



HP StoreEasy 5000 Network Storage Solution Installation and Startup Service

HP Services

HP StoreEasy 5000 Network Storage Solution Installation and Startup Service provides for the installation and configuration of the HP StoreEasy 5530 or X5520 G2 Network Storage System and the applicable external components. An HP service specialist will install and cable the HP StoreEasy 5530 or X5520 G2 Network Storage System, along with up to five additional HP StoreEasy disk enclosures, and complete the operating system installation for your organization via HP Integrated Lights-Out (iLO) or direct connection with included SUV cables. Additionally, after the operating system installation is complete, the HP service specialist will run the required HP-supported software residing on the first node of the two X5460sb G2 server blades. The specialist will verify firmware levels and update them to the required levels. This installation and startup service will create the recommended HP standard configuration.

In addition, this service will also provide predelivery planning and a brief orientation session.

Service benefits

- 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
- Allows your IT resources to stay focused on their core tasks and priorities
- Reduced implementation time and cost
- Installation and startup by an HP technical specialist
- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Verification prior to installation that all service prerequisites are met

Service feature highlights

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

Service features

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>An HP service specialist will plan all the necessary activities, 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.</p> <p>Installation planning and coordination activities include:</p> <ul style="list-style-type: none"> • Communication with the Customer, including queries from the Customer regarding service delivery • Verification, using a predelivery checklist, that all service prerequisites have been met • Scheduling the network storage system deployment at a mutually agreed-upon time • A brief consultation to help the Customer define the configuration objectives based upon application performance, availability needs, and HP best practices • Creation of an installation plan, which will serve as the guide for the coordination of the installation and startup deliverables
Service deployment	<p>The service deployment activities will include:</p> <ul style="list-style-type: none"> • Unpacking and inspecting the order • Installing the HP StoreEasy 55x0 Network Storage System into a customer-supplied rack • Installing and cabling up to five StoreEasy external storage expansion enclosures when ordered and installed at the same time as the HP StoreEasy 55x0 Network Storage System • Installing a Fibre Channel HBA and attaching it to a SAN-connected tape backup system, if applicable • Connecting customer-supplied and pre-run network cabling to the chassis

- Completing the operating system installation
- Completing the Initial Configuration Tasks (ICT) after first login, which includes the following:
 - Configuring networking on the nodes
 - Generating keys to communicate with the HP StoreEasy 55x0 Enclosure Manager
 - Configuring the Enclosure Manager
 - Configuring iLO for each node
 - Setting the date and time
 - Inputting the cluster name and domain
 - Enabling automatic updates, if desired
 - Creating a cluster witness disk
 - Validating and creating the cluster
- Creating a sample clustered file server and configuring a host user map to make the share accessible with Common Internet File System (CIFS) and network file system (NFS), respectively.
- Creating, exposing, and verifying a snapshot

Installation verification tests (IVT)

The service specialist will perform the appropriate installation verification tests to confirm product functionality, including:

- Running required installation verification tests (creating a clustered file server)
- Running additional testing to ensure that the newly created file share and the file share data copy are accessible from a client

Customer orientation session

The service specialist will conduct a customer orientation session to review the installation and demonstrate basic operation of the installed HP StoreEasy 55x0 Network Storage System. Orientation session topics generally include:

- A review of the key features and functionality provided by the HP StoreEasy 55x0 Network Storage System
- A review of the HP StoreEasy 55x0 Network Storage System Manager and its operations, including basic administrative and maintenance operations such as LUN creation and removal, spare drive management, LUN expansion, alerts and email setup, and system status monitoring
- Locating the HP Web page for the HP StoreEasy 55x0 Network Storage System
- Locating and using the HP StoreEasy 55x0 Network Storage System Administrator Guide
- A demonstration of StoreEasy 55x0 Network Storage System reconfiguration (adding disk enclosures and NFS exports)
- A demonstration of how to use HP System Management Homepage (SMH) to monitor the system
- An explanation of the proper power-up and power-down sequence for a system with external storage expansion enclosures attached
- An explanation of the service release (SR) and firmware update process
- Information about where SR and firmware updates can be obtained
- An explanation of the customer advisory process
- Troubleshooting information for service support and an explanation of how to contact HP support
- An overview of customer replaceable units
- Locating and using online help
- A brief question and answer forum

The customer orientation session is informal, is typically conducted at a management console with selected members of the Customer's staff, and is not intended as a classroom activity or substitute for formal product training.

Service limitations

The following activities are excluded from this service:

- Any period of non-availability not directly caused by the hardware fault
- 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
- Operational testing of applications, or additional tests requested or required by the Customer
- 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
- Travel charges may apply in some geographic locations; please contact your local HP representative for details.
- Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

Service eligibility

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

- The existing installed rack(s) has sufficient PDUs and rack space for the HP StoreEasy 55x0 Network Storage System and any additional ordered StoreEasy disk enclosures.
- The required network connectivity is configured and available to the enclosure.
- The Customer is responsible for providing (an optional) server that meets the minimum requirements of HP remote support tools.

Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Coordinate service deployment on third-party-maintained products (if applicable) with HP
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Complete and return the prerequisite HP predelivery checklist to the service specialist at least two weeks prior to the start of the service
- 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 HP 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 HP in facilitating the delivery of this service
- Provide IT administration resources (server, storage, database, and network) to gather necessary information, facilitate workshops and interviews as required, and perform any configuration activities needed to facilitate delivery of the service including, but not limited to:
 - Domain credentials suitable to creating the cluster
 - IP addresses (if using static) for each node in the system as well as the enclosure management unit and the cluster (at least five IP addresses are required)
- Ensure the availability, at all times during service delivery, of one or more individuals who will provide administrator-level access to the systems where the work is to be performed
- Provide all necessary network and administration assistance to allow HP remote monitoring and support tools to connect with the HP Support Center
- Ensure that any and all prerequisite firmware or driver dependencies for the environment are completed before onsite service delivery begins
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

General provisions/Other exclusions

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.

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.

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

- Service deployment on hardware not covered by an HP warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- 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 required due to causes external to the HP maintained hardware or software
- Integration with any hardware or software components not supported by the HP StoreEasy 55x0 Network Storage System
- Deployment of multiple HP StoreEasy 55x0 Network Storage Systems; multiple instances of the service may be ordered for larger configurations or multiple sites
- Loading, managing, or manipulating customer data; performance tuning; or post-installation support
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or hardware-related problems
- Planning, design, or implementation of the Customer's overall SAN or fabric architecture

- Implementation of hardware and software application, database, storage, SAN, and network products other than those specified in this document; the Customer's applications, databases, storage, and network components used with the HP StoreEasy 55x0 Network Storage System must be installed prior to delivery of the installation and startup service; implementation services for storage and networks are available separately from HP at additional cost
- Data migration services are available separately from HP at additional cost
- Data recovery due to the failure of the Customer's backup or recovery procedures
- Performance testing or modeling
- Any services not clearly specified in this document

Ordering information

To obtain further information or to order HP StoreEasy 5000 Network Storage Solution Installation and Startup Service, contact a local HP sales representative.

For more information

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

www.hp.com/services/carepack

www.hp.com/services/alwayson

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4AA4-0127ENN, Created March 2012; Updated January 2013, Rev. 1

