



HPE StoreVirtual VSA Software Installation and Startup Service

HPE Lifecycle Event Services

HPE StoreVirtual VSA Software Installation and Startup Service provides installation and verification of HPE StoreVirtual VSA software.

This service includes installation of HPE StoreVirtual VSA software and deployment with your existing SAN environment. To help ensure that the installation is completed to meet your requirements, a Hewlett Packard Enterprise service specialist will provide verification and testing; a demonstration of the software and SAN operation; and clear, concise documentation outlining your configuration.

HPE StoreVirtual VSA software creates a shared storage node using resources that are already utilized by the server running VMware ESX/vSphere or Microsoft® Hyper-V. These nodes can be clustered together to transform existing server storage into a clustered storage system that is managed as a single SAN. This clustering allows you to use all VMware ESX/vSphere or Microsoft Hyper-V advanced features that require shared storage. You can use HPE StoreVirtual VSA software to cluster disks from multiple servers without disruption and add more as needed. HPE StoreVirtual VSA is a VMware or Microsoft Hyper-V certified compatible SAN/storage device you can count on. It combines server virtualization and the SAN on the same server platform, and is fully integrated with HPE StoreVirtual SAN Solutions.

Service benefits

- Delivery of the service at a mutually scheduled time convenient to your organization
- Greater ability for your IT resources to stay focused on their core tasks and priorities
- Verification prior to installation that all service prerequisites are met
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- Installation and startup by a Hewlett Packard Enterprise service specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Access to expert Hewlett Packard Enterprise technical resources to help expedite problem resolution
- Reduced implementation time and cost

Service feature highlights

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

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>A Hewlett Packard Enterprise service specialist will contact the Customer to review expectations and to validate that all predelivery requirements have been or will be met prior to delivery of this service.</p> <p>The Hewlett Packard Enterprise service specialist will work with the Customer to plan all necessary activities. The service planning activities will include:</p> <ul style="list-style-type: none"> • Communication and verification of the operating system, hardware, software, driver, and environmental prerequisites for the installation of HPE StoreVirtual VSA software • Collection, using a predelivery checklist, of the information needed to plan the deployment, including: <ul style="list-style-type: none"> – Verification that the VMware ESX/vSphere or Microsoft Hyper-V environment meets all the criteria for installation, as well as identification of any actions that are to be completed before installation – Verification that the network supporting the environment is correctly configured and operating – Communication by the Customer of information on any volume design (up to 20 volumes) that the Customer wants to have implemented • Creation of a written installation plan that will serve as the project plan and identify the completion point for the service • Scheduling of service delivery at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed to by HPE; any services provided outside of HPE standard business hours may be subject to additional charges
Service deployment	<p>The service deployment activities will include:</p> <ul style="list-style-type: none"> • Importing the software and configuring the HPE StoreVirtual VSA software product • Installing the central management console (CMC) • Creating up to 20 storage volumes, as specified by the Customer • Configuring the Failover Manager (if appropriate) • Configuring up to 10 VMware ESX/vSphere and/or Microsoft Hyper-V servers
Installation verification tests (IVT)	<p>Hewlett Packard Enterprise will run the appropriate installation verification tests (IVT) required to verify operation of the configuration.</p>
Customer orientation session	<p>The Hewlett Packard Enterprise service specialist will conduct an orientation session of up to one hour in duration. Orientation is informal and is not intended as a classroom activity or substitute for formal product training. Other subject areas such as hardware management, security, volume management, and snapshots are covered by HPE Education training courses.</p>

Service limitations

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

- Any services not clearly specified in this document or the associated Statement of Work
- Application integration or integration of third-party products or peripherals not included with the system
- Backup, recovery, and support of the operating system, other software, and data
- Installation and configuration of any hardware (servers, switches, routers, network gateways, etc.)
- Installation and configuration of HPE StoreVirtual VSA software on a virtualized or third-party array
- Laying of any cable
- Installation, configuration, or provisioning of any external SANs the Customer is using for data storage
- Analysis and/or reconfiguration of the existing environment to improve performance or robustness
- Implementation of any advanced VMware features, such as VMware High Availability, VMotion, DRS, and SRM
- Implementation of any advanced Hyper-V features, such as Cluster Shared Volumes or Live Migration
- Operational testing of applications, or additional tests requested or required by the Customer
- Planning, design, or implementation of the Customer's overall SAN or fabric architecture

- Integration with any hardware or software components not supported by HPE StoreVirtual VSA software
- Implementation of hardware and software products other than those specified in this document, including the Customer's server, application, database, storage, SAN, and network; the Customer's host, servers, applications, databases, storage, SAN, and network components used with HPE StoreVirtual VSA software must be installed and fully operational prior to delivery of the HPE StoreVirtual VSA Software Installation and Startup Service
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must have applied for and obtained the required licensing.
- The host ESX/vSphere or Microsoft Hyper-V system must be installed, be configured correctly, and meet the hardware prerequisites for the HPE StoreVirtual VSA software product.
- Additional devices in the HPE StoreVirtual VSA software environment, such as disks and RAID adapters, must also meet the hardware prerequisites for the StoreVirtual VSA software product.
- Where servers are using external storage, they must be preprovisioned and presented correctly.
- Additional host-specific required features, such as vSphere for VMware or Virtual Machine Manager (VMM) for Hyper-V, must be configured and operating correctly.
- A configured and supported server must be provided for the CMC.
- If the Customer wishes to have additional volumes created (up to 20), then the design must be supplied; customized storage volume design is not part of this service.
- A suitable physical operating environment must be provided, including implementation of any environmental recommendations made by Hewlett Packard Enterprise.
- An Ethernet/IP infrastructure must be installed, configured, and operating normally.
- The network topology must be supported from a design and performance perspective.
- Where hosts at remote sites are being configured, gateways must be operating between the locations.

Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- 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 Hewlett Packard Enterprise 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 HPE 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

- Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides 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. Such hardware replacement or repair will not be covered under the terms of this service.
- Portions of the service are delivered remotely or onsite, at Hewlett Packard Enterprise's discretion.
- The service is delivered as a single contiguous event. Environments that require multiple engagements over a longer period of time are not eligible for this service, but appropriate services for such environments are available at additional cost.
- To find out whether a specific location is eligible for this service, please check with a local Hewlett Packard Enterprise authorized representative.
- Travel charges may apply in some geographic locations. Please contact a local Hewlett Packard Enterprise representative for details.

Ordering information

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

- HA114A1#55T or UU092E for HPE StoreVirtual VSA Software Installation and Startup Service
- HA114A1#5B2 or UU094E for installation of up to an additional eight servers

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

www.hpe.com/services/lifecycleevent

Additional information URL

HPE Virtual SAN Appliance (VSA): <http://www8.hp.com/us/en/products/storage-software/product-detail.html>

or

HPE storage services: www.hpe.com/us/en/storage.html

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