



HP StoreOnce Recovery Manager Central Software Installation and Startup Service

HP Services

For a smooth startup, HP StoreOnce Recovery Manager Central Software Installation and Startup Service provides deployment of your HP StoreOnce Recovery Manager Central software, with features designed to both help ensure proper installation in your storage environment and increase the benefit from your storage investment.

Complementing your new HP StoreOnce Recovery Manager Central storage software, HP StoreOnce Recovery Manager Central Software Installation and Startup Service provides a set of features associated with deployment of your licensed HP StoreOnce Recovery Manager Central software products into operation. With the assistance of your designated IT storage administrator, an HP service specialist deploys your HP StoreOnce Recovery Manager Central software as more fully described below.

This service is applicable only for supported environments. Please contact HP for more information regarding what environments are supported. Scripting is not within the scope of the service, but can be accommodated at additional charge (scripting can help enable integration and end-to-end automation within your organization's environment).

Service benefits

- Helps to allows your IT resources to stay focused on their core tasks and priorities
- Designed to help reduce implementation time, as well as the impact and risk to your storage environment
- Can help ensure a successful implementation by providing HP installation planning and coordination
- Provides service delivered by a trained specialist and based upon HP recommended configurations and industry best practices
- Can help you more effectively utilize your HP StoreOnce Recovery Manager Central software, thanks to the knowledge you gain from the service specialist during onsite delivery of the service

Service feature highlights

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

Service features

Table 1. Service features

Feature	Delivery specifications
Service planning and coordination	<p>An HP service specialist will plan all the necessary activities, including the identification of any prerequisites (see 'Service eligibility'), and 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 days and hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP 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 HP's discretion.</p> <p>The service specialist will perform the following service planning and coordination activities:</p> <ul style="list-style-type: none"> • Communicate with the Customer and handle queries from the Customer regarding service delivery • Verify, using a pre-delivery checklist, that all service prerequisites that the Customer is responsible for have been met • Schedule deployment of the HP StoreOnce Recovery Manager Central software at a mutually agreed-upon time • Facilitate a brief discussion to guide the Customer in defining the software deployment and array configuration objectives based on the Customer's application performance, availability needs, and virtual volume layout • Advise the Customer on HP StoreOnce Recovery Manager Central software deployment best practices

- Provide a written installation plan, which will serve as a guide for the coordination of the installation and startup deliverables

Service deployment

The service specialist will perform the following HP StoreOnce Recovery Manager Central software deployment activities:

- Coordinate the installation plan
- Confirm that all service prerequisites identified on the pre-delivery checklist have been met by the Customer, including that the required version of the HP Operating System is installed and operational
- Install HP StoreOnce Recovery Manager Central software according to the product specifications and subject to the limits defined in the 'Service limitations' section
- Verify that product keys for the purchased HP StoreOnce Recovery Manager Central software product are installed and active, and install the keys if necessary

The service specialist will perform installation, configuration, and verification procedures, which include:

- For array-based software titles, integration of the software in accordance with the written installation plan and configuration best practices as agreed upon as part of the service planning activities.
- For software titles external to the array, deposition of the software on a Customer-supplied server and operating environment that meet minimum product prerequisites, activation of the software, and configuration necessary to establish connectivity between the server(s) and the HP StoreOnce Recovery Manager Central storage product

Installation verification tests (IVT)

The service specialist will perform the appropriate installation verification tests to confirm completion of the installation, including verification that:

- HP StoreOnce Recovery Manager Central software is operationally ready, and if for HP StoreOnce Recovery Manager Central for VMware, validation that relevant snapshots(s) can be taken and mounted, and that virtual machines are accessible
- The event logs are accumulating data

Customer orientation session

The service specialist will conduct an orientation session of up to one (1) hour in duration for each software product below for which the Customer has purchased the service, with the goal of reviewing the configuration information and demonstrating basic operation of the installed HP StoreOnce Recovery Manager Central software product.

During the orientation session, the service specialist will, in general:

- Provide an overview of the HP StoreOnce Recovery Manager Central software architecture
- Highlight the basic operation of HP StoreOnce Recovery Manager Central software, which for HP StoreOnce Recovery Manager Central Software for VMware, includes demonstration of scheduling, backup of non-production virtual machines, and restoration of virtual machines
- Verify that the Customer understands how to gain access to appropriate product documentation
- Help the Customer locate troubleshooting information
- Inform the Customer how to contact HP for support
- Hold a brief question and answer forum with the Customer

The orientation session 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. This orientation session will be completed on the same day the installation is completed. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HP to provide the orientation session

Service limitations

The on-site service is delivered as a single event at one physical site for one (1) StoreOnce Recovery Manager Central Software product.

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

- Integration with any hardware or software components not supported by the HP storage product or HP StoreOnce Recovery Manager Central software
- 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
- For HP StoreOnce Recovery Manager Central software, movement of the Customer's databases from an existing storage system to an HP storage product; data migration is available as a separate service
- For HP StoreOnce Recovery Manager Central software, loading of the OS on virtual machines, configuration of more than a single 2-node cluster or more than a single standalone host with more than a total of 10 virtual machines, or activities at more than a single Customer site; configuration of additional clusters or standalone hosts, virtual machines, and/or sites can be accommodated at additional cost
- Design or implementation of high-availability and other complex configurations, such as host clustering, with the exception of host clustering as specifically stated above
- Design or implementation of host-based logical volumes and associated file system structures
- Redesign or reconfiguration of the existing array for hardware upgrades or software add-ons, including hardware reconfiguration
- Installation of HP Operating System upgrades

- HP Operating System and software downgrades; downgrades are limited to currently supported software versions compatible with the HP storage hardware configuration only
- Performance testing or modeling
- Installation or configuration of any additional products including, but not limited to, servers, host operating systems, host agent software, multipathing software, host bus adapters, network, SAN fabric, and enterprise backup software
- Migration of existing data to a new array or to a new configuration within an existing array
- Loading, management, or manipulation of the Customer's data
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or problems not related to the HP storage product
- Backup, recovery, and support of the operating system, other software, and data
- Any restoration/recovery of compromised data
- Any services not clearly specified in this document

Service eligibility

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

- The Customer's existing computer operating system platform(s) must be supported by and be compatible with the HP StoreOnce Recovery Manager Central software product(s) being installed.
- The Customer's HP storage products must be fully operational in a configuration and environment supported by HP, and connectivity must be available and operational.
- The Customer must install any recommended host, SAN, or application software upgrades, patches, device drivers, host agents, or multipathing software prior to delivery of the on-site services.
- The Customer is responsible for providing servers/workstations and network provisioning (including appropriate connectivity to the Customer's production environment) that meet the requirements for the HP StoreOnce Recovery Manager Central software.
- For HP StoreOnce Recovery Manager Central software, the Customer must ensure that applications or virtual machines are installed, configured, and operational; that application servers or virtual machines are in a supported configuration; and that application data or virtual machines reside on the HP storage product.

Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Coordinate deployment activities on third-party-maintained hardware or software (if applicable) with the service specialist
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met prior to delivery of the on-site (or installation) services
- Complete and return the prerequisite HP pre-delivery checklist to the service specialist at least two weeks prior to the start of the on-site service, including array configuration information, as necessary
- 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 HP 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 HP in facilitating the delivery of this service
- 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 all necessary network and administration assistance to enable onsite and remote connectivity to the HP storage product that will support installation of HP StoreOnce Recovery Manager Central software, where applicable
- Provide all necessary administration to enable end-to-end connectivity of the HP storage product, including network, SAN fabric, and host
- Provide server and network provisioning that meet requirements for additional software products
- Ensure that any and all prerequisite HP Operating System, firmware, or driver dependencies for the environment are addressed before onsite service delivery begins, including loading the OS on virtual machines used to demonstrate HP StoreOnce Recovery Manager Central 3PAR for VMware
- Provide test/sample data used in delivery of the service, when applicable

- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service or support tools used to provide ongoing remote monitoring, 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 HP full and unrestricted access to all locations where the service is to be performed
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

General provisions/Other exclusions

HP 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.

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'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.

The service is delivered during local HP standard business hours. Service delivery outside these hours is available at additional charge.

This service is delivered as a single, contiguous event. If Customer resource availability or other Customer restrictions delay installation or require additional visits beyond the defined scope of the service, additional charges may apply.

This service may be delivered remotely, at HP's discretion. If the Customer requests onsite delivery, additional charges may apply.

Travel charges may apply; please consult a local HP office.

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
- Any services not clearly specified in this document

Ordering information

To obtain further information or to order the HP StoreOnce Recovery Manager Central Software Installation and Startup Service, contact a local HP sales representative and reference the following product numbers:

- HA124A1#5WD (U7PE6E) for HP StoreOnce Recovery Manager Central Base Installation and Startup Service
- HA124A1#5WE (U7PE7E) for HP StoreOnce Recovery Manager Central VMware Installation and Startup Service

For more information

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

HP support services: www.hp.com/services/support

HP Care Pack services: www.hp.com/services/carepack

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This data sheet is governed by HP's current standard sales terms, which includes the supplemental datasheet, or, if applicable, the Customer's purchase agreement with HP.

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