

# HPE Lifecycle Services

## Hardware Installation Service for BackBox VTC for HPE NonStop

### Service overview

The HPE Installation Service provides for the basic installation of one BackBox VTC for HPE NonStop. A separate suite of HPE Deployment Services complements the HPE Installation Service. The set of services together are designed to provide the necessary activities required to install and deploy the BackBox for HPE NonStop product into your backup and recovery operations.

Visit [BackBox VTC R6 for HPE NonStop data sheet](#) for additional information about the available portfolio of BackBox products.

### Service benefits

- Increase confidence with installation to the product specifications by an HPE authorized technical specialist
- Reduce startup time with verification prior to installation that all service prerequisites are met
- Provide flexibility with choice of service delivery during regular business hours or after hours
- Free your IT resources to stay focused on their core tasks and priorities

### Service feature highlights

This service includes:

- Service planning
- Hardware installation
- Installation verification test



**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	An HPE project manager will plan all the necessary activities, including identifying any prerequisites and scheduling the delivery of the service at a time mutually agreed upon by HPE and you. The HPE project manager will share appropriate technical documentation. The service is available for purchase with service delivery during local HPE standard business hours, excluding HPE holidays, or after hours.
<b>Hardware installation</b>	Hardware installation activities for BackBox for HPE NonStop products may include: <ul style="list-style-type: none"><li>• Installing the product according to HPE product documentation</li><li>• Removing the product from the packaging, visually inspecting for damage, and replacing or repairing, at HPE's discretion, any HPE components that were damaged in shipping</li><li>• Consolidating all packaging materials in a nearby location to be designated by you and notifying you that the materials are ready for disposal by you</li><li>• Installing the product into the provided and assigned rack, if applicable</li><li>• Physically connecting the equipment to the LAN, external storage and NonStop system, as appropriate</li><li>• Configuring the BackBox VTC into an existing IRS dial out, if applicable</li><li>• Documenting all necessary VTC hardware information needed for license request</li><li>• Configuring and verifying remote connection (if applicable)</li></ul>
<b>Installation verification test</b>	HPE will run the appropriate installation verification tests required for this service.

## Service eligibility

You are eligible for this service if you meet the following prerequisites:

- All required mounting racks are in place with adequate space available and power requirements have been met.
- The existing computing operating system platform(s) must be supported by and be compatible with the BackBox VTC for HPE NonStop being installed.
- A suitable physical operating environment for the BackBox VTC for HPE NonStop must be provided, including implementation of any environmental recommendations made by HPE.
- Any recommended HPE NonStop server software product releases (SPR) or software upgrades, including device drivers must be installed.
- Host applications must be installed and operating normally prior to the delivery of this service.

## Service limitations

One service is limited to a single BackBox VTC for HPE NonStop product at a single physical site.

Service delivery will be scheduled at a time mutually agreed upon by HPE and you. If the service purchased covers regular hours, service delivery will be limited to HPE local business days and hours, excluding HPE holidays.

HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

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

- Service deployment on hardware and/or software not covered by an HPE warranty or HPE support agreement (except as noted in the "Service eligibility" section)
- Service deployment on any product covered by a third-party support agreement



- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HPE warranty or an applicable HPE hardware support agreement
- Planning, design, or assessment of your computing environment, except to identify service prerequisites for the product being installed (with the exception of specific activities denoted in the “Service feature highlights” section)
- Laying or installation of any cables beyond the required internal array or internal rack interconnect cables
- Reconfiguration of a factory-racked and factory-configured solution
- Reconfiguration of the existing IT infrastructure
- 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
- Site inspection activities such as a comprehensive analysis of the facility’s power, cooling and humidity, airborne contaminant, and vibration levels, and determination of whether the data center’s raised floor has sufficient structural capability to accommodate the weight of the VTC to be installed
- Installation of software products as part of basic hardware installation, except as specifically stated in the “Service feature highlights” section; such installation may require the purchase of additional HPE Installation Service
- For factory-racked solutions, installation of more than one rack and/or at more than one site
- Any services not clearly specified in this document

## Customer responsibilities

- Assign a designated person to participate in the required service activities such as completion of the service planning, granting all approvals, providing information, and otherwise being available to assist in facilitating service delivery.
- Ensure that all service prerequisites identified during the service planning phase have been met prior to the scheduled service delivery date and that any potential risks have been addressed.
- Grant necessary access to your building and computer room, as well as the log-in credentials needed for servers, databases, and services essential for service planning. This includes access to the HPE NonStop systems, networks, workstations, and servers connected to the HPE NonStop internal network.
- Uncrate the equipment (if applicable) and place it in the immediate location where the installation service will take place.
- Be responsible for the disposal of the packaging materials.
- Confirm that all software products are appropriately licensed.
- Upgrade, install, and test all relevant applications, computer systems, and peripherals, ensuring these systems are properly connected to any related network, storage, and backup/recovery infrastructure.
- Provide information regarding any specific known issues within your IT environment.
- Complete all identified responsibilities promptly and efficiently.
- All cabling and network connections should be preinstalled and functional.
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable.

## Service guidelines

Any services not clearly specified are excluded from this service. This includes, but is not limited to the following:

- Service will be performed during local HPE standard business hours and workdays (excluding weekend days and HPE holidays) unless the after hours service is purchased.
- Service is delivered in English only.



## Data sheet

- You acknowledge and agree 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.
- The service delivery specialist may use additional analysis tools during service delivery. Use of these tools does not grant you either access to them or a license for them unless agreed to in writing.

## General provisions / other exclusions

To the extent HPE processes personal data on your behalf in the course of providing services, the Data Privacy and Security Agreement for support and professional services found at Data Privacy and Sub-processor Transparency shall apply.

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

Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HPE supplied or HPE supported products.

HPE reserves the right to require purchase of agreed SOW prior to performing any additional work over and above the services described herein or work required to address service prerequisites or other requirements that are not met by you.

Upon receipt of the service order, HPE will contact you to organize a service delivery date. Service delivery dates are subject to resource availability.

Check with a local authorized HPE representative to find out whether a specific location is eligible for this service.

Travel charges may apply; consult your local office.

## Ordering information

Order quantity one per BackBox VTC for HPE NonStop of either:

- **TL115AG** HPE NonStop VTC Hardware Installation Service Regular Hours
- **TL116AG** HPE NonStop VTC Hardware Installation Service After Hours

This service is limited to the hardware installation of the BackBox VTC for HPE NonStop. HPE Deployment Services for BackBox for HPE NonStop is required along with the HPE Hardware Installation service to complete the deployment of the BackBox solution. Please contact your HPE sales representative for assistance in ordering HPE Deployment Services.

## Learn more at

[HPE.com/info/NonStop](https://hpe.com/info/NonStop)

Visit **HPE.com**



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