



HP Enterprise Virtual Array (EVA)/P6x00/6xx0 Firmware Update Service

HP Consulting and Integration Services

This is a one-time deployment service that updates firmware for an HP Enterprise Virtual Array (EVA), P6x00, or 6xx0 Disk Array System. This service is designed to upgrade the firmware on one disk array to the latest specification of firmware for both controllers and disk drives. You can include additional disk array units to the upgrade that are present on the same physical site by purchasing the relevant service(s).

This service will, if applicable, include the physical installation of a single EVA P6300 to EVA 6350 upgrade kit, or a single EVA P6500 to EVA 6550 upgrade kit. Multiple upgrade kits require separate individual single EVA services for each firmware upgrade, which includes an EVA P6300 to EVA 6350, or EVA P6500 to EVA 6550 physical upgrade kit.

This service is intended for products that are customer self-upgradable (CSU). It does not cover non-CSU firmware platforms.

If any array-related problems are discovered prior to deployment of the firmware update, those problems will not be covered as a part of this service; they must be handled as a customized Statement of Work before the firmware update service is performed.

This service will include an upgrade of HP Command View EVA software, where identified, but it will not include a new installation on a 'virgin' system. If your organization requires such an installation to accommodate this, you can purchase the HP Command View EVA Installation and Startup Service.

The pre-work and planning portion of this service will consist of researching the upgrade and collecting data from your existing EVA system. The customer engagement and preparation process will include discussing the update plan with you and obtaining your approval, checking the event logs, and verifying the health and suitability of the EVA system in your environment.

The planning, preparation, and presentation elements of this service are designed to be delivered remotely using remote support technology and remote data collection methods. If you do not have remote capability, HP may require you to install collection tools locally and send the output to HP, accompanied by other system logs, to assist with the analysis process.

The service will include verification testing and handover, which will consist of verifying the host connections, rechecking event logs, and returning the system back to you.

Service benefits

Service performed by an HP technical specialist

Delivery of the service at a mutually scheduled time

Service feature highlights

- Work to completion
- Coverage window
- Customized installation plan
- HP electronic remote support solution

Service features

Table 1. Service features

Feature	Delivery specifications
Work to completion	Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.

With scheduled onsite response, work will resume on the next day for which the Customer has a service coverage window (this may vary by geographic location).

Coverage window	<p>The coverage window specifies the time during which services are delivered onsite or remotely. Service requests received outside this coverage window will be logged the next day for which the Customer has a coverage window.</p> <p>The following coverage windows are available for eligible products:</p> <ul style="list-style-type: none">• Extended business hours, standard business days (13x5): Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.• 24x7: Service is available at additional cost 24 hours per day, Monday through Sunday including HP holidays. <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Customized installation plan	<p>This planning, design, and assessment service is in support of a new installation, the integration of HP or non-HP products into an existing supported environment, the migration from one technology to another, or a system upgrade to newer technology.</p> <p>This service includes a site preparation plan based on the Customer's environment, which will be documented and delivered to the Customer. The site preparation plan provides a pre-installation inspection and assessment of the Customer's environment, including recommendations regarding site conditions such as electrical power, air conditioning, room layout, security, equipment delivery path, other key computing environmental factors, and service prerequisites.</p> <p>If the Customer chooses, HP will work with the Customer to develop a Statement of Work that will specifically document the scope of work to be performed under the agreement, the service prerequisites, the service delivery dates, the charge for such services, and terms and conditions.</p>
HP electronic remote support solution	<p>For eligible products, the HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, other parts classified as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

In certain environments, the base 8-hour period allocated for this service will be insufficient to accommodate all upgrade completion activities. Such environments include:

- Continuous Access (CA) environments
- Highly complex SANs
- Environments where firmware is a number of revisions behind the latest release—with the associated dependencies and more involved processes

In these environments, a customized service will need to be calculated.

The service does not include the following:

- Reconfiguration or installation of SAN components or software drivers or patches to bring the environment into the supported configuration for the upgrade
- Installation of other new SAN hardware present
- Upgrade or installation of any remote tools already present, such as HP Systems Insight Manager (SIM), RSP, HP Instant Support Enterprise Edition (ISEE), Web Based Enterprise Services (WEBES), HP Insight Remote Support (IRS), or HP Configuration Collector (HPCC)
- A new installation of Command View EVA software onto a virgin system

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

Service eligibility

This service must be purchased for each disk array system that will require a firmware update.

Customer responsibilities

The Customer will:

- Resolve any problems with their SAN environment, identified from the site preparation plan, prior to the installation of the firmware upgrade

- Allow HP full and unrestricted access to all locations where the service is to be performed
- 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
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Ensure that all service prerequisites identified during the 'Service planning' activity have been met
- Be responsible for all data backup and restore operations

General provisions/Other exclusions

- HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HP's ability 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 provides to HP.
- The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost.
- HP 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.

Ordering information

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

- HG230AE or HG230A1 for HP EVA/P6x00/6xx Disk Array Firmware Upgrade Service—1 EVA system at a single site
- HG231AE or HG231A1 for HP EVA/P6x00 Disk Array Firmware Upgrade Service—2 EVA systems at a single site (not applicable for the physical installation of multiple EVA P6300 to EVA 6350, or EVA P6500 to EVA 6550 upgrade kits)
- HG232AE or HG232A1 for HP EVA/P6x00/6xx0 Disk Array Firmware Upgrade Service—5 EVA systems at a single site (not applicable for the physical installation of multiple EVA P6300 to EVA 6350, or EVA P6500 to EVA 6550 upgrade kits)

For more information

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

HP support services: www.hp.com/services/support

HP Care Pack services: www.hp.com/services/carepack

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