

HP ProLiant Essentials Virtual Machine Manager and Server Migration Pack Installation and Startup Service

HP Care Pack Services

Technical data



Today's server management environment can be very complex to manage, complicated by constraints on resources within the enterprise. The HP ProLiant Essentials Virtual Machine Manager and Server Migration Pack Installation and Startup Service can provide a set of deliverables to help you simplify the management of your virtual server environment.

Your HP service specialist will install HP ProLiant Essentials Virtual Machine Management (VMM) Pack and Server Migration Pack (SMP). The service specialist will then deploy management agents on up to five virtual machines and educate you on how to deploy management agents to target virtual machines. The service also includes the following:

- Migrating one physical machine with up to 500 MB of static data files (no live databases or e-mail servers) to a virtual machine (P2V migration), and educating you on how to perform a successful P2V migration
- Migrating one virtual machine with up to 500 MB of static data files (no live databases or e-mail servers) to a virtual machine on a different platform (V2V migration), and educating you on how to perform a successful V2V migration

Service benefits

- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met
- Availability of an HP service specialist to answer basic questions during the onsite delivery of this service
- Service performed by a trained HP technical specialist

Service feature highlights

- Service planning
- Service deployment
- Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist will schedule the 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.
Service deployment	<p>The HP service specialist will install HP ProLiant Essentials Virtual Machine Management Pack and Server Migration Pack and deploy management agents on up to five virtual machines.</p> <p>The HP service specialist will perform the migration of one physical machine with up to 500 MB of static data files (no live databases or e-mail servers) to a virtual machine (P2V migration), with Customer participation.</p> <p>The HP service specialist will perform the migration of one virtual machine with up to 500 MB of static data files (no live databases or e-mail servers) to a virtual machine on a different platform (V2V migration), with Customer participation.</p>
Customer orientation session	Upon completion of the installation, the HP service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

Specifications

Table 2. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
Standard business hours, standard business days (9x5)	Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.

Travel zones

Travel zones and charges may vary in some geographic locations.

This service includes travel to the installation site, if it is within 100 miles (160 km) of a primary HP support office. Travel to sites beyond 100 miles (160 km) of a primary HP support office may result in additional travel charges.

Prerequisites

The Customer must meet the following prerequisites for delivery of this service:

- The Customer must have HP SIM 4.2 SP2 or newer installed and configured for VMM versions prior to VMM 2.0. HP SIM 5.0 must be installed for VMM 2.0.
- Microsoft® Virtual Server 2005, VMware ESX Server 2.1.2 or 2.5, or VMware GSX Server 3.1 running on a Windows® platform must be installed, with the virtualized servers that are to be licensed already configured/defined and running.

- The server that will be hosting VMM and SMP must have 155 MB of available disk space.
- Virtual machines (VMs) must have 65 MB of available disk space for the VMM agent.
- Secure Shell (SSH) or OpenSSH must be installed and configured for HP SIM on the VMs.
- The Customer must have license keys for the number of VMs on which agents will be deployed. VMM Pack includes five 30-day trial licenses. If the Customer expects to use the VMM software after 30 days, it is recommended that they purchase the licenses in advance.

Customer responsibilities

The Customer will:

- 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 the availability, at all times during an installation or reconfiguration service, of one or more individuals who have responsibility for managing the network environment
- Ensure that all service prerequisites as identified in the "Service eligibility" section have been met
- 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 working network connections
- Have valid software licenses for all software, whether currently installed or to be installed by HP
- Provide all necessary passwords that might be required to access system data and hard disk and to execute data removal or disk formatting

Service limitations

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

- Any services not clearly specified in this document
- Services required due to causes external to the HP-maintained hardware or software
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- 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

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

Ordering information

This service can be ordered using the following service part numbers:

UD546E or HA114A1-5FU

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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