

HPE Serviceguard Installation and Startup Service

HPE Lifecycle Event Services

Service benefits

- Application of Hewlett Packard Enterprise best practices
- Customized design and installation
- Reduced implementation time and cost
- Help improve system uptime with customized documentation and customer orientation

Service feature highlights

- Analysis and planning
- Implementation
- Installation verification tests
- Customer orientation and change management

HPE Serviceguard is a Hewlett Packard Enterprise product that helps protect mission-critical applications from hardware and software failures. With HPE Serviceguard, multiple nodes are organized into an enterprise cluster that is capable of supporting a highly available, virtualized application environment. The HPE Serviceguard Installation and Startup Service provides for implementation of the HPE Serviceguard application software and is available on HP-UX and Linux® platforms running on HPE 9000 and HPE Integrity servers.

The HPE Serviceguard Installation and Startup Service is also scalable to provide services required for implementation of the integrated software bundles of HPE Serviceguard with VERITAS Storage Management and Cluster File System products. With the HPE Serviceguard Installation and Startup Service, Hewlett Packard Enterprise consultants will utilize IT Service Management (ITSM)-based processes to help deliver a successful implementation of the software bundles. It is available for delivery on the following operating system environments and software packages:

HP-UX/Linux environments

- HPE Serviceguard

HP-UX 11i v2 or later

- HPE Serviceguard Storage Management
- HPE Serviceguard Storage Management Premium
- HPE Serviceguard Storage Management for Oracle®
- HPE Serviceguard Storage Management for Oracle Premium
- HPE Serviceguard Cluster File System
- HPE Serviceguard Cluster File System for Oracle
- HPE Serviceguard Cluster File System for RAC

This service includes two stages: design (analysis and planning) and build (implementation).

Design: analysis and planning

In this stage, Hewlett Packard Enterprise will review your computing environment for the implementation of HPE Serviceguard and, where applicable, VERITAS integrated cluster, including hardware, software, and applications, to help verify compatibility with HPE Serviceguard and the specified integrated VERITAS suite. HPE will provide documentation of system and/or application issues that must be addressed and resolved prior to implementation. HPE also will conduct a planning meeting to review recommendations and help develop the project plan.

Build: implementation

In the implementation stage, Hewlett Packard Enterprise will install and custom configure the integrated HPE Serviceguard application and, where applicable, the VERITAS software bundle, and HPE will automate startup and shutdown scripts and perform the creation of one application package. Additional packages can be configured as an additional service based on business requirements. HPE will also demonstrate functionality of the high-availability cluster and document the cluster configuration. Operational procedures impacted by the installation of the integrated HPE Serviceguard and VERITAS solution will be documented. HPE will verify functionality of the high-availability cluster through completion of the agreed-upon test plan.

Due to the complexity of virtualized high-availability environments, Hewlett Packard Enterprise consulting services are highly recommended if you are new to the HPE Serviceguard environment.

Table 1. Service features

Feature	Delivery specifications
Analysis and planning	The Hewlett Packard Enterprise service specialist will: <ul style="list-style-type: none"> • Evaluate the Hewlett Packard Enterprise computer system and application environments for compatibility with the applicable HPE Serviceguard environment • Evaluate the proposed cluster environment for single points of failure • Identify necessary patches, firmware, and toolkits • Analyze and design the high-availability implementation • Provide documentation of system and/or application issues that must be resolved prior to implementation • Conduct a planning meeting to review recommendations
Implementation	Hewlett Packard Enterprise will install, configure, and customize the specified HPE Serviceguard and VERITAS integrated solution in the Customer's HP-UX 11i v2 (or later) environment and demonstrate functionality of the cluster through successful completion of the agreed-upon test plan. The following details the implementation steps for each of the software packages. <ul style="list-style-type: none"> • HPE Serviceguard + Logical Volume Manager (LVM) <ul style="list-style-type: none"> – Installation and configuration of HPE Serviceguard • HPE Serviceguard + Storage Foundation <ul style="list-style-type: none"> – Installation and configuration of HPE Serviceguard – Installation and configuration of VxVM – Installation and configuration of VxFS – Configuration of management utilities • HPE Serviceguard + Storage Foundation Cluster File System (Standard or Enterprise version) <ul style="list-style-type: none"> – All deliverables in Serviceguard + Storage Foundation – Installation and configuration of VxCVM – Installation and configuration of VxCFS • HPE Serviceguard + Storage Foundation for Oracle (Standard or Enterprise version) <ul style="list-style-type: none"> – All deliverables in Serviceguard + Storage Foundation Service – Configuration of database utilities

Table 1: Service features *(continued)*

Feature	Delivery specifications
	<ul style="list-style-type: none"> • HPE Serviceguard + Storage Foundation Cluster File System for Oracle <ul style="list-style-type: none"> – All deliverables in Serviceguard + Storage Foundation for Oracle – Installation and configuration of VxCVM – Installation and configuration of VxCFS • HPE Serviceguard + HPE Serviceguard eRAC + Storage Foundation Cluster File System for Oracle <ul style="list-style-type: none"> – All deliverables in Storage Foundation Cluster Files System for Oracle – Installation and configuration of Serviceguard eRAC
Installation verification tests	<p>Installation verification tests of the network, cluster, and package manager are provided as appropriate for the product. Testing of cluster behavior will be based on different hardware failure scenarios established in the approved test plan, and may include:</p> <ul style="list-style-type: none"> • HBA failure • NIC failure • Node reboot and power-down sequence
Customer orientation and change management	<p>At the conclusion of the HPE Serviceguard and VERITAS solution implementation, Hewlett Packard Enterprise will conduct an orientation session for the Customer, lasting no longer than four hours. A cluster diagram and documentation will be turned over to the Customer. Change management procedures, along with backup and restore procedures, will be discussed.</p>

Service limitations

This service is a basic implementation, defined as:

- One cluster
- Two nodes, physically installed to meet HPE Serviceguard and VERITAS requirements
- A non-production mode for failover testing before the system is introduced into a production environment
- One-way failover
- Single instance of Oracle9i or 10g, Informix, or Sybase
- Computing environments with HP-UX 11i v2 or later running on HPE 9000 or HPE Integrity servers

Customer responsibilities

The Customer will:

- Identify a team to work with Hewlett Packard Enterprise throughout the engagement (i.e. system administrator, database administrator, and application, network, and storage engineers)
- Resolve all issues identified during the analysis and planning stage
- Update, install, and test all appropriate applications, computer systems, and peripherals, including connectivity of the systems to any network, storage, and backup/recovery infrastructure

- Provide Hewlett Packard Enterprise with access to Customer personnel knowledgeable about the system and application environment
- Provide for timely access to technical resources and licenses and third-party software/peripheral suppliers, as necessary
- Grant Hewlett Packard Enterprise required level of access to systems for installation and testing

Hewlett Packard Enterprise recommends that appropriate Customer personnel attend the HPE Serviceguard training course prior to implementation service delivery.

Ordering information

Contact a local Hewlett Packard Enterprise representative to order the HPE Serviceguard Installation and Startup Service using the following product numbers:

HPE Serviceguard Installation and Startup Service for HP-UX (basic service)

- HA293AE (per-event)
- HA293AC (contractual)
- HA293A1 (upfront)
- B8M (CATS band to Critical Service and Proactive 24 Service)

HPE Serviceguard Installation and Startup Service for Linux (basic service)

- HA131A1 (upfront)

HPE Serviceguard Installation and Startup Service (custom service)

- HA132A1 (upfront)

HPE Serviceguard Storage Management Suite Installation and Startup Service

- HA114A1 Band 5MB (upfront)

These services can be purchased separately or as part of yearly support agreements.

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

hpe.com/services/support

hpe.com/services/lifecycleevent



Sign up for updates

★ Rate this document