

# HPE STOREONCE 6000 INSTALLATION AND STARTUP SERVICE

## HPE Integration and Performance Services

[HPE StoreOnce 6000](#) Installation and Startup Service provides planning, service deployment, installation verification tests (IVT), and an orientation session to help you deploy the features and functionality of HPE StoreOnce B6200, 6500, and 6600 Systems.

### SERVICE BENEFITS

- Allows your IT resources to stay focused on their core tasks and priorities
- Provides customized deployment to meet your business's configuration requirements
- Reduces installation time, impact, and risk to your storage environment
- Helps ensure a successful installation by providing HPE installation planning and coordination
- Helps you more effectively utilize the product with knowledge gained from an HPE service specialist during on-site delivery of the service

### SERVICE FEATURE HIGHLIGHTS

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

**TABLE 1. SERVICE FEATURES**

Feature	Delivery specifications
<b>Service planning</b>	An <u>HPE service specialist</u> will contact the Customer to review expectations and validate that all pre-delivery requirements have been or will be met prior to product installation. The service planning activities will include: <ul style="list-style-type: none"> <li>• Verification of the hardware, software, and environmental prerequisites required for the installation of the HPE StoreOnce B6200, 6500, and 6600 Systems</li> <li>• Collection, using a pre-delivery checklist, of the information needed to plan the deployment</li> <li>• Agreement on the proposed configuration and review of the service completion criteria</li> <li>• Scheduling of service delivery at a time mutually agreed upon by HPE and the Customer, which shall be during HPE standard business hours, Monday through Friday excluding holidays, unless otherwise agreed to by HPE</li> </ul>

**TABLE 1. SERVICE FEATURES (CONTINUED)**

Feature	Delivery specifications
<b>Service deployment</b>	Service deployment activities will include: <ul style="list-style-type: none"> <li>• Installation of the hardware</li> <li>• Only for new installations, an additional transition service to relocate the StoreOnce B6200, 6500, and 6600 Systems from the HPE factory rack into a rack supplied by the Customer</li> <li>• Configuration of the hardware</li> <li>• Performance of any firmware or software upgrades of the StoreOnce B6200, 6500, and 6600 hardware, as required</li> <li>• Installation of any replication licensing, as required</li> <li>• Connection of a Customer-supplied and suitable management server to the StoreOnce B6200, 6500, and 6600 hardware for GUI operations</li> <li>• Demonstration of the storage connectivity by presenting a NAS share to a suitable Customer-supplied application server</li> </ul>
<b>Installation verification tests (IVT)</b>	HPE will run the appropriate installation verification tests (IVT) required to verify operation of the StoreOnce B6200, 6500, and 6600 Systems.
<b>Customer orientation session</b>	The HPE service specialist will conduct an orientation session of up to two hours in duration (one hour for add-on couplets), specifically covering a discussion/demonstration of the StoreOnce B6200, 6500, and 6600 Systems. Included are: <ul style="list-style-type: none"> <li>• An overview of the StoreOnce B6200, 6500, and 6600 features and functionality</li> <li>• A review of the GUI for managing the hardware</li> <li>• A review of basic maintenance tasks to be performed on a regular basis</li> <li>• Advice on where to locate troubleshooting information, including a demonstration of online help</li> <li>• Information on how to contact HPE for support, what information might be required from the Customer, and how it can be obtained</li> </ul> Orientation is informal, is 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. The Customer’s participation in the product deployment and installation verification testing is a key component of the orientation session.

## SERVICE LIMITATIONS

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

- Integration of third-party products or peripherals not included with the system
- Installation, configuration, or testing of any [backup application](#)
- Design or implementation of customized volume design for the StoreOnce environment
- Installation or configuration of any application servers beyond the one used for verifying connectivity
- Operational testing of applications, or additional tests requested or required by the Customer
- Planning, design, or implementation of the Customer’s overall LAN, SAN, blade, or fabric architecture
- Installation of any cabling to connect the hardware to the network environment
- Configuration of any network, internal or external, or HPE Virtual Connect domain
- 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
- All couplets installed at multiple physical sites
- Installation at multiple sites
- Any other services not clearly specified in this document
- The disposition of the empty HPE factory rack after the completion of the rack transition
- Extensive racking, re-racking, or cabling activities, including cabling activities involving conduits, raceways, patch panels, and movement/configuration of computer room floor panels



Assembly, configuration, and positioning of the Customer-supplied rack is excluded from the additional rack transition service. This limitation is applicable to any rack other than the factory integrated enclosure, including generic HPE racks.

## SERVICE ELIGIBILITY

The Customer must meet certain hardware and software prerequisites prior to beginning on-site delivery of the service. These prerequisites include, but are not limited to, the following:

- The Customer must provide a suitable physical operating environment for the product, including implementation of any power, cooling, and other environmental requirements.
- The Customer must have applied for and obtained the product's required licensing.
- Contiguous IP addresses must be available for current and future growth.
- The Customer must supply a suitable supported machine, either physical or virtual, to be used for the GUI and for connectivity verification. The machine must be preconfigured with the correct operating platform and be connected to the network.
- All couplets must be installed at the same physical location.
- For additional couplet setup, an existing operational StoreOnce Backup Solution must already be present.
- For the rack transition service, the rack supplied must meet HPE requirements and criteria and must be located in the same room of the building.
- For installation into a Customer-supplied rack, the rack must have enough internal space present to meet the StoreOnce B6200, 6500, and 6600 installation requirements and criteria.

## CUSTOMER RESPONSIBILITIES

The Customer will:

- Contact an HPE service specialist within 90 days of date of purchase to schedule the delivery of the service
- Allow [HPE](#) full and unrestricted access to all locations where the service is to be performed
- Be responsible for all data backup and restore operations
- 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 HPE 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
- Ensure that all service prerequisites as identified in the "Service eligibility" section have been met
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- 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
- Coordinate service deployment on third-party-maintained products with HPE, if applicable
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable

## GENERAL PROVISIONS/OTHER EXCLUSIONS

- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.



- HPE reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HPE 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.
- Delivery of the service will be scheduled at a time mutually agreed upon between HPE and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed to by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
- HPE'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 Customer should check with a local HPE authorized representative to find out whether a specific location is eligible for this service.
- Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HPE-supplied or HPE-supported products.
- Portions of the service may be delivered remotely or on-site.
- Each service visit is delivered as a single contiguous event. Customer resource availability and other restrictions or environments that require additional visits beyond the defined scope of the service are not included and are available at additional cost.
- Travel charges may apply in some geographic locations. Please contact a local HPE representative for details.

## SUPPLEMENTAL TERMS

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

## ORDERING INFORMATION

To obtain further information or to order HPE StoreOnce B6200, 6500, and 6600 System Installation and Startup Service, contact a local HPE sales representative.

For the HPE Cloud Bank Storage 6600 multi node DIMMs replacement service, order HA124A1#5RM (H7RC1E).



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