



# **HPE StoreOnce single node System Installation and Startup Service**

## **Support Services**

HPE StoreOnce single node System Installation and Startup Service provides planning, service deployment, installation verification testing (IVT), and an orientation session to help you deploy the features and functionality of the HPE StoreOnce Systems in your network environment.

This service covers the installation and configuration of the HPE StoreOnce 2xxx, 3xxx, 4xxx, 51xx and 55xx single node systems.

### **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
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- Improved system uptime

### **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>	<p>An HPE service specialist will contact the Customer to review expectations and validate that all pre-delivery requirements have been or will be met before installation of the service.</p> <p>The service planning activities will include:</p> <ul style="list-style-type: none"> <li>• Communication and verification of the hardware and environmental prerequisites for the installation of the HPE StoreOnce System</li> <li>• Collection, using a pre-delivery checklist, of the information needed to plan the deployment, including:               <ul style="list-style-type: none"> <li>– A check for the backup software that will be used (the software's installation or configuration is not included; however, if it is present, it can be used for verification)</li> <li>– Confirmation that the host to be used for the host setup demonstration meets the required specification</li> </ul> </li> <li>• Agreement on the proposed configuration and review of the service completion criteria</li> <li>• Creation of a written installation plan, which will serve as the project plan for this service</li> <li>• Scheduling of the service delivery at a time that both HPE and the Customer mutually agree on</li> </ul>
<b>Service deployment</b>	<p>The deployment activities will include the following:</p> <ul style="list-style-type: none"> <li>• Installation of the hardware into a Customer-supplied rack, including any capacity expansion kits and network cards</li> <li>• Connection of Customer-supplied and pre-run network cabling to the hardware</li> <li>• Validation of the StoreOnce System operation, and installation of any required licensing (including capacity expansion licenses)</li> <li>• SAN integration, in which the StoreOnce System may require some additional configuration onto the SAN via its fiber connections</li> <li>• Setup and demonstration of the configuration of one host</li> <li>• Provision of configuration documentation to the Customer</li> </ul>
<b>Installation verification tests (IVT)</b>	<p>HPE will run the appropriate installation verification testing (IVT) required to verify operation of the configuration.</p>
<b>Customer orientation session</b>	<p>After completing the installation, the HPE service specialist will conduct an orientation session of up to one (1) hour on product usage and HPE support.</p> <p>Subject areas for the orientation session may include:</p> <ul style="list-style-type: none"> <li>• An overview of and expectations for the deduplication technology</li> <li>• Information about how to set up email alerts</li> <li>• Further information about network-attached libraries and tape drives</li> <li>• Advice on backup strategies</li> </ul> <p>The orientation session is informal and is not intended as a classroom activity or a substitute for formal product training.</p>

## Service limitations

The following activities are excluded from this service:

- Development and/or implementation of a backup/replication strategy across the HPE StoreOnce System environment
- Installation and/or configuration of backup software to support the HPE StoreOnce System; this software is installed on the host's system, not on the HPE StoreOnce System
- Installation and/or configuration of HPE StoreOnce Catalyst software and HPE StoreOnce Data Replication software.
- Setting up new tape libraries, population of such libraries with media, validation of library operation, or configuration of backup jobs
- Configuration of backups to tape autoloaders, tape libraries, or network attached storage (NAS) and VTL devices across networks or by direct connection using supported backup applications
- Installation or configuration of network switches, routers, or hubs; these devices have their own separate hardware installation services (if required)
- Application integration or integration of third-party products or peripherals not included with the system

- Operational testing of applications, or additional tests requested or required by the Customer
- Service deployment on hardware covered by a third-party maintenance contract
- Any services not clearly specified in this document or an associated Statement of Work
- Generation 3 firmware code upgrade for previous-generation D2D platforms

## Service eligibility

Note: If the prerequisites below are not initially satisfied, HPE can, through additional Customer-purchased services, work with the Customer to verify that all pre-delivery requirements are met.

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

- The Customer must provide suitable rack(s) with enough space to mount the hardware.
- All cabling must be supplied and pre-run.
- The Customer must have applied for and obtained the required licensing.
- The Customer must provide a suitable physical operating environment, including implementation of any HPE-recommended environmental recommendations.
- A supported Ethernet/IP infrastructure must be installed, configured, and operating normally.
- Wherever remote sites are being configured, gateways must be operating between locations.
- An existing, operating, and configured tape library/drive must be already installed for direct connection, where required.
- Suitable installed and configured backup software must be in place for any verification steps involving the backup of data.
- The Customer must provide a supported host on the correct subnet to demonstrate the host setup process. HPE will provide information about what is required to bring this host to the required specification, but will not install or configure backup applications, troubleshoot or configure the network, or install other software.

## 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
- Meet all service prerequisites as identified in the "Service eligibility" section
- Meet all service prerequisites identified during the "Service planning" activity
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Make certain that all equipment to be de-installed is located in a safe working environment
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- 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

## 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
- Be responsible for all data backup and restore operations
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Allow Hewlett Packard Enterprise personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software
- Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise

## 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.

Any services provided outside of HPE standard business hours may be subject to additional charges.

Travel charges may apply in some geographic locations. Please contact a local HPE representative for details.

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

To obtain further information or to order HPE Installation and Startup Service for StoreOnce Systems, contact a local HPE sales representative.

## 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](http://www.hpe.com/services/support)



**Hewlett Packard  
Enterprise**

---

© Copyright 2010-2013, 2015-2016 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

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.

4AA2-9557ENW, March 2016, Rev. 6