

HPE Data Protector Advanced QuickStart

Comprehensive, cost-effective solution for protection of your critical business data

Service overview

The Data Protector Advanced QuickStart offering is designed to provide customers with improved speed in Data Protector backup software infrastructure deployments while preparing their IT staff and processes for operational success. Implementation of the Data Protector software by a trained HPE Software Services consultant is included in this Service.

Activities

The Data Protector Advanced QuickStart service provides for the implementation of the Data Protector software in a supportable configuration. This Service can be applied only to new Data Protector installations and upgrades. Installations or upgrades are conducted in accordance with the product manufacturer's specifications and your specific requirements provided in the pre-installation questionnaire.

HPE StoreOnce appliances and backup software apply to many different scenarios and topologies for different customers. This offering is applicable for many types of customer environments, including StoreOnce usage across data center (DC) and disaster recovery (DR) sites, as well as remote office/branch office (ROBO) site backups to a centralized DC. The Data Protector components included in the scope of this Service can be utilized across these different types of environments for up to one physical site.

Service planning and deployment

An HPE Software Services consultant will schedule the delivery of the Service at a time mutually agreed upon between HPE and the customer, which shall be during local HPE standard business hours, excluding HPE holidays.

The HPE Software Services consultant will perform the following activities:

Kickoff/assessment meeting

- Verification that installation prerequisites have been met
- Validation of the proposed Data Protector solution configuration

Implementation

- Two cell managers on any supported OS (see Data Protector Platform Support Matrix)
- Up to four installation servers on any supported OS (see Data Protector Platform Support Matrix)
- Configuration of up to two physical tape libraries with up to four physical tape drives each
 - Configuration of up to four media pools and retention policies
- Installation of up to four media agents (see service limitations outlined below)

- Installation of up to two Manager of Managers (see service limitations outlined below)
- Installation of up to four online backup applications or databases (see service limitations outlined below)
- Configuration of advanced backup to disk targets (choose one of the following):
 - Initialization of up to eight StoreOnce Catalyst stores
 - Initialization of up to four VTL libraries with up to 12 drives each
 - Initialization of up to eight NAS libraries
- Up to 200 GB of sample data for backup/recovery of online/disk agents
- Setup and testing of two object copy specification (if applicable)
- Setup and testing of one synthetic full backup specification (if applicable)
- Basic backup and recovery for a file system restore (one per OS) and online integration (one per application)
- Provide staff enablement for backup administrators through collaborative implementation
- Documentation of the deployed Data Protector environment

The table below outlines the supported license SKUs for the Services (all other license SKUs are out of scope and not supported by this Service):

SUPPORTED DATA PROTECTOR SKUs	MAX #
Starter packs--(B6961BA/E/B6951BA/E/B6961CA/E)	2
MOM--(B6966AA/E/B6956AA/E)	2
Online backup & GRE (B6965BA/E/B6955BA/E/TB737AA/E)	4
Advanced backup to disk--(B7038AA/E/B7038BA/E/B7038CA/E)	Up to 200 TB
Tape drives--(B6963AA/E/B6953AA/E)	4
Tape library extensions--(B6957BA/E/B6958BA/E/B6958CA/E)	2

Installation verification

After the Data Protector software is installed and operational, HPE will perform appropriate installation verification tests to confirm product functionality and adherence to HPE installation quality standards, including:

- Testing to verify that the HPE StoreOnce disk to disk (D2D) system and/or tape library function as target devices within Data Protector
- Testing to validate the presence of the D2D, tape library devices, and their accessibility from the appropriate hosts
- Notification to the customer of any connectivity, hardware, or software issues identified during installation that need to be resolved by the customer for their data backup and recovery infrastructure to function properly
- Demonstration of a successful backup and restoration of a single selective file or directory of less than 50 MB for each backup client

Staff enablement session

Throughout the engagement, the HPE Software Services consultant will provide a staff enablement session for backup administrators on the installed Data Protector software. While not intended as a substitute for formal product training, this approach will:

- Familiarize the customer with how to verify and manage the implemented Data Protector software
- Review the Data Protector backup software implementation, configuration, and documentation
- Review the customer's support procedures for the Data Protector backup software products

Service eligibility

The customer must provide the following for delivery of this Service:

- All supported hosts must be at the supported OS revision and patch levels and are logically attached to backup devices (such as D2D or tape libraries).
- The server to be used as the management console must have an installed and patched OS that meets Data Protector backup software requirements and is attached to the network/SAN with visibility to the backup hosts and clients.
- Any applicable HPE-supported hardware must be installed to HPE specifications, including, NAS and/or SAN infrastructure devices such as Fibre Channel switches, disk arrays, or other online storage, VTL devices, and backup devices such as tape libraries and/or tape drives. All devices must be at firmware and patch levels supported by the Data Protector software.
- The customer must provide their documented data backup and recovery architecture diagram that Data Protector will be used to administer.
- The customer must provide all required administrative and configuration information for existing software installations that will be backed up with Data Protector online integrations.
- The customer must provide the minimum network connectivity of a 1Gig switched network running the TCP/IP protocol. 10Gig is recommended for StoreOnce Catalyst.
- The customer will maintain all named server entries accordingly for all servers to be included in the Data Protector cell.
- The customer will maintain and provide all zoning configuration for any infrastructure devices included in the Data Protector cell.

- The customer must provide the HPE Software Services consultant with their SAID number, which is required to create any cases with HPE Support.
- The customer must complete and provide all information required in the HPE Data Protector customer questionnaire.
- The customer must provide all required system access to the HPE Software Services consultant to deliver this offering.
- For any onsite Services delivery, the customer must provide all requisite logistical accommodations to the HPE Software Services consultant, including but not limited to adequate physical work location, access to the customer's network, Internet access, telephone access, and access to the customer's offices where work will be performed.
- For any remote Services delivery, the customer must provide the HPE Software Services consultant with any requisite remote access to the customer's network and servers. This may include, but is not limited to VPN token and client software, server names and IP addresses, and administrative user names and passwords.
- In addition, the customer will be responsible for all applicable data backup.

Service limitations

- This Service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this Service, but can be accommodated at an additional cost through a statement of work (SOW). Activities such as, but not limited to, the following constraints are excluded from this Service:
- Maximum of two online backup agent installations for either Oracle, SAP, or DB2

- Only supported virtual backups are VMware API for Data Protection (VADP) and Microsoft Hyper-V Parent Volume Shadow Copy Services (VSS)
- Disk agent installation limited to 20 systems physical or virtual
- Disk agent installation does not include any DR methods
- Manager of Manager installation does not include centralized media management database (CMMDB) implementation or configuration
- Creation or debugging of backup scripts
- Planning, design, implementation, or assessment of the customer's overall NAS, SAN, fabric, or network architecture
- Performance testing or modeling
- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HPE-maintained hardware or software
- Any Services not clearly specified in this document or Services beyond the limitations of purchased licenses
- More than five backup schedules, five data retention policies, or backup definitions other than 'Full' or 'Incremental' types of backup jobs offered by the HPE Data Protector software
- Total backup data size of more than 300 GB raw storage on each client
- Installation and configuration of HPE Data Protector software advanced backup functionality or features, such as media operations, zero-downtime backup, direct backup, or instant recovery
- Installation and configuration of replication, clustering, DR options, ZDB, Instant Recovery, VLS, MOM CMMDB configurations, ACSLS, NDMP, media operations, and migrations from non-HPE backup solutions
- Integration of HPE Data Protector software cell or disk agent in any cluster environments

Customer responsibility

- Contact an HPE Software Services consultant within 360 days of the date of purchase to schedule the delivery of the Service.
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with HPE.
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, 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 are met.
- Ensure the availability of all hardware, firmware, and software required by the HPE Software Services consultant to deliver this Service.
- Retain and provide to HPE upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service.
- The customer shall provide reasonable access and working space at the site as HPE may reasonably request. The customer will provide HPE and HPE subcontractor staff standard telephone and dial-up or comparable data access to HPE's network at industry-standard speeds. HPE shall observe customer work rules and security and safety policies while performing HPE services at the site of which HPE is informed of in writing in advance and that are not consistent with HPE's own business practices.

Duration

Total of 80 hours of HPE Information Management Services.

Delivery of this Service will not exceed a total of two five-working-day segments in duration of consecutive delivery and does not include weekend or holiday work.

Delivery of these Services may be performed remotely, or using a combination of remote and onsite. If the customer requires any onsite delivery, one site visit by the HPE Software Services consultant will be included in this offering.

Terms

This offering consists of a consulting and training effort and is governed by the HPE Customer Terms (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of a conflict between this data sheet and the Terms, this data sheet shall take precedence. For purposes of this data sheet, "services" mean consulting, integration, professional services, or technical services performed by HPE under this data sheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by HPE; software as a service; managed print services; and outsourcing services.

Acceptance of deliverables occurs upon delivery.

Hiring of employees: You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any HPE employee involved, directly or indirectly, in the performance of services hereunder for one year after the date such employee ceases to perform services under the terms of this data sheet. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such HPE employees.

Authorization to install software: During the provision of services, HPE may be required to install copies of third-party or HPE-branded software and be required to accept license terms accompanying such software ("Shrink-Wrap Terms") on your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorizes HPE to accept all Shrink-Wrap Terms on its behalf.

Data sheet

Payment and validity

This offering will be pre-billed. You agree to pay invoiced amounts within 30 days of the invoice date.

Pricing for the offering may vary by country.

Change in scope

Changes in scope are not allowed. You can request additional or different services, if available and at an additional cost, through a SOW or change order.

Learn more at

[HPE Software Services](#)

[HPE Data Protector](#)

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