HP Windows 7 Onsite Upgrade Service

HP Care Pack Services

Technical data

The Windows 7 Onsite Upgrade Service provides your company with onsite installation, setup, and training for the Microsoft® Windows® 7 operating system. This Care Pack service provides onsite support for small businesses transitioning from either Microsoft Windows Vista or Windows XP to Windows 7. This service is available on HP and non-HP PCs. HP recommends this service to be performed on models dated 2008 or more recent for improved supportability.

Windows 7 offers many new, unique benefits to your business and, with the Windows XP virtual mode provided by Microsoft, you can still utilize your XP software. Windows 7 Onsite Upgrade Service will help you optimize your existing computing environment and upgrade your business.

This Care Pack service will be sold within the United States and Canada, and the service is to be sold one per supported PC.

Service benefits

- Installation and setup of Windows 7 operating system, drivers, and XP virtual mode by an HP technical specialist
- 4 GB data migration of client files from your legacy operating system
- Training on features of Windows 7 and instruction on setup of third-party software and patches
- Windows 7 trained technician to assist with troubleshooting of compatibility issues during upgrade
- Delivery of the service at a mutually scheduled time convenient to your organization

Service feature highlights

- Service planning
- Software deployment
- Problem isolation and notification
- Coverage window

Specifications
Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist will plan all the necessary activities with the Customer, including the identification of any prerequisites, and 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. As part of the service process, the HP service specialist will verify with the Customer that all service prerequisites have been met prior to delivery of the service. With this service, HP will: • Provide a toll-free telephone number and an access number to registered users for scheduling of the onsite technician; scheduling is available 8:00 a.m. to 5:00 p.m. Monday through Friday local time • Schedule the event with the Customer no later than 24 hours from initial contact; service delivery will be available within 5 business days • Provide a check list of all steps performed by the technician onsite on a per-PC basis

Software deployment	Service deployment activities include the following:
	
	 • Reviewing checklist of tasks to be completed with the Customer
	 • Backing up and restoring standard user directories, My Documents, Desktop, and User profiles, and the engineer is to ask if there are other directories for backup (migration limited to 4 GB)
	 • Upgrading or performing clean installation of Windows 7 (engineer must verify with the Customer that the Windows 7 version upgrade is compatible with the OS that will be upgraded)
	 • Installing necessary drivers for all PC components (third-party or OEM, as required)
	   - All PC components are to have Windows 7 compatible drivers installed by the engineer. Non-compatible components or hardware should be identified by the Windows Upgrade Advisor prior to the onsite deliverables. The engineer will download and install drivers only from official third-party OEM sites.
	   - The engineer is to confirm all Windows 7 certified components of the PC are accessible and functioning properly prior to leaving the job site. In the event non-compatible components or hardware are identified, the Customer is to be informed and directed to the correct third-party resource for support.
	 • Downloading and installing Windows XP virtual mode for compatible PCs with Intel® Virtualization Technology or AMD-V™ CPU
	   - HP engineer will download Windows XP virtual mode, dependent on availability and access to the Microsoft Web site. Following download, the XP virtual mode will be installed.
	 • Instructing the Customer on update or reinstallation of software, patches, and drivers during OS installation; the engineer is to instruct the Customer on how to reinstall software applications, patches, and additional drivers as necessary, as well as provide guidance on the compatibility requirements for Windows 7
	 • Conducting training on features of Windows 7 and Windows XP virtual mode
	   - The engineer will train the Customer on new features of Windows 7, including how to navigate and change settings and configuration
	   - Training on Windows XP virtual mode will include instruction on how to launch, navigate, install, and operate Windows XP based software.
	 • Providing Customer with completed checklist and addressing customer review questions; providing a form to be signed by the Customer and a copy left onsite

Problem isolation and notification	With problem notification, when an end user encounters unpublished software problems, the appropriate software organization/vendor is notified.
	Problem isolation determines whether a usage problem is caused by the software or by a hardware failure. If the problem is traced to the hardware and the Customer has an onsite hardware maintenance agreement with HP, a call will be placed for service on the hardware issue. Alternately, if the Customer does not have an onsite support contract with HP, the Customer will be directed to remote support at an HP toll-free number. If the Customer does not have a hardware maintenance agreement with HP, the Customer may request HP to repair the system at the time and material per-call rates then in effect. In the event the hardware is not a supported HP product, the Customer must contact their hardware support provider for repair.
	If the problem is traced to the software and the technician has provided best-effort troubleshooting within economically reasonable means, the Customer will be referred to the software OEM or software support provider designated by the Customer. As compatibility will vary by program, HP makes no guarantee of compatibility with the Windows 7 operating system.
Customer window	The Windows 7 Onsite Upgrade Service is available 8:00 a.m. to 5:00 p.m. local time, Monday through Friday, excluding HP holidays. Calls received and answered outside this coverage window will be logged the next business day for which there is a service window. Windows 7 Onsite Upgrade Service calls are answered by the next available technical resource.

Customer responsibilities

Prior to scheduling a Windows 7 onsite upgrade, it is the Customer's responsibility to run the Windows Upgrade Advisor to confirm compatibility with the Windows 7 operating system. This tool is available via the Web site www.microsoft.com.

Customer is responsible for performing any hardware/firmware upgrades required for compatibility with Windows 7 prior to performance of the Windows 7 Onsite Upgrade Service. The Customer is responsible for backing up all critical data and files prior to the onsite service.

Customer must obtain the Windows 7 OS software separately from this service and confirm compatibility with their hardware, software, and peripherals prior to the Windows 7 onsite migration.

Customer must provide engineer with a safe, uncluttered workspace in which to perform the service.

Customer's hardware and peripherals must be fully functioning before the installation is performed.

Customer's computer must be connected to a network that allows high-speed access to the Internet to download drivers and updates.

Customer must verify the purchased software is the correct compatible version.

Customer must obtain the correct number of software licenses necessary at a minimum to the number of Care Pack services purchased.

Customer must provide software license key to the engineer.

Customer must have access to user account with Administrator privileges.

Following the completion of this service, the Customer will be responsible for reinstalling software applications and necessary patches and upgrades for the desired software. Customer will be referred to the software OEM and Microsoft for additional remote support.

HP Technology Services are governed by the HP Single Order Terms for Support or the HP Care Pack Support Service Agreement, or applicable HP Customer Agreement, or Customer's purchase agreement with HP.

3

The customer will:

- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent
- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and/or software
- Maintain a current copy of the operating system, development program, and all other applicable software programs and data
- Provide the name and telephone number of a primary contact employee authorized to direct HP action in the event of a critical problem and approve the purchase of per-event services, if required
- Provide updates for primary contact name or telephone number changes

Service limitations

In the event the HP technician arrives onsite and the Customer's PC is not compatible with the Windows 7 operating system, additional charges may apply to reschedule the onsite event.

Travel charges may apply, please consult with your local office.

Scope of services does not include reinstallation of software or installation of hardware components.

Windows 7 Onsite Upgrade Service is available in the United States and Canada.

Customer PC must have CPU with Intel Virtualization Technology or AMD-V™ feature for installation and setup of Windows XP virtual mode. Microsoft Windows 7 Professional or Ultimate version is required to run XP virtual mode. This feature will not be enabled on non-compatible PCs.

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

- Consultation or custom services prior to Windows 7 operating system installation
- Data migration of more than 4 GB per PC
- HP will use commercially reasonable efforts to provide information such as answering questions or requests with the compatibility information available from software and hardware OEM and Microsoft
- Support of software products outside of Windows 7 operating system and Windows XP virtual mode
- Support for the network on which applications and operating system is running
- Services which, in HP's opinion, are required due to improper treatment or use of the equipment or software
- Services required due to unauthorized attempts by personnel other than HP to repair, maintain, or modify supported software products
- Services required due to causes external to the HP-maintained equipment or software
- Purchaser modifications to products or software from the OEM
- Software product media, documentation, and license updates
- Any remote support of software or deliverables included in this service
- Support for any version of a software product more than 180 days after release of the subsequent version, unless otherwise agreed (HP can provide support for past versions); if agreed to, this support will be performed at best effort and by economically feasible means at HP's discretion

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4

Service eligibility

The customer must adhere to the licensing terms and conditions as indicated by the original software manufacturer or sales agent.

The Customer must ensure all software products are properly licensed.

For more information

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

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