordering direct from HPE)

– U5717E (when ordering through an HPE authorized reseller)

Learn more at

HPE.com/services/lifecycleservices

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