



HPE StoreVirtual 3000 Installation, Startup, and Add-On Service

HPE Lifecycle Event Services

Designed to provide a smooth startup, the HPE StoreVirtual 3000 System Installation, Startup, and Add-On Service provides deployment of your HPE StoreVirtual 3000 System, ensuring proper installation in your storage environment as it helps you increase the benefit from your storage investment.

The service provides activities required to help you deploy your HPE StoreVirtual 3000 System into operation. With the assistance of your designated IT storage administrator, a Hewlett Packard Enterprise service specialist deploys your storage product as more fully described in the 'Service features' table below.

When ordered with hardware upgrade products, this service also provides deployment of hardware upgrades to your existing HPE StoreVirtual 3000 System.

The service includes the following:

- For new installations, configuration and presentation of a test virtual volume using non-production data for up to two hosts
- For storage hardware upgrades, installation and configuration of the upgrade products as further detailed below

Reconfiguration of your existing storage—for example, Virtual volumes, hosts, or a SAN—is outside the scope of this service. Please refer to additional exclusions in the 'Service limitations' section below.

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
- Allows your IT resources to stay focused on their core tasks and priorities

Service feature highlights

- Service planning and coordination
- Service deployment
- Installation verification tests (IVT)

- Customer orientation

Table 1. Service features

Feature	Delivery specifications
Service planning and coordination	A Hewlett Packard Enterprise service specialist will plan all the necessary activities, including the identification of any prerequisites (see the 'Service eligibility' section), and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be 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. The service specialist will provide the planning and coordination activities detailed below either remotely or onsite, at HPE's discretion. The service specialist will perform the following installation planning and coordination activities: • Communicate with the Customer, which includes handling the Customer's queries regarding service delivery as well as requesting any information needed from the Customer • Verify, using a pre-delivery checklist, that all service prerequisites have been met, including that the Customer has completed verification of their network and SAN configurations as needed • Schedule the deployment at a mutually agreed-upon time
Service deployment	Installation and startup service for full product deployment will include: • Installation of the hardware into a Customer-supplied rack • Connection of Customer-supplied and pre-run network and Fibre Channel cabling to the storage nodes, as applicable • Installation of any licensing • Creation of a management group • Creation of a storage pool Add-on service for added product capacity and associated software deployment will include: • Installation of the add-on hardware into the existing HPE StoreVirtual 3000 system • Configuration of software and installation of the additional license keys, as applicable • Testing of the new hardware and configure STaTs remote phone home
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 installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

Service limitations

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- 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
- Reorganization of existing racks to create space for the HP StoreVirtual 3000 Storage hardware
- Installation and configuration of switches, routers, or network gateways
- Integration with any hardware or software components not supported by HP StoreVirtual Software
- 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
- Configuration of any network, internal or external, or Virtual Connect domain
- Customized design of storage volumes to meet the Customer's unique environment
- Development of scripting, such as for snapshots
- Performance testing or modeling
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active Hewlett Packard Enterprise warranty or an applicable HPE Hardware Support agreement

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- An Ethernet/IP infrastructure must be installed, configured, and operating normally.
- Host systems and the Ethernet network must be implemented and operational at all locations.
- If applicable, Fibre Channel SAN must be implemented and operational at all locations.

The supported rack(s) must have sufficient space to mount the appropriate hardware.

- All cabling must be supplied and pre-run.
- If the Customer wishes to have additional volumes created (up to 20), then the design must be supplied. Customized storage volume design is not included as part of this service.
- The Customer must provide a suitable physical operating environment for the array product, including implementation of any recommendations made by HP as a result of the site inspection.
- To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the software at the time the installation begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.

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
- 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
- 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
- Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise

Data sheet

- 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

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

This service can be ordered using the following service part number(s):

For installation of the base StoreVirtual 3000 product, use:

- HA114A1#5ZK or U7VF7E HPE StoreVirtual 3000 Startup Service

For installation of add-on expansion disk products for the StoreVirtual 3000 product, use:

- HA114A1#5ZL or U7VF8E HPE StoreVirtual 3000 Startup Add Service

Note that the add-on installation service cannot be used for installation of the base 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



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This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

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