HP Installation and Startup for HP BladeSystem Infrastructure

HP Care Pack Services

Technical data

This service provides the installation and configuration of a BladeSystem implementation, including installation of the BladeSystem enclosure and server hardware, software deployment, and manageability enablement.

This service is designed to meet the needs of the majority of HP BladeSystem customers, and it requires two days for completion. For more advanced requirements, customized installation is available.

Service benefits

- Efficient and effective BladeSystem infrastructure setup, server provisioning, 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 impact to IT operations
- Reduced implementation time and cost
- More effective IT resource planning
- Allows IT resources to stay focused on their core tasks and priorities
- Improves IT infrastructure uptime

Service feature highlights

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

Specifications
Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist will conduct a remote planning and assessment meeting to review the Customer's environment, discuss pre-installation activities, and confirm with the Customer that the service prerequisites have been met. 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 might be subject to additional charges.
Service deployment	For hardware, deployment activities will include installation of the following hardware according to the product Setup and Installation Guide procedures: • Up to two (2) power enclosures with up to six (6) power supplies per enclosure • One (1) blade enclosure • One set (2) of either mini-bus bars, scalable bus bars, or power bus boxes • One pair (2) of network Ethernet interconnects (either patch panel or switch) • Up to 16 blade servers per a single blade enclosure In addition, hardware deployment will include configuration of iLO management processors and verification that the existing firmware is current. For software, deployment activities by the service specialist on the server(s) designated by the Customer will include: • Installing and configuring the Rapid Deployment Pack (RDP), including preparing RDP to deploy up to two operating system editions of either Microsoft® Windows® or Linux® • Installing and configuring the latest version of Systems Insight Manager (SIM) • Preconfiguring the HP management agents and drivers • Configuring the server to include initial automatic discovery of the managed servers • Setting up the Administrator account for RDP and SIM • Setting up the network administrative parameters for the switches • Installing, on up to 16 BladeSystem servers within a single enclosure, operating systems using scripted operating system installation jobs
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 the RDP content, verifying that the operating system deployed to the target servers is functioning properly • Displaying general information about the discovered systems, such as management agents and data collection reports

Customer orientation session	The HP service specialist will conduct an orientation session 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 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
	
	• Navigating through the HP SIM console, such as how to:
	  - Install SSH on Windows systems (if Customers wish to use command-line functions or execute scripts on remote machines)

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- Configure managed servers to send SNMP traps
- Set up default WBEM settings
- Configure protocol settings
- Add new administrators, operators, or users (maximum of two users per function)
- Configure user rights from toolbox collection
- Configure automatic or manual discovery settings
- Set up the discovery scheduler
- Set up requested polling and data collection intervals
- Add managed servers
- Set up e-mail and paging
- Set up authorizations
- Configure event filtering
- Set default view when first browsing to CMS
- Demonstrate SIM functionality such as fault and inventory management

Service eligibility

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

- Meet the criteria identified under the "Customer responsibilities" section of this document
- Be properly licensed with Rapid Deployment Pack software
- Provide Systems Insight Manager software
- 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 BladeSystem servers to be managed/provisioned
- Meet the hardware prerequisites for RDP/SIM server(s):
  - 2.4 GHz processor with 1 GB RAM
  - CD-ROM drive
  - Minimum of 5 GB of disk space available
- Meet the software prerequisites for RDP/SIM server(s):
  - Windows operating systems
  - Microsoft Windows 2000 Server or Advanced Server, SP 4
  - Microsoft Windows 2003 Server Standard or Enterprise Edition
  - Latest Windows patches and hot-fixes applied before RDP installation
  - ProLiant Support Pack for Windows installed
  - TCP/IP configured with a static IP address
  - SNMP (recommended)
    Linux operating systems
  - Red Hat Enterprise Linux AS 2.1, Update 4
  - Red Hat Enterprise Linux ES 2.1, Update 4
  - Red Hat Enterprise Linux AS 3, Update 3
  - Red Hat Enterprise Linux ES 3, Update 3
  - SUSE LINUX Enterprise Server 8.0, Service Pack 3
  - SUSE LINUX Server 9.0
  - OpenSSH

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- Red Hat Linux AS/ES 2.1 Update 4- PostgreSQL 7.4-0.3
- Red Hat Enterprise Linux AS/ES 3.0 Update 3- PostgreSQL 7.4.1
- SUSE Enterprise server 8, Server Pack 3- PostgreSQL 7.4.0
- SUSE Enterprise server 9- PostgreSQL 7

• Meet the 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.

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

Customer responsibilities

The Customer will:

• Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service

• Ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and, for software products, are properly licensed

• Provide sufficient power to the enclosure

• Ensure sufficient network connectivity is available to the enclosure to support either the switch or patch panel prior to the installation date

• Provide designated server(s) for deployment and management

• Have valid software licenses for all software, whether currently installed or to be installed by HP

• Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

• Provide a network environment that is currently running and in good working order to which the target clients will be connected

• Provide local network access to the RDP/SIM server (RDP cannot be installed using Remote Console)

• Provide a service account which 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 MSDE is not installed, SQL 2000 SP3 must be installed prior to the RDP installation; SQL must be configured to use mixed mode authentication

• Ensure that a fully operational NFS server is available for Linux operating system installation

• Ensure that DHCP is installed and accessible on the network for correct installation of RDP PXE services

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- 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, and otherwise be available to assist HP in facilitating the delivery of this service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met

General provisions/Other exclusions

- The ability of HP to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer may provide to HP.
- HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- Should the Customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.

Ordering information

This service can be ordered using the following service part number(s):
HP Installation and Startup for HP BladeSystem Infrastructure Service – UC905E

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support

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