

# HPE Aruba Networking Installation and Startup Service for Top of Rack Switches

## HPE Lifecycle Services

### Service overview

HPE Aruba Networking Installation and Startup Service for Top of Rack (ToR) switching products coordinates the installation, configuration, and verification of your new device. It is designed to quickly set up and connect your new HPE Aruba Networking switch to your network infrastructure.

This service is available for select HPE Aruba Networking 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. Contact your local HPE representative for details and refer to the [Service limitations section](#) for more details.

### Service benefits

- Service performed by an HPE technical specialist
- Availability of an HPE service specialist to answer basic questions during the service delivery
- Service delivery at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites have been met prior to service delivery
- IT resources can 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 (IVTs)
- Customer-orientation session



**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	An HPE service specialist will plan all the necessary activities, including identifying prerequisites and scheduling the service delivery at a time mutually agreed upon by HPE and the Customer. It shall be during local HPE standard business days and hours, excluding HPE holidays, unless otherwise agreed upon. Any services provided outside of HPE standard business hours may be subject to additional charges.
<b>Service deployment</b>	<p>During this meeting, the HPE service specialist will gather certain required information using Customer predelivery worksheets and checklists. The service specialist defines roles and responsibilities, as well as identifies predelivery requisites and actions to be completed by the Customer (including, but not limited to, documentation of the environment in which the HPE Aruba Networking switch will be implemented). They also agree on a plan with timelines to complete.</p> <p>Prior to service delivery, the Customer must provide as a minimum and not limited to:</p> <ul style="list-style-type: none"> <li>• A current network design</li> <li>• A new proposed network design</li> <li>• A topology diagram</li> <li>• All network IP addresses</li> <li>• An inventory of connecting devices</li> </ul> <p>Customer configuration may include native stacking protocol such as Intelligent Resilient Framework (IRF) and Virtual Switching Extension (VSX), OSPF, RIP/RIP V2, and static routes; local (unit) management and user account; spanning tree configurations (STP, RSTP); and VLANs. Refer to the <a href="#">Service limitations section</a> for specific exclusions regarding the scope of the configuration services provided.</p>
<b>Unpacking and verification</b>	An HPE service delivery specialist will unpack the device from the HPE shipping cartons 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.
<b>Rack mounting</b>	<p>An HPE 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.</p> <p>The Customer must provide a clear working area and supply all associated mounting accessories.</p>
<b>Confirmation of software revisions</b>	An HPE 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 HPE service delivery specialist will download the required revision of software onto the device.
<b>Cable device</b>	An HPE 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.
<b>Device configuration</b>	An HPE 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. Third-party developed configuration build files are the Customer's responsibility.
<b>Installation verification tests</b>	An HPE service delivery specialist will run the appropriate IVTs required for this service.
<b>Customer-orientation session</b>	Upon completion of the installation, the HPE 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 one hour.



## Service eligibility

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

## Service limitations

- This installation and startup service is only available for select HPE Aruba Networking ToR products; refer to HPE or your HPE representative for a list of HPE Aruba Networking products currently covered by this service.
- Services are limited to installation and configuration of one networking ToR 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 third-party 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, VXLAN, 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 part of this service; these product features are as follows:
  - Virtual Router Redundancy Protocol (VRRP)
  - Authentication
  - Security and access control list
  - Setup of VPNs
- Excluded product features may be configured under a separate service on a time-and-materials basis. Refer to your HPE 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.

## 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 HPE Aruba Networking devices being deployed, and a topology diagram showing all existing network devices (if applicable), all network IP addresses, and the inventory of connecting devices
- Contact an HPE service specialist within 90 days of the date of purchase to schedule the service delivery
- Retain the products to be installed in the HPE 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 HPE service specialist will need to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the service delivery



## Data sheet

- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the service delivery, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for service delivery, 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 preinstalled, pretested, and prelabeled
- Provide a cabling map that diagrams each prelabeled cable that is to be plugged into the device being installed
- Ensure that site preparation (for example, power, cooling, rack installation, and more) has been completed at the hardware installation location
- Make sure that all hardware the HPE service delivery specialist will need 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 rackmount kits with appropriate HPE approved rackmount kits or hardware
- Make sure that the installation of the new networking device will not interfere with normal operation, or plan for the network downtime; HPE will not be responsible for any network downtime

## General provisions / other exclusions

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

HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation, 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. Contact your local HPE representative for details.

On-site delivery of the items typically delivered remotely may be available in some geographic locations and wherever available may result in additional charges. Contact your local HPE representative for details.

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](https://hpe.com/us/en/legal/customer-privacy.html) shall apply.

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

## Ordering information

HPE Aruba Networking Installation and Startup Services are ordered as a fixed-price HPE Support Services. To order these services, contact an HPE sales representative or authorized HPE reseller.

- U8JL9E or HA114A1#5RN: HPE Top of Rack Startup SVC

## Learn more at

[HPE.com/services/lifecycle/services](https://hpe.com/services/lifecycle/services)

