



# HPE Installation and Startup Service for HPE Insight Control Server Migration

## HPE Lifecycle Event Services

The HPE Installation and Startup Service for HPE Insight Control server migration provides for the installation, configuration, and execution of the migration feature of HPE Insight Control server migration for one server migration P2P, X2P, or X2V.

### Service benefits

- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met

### Service feature highlights

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

**Table 1. Service features**

| Feature            | Delivery specifications   |
|--------------------|---|
| Service planning   | A Hewlett Packard Enterprise service specialist will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed to by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges. |
| Service deployment | A Hewlett Packard Enterprise service specialist will perform the following as part of this service: <ul style="list-style-type: none"><li>• Review with the Customer the pre-installation checklist and verify that the Customer's environment is prepared for the HPE Insight Control server migration installation</li><li>• Install the HPE Insight Control server migration management console application on a customer-supplied system</li></ul>            |

- Perform one server migration using HPE Insight Control server migration per the Customer's pre-installation checklist
- Set the disk partition sizes on the migrated server per the Customer's pre-installation checklist
- Power on the migrated system or start the migrated virtual machine and verify that the operating system boots and that the system can be logged in to, in order to validate that the migration was successful

|  |   |
|--|---|
| <b>Installation verification tests (IVT)</b> | Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.  |
| <b>Customer orientation session</b>          | Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate. |

## Service limitations

The following activities are excluded from this service:

- Network configuration activities
- Resolution of migration issues not handled by the HPE Insight Control server migration tool
- Resolution of issues related to Customer applications including, but not limited to, licensing, execution, performance, etc., resulting from the Customer's application being migrated from one server to another
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active Hewlett Packard Enterprise warranty or an applicable HPE Hardware Support agreement
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

## Service eligibility

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

- Meet the criteria identified in the "Customer responsibilities" section
- Be properly licensed for HPE Insight Control server migration
- Meet the hardware and software prerequisites for HPE Insight Control server migration

## Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- 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 Hewlett Packard Enterprise 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 HPE in facilitating the delivery of this service
- Ensure that all service prerequisites as identified in the "Service eligibility" section have been met
- Be responsible for all data backup and restore operations
- Ensure availability of all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Have licensed copies of all software currently installed on the servers and licenses for the HPE Insight Control server migration software
- Resolve issues associated with hardware serial numbers, BIOS and chassis IDs, NICs, or dongles that authenticate a piece of software
- Ensure that the available disk space on the target server is sufficient for the HPE Insight Control server migration
- Take responsibility for planning any outages required for the affected servers
- Provide a system with Windows® 2003/XP with iSCSI support on which HPE Insight Control server migration can be installed and/or allow Hewlett Packard Enterprise to utilize its own laptop as part of this service

## General provisions/Other exclusions

Hewlett Packard Enterprise 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.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise'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.

Travel charges may apply; please consult your local office

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

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Any services not clearly specified in this document

## Ordering information

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

HPE Installation and Startup for HPE Insight Control server migration (includes one server migration): UF815E or HA114A1-5N7

For more advanced requirements or customized installation beyond the scope of this service, custom deployment through a Statement of Work is available: HA545A1 or HA545AE

## For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

[www.hpe.com/services/support](http://www.hpe.com/services/support)

[www.hpe.com/services/lifecycleevent](http://www.hpe.com/services/lifecycleevent)

