HPE POINTNEXT
SERVICES

HPE INSTALLATION AND STARTUP SERVICE FOR ARISTA 7000 SWITCH SERIES

HPE Integration and Performance Services

HPE Installation and Startup Service for select Arista Networks switching products (7010, 7050X, 7060X, 7280, 7250X, 7150, 7160) coordinates the installation, configuration, and verification and is designed to get your new Arista networking device quickly up and running and connected to your network infrastructure.

This service is available for select Arista Networks switching products. With this service, you will also receive a brief orientation session on the product features installed.

The device configuration, final verification tests, and orientation session for this service are delivered remotely. On-site delivery of these items may be available in some geographic locations and may result in additional charges. Please contact your local Hewlett Packard Enterprise representative for details.

Please also refer to the "Service limitations" section on page 2 for more details.

SERVICE BENEFITS

• Service performed 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 have been met prior to service delivery

• Allows your IT resources to stay focused on their core tasks and priorities

SERVICE FEATURE HIGHLIGHTS

• Service planning

• Service deployment

• Unpacking and verification

• Rack mounting

• Confirmation of software revisions

• Cable device

• Device configuration

• Installation verification tests (IVT)

• Customer orientation session

SERVICE FEATURES

FEATURE	DELIVERY SPECIFICATIONS
	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 days and hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Service planning	HPE will work with the Customer via phone to collate the Customer-provided required information in order for HPE to complete the Customer Configuration Worksheet for the device being deployed. Prior to service delivery, the Customer must provide as a minimum and not limited to: • A current network design • The new proposed network design • A topology diagram • All network IP addresses • An inventory of connecting devices
Service deployment	Customer configuration may include OSPF, RIP/RIP V2 and Static Routes; MLAG or multi-chassis link aggregation; Local (Unit) Management and User Account; Spanning Tree configuration; Extensible Messaging and Presence Protocol (XMPP) Client; and VLANs. Please refer to the Service Limitations section for specific exclusions regarding the scope of the configuration services provided.
Unpacking and verification	A Hewlett Packard Enterprise service delivery specialist will unpack the device from the shipping carton(s) that the Customer has placed in the location where the device will be installed. The contents of each carton will be confirmed against the list of included items and checked for any physical damage on the exterior of the device.
Rack mounting	A Hewlett Packard Enterprise service delivery specialist will attach appropriate mounting brackets to the device. The device will then be mounted into the designated location within an existing rack supported by HPE for the product or onto an appropriate mounting surface that has predrilled screw holes. The Customer must provide a clear working area and supply all associated mounting accessories.
Confirmation of software revisions	A Hewlett Packard Enterprise service delivery specialist will establish a console session and confirm that the software is at an appropriate revision level. If the revision level is not appropriate, the Hewlett Packard Enterprise service delivery specialist will download the required revision of software onto the device.
Cable device	A Hewlett Packard Enterprise service delivery specialist will plug in a sufficient number of cables to ports on the device so that network connectivity and functionality can be demonstrated. The Customer is responsible for providing all required data network cables and an appropriate cabling map that identifies each pre-labeled cable for each port. The services below (device configuration, final verification tests, and orientation session) are delivered remotely. On-site delivery of these items may be available in some geographic locations and may result in additional charges. Please contact your local Hewlett Packard Enterprise representative for details.
Device configuration	A Hewlett Packard Enterprise service delivery specialist will build and load the configuration file based on the information provided by the Customer as recorded in the completed Customer Configuration Worksheet. Non-HPE developed configuration build files are the responsibility of the Customer.
Installation verification tests (IVT)	A Hewlett Packard Enterprise service delivery specialist will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct a basic orientation session on the installation and configuration of your device and will be available to answer questions, as appropriate. This remote orientation session will be completed on the same day as the installation and will not exceed 1 hour.

SERVICE LIMITATIONS

This Installation and Startup service is only available for select Arista Networks switching products; please refer to HPE or your Hewlett Packard Enterprise representative for a list of HPE products currently covered by this service. Services are limited to installation and configuration of one Arista Networks switching product.

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

• Planning, design, or assessment of the Customer's existing or future network architecture

• Application integration or integration of third-party products or peripherals not included with the system

• Service deployment on hardware not covered by an HPE warranty or HPE support agreement

• Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

• Any other products or modules that relate to other technologies (for example, wireless, voice, external WAN/routing, ISP, or security)

• Services required due to causes external to the HPE device being deployed under this service

Certain product features are excluded from the configuration portion of this service; these product features are as follows:

• Virtual Router Redundancy Protocol (VRRP)

• Authentication

• Security and access control list

• Setup of VPNs

• Extensible Messaging and Presence Protocol (XMPP) Server

Excluded product features may be configured under a separate service on a time and materials basis. Please refer to your Hewlett Packard Enterprise representative for further details.

For the U.S. and specifically as it relates to the physical installation of the hardware, travel to U.S. sites located within 200 miles (320 km) of a primary HPE support responsible office is provided at no additional charge. If the site is located more than 200 miles (320 km) from the primary HPE support responsible office, additional travel charges will be applied. Travel charges will also apply for any site that requires overnight lodging, non-automobile transportation (for example, airplane), or extraordinary travel circumstances.

Depending on the deployment strategy, deployment of the new networking device may require network downtime as the product is connected into the Customer's current network infrastructure; the Customer should plan for such downtime.

SERVICE ELIGIBILITY

Customers are eligible for the delivery of this service if they have purchased select Arista Networks switching products that are still in their original shipping cartons within 90 days of date of purchase.

CUSTOMER RESPONSIBILITIES

The Customer will:

• Ensure that all service prerequisites as identified in the "Service eligibility" section have been met prior to service delivery

• Ensure that all the information required in the Customer Configuration Worksheet document, provided by HPE for this service, has been fully detailed and is accurate; this includes information such as the current network design, the new proposed network design with the Arista Network networking device(s) being deployed, and a topology diagram showing all existing network devices (if applicable), all network IP addresses, and the inventory of connecting devices

• Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service

• Retain the product(s) to be installed in the shipping carton and place in the immediate location where the installation service will take place

• 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

• Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise 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 remote network access, access to an outside telephone line, power, and any network connections required

• Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

- Ensure that all cabling has been pre-installed, pre-tested, and pre-labeled

- Provide a cabling map that diagrams each pre-labeled cable that is to be plugged into the device being installed

- Ensure that site preparation (for example, power, cooling, rack installation, etc.) has been completed at the hardware installation location

- Ensure that all hardware and power that the Hewlett Packard Enterprise service delivery specialist will need in order to perform this service, is available in the device installation location

- Ensure that the rack or mounting surface to which the device will be attached has been prepared for device installation

- Have available, appropriate HPE approved rack-mount kits or hardware

- Ensure that the installation of the new networking device will not interfere with normal operation, or plan for the downtime of the network; HPE will not be responsible for any network downtime

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. HPE 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 in some geographic locations. Please contact your local Hewlett Packard Enterprise representative for details.

On-site delivery of the items typically delivered remotely may be available in some geographic locations and where available may result in additional charges. Please contact your local Hewlett Packard Enterprise representative for details.

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

- Service deployment on hardware covered by a third-party maintenance contract

- Any services not clearly specified in this document

- The services of a project manager

SUPPLEMENTAL TERMS

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.

- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

ORDERING INFORMATION

HPE Installation and Startup Services are ordered as a fixed-price HPE Support Package Services. To order these services, contact a Hewlett Packard Enterprise sales representative or authorized Hewlett Packard Enterprise reseller.

- HA114A1#56V—HPE Top of Rack Startup SVC for select Arista Networks switching products

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