

# HP Enhanced Network Installation and Startup Service for HP BladeSystem

## HP Care Pack Services

### Technical data



HP Enhanced Network Installation and Startup Service for HP BladeSystem provides configuration and testing of BladeSystem Ethernet switches and HP Virtual Connect modules to facilitate proper implementation of network protocols and access to advanced features that can help improve the performance, scalability, and reliability of your data center network.

### **Service benefits**

- Installation and startup by an HP technical specialist
- Delivery of the service at a mutually scheduled time convenient to your organization
- Expedited installation, provided all service prerequisites are met prior to commencement of service

### **Service features highlights**

- Service planning interview
- Confirmation of software revisions
- Network device configuration
- Verification of operation

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## Specifications

### Table 1. Service features

Feature	Delivery specifications
<b>Service planning interview</b>	<p>An HP service specialist will contact the Customer to discuss the details of the Customer's existing network environment and the installation of the HP BladeSystem Ethernet switches and HP Virtual Connect modules. Information regarding the network architecture, addressing, software revision levels, and server/application bandwidth requirements will be gathered. Spanning Tree Protocol, LAN segmentation, VLANs, trunking, uplinks and port aggregation, traffic prioritization and shaping, user access, port security, and management will be discussed so as to better understand the Customer's requirements.</p> <p>The HP service specialist will also share information with the Customer regarding planning, implementing, and testing the HP BladeSystem interconnect installation.</p> <p>Procedures and configuration files will be developed that are specific to the Customer's installation, helping to allow the system to start up with minimum disruption to the Customer environment.</p>
<b>Confirmation of software revisions</b>	<p>The HP service specialist will establish a console session and confirm that the software is at appropriate revision levels. If the revision level is not appropriate, the HP service specialist will download the required revision into the device. As part of the installation process, HP may be asked to accept license terms accompanying the software on behalf of the Customer. The license terms may be in electronic format or contained within the software documentation. The Customer hereby acknowledges that it is the Customer's responsibility to review license terms at the time of installation and hereby authorizes HP to accept all license terms on its behalf.</p>
<b>Network device configuration</b>	<p>The HP service specialist will configure up to two (2) p-Class Ethernet switches, up to four (4) c-Class c3000 Ethernet switches, or up to eight (8) c-Class c7000 Ethernet switches according to the specifications developed in the service planning interview. Configuration includes VLAN features, trunking and aggregation features, Spanning Tree Protocol, access control and security, and quality of service (QoS). For devices that support Layer 3 features, HP will also configure IP forwarding, static IP routes, dynamic routing (RIP v1 and v2, and OSPF), and VRRP router redundancy.</p> <p>For HP Virtual Connect, the HP service specialist will configure Virtual Connect Manager for up to four (4) Ethernet and Fibre Channel modules in a single c3000 enclosure or up to eight (8) Ethernet and Fibre Channel modules in a single c7000 enclosure. Configuration of Virtual Connect Manager includes domain setup, MAC addressing, stacking links, network connection (including link aggregation and VLANs), fabric connection (assigning WWNs, defining and naming available fabrics, and setting uplinks) and creation of server profiles. While onsite, the HP service specialist will conduct a brief overview of Virtual Connect Manager for up to three (3) server administrators.</p>
<b>Verification of operation</b>	<p>The HP service specialist will verify Layer 2 connectivity with adjacent infrastructure devices via ping tests, confirming traffic is being passed on appropriate ports. VLAN associations, VLAN trunking, and port aggregation on uplinks will be verified. The event log will be checked for any unexpected messages. If any such messages are found, the HP service specialist will determine if they are due to a BladeSystem interconnect hardware or software issue, a configuration issue, or a cabling issue on the device being installed. Any such issues will be resolved as part of this service.</p> <p>The HP service specialist will work with the Customer to verify user-to-server and server-to-server connectivity and will communicate with the Customer's network operations center (NOC) the existence of the new Ethernet switch(es).</p>

## Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites.

Purchase and completion of HP Installation and Startup Service for HP BladeSystem Infrastructure (UC905E or UE602E) or completion by the Customer of the same activities including, but not limited to:

- Physical installation of enclosure, power supplies, fans, server blades, and Ethernet interconnect blades
- Configuration of the HP BladeSystem enclosure including setup of the Onboard Administrator
- Installation and configuration of the HP BladeSystem Essentials Insight Control Data Center Edition software, including a system discovery
- Verification that all HP BladeSystem infrastructure data is correctly displayed in the BladeSystem Integrated Manager within HP SIM

In addition, Customers must have completed one of the following:

- Purchase of HP p-Class BladeSystem Ethernet interconnect switch (Cisco Gigabit Ethernet Switch Module or HP GbE2 Interconnect Switch); or
- Purchase of HP c-Class BladeSystem Ethernet interconnect switch (Cisco Catalyst 3020 Blade Switch or HP GbE2c Ethernet Blade Switch); or
- Purchase of HP Virtual Connect for c-Class BladeSystem

## Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Planning, designing, implementing, configuring, or assessing the Customer's existing network
- Any services not clearly specified in this document or the associated Statement of Work
- Application integration or integration of third-party products or peripherals not included with the system
- 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

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Ensure that the computing environment is suitable for the HP BladeSystem and provide all required electrical power, network cabling, racks, and other materials necessary for successful configuration and startup of the HP BladeSystem Ethernet interconnect switches
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service
- Assign a designated system/network person from the Customer's staff who, on behalf of the Customer, will provide the HP service specialist with the information required in the service planning interview, and who will also, for existing network devices, perform and/or coordinate any configuration changes, software updates, and associated network cabling changes required for a fully functioning network environment
- Verify user-to-server and server-to-server connectivity and existing network functionality following the completion of the service
- Provide all network operations center (NOC) services and support

- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HP full and unrestricted access to all locations where the service is to be performed

## General provisions/Other exclusions

- HP 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 that are not met by the Customer.
- HP reserves the right to re-price 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.
- Configuration of c-Class SAN or Fibre Channel switches (other than HP Virtual Connect) is not included in this service but may be available separately from HP.

## Ordering information

This service can be ordered using the following service part number(s):

- HP Enhanced Network Installation and Startup Service for BladeSystem c-Class c7000: UE603E or HA124A1-56H
- HP Enhanced Network Installation and Startup Service for BladeSystem c-Class c3000: UF814E or HA124A1-5N6
- HP Enhanced Network Installation and Startup Service for BladeSystem p-Class: UE604E or HA124A1-56J

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

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

**HP Care Pack services:** [www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)

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