Overview

HPE Complete CTERA

Cloud storage is rapidly changing how organizations build, manage and deliver data services. Large clouds are now being built by enterprises who are transforming into IT-as-a-Service providers, as well as service providers that now offer cloud services to business customers who want to reduce datacenter footprint.

The HPE Complete CTERA Solution offers next-generation Cloud Storage Services that transform HPE Server based Cloud Solution offerings into a wide variety of managed file services. This enables organizations to serve, protect and collaborate on file-based data, like never before. This joint solution offers great customer ease and convenience like you would find in a public cloud solution, but without risking data security, compromising regulatory compliance, or creating uncontrolled costs from unmanaged growth.

CTERA provides a unified platform for IT to create, deliver, and manage file-based services:
- file synchronization-and-sharing
- endpoint backup and recovery
- server backup and recovery
- cloud-enabled file servers/NAS
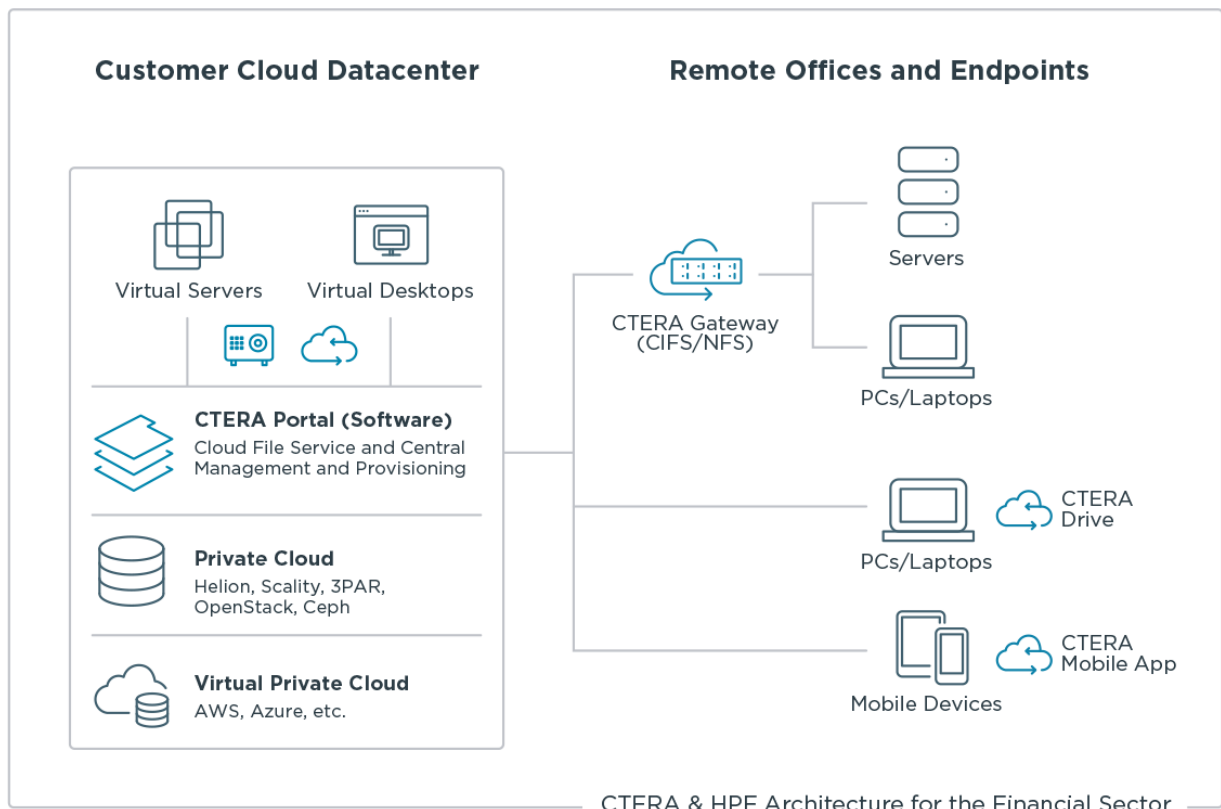- VDI home folder redirection

Figure 1. Typical Architecture of CTERA

Overview

It enables the IT-as-a-Service transformation with managed-service capabilities like an API-driven interface, multitenancy, and integration points with monitoring and billing tools. CTERA uses Private Cloud and Virtual Private Cloud storage for its ideal price/performance ratio for end user file services, and because it provides a fully private solution that maximizes data governance and security. As a centralized management console for CTERA cloud storage gateways and endpoint agents, CTERA Portal makes it possible to extend data services to remote sites and mobile users, and manage anywhere from under one hundred to tens of thousands of connected appliances and endpoint devices. It allows enterprises and service providers to launch cloud storage services with ease and full white-labeling.

CTERA is available on HPE Catalog via HPE Complete program.

HPE Complete- Resell of Third Party Branded Products

HPE Complete is a resource enabling the purchase of best-in-class third party branded products with the added reliability of Hewlett Packard Enterprise's interop assurance for a complete validated solution, all via one HPE purchase order.

Benefits

- One Stop Shop - Purchase complete solutions from HPE that include best in class third-party branded products, all on a single HPE purchase order
- Validated solution - Confidence of The HPE interop assurance validation for third-party branded products that complement HPE Storage & Server solutions
- Customer Experience - Hewlett Packard Enterprise ensures complete customer satisfaction, by troubleshooting the solution and facilitating third party expertise for the installation, support and warranty of their products
- Unique Value – Minimize risk, complexity and cost when deploying multi-vendor products and technologies into the HPE ecosystem

For more information please refer **HPE Complete** on HPE.com

Models

Hewlett Packard Enterprise is making the following Ctera SKUs available via HPE Complete:

Software SKUs

CTERA Enterprise File Sync and Share 1-5 Devices per User 1yr LTU	Q1Y58A
CTERA Endpoint Backup per Workstation 1yr LTU	Q1Y59A
CTERA Server Backup per Server 1yr LTU	Q1Y60A
CTERA EV8 Virtual Gateway 8TB 1-100 Users 1yr LTU	Q1Y61A
CTERA EV16 Virtual Gateway 16TB 1-500 Users 1yr LTU	Q1Y62A
CTERA EV32 Virtual Gateway 32TB 1-1000 Users 1yr LTU	Q1Y63A
CTERA Portal per Customer 1yr LTU	Q1Y64A
CTERA Premium File Sync and Share 1-5 Devices per User 1yr LTU	Q1Y65A
CTERA Premium Endpoint Backup per Workstation 1yr LTU	Q1Y66A
CTERA Premium Server Backup per Server 1yr LTU	Q1Y67A
CTERA Premium EV8 Virtual Gateway 8TB 1-100 Users 1yr LTU	Q1Y68A
CTERA Premium EV16 Virtual Gateway 16TB 1-500 Users 1yr LTU	Q1Y69A
CTERA Premium EV32 Virtual Gateway 32TB 1-1000 Users 1yr LTU	Q1Y70A
CTERA Premium Portal per Customer 1yr LTU	Q1Y71A
CTERA Virt GW 64TB 1-1000 User 1yr LTU	Q8Y09A
CTERA Prem EFSS 1-5 Devices 1yr Lite LTU	Q8Y10A
CTERA Prem GW 64TB 1-1000 User 1yr LTU	Q8Y11A

Service SKUs

CTERA Enterprise Support 1yr LTU	Q1Y72A
CTERA Portal Remote Installation Service LTU	Q1Y73A
CTERA Gateway Onsite Installation Service LTU	Q1Y74A
CTERA Professional Service 1-day LTU	Q1Y75A

Features and Benefits

CTERA enables deployment of integrated cloud storage services across distributed enterprises to mobile workers, remote offices, and branches. Encompassing cloud object storage, cloud storage gateways, end-point agents, mobile apps, and a cloud service delivery portal.

Product Specification
The product is delivered entirely as SW
- CTERA Portal installs on Vmware, KVM, Hyper-V, AWS, Azure, OpenStack
- CTERA Desktop Clients install on Windows, Mac and Linux desktops/workstations
- CTERA Server Agents install on Windows and Linux servers
- CTERA Apps install on iOS, Android and Windows devices
- CTERA Virtual Gateways (EV) install on VMware and KVM servers

Key Features and Benefits
Private enterprise file sync and share
- A private cloud storage solution enables users to securely sync files and folders between cloud drives, endpoints, and cloud gateways.
- Users collaborate using shared project workspaces with user controlled permissions, and email invitations for ad-hoc access.

File server modernization
- Using cloud storage gateways, remote office and branch employees enjoy fast, local storage that is synced with the cloud, while IT staff can centrally manage every aspect of the solution with no need for onsite presence.
- Office continuity is maintained by ensuring file availability even when the cloud storage gateway or internet is unavailable.

Backup to cloud
- Efficient, secure, and user-enabled data protection tools for endpoints and servers provide direct-to-cloud or disk-to-disk-to-cloud (hybrid) backup models optimize recovery times and data protection performance.

100% Private
- Unlike SaaS or "private" systems with a hidden public component, CTERA keeps 100% of your data, service management, encryption and authentication within your network or VPC.

Automation & Orchestration
- Designed for cloud service providers and IT-as-a-Service organizations, the platform features full service delivery automation tools and APIs for provisioning, chargeback and more.

Centralized Governanace
- From endpoints to remote offices to applications running in the cloud, the CTERA Platform uniquely provides comprehensive insight and control over organizational data from one central platform.

Lower TCO
- With support for cost-effective cloud infrastructure, global deduplication, service automation and many use cases from one platform, CTERA saves organizations up to 80% on administration and capacity.

IT-as-a service
- The API-driven platform integrates with modern service catalogs and provides a series of self-service productivity apps to enable IT organizations to transform into enterprise, on-demand app stores.

Trends Driving Adoption Of (CTERA) Use Cases:
- **Heightened Enterprise Security Centricity**: recent hacks of shared SaaS services like Dropbox underscore the need for pure-private file management and collaboration solutions.
- **IT Consolidation:** Gartner's push for Data Infrastructure Modernization focuses on enabling organizations to simplify the IT stack by consolidating File and Backup management into one integrated system, making both the user and admin experience simpler and more cost effective.
- **Object Storage:** Many organizations are looking for new use cases to drive the adoption of object storage as part of a strategy to reduce data center cost. CTERA addresses user files, backups and virtual desktop infrastructure – a Swiss Army knife of use cases to drive object storage adoption.

Configuration Information

The HPE Complete Ctera configuration are as follows:

Step-1 Select License

CTERA Enterprise File Sync and Share 1-5 Devices per User 1yr LTU This SKU is designed for 1-Year CTERA File Sync & Share, licensed per User, up to 5 devices each		Q1Y58A

CTERA Endpoint Backup per Workstation 1yr LTU   Q1Y59A
This SKU is designed for 1-Year CTERA Endpoint Backup, licensed per Workstation
(Windows/Mac)

CTERA Server Backup per Server 1yr LTU   Q1Y60A
1-Year CTERA Server Backup, licensed per Server (Windows Server/Linux)

CTERA EV8 Virtual Gateway 8TB 1-100 Users 1yr LTU   Q1Y61A
1-Year CTERA EV8 Virtual Gateway, 8TB usable, Recommended up to 100 Users

CTERA EV16 Virtual Gateway 16TB 1-500 Users 1yr LTU   Q1Y62A
This SKU is designed for 1-Year CTERA EV16 Virtual Gateway, 16TB usable, recommended up
to 500 Users

CTERA EV32 Virtual Gateway 32TB 1-1000 Users 1yr LTU   Q1Y63A
This SKU is designed for 1-Year CTERA EV32 Virtual Gateway, 32TB usable, recommended up
to 1,000 Users

CTERA Portal per Customer 1yr LTU   Q1Y64A
This SKU is designed for 1-Year CTERA Portal, license per Customer Private Cloud

CTERA Premium File Sync and Share 1-5 Devices per User 1yr LTU   Q1Y65A
This SKU is designed for 1-Year CTERA Premium File Sync & Share, licensed per User, up to 5
devices each

CTERA Premium Endpoint Backup per Workstation 1yr LTU   Q1Y66A
This SKU is designed for 1-Year CTERA Premium Endpoint Backup, licensed per Workstation
(Windows/Mac)

CTERA Premium Server Backup per Server 1yr LTU   Q1Y67A
This SKU is designed for 1-Year CTERA Premium Server Backup, licensed per Server (Windows
Server/Linux)

CTERA Premium EV8 Virtual Gateway 8TB 1-100 Users 1yr LTU   Q1Y68A
This SKU is designed for 1-Year CTERA Premium EV8 Virtual Gateway, 8TB usable,
Recommended up to 100 Users

CTERA Premium EV16 Virtual Gateway 16TB 1-500 Users 1yr LTU   Q1Y69A
This SKU is designed for 1-Year CTERA Premium EV16 Virtual Gateway, 16TB usable,
recommended up to 500 Users

CTERA Premium EV32 Virtual Gateway 32TB 1-1000 Users 1yr LTU   Q1Y70A
This SKU is designed for 1-Year CTERA Premium EV32 Virtual Gateway, 32TB usable,
recommended up to 1,000 Users

CTERA Premium Portal per Customer 1yr LTU   Q1Y71A
This SKU is designed for 1-Year CTERA Premium Portal, license per Customer Private Cloud

Configuration Information

	CTERA Virt GW 64TB 1-1000 User 1yr LTU CTERA EV64 Virtual Gateway 64TB 1-1000 Users 1yr LTU	Q8Y09A
	CTERA Prem EFSS 1-5 Devices 1yr Lite LTU CTERA Premium Enterprise File Sync and Share 1-5 Devices per User 1yr Lite LTU	Q8Y10A
	CTERA Prem GW 64TB 1-1000 User 1yr LTU CTERA Premium EV64 Virtual Gateway 64TB 1-1000 Users 1yr LTU	Q8Y11A
Step-2 Service SKUs	CTERA Enterprise Support 1yr LTU This SKU is designed for 1-Year CTERA Enterprise Support, dedicated Technical Account Manager, Priority Queuing	Q1Y72A
	CTERA Portal Remote Installation Service LTU This SKU is designed for CTERA Portal Remote Installation Service	Q1Y73A
	CTERA Gateway Onsite Installation Service LTU This SKU is designed for CTERA Gateway Onsite Installation Service	Q1Y74A
	CTERA Professional Service 1-day LTU This SKU is designed for 1-Day Professional Services by CTERA Engineer	Q1Y75A

Service, Support, Warranty and Other Information

Service and Support

Service and Support for CTERA products are provided directly by CTERA. For any support and generic queries please email to **support@ctera.com** . Ctera licensors service delivery organization will be responsible for responding with a call, assigning a severity level to the call, and determining the service Severity Level acceptable to Hewlett Packard Enterprise customer. The support request will be processed by CTERA in accordance with the Severity Level agreed upon.

Warranty

Software

For a period of ninety (90) days from the Start Date, CTERA warrants (a) that the media on which the software is delivered will be free of defects in material and workmanship, and (b) the software will operate substantially as set forth in the applicable CTERA specifications when used in accordance with the terms of the CTERA software license. End User's exclusive remedy and the entire liability of CTERA and its suppliers under this limited warranty will be replacement of the software media. Except for the foregoing, the software is provided AS IS. This limited warranty extends only to the End User as the original licensee. See other Warranty Limitations and Restrictions below.

Restrictions

CTERA warranties as set forth herein ("Warranty") are contingent on proper use of the CTERA branded hardware and software ("Products") and do not apply if (a) the Products have been modified without the written approval of CTERA, (b) the Products' serial number label is removed, (c) the Product has been damaged or subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, or accident, or (d) the Product is licensed for beta, evaluation, testing or demonstration purposes. In order to ensure proper operation of CTERA products, it is required that all CTERA systems utilize only CTERA supplied optical transceiver components. CTERA reserves the right to void warranty and service support offerings if optical transceiver components other than those supplied by CTERA are used in the operation of CTERA products. The terms of the Warranty are limited to the remedies as set forth in this Warranty. This warranty is provided in lieu of all other rights, conditions and warranties. CTERA makes no other express or implied warranty with respect to the software, hardware, products, documentation or CTERA support, including, without limitation, any warranty of merchantability, fitness for a particular purpose and non-infringement of third party rights. CTERA does not warrant that any products will be error-free, or that any defects that may exist in its products can be corrected. In no event shall CTERA be liable for cost of procurement of substitute goods, lost profits or any other special, indirect, consequential or incidental damages (including but not limited to lost data), however caused whether or not CTERA has been advised of the possibility of such damages. Some jurisdictions do not allow limitation or exclusion of liability for consequential or incidental damages, so that limitation or exclusion may not apply.

Return Policy for Resellers

Stocking of HPE Complete CTERA products are not recommended. Please purchase accurate quantity required to fulfil the customer order.

Summary of Changes

Date	Version History	Action	Description of Change
04-Dec-2017	Version 3	Changed	Updated Figure and SKUs
24-Feb-2017	Version 2	Changed	Cosmetic change
13-Feb-2017	Version 1	Created	All content created

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