



# **HPE 200 Series HC StoreVirtual Storage Installation and Startup Service**

## **HPE Lifecycle Event Services**

HPE 200 Series HC StoreVirtual Storage Installation and Startup Service provides planning, service deployment, installation verification testing (IVT), and an orientation session to facilitate deployment of the features and functionality of an ConvergedSystem 200-HC StoreVirtual product as more fully described in the Service Feature table below.

### **Service benefits**

Service benefits

- Installation and startup by a Hewlett Packard Enterprise technical specialist
- More efficient installation, provided all service prerequisites have been met prior to commencement of service
- Help your IT resources to stay focused on their core tasks and priorities
- Delivery of the service at a mutually scheduled time convenient to your organization
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of the on-site installation service

### **Service feature highlights**

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

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Service planning</b>	<p>A Hewlett Packard Enterprise service specialist will contact the Customer to schedule the delivery of the services and validate that all pre-delivery requirements and prerequisites have been or will be met prior to installation.</p> <p>During this service planning activity, the Hewlett Packard Enterprise service specialist will work remotely with the Customer to plan all the necessary activities, which will include:</p>

- Communication and verification of the OS, hardware, software, driver, and environmental prerequisites required for the installation of HPE ConvergedSystem 200-HC StoreVirtual System.
- Collection, using a pre-delivery checklist, of the information needed to plan the deployment, including confirmation that the server firmware is supported and determination of any steps needed to bring them within specifications, if applicable prior to delivery of the installation services.
- Datastore design, up to a limit of 10 datastores, that the Customer wishes to have implemented as part of the installation services
- Preinstall verification that the proposed network configuration meets product specifications
- Preinstall verification on the configuration, subject to any limitations as described in this datasheet, and review of the service deployment activities
- Scheduling the service delivery at a time mutually agreed upon by HPE and the Customer which shall be during local HPE standard business days and hours, excluding HPE holidays.

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**Service deployment**

Service deployment activities will include:

- Installation of the hardware into a customer-supplied rack
- Connection of customer-supplied and pre-run network cabling to the enclosure and server nodes, if applicable
- Creation of a management group through the pre-installed HPE OneView InstantOn software
- Creation of up to 10 datastores, as specified by the Customer through the VMware vCenter process
- Installation of the Recovery Manager Central (RMC) software if purchased with the HC200 series product. Does not include configuration of the RMC services
- Installation of either HPE Insight Remote Support Advanced (RSA) software or discovery of the HPE ConvergedSystem 200-HC StoreVirtual system hardware within an existing implementation of HPE Insight Remote Support Tool software for qualified hardware.

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**Installation verification tests (IVT)**

Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.

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**Customer orientation session**

Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct a brief orientation session on the HPE 200 Series HC StoreVirtual Storage product usage and special features and will be available to answer questions, as appropriate.

This orientation session will be completed on the same day of the installation and will specifically cover a demonstration of the vCenter basic features.

Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session. The following topics may be covered as part of this session:

- Management groups, clusters, and datastores
- Review of basic maintenance tasks to be performed on a regular basis

The orientation session is informal and is not intended as a classroom activity or as a substitute for formal product training. Other subject areas, such as hardware management, security, volume management, and snapshots, are covered by HPE Education Services training courses.

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## Service limitations

Services will be performed during local HPE business days and hours, excluding HPE holidays.

The on-site service is delivered as a single event at one physical site on a single 200-HC StoreVirtual product.

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

- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN, host, and application environment
- 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 are not included
- Configuration of the Recovery Manager Central solution, beyond basic software installation, is not included with this service
- Operational testing of applications, or additional tests requested or required by the Customer

- Planning, design, or implementation of the Customer's overall SAN, blade, or fabric architecture
- Reorganization of existing racks to create space for the HPE ConvergedSystem 200-HC StoreVirtual system hardware
- Installation and configuration of switches, routers, or network gateways required to support the HC200 Series StoreVirtual product is not included in this service
- Integration with any hardware or software components not supported by the HPE 200 Series HC StoreVirtual product

## Service eligibility

- Customers are eligible for the delivery of this service if they meet the all prerequisites as identified during the service planning session, including, but not limited to the following prerequisites:
- This service must be purchased for each system, socket, processor, processor core, or end user in the Customer's environment that will require support.
- The Customer must provide a suitable physical operating environment for the product, including implementation of any recommendations made by Hewlett Packard Enterprise as a result of the site inspection.
- The supported rack(s) must have sufficient space to mount the appropriate hardware.
- All cabling must be supplied and pre-run.
- To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported version of the VMWare software at the time the Support Agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.
- The Customer must have applied for and obtained the required licensing for VMWare components.
- An Ethernet/IP infrastructure must be installed, configured, and operating normally.
- The Customer's existing computing platform's operating system and network must be fully operational and supported.
- Where geographically separate sites are being configured, networks and gateways must be fully operational between locations.
- Network and Fibre Channel addresses for each server node must be available.
- Host systems and the Ethernet network must be implemented and operational at all locations.
- If applicable, a Fibre Channel SAN must be implemented and operational at all locations.

## 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 prior to delivery of the on-site services.
- Ensure all hardware, firmware, and software required for installation by the Hewlett Packard Enterprise service specialist are available on the scheduled delivery date, and for software, all operating and software products are properly licensed.
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- 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

- Review, complete, and provide the pre-installation checklist to the service specialist prior to the installation date.
- Provide sufficient network connectivity and ensure that any required network connectivity (LAN and VLAN) is configured and available to the enclosure to support either switch and/or pass-through prior to the installation date
- Be responsible for all data backup and restore operations
- Be responsible for the pulling and installation of cables outside the immediate work area; configure and provide network cables, IP addresses, and subnet masks required for the installation as defined in the product documentation
- 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
- Allow Hewlett Packard Enterprise personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining these systems and their associated software
- Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Coordinate service deployment on third-party-maintained products with Hewlett Packard Enterprise, if applicable

## 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.

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.

Please check with a local Hewlett Packard Enterprise authorized representative to find out whether a specific location is eligible for this service.

Portions of the service are delivered remotely or onsite, at Hewlett Packard Enterprise's discretion.

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**

This service can be ordered using the following service part number: HA114A1#5WG and U7PE9E.

Additional implementation services can be ordered for the HC200 StoreVirtual products in conjunction with this service including:

- HA124A1#5WD (U7PE6E) for HPE StoreOnce Recovery Manager Central Startup Service – this service provides configuration of your StoreOnce Recovery Manager Central software.
- H2S79A1 (HR199E) for HPE Remote NW Conf and Int Hr BusHrs SVC – this service provides remote advice and configuration assistance in setting up your network in preparation to install the HC200 Series StoreVirtual product.

## **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](http://www.hpe.com/services/support)

[www.hpe.com/services/lifecycleevent](http://www.hpe.com/services/lifecycleevent)

