

HP Installation and Startup Service for HP BladeSystem c-Class Infrastructure

HP Care Pack Services

Technical data



The HP Installation and Startup Service for HP BladeSystem c-Class Infrastructure provides for the installation of an HP BladeSystem c-Class enclosure, c-Class ProLiant server blades, Ethernet network interconnects, software deployment, and configuration of HP BladeSystem Essentials Insight Control Data Center Edition.

This service also includes the installation and configuration of HP Instant Support Enterprise Edition (ISEE) and Open Service Event Manager (OSEM), which are remote monitoring and analysis tools that provide continuous hardware event monitoring and automated notification designed to identify, diagnose, and prevent potentially critical problems during contract or warranty coverage hours.

This fixed-price/fixed-deliverable service is designed in response to the needs of the majority of HP BladeSystem c-Class customers. For more advanced installation and configuration requirements, customized installation is available.

Service benefits

- Efficient and effective HP BladeSystem c-Class infrastructure setup, server deployment, and management
- 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
- Verification prior to installation that all service prerequisites are met
- Reduced implementation time and cost
- More effective IT resource planning
- Increased data center efficiency through reduced manually intensive tasks

- Allows IT resources to stay focused on their core tasks and priorities
- Helps improve IT infrastructure uptime
- Automated diagnosis and remote support for hardware problems (via ISEE)

Service features highlights

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

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>An HP service specialist will conduct a remote planning and assessment meeting to review the Customer's environment, discuss pre-installation activities including the Customer completed pre-installation checklist, and confirm with the Customer that the service prerequisites have been met.</p> <p>HP will schedule the onsite delivery of the service at a time mutually agreed upon by HP and the Customer, which shall be during local HP standard business hours excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours may be subject to additional charges.</p>
Service deployment - hardware	<p>Hardware deployment activities will include installation of the following hardware according to the product Setup and Installation Guide procedures:</p> <ul style="list-style-type: none"> • One (1) c-Class enclosure, including power supplies and fans • Configuration of c-Class enclosure includes setup of the Onboard Administrator • Up to eight (8) single wide Ethernet interconnects • Up to 16 c-Class ProLiant server blades, including server blade qualified options into a single blade enclosure <p>In addition, hardware deployment will include configuration of iLO management processors and verification that the existing firmware is current.</p>
Service deployment - software	<p>Software deployment activities by the service specialist on the HP ProLiant server designated by the Customer will include:</p> <ul style="list-style-type: none"> • Installing and configuring the HP BladeSystem Essentials Insight Control Data Center Edition software, including the following components: <ul style="list-style-type: none"> - HP Systems Insight Manager (HP SIM) server and agents - HP ProLiant Essentials Rapid Deployment Pack (RDP) - HP ProLiant Essentials Performance Management Pack (PMP) - HP ProLiant Essentials Vulnerability and Patch Management Pack (VPM) • Using the Insight Control Data Center Edition wizard-based installer to install and configure all of the core applications listed above • Setting up the Administrator accounts for accessing RDP, HP SIM, and the c-Class Onboard Administrator • Verifying the correct installation of HP SIM • Verifying the correct installation of RDP, PMP, and VPM within the HP SIM license manager and validating integrated operations from within HP SIM • Verifying that the RDP installation includes scripted jobs to enable the configuration of HP server blade hardware and deployment of the Customer's preferred operating system • Running a system discovery to establish available BladeSystem infrastructure resources (HP servers, network switches, and local storage) as part of the Insight Control Data Center Edition integrated installer

- Preparing RDP to deploy up to two editions of either Microsoft® Windows® or Linux
- Preconfiguring the HP management agents and drivers
- Configuring the server to include initial automatic discovery of the managed servers
- Setting up the minimum required network administrative parameters for the switches according to the customer-provided details
- Completing VPM setup, deploying VPM agents, and running a patch acquisition and vulnerability scan on a single server blade
- Completing PMP setup and configuring monitoring settings for the server hardware
- Installing and configuring, on the HP SIM server, ISEE and OSEM service tools, if the Customer agrees to provide an external Internet connection

Installation verification tests (IVT)

Installation verification tests will include the following:

- Logging on to the management server and verifying connectivity to the managed servers by displaying the discovered devices in the "All Systems" list
- Configuring the SIM security parameters according to the Customer's requirements
- Configuring the events in the "All Events" list
- For RDP, verifying that the deployment profiles function correctly and completely
- Displaying general information about the discovered systems, such as management agents and data collection reports
- Verifying that all BladeSystem infrastructure data is correctly displayed in the BladeSystem Integrated Manager within HP SIM, and includes enclosure, servers, power, network interconnects, and HP BladeSystem storage blades contained within the enclosure
- Verifying correct monitoring operations for VPM and PMP
- Verifying correct setup for OSEM SNMP analysis and ISEE remote support:
 - Ensure SNMP community string settings are correct if not using the default Public
 - Enter optional Managed System Page information into OSEM
 - Enter configuration options into ISEE based on region
 - Check OSEM, ISEE, and HP back-end connectivity by sending test traps from each managed system and ensuring they have a status of Delivered in the OSEM notification screen
 - Verify that the device is registered for remote monitoring by ISEE
 - Verify Service Events displays properly in HP SIM

Customer orientation session

The HP service specialist will conduct an orientation session, onsite, on product usage and special features and will be available to answer questions, as appropriate.

Sharing of information on product usage includes the following:

- Navigating through the LCD Onboard Administrator:
 - Initial setup of the enclosure and first blade
 - Additional BladeSystem c-Class component installation
 - Connection of a guest PC to the enclosure
 - Onboard Administrator LCD installation and configuration errors
- Navigating through the HP SIM console, including the management and editing of settings configured by the Insight Control Data Center Edition integrated installer, including:
 - Installing SSH on Windows systems (if Customers wish to use command-line functions or execute scripts on remote machines)
 - Configuring managed servers to send SNMP traps
 - Setting up and editing of default WBEM settings
 - Configuring and editing of protocol settings
 - Adding new administrators, operators, or users (maximum of two users per function)
 - Configuring user rights from toolbox collection
 - Configuring automatic or manual discovery settings
 - Setting up the discovery scheduler
 - Setting up requested polling and data collection intervals
 - Adding managed servers
 - Setting up e-mail and paging
 - Setting up authorizations
 - Configuring event filtering

- Setting default view when first browsing to CMS
 - Demonstrating SIM functionality such as fault and inventory management
 - Navigating through the RDP console:
 - How to set up Administrator, Operator, and User accounts
 - An overview of the console
 - An overview of the preconfigured events and canned scripts
 - A review of PXE boot process
 - An explanation of the RDP licensing scheme and how the Customer can purchase additional licenses
 - Providing an overview of VPM and PMP operations:
 - Show Customer how to conduct the patch acquisition process for the additional servers
 - Providing an operational overview of ISEE remote support, OSEM analysis, and integration with HP SIM:
 - Show Customer, using previous test trap, how service events are displayed in HP SIM and how to link to OSEM and ISEE for further detail
 - Show Customer how to use OSEM Managed System Page
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Service eligibility

To be eligible to receive this service, the Customer must:

- Meet the criteria identified in the “Customer responsibilities” section of this document
- Be properly licensed for HP BladeSystem Essentials Insight Control Data Center Edition
- Have an existing or new functional/operational server preconfigured with an operating system and relevant service packs and hot-fixes on which Systems Insight Manager and Rapid Deployment Pack can be installed and configured
- Ensure that firewalls are set up that enable SIM to communicate between servers within the System Management environment
- Have IP forwarding enabled
- Ensure that the SIM/RDP server(s) is located on the same subnet as the HP BladeSystem servers to be deployed and managed

The Customer must meet the following network infrastructure prerequisites:

- The RDP server must be on the same VLAN or subnet as the target servers. Multi-subnet or VLAN configurations are supported, but configuring this type of environment is outside the scope of this service.
- DHCP must be installed and configured for this subnet.

The Customer must meet the following hardware prerequisites for Insight Control Data Center Edition (HP SIM and RDP) server (for more information, review the support matrix and prerequisite documentation for Insight Control Data Center Edition):

- 2.4 GHz processor with 2 GB RAM (required) or 4 GB RAM (recommended)
- DVD-ROM drive
- Minimum of 8 GB of disk space available

The Customer must meet the following software prerequisites for HP Insight Control Data Center Edition:

- Microsoft Windows 2003 Server Standard or Enterprise Edition SP1
- Latest Windows patches and hot-fixes applied before RDP installation
- ProLiant Support Pack for Windows installed
- TCP/IP configured with a static IP address and with DNS properly installed so that system names can be resolved

- SNMP (required)
- Microsoft Internet Information Services (IIS) 6.0 or later
- ASP.NET 1.1, with .NET 1.1 Framework
- FTP service running on IIS (required only for Linux)
- Microsoft Internet Explorer 6.0 or later
- Adobe Acrobat Reader

For this service, in order to enable the service tools ISEE and OSEM, they must be deployed on the same server as the SIM server and running Windows 2003 SP4 or later. Also, the Customer must have a valid system warranty or hardware service contract.

Service limitations

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

- 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
- Service deployment on hardware covered by a third-party maintenance contract
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Services required due to causes external to the HP-maintained hardware or software
- Service deployment on hardware not covered by an HP warranty or HP support agreement
- Any services not clearly specified in this document

Installation and configuration of Microsoft SQL Server or VMware are not included in this service and are available as separately orderable services from HP.

Installation and configuration services for Storage Area Networks (SANs) are not included in this service and are available separately from HP.

Network design and configuration services to integrate the network interconnect devices into the Customer's environment are not included in this service and are available separately from HP with the BladeSystem Enhanced Network Installation and Startup Services (see ordering information below).

Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Uncrate products and place the boxes in the immediate location where the service is to be performed
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Be responsible for all data backup and restore operations
- 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
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable

- Provide sufficient power to the enclosure
- Ensure sufficient network connectivity and that any required network connectivity (LAN and VLAN) is configured and available to the enclosure to support either switch and/or pass-through prior to the installation date
- Provide a designated HP ProLiant server for deployment and management
- Provide the Insight Control Data Center Edition DVD and the operating system media (and any associated product keys)
- Provide local network access to the designated server onto which the applications provided with Insight Control Data Center Edition are to be installed (note: RDP cannot be installed using Remote Console)
- Provide a service account that has local administrator privileges on the management server; this account must have the following properties: secure password, password never expires, user cannot change password
- Ensure that either MSDE or SQL is available if SQL 2000 SP3 or greater is not installed, the MSDE will be installed automatically from the Insight Control Data Center Edition media; SQL must be configured to use mixed-mode authentication.
- Ensure that a fully operational NFS or FTP server is available for Linux operating system installation using RDP
- Ensure that DHCP is installed and accessible on the network for correct installation of RDP PXE services
- Provide a network environment that is currently running and in good working order to which the target clients will be connected
- Provide external Internet connection and required settings to enable VPM patch acquisition
- To enable ISEE:
 - Provide a continuous external Internet connection to enable HP to provide automated remote support
 - Provide SMTP support for mail notification
- Ensure that any required SAN storage and data LUNs are configured and available prior to the installation date
- The Customer must review, complete, and provide to the service specialist the pre-installation checklist.

Ordering information

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

HP Installation and Startup Service for HP BladeSystem c-Class Infrastructure: UE602E or HA114A1-5FY

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 integration of BladeSystem c-Class Ethernet network interconnects, HP offers the HP BladeSystem c-Class Enhanced Network Installation and Startup: UE603E or HA124A1-56H

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

HP Care Pack Services: www.hp.com/hps/carepack

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