

# HP Storage Router and Gateway Installation and Startup Service

HP Consulting and Integration Services

Technical data



HP Storage Router and Gateway Installation and Startup Service provides your organization with the services of a highly trained and experienced HP service specialist to complete hardware installation and implement device-specific design and configuration. This includes helping you with the design, configuration, and verification of HP storage router and gateway products, including storage routers, IP Distance Gateways, and iSCSI Connectivity products.

For storage routers (or router blades in a director enclosure), the service includes configuration of up to 10 logical SAN zones and up to 30 total objects/devices on a single fabric. Larger storage networks can be implemented at additional cost. The service must be purchased for each storage router product in the configuration.

For IP Distance Gateway products, the service includes configuration of applicable logical SANs, Fibre Channel (FC) subnet routing, and FCIP connectivity (up to two paths) between a local and a single remote site. This service must be purchased for each IP Distance Gateway product in the configuration.

For iSCSI Connectivity products, the service includes mapping of up to 20 array target LUNs to up to 5 corresponding iSCSI initiators. Larger storage networks can be implemented at additional cost. This service must be purchased for each iSCSI Connectivity product in the configuration.

## Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Reduced implementation time and risk to your storage environment
- Availability of an HP service specialist to answer basic questions related to this service during the orientation session
- Verification that the HP Storage Router, Gateway, or iSCSI Connectivity product is installed, configured, and operational

## Service feature highlights

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

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### Specifications

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Service planning</b>	<p>A service specialist will contact the Customer to review the Customer's specific requirements for the local SAN, remote SAN, and iSCSI connectivity within the boundaries of the service supported with the purchased products; define roles and responsibilities; and verify that pre-delivery requirements have been met or that plans have been made to meet pre-delivery requirements as necessary. Any OS, hardware, software, driver, storage, network, or environmental prerequisites to the implementation of the HP Storage Router, Distance Gateway, or iSCSI Connectivity gateway products are identified during this discussion.</p> <p>Based on this discussion, the service specialist will work with the Customer to collect the information needed to plan the deployment of the products, identify actions that are to be completed by the Customer, agree on a completion timeline, and document the environment in which the products will be implemented.</p>
<b>Service deployment</b>	<p>The service specialist will 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> <ul style="list-style-type: none"><li>- Assess the Customer's current SAN and translate the Customer's connectivity requirements into a specific implementation plan</li><li>- Install product hardware and activate any purchased optional licenses for the product</li><li>- Configure the specific local/remote SAN and iSCSI functionality of the Storage Router, Distance Extender, or iSCSI Connectivity products in accordance to the implementation plan</li><li>- Document configuration details in an installation report</li></ul>
<b>Installation verification and test (IVT)</b>	<p>Demonstrate connectivity between the desired hosts and devices using device diagnostics and OS specific commands. If implementing FCIP, demonstrate inter-network connectivity and stability using appropriate device diagnostics.</p>
<b>Customer orientation session</b>	<p>The service specialist will conduct an orientation session of up to one hour duration, with the goal of reviewing the installation report and demonstrating basic operation and use of the installed HP Storage Router, Distance Gateway, or iSCSI Connectivity product. Topics generally include:</p> <ul style="list-style-type: none"><li>- Review of the installation documentation</li><li>- Review of key features and functionality provided by the product(s)</li><li>- Review of basic operation and locating troubleshooting information</li></ul>

- Review of any required maintenance tasks  
The orientation is informal, 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.

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## Service eligibility

Hardware and software prerequisites for the installation of HP storage router and gateway products must be met prior to beginning onsite delivery of the HP Storage Router and Gateway Installation and Startup Service. Prerequisites include, but not limited to, server OS levels and patches, drivers, firmware updates, network and versions of related storage and infrastructure management hardware and software.

For FCIP applications, the Customer must meet all technical prerequisites identified by the HP service specialist including, but not limited to, cabling, connectivity, and sufficient/stable bandwidth between source and target devices and site locations.

## Service limitations

Unless specified in this document or in a separate Statement of Work, activities such as, but not limited to, the following are excluded from this service:

- Planning, design, or implementation of the Customer's overall SAN or fabric architecture
- Implementation of a new SAN or modification to an existing SAN, other than the deliverables provided by this service
- Extensive cabling activities, including those involving conduits, raceways, patch panels, and movement/configuration of computer room floor panels
- Integration with any hardware or software components not supported with HP's Storage Router, Distance Extender, or iSCSI Gateway products
- Deployment of more than one HP Storage Router, Distance Gateway, or iSCSI Extender product per purchased service. Distance Gateway configurations require a minimum of two Distance Gateway devices, and storage router and iSCSI configurations may require more than one device depending upon chosen topology. Configurations requiring more than one device require the purchase of a matching number of service instances
- Troubleshooting for pre-existing interconnectivity or compatibility problems
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or hardware-related problems not directly connected to the deliverables of the service
- Implementation of firmware and software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on devices in the Customer's existing SAN environment
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Storage data migration activities
- Data recovery due to the failure of the Customer's backup or recovery procedures

- Performance testing or modeling
- Service deployment on hardware not covered by an HP warranty or HP support agreement
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- 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, storage, SAN, and network components that interact with HP Storage Router, Distance Gateway, or iSCSI Connectivity products must be fully installed and implemented in a configuration supported by HP prior to delivery of the HP Storage Router and Gateway Installation and Startup Service. Implementation services for servers, storage, and networks are available separately from HP at additional cost

## Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Provide IT administration resources (server, storage, network and application) to gather necessary information, facilitate workshops and interviews as required, and perform any configuration activities needed to facilitate delivery of the service
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all necessary approvals, provide requested information in a timely manner, be available to assist in facilitating the delivery of this service, manage internal issues related to the Customer environment, and sign off that service has been delivered
- Ensure that all hardware, firmware, and software that the service specialist will need in order to deliver this service are available and, for software products, are properly licensed
- Ensure that all service prerequisites as identified in the "Service eligibility" section have been met
- Ensure that the host, network, SAN, and storage components with which the HP storage router and gateway products will interact are installed, configured, and operating normally
- Ensure that the minimum required firmware levels, as specified by HP, are present on all switches and related storage devices in the environment
- Provide all relevant existing network topologies and parameters (including device naming) to allow complete and accurate SAN assessment and definition of the implementation plan
- In the case of FCIP connectivity, provide TCP/IP connectivity meeting the error rate and latency requirements of the application and products that will use the FCIP connection
- Grant HP full and unrestricted access to all locations where the service is to be performed, whether escorted or unescorted
- 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 a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

## 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 reserves the right to charge, on a time and materials basis, for any additional work beyond the scope of this service, which may include work required to address service prerequisites not met by the Customer or other activities requested by the Customer.
- Portions of the service may be delivered remotely or onsite.
- 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.
- This service is delivered as a single, contiguous event. Environments requiring multiple engagements or phases over longer periods of time are not included with this service but can be accommodated at additional cost.
- This service is delivered during HP standard business hours. Service delivery outside these hours is available at additional cost.

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
- Travel charges may apply; please consult your local office

## For more information

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

**[www.hp.com/hps/support](http://www.hp.com/hps/support)**

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