Hewlett Packard Enterprise

Data sheet

HPE Archive Manager, HPE Archive Migrator, or HPE Archive Replicator Software Installation and Startup Service

Support Services

HPE Archive Manager, HPE Archive Migrator, or HPE Archive Replicator Software Installation and Startup Service provides deployment of your HPE Archive Manager, HPE Archive Migrator, and/or HPE Archive Replicator software, with features designed to both help ensure proper installation in your storage environment and increase the benefit from your storage investment.

Complementing your new HPE Archive Manager storage software, HPE Archive Manager, HPE Archive Migrator, or HPE Archive Replicator Software, these services provide a set of features associated with deploying your licensed HPE Archive Manager, HPE Archive Migrator, and HPE Archive Replicator software products into operation. With the assistance of your designated IT storage administrator, an HPE service specialist deploys your HPE Archive Manager, HPE Archive Migrator, and/or HPE Archive Replicator software as more fully described in this document. You must purchase this service for each software product you wish to deploy in your environment.

This service is applicable only to supported environments. Please contact Hewlett Packard Enterprise for more information regarding what environments are supported. Scripting is not within the scope of the service, but can be accommodated at additional charge. (Scripting can help enable integration and end-to-end automation within your organization's environment.)

Service benefits

- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met

Service feature highlights

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

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Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE service specialist will remotely 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 Hewlett Packard Enterprise and the Customer, which shall be during local HPE standard business days and hours excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges. The service specialist will perform the following remote service planning and coordination activities: • Communicate with the Customer and handle queries from the Customer regarding service delivery • Verify, using a pre-delivery checklist, that all service prerequisites that the Customer is responsible for have been met prior to delivery • Schedule on-site deployment of the HPE Archive Manager, HPE Archive Migrator, and/or HPE Archive Replicator software at a mutually agreed-upon time • Facilitate a brief discussion to guide the Customer in defining the software deployment and array configuration and is contingent upon the applicable software features and functionality • Advise on HPE best practices for deploying HPE Archive Manager, HPE Archive Migrator, and HPE Archive Replicator software • Provide an agreed upon written installation plan, which will serve as a guide for the coordination of the installation and startup deliverables, and will detail HPE responsibilities
Service deployment	The service specialist will perform the following HPE Archive Manager software deployment activities: • Coordinate the installation plan • Confirm that all service prerequisites identified on the pre-delivery checklist have been met by the Customer, including that the required version of the HPE operating system is installed and operational prior to service deployment • Install HPE Archive Manager, HPE Archive Migrator, and/or HPE Archive Replicator software according to the product specifications and subject to the limits defined in the 'Service limitations' section • Verify that product keys for the purchased HPE Archive Manager, HPE Archive Migrator, and/or HPE Archive Replicator software product are installed and active, and install the keys if necessary • Verify that the HPE Archive Manager, HPE Archive Migrator, and/or HPE Archive Replicator software is operationally ready by performing the following tasks: – If HPE Archive Manager: configure and demonstrate the creation of a single test volume and successfully write limited test data to tape – If HPE Archive Replicator (requires successful installation of HPE Archive Manager): configure and demonstrate a single volume with two replication targets, one of which can be a remote instance of HPE Archive Manager that is set up and configured, and verify that data is replicated, and identical, across the target volumes that were configured. – If HPE Archive Migrator: define a managed directory and migrate it to an HPE Archive Manager volume
Installation verification tests (IVT)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the defined installation and verification tests, the Hewlett Packard Enterprise service specialist will conduct a brief orientation session on general product usage and special features and will be available to answer questions, as appropriate. This session will not exceed 4 hours, and will take place on the same day as the installation. The Customer is responsible for having the appropriate individuals present during this session.

Service limitations

Services will be performed during local HPE standard business hours excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.

This service is limited to the deployment of one (1) of the following software products: HPE Archive Manager, HPE Archive Migrator, and/or HPE Archive Replicator software at one Customer location.

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

- Any services not clearly specified in this document

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- Backup, restoration/recovery, and support of the operating system, other software, and any restoration/recover of customer data
- Operational testing of applications, or additional tests requested or required by the Customer

Service eligibility

The following include, but are not limited to, certain prerequisites that the Customer must meet in order to be eligible for this service:

- The Customer's existing computer operating system platform(s) must be supported by and be compatible with the HPE Archive Manager, HPE Archive Migrator, and/or HPE Archive Replicator software product(s) being installed.
- The Customer's HPE storage products must be fully operational in a configuration and environment supported by HPE, and connectivity must be available and operational.
- The Customer must install any recommended host, SAN, or application software upgrades, patches, device drivers, host agents, or multipathing software prior to delivery of the onsite services.
- The Customer is responsible for providing servers/workstations and network provisioning (including appropriate connectivity to the Customer's production environment) that meet the requirements for HPE Archive Manager, HPE Archive Migrator, and/or HPE Archive Replicator software.

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
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met or if otherwise identified during the Service Planning phase have been met prior to onsite delivery
- Be properly licensed for the HPE Archive Manager, HPE Archive Migrator, or HPE Archive Replicator Software, as applicable, and provide proof of licensing upon request
- Complete the pre-delivery checklist fully and accurately and execute any identified tasks prior to the on-site delivery date
- The Customer is responsible for the security of the Customer's proprietary and confidential information.
- 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
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise 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 Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

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General provisions/Other exclusions

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 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'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.

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

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- 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 required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Any services not clearly specified in this document

Ordering information

To obtain further information or to order the HPE Archive Manager, HPE Archive Migrator, or HPE Archive Replicator Software Installation and Startup Service, contact a local HPE sales representative and reference the following product numbers:

- HA124A1#5ZJ for HPE MSL Archive Installation and Startup Service
- HA124A1#5ZH for HPE ESL Archive Installation and Startup Service

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

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