HPE Primera Base Software Installation and Startup Service
HPE Lifecycle Services

Designed to provide a smooth startup, HPE Primera Base Software Installation and Startup Service provides deployment of your HPE Primera storage software. It helps to ensure proper installation in your storage environment and increase the benefit from your storage investment.

Complementing your HPE Primera Base Software, HPE Primera Base Software Installation and Startup Service provides the necessary activities required to help you deploy Dynamic Optimization, Priority Optimization, System Reporter, and Virtual Copy and an overview of Virtual Domains and Virtual Lock. With the assistance of your designated IT storage administrator, an HPE service specialist deploys your HPE Primera Base Software as more fully described in the "Services feature" table.

Deployment of Remote Copy, Peer Persistence, Peer Motion, Cluster Extension, Online Import, Recovery Manager Central, and Smart SAN for HPE Primera products are excluded from this service. Separate services are available (for details, see Notes in the "Ordering information" section).

For HPE Primera Virtual Copy, this service provides a limited implementation to help you get Virtual Copy up and running quickly and to provide a demonstration of the product's key features using sample or test data only. The following advanced deliverables are excluded from this service but are available via the HPE Data Replication Solution Service for HPE Primera Virtual Copy Software:

• Implementation and testing of the HPE Primera Virtual Copy Software configuration using production volumes or a production application

• Other services that address the unique requirements of your organization, such as verification of multiple applications you have configured; scripting; or integration and configuration of your applications by Hewlett Packard Enterprise, backup environment, or databases. (Scripting can help enable integration and end-to-end automation within your organization's environment)

This service is applicable only for supported environments. See additional exclusions in the "Service limitations" section.

Service benefits

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

• Reduces implementation time, as well as the impact and risk to your storage environment

• Helps ensure a successful implementation by providing HPE installation planning and coordination

• Provides service delivered by a trained specialist and based on HPE recommended configurations and best practices

Service feature highlights

• Service planning and coordination

• Service deployment

• Installation verification tests (IVTs)

• Customer-orientation session

Hewlett Packard Enterprise

Service features

Features	Delivery specifications
Service planning and coordination	An HPE service specialist will plan all the necessary activities, including the identification of any prerequisites (see "Service eligibility" section) and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer. This will 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 either remotely or on-site, at HPE's discretion.
	The service specialist will perform the following installation planning and coordination activities:
	• Communicate with the Customer, including handling queries from the Customer regarding service delivery
	• Verify, using a predelivery checklist, that all service prerequisites that the Customer is responsible for have been met prior to delivery of the installation services
	• Schedule the HPE Primera software deployment 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 HPE Primera software deployment best practices
	• Provide the planning activities associated with working through the prerequisites of implementing HPE Primera Virtual Copy, identifying volumes (nonproduction) that will be used for a sample copy set
Service deployment	The service specialist will perform the following HPE Primera software deployment activities:
	• Coordinate deployment activities
	• Confirm that all service prerequisites identified on the predelivery checklist have been met by the Customer, including that the required version of the HPE Primera operating system is installed and operational
	• Verify that product keys for the purchased HPE Primera software product are installed and active, and install the keys if necessary
	• Install HPE Primera software according to the product specifications and subject to the limits defined in the "Service limitations" section. The service specialist will perform installation, configuration, and verification procedures, including:
	– Array-based software titles, integration of the software in accordance with the agreed-upon installation plan and configuration best practices
	– 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 HPE Primera storage
	– For HPE Primera Virtual Copy, implement a sample Virtual Copy job using test or sample data containing no production data limited to 500 GB or less

Features	Delivery specifications

IVTs	The service specialist will perform the appropriate IVTs to confirm product functionality, including verification that:
	
	• Confirm that HPE Primera software is operationally ready, including the following:
	
	  – For HPE Primera Dynamic Optimization, validate volume has migrated from one tier to another and for HPE Primera Priority Optimization, create a sample/test virtual volume set, configure a policy for that set, and demonstrate that input/output processors (IOPS) or bandwidth is limited based on the policy
	
	  – For HPE Primera, create a sample report, as applicable
	
	• For HPE Primera Virtual Copy, the IVT will be performed with the Customer's system administrator using replication jobs. It will be followed by testing on the sample volumes (with no application integration or testing), which will verify the operation of HPE Primera Virtual Copy volumes.
	
	  – Testing will include demonstrating and verifying the operation of common Virtual Copy functions (volume copy creation, promotion, and deletion for virtual copies of sample volumes on a source server)
	
	  – Exporting sample volumes to a target server with the same OS and verifying data accessibility
	
	• Confirm that 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, with the goal of reviewing the configuration information and demonstrating basic operation of the installed HPE Primera software products.
	
	During the orientation session, the service specialist may cover the following topics:
	
	• Provide an overview of the HPE Primera architecture
	
	• Highlight the basic operation of HPE Primera, which includes the following:
	
	  – Providing an overview of HPE Primera Dynamic Optimization software to move data between storage/RAID group tiers; review features and demonstrate how to create a policy using HPE Primera Priority Optimization
	
	  – For HPE Primera Reporting Software as applicable, use a host connected to the HPE Primera storage product and a virtual volume with test data to simulate a load and demonstrate creation of sample capacity and performance reports, or otherwise provide an overview using reports with demonstration data
	
	  – For HPE Primera Virtual Copy, review the HPE Primera management console interface and the basic features of the software product with the Customer, as applicable
	
	  – For HPE Primera Virtual Domains and HPE Primera Virtual Lock, review the management console interface and the basic features of the software product with the Customer, as applicable
	
	• Demonstrate the creation of a virtual volume, if applicable
	
	• 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 HPE for support
	
	• Hold a brief question-and-answer forum with the Customer
	
	The orientation session is informal, provided on the same day as the installation, 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.

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's existing operating system platform(s) must be supported by and be compatible with the HPE Primera software product(s) being installed.

• The Customer's HPE Primera storage must be fully operational in a configuration and environment supported by HPE, and the 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.

• 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 software products, as applicable.

For HPE Primera Virtual Copy:

• Ensure that the HPE Primera storage environment is operational and compatible with HPE Primera Virtual Copy, and that the HPE Primera operating system is at the revision levels specified by HPE

• Provide operational management stations with connectivity to the HPE Primera storage system that meets the minimum requirements of HPE Primera Virtual Copy and management software

• Install any recommended host- or SAN-based software upgrades, patches, device drivers, or multipathing software

Service limitations

Unless specified in this document or in a separate statement of work (SOW), 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 HPE Primera storage product or HPE Primera 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

• Implementation tasks of HPE Primera Dynamic Optimization software, which are required to balance the HPE Primera storage product; the service provides the Customer with a product overview, advice, and suggested strategies for using HPE Primera Dynamic Optimization; any extended/ongoing analysis and/or implementation of HPE Primera Dynamic Optimization strategies can be accommodated at additional cost

• Use of HPE Online Import for migration activities, including migration planning, implementation, and verification; separate services are available for storage data migration

• Creation, implementation, and testing of HPE Primera Priority Optimization policies in a production environment; policy design, creation, implementation, and testing in a production environment is available as a separate service

• Deployment activities for HPE Recovery Manager Central and application suite products, including installation, configuration, and verification; separate services are available

• Use of HPE Smart SAN for deployment activities, including planning, design, assessment, and configuration of switch technology related to the implementation of a new SAN or the redeployment or extension of an existing SAN; separate services are available for SAN deployment

• Database conversion, installation, or configuration of more than one HPE Primera Reporting Software instance, and delivery of performance analysis or troubleshooting using HPE Primera Reporting Software; implementation of additional instances of the software and/or delivery by HPE, and performance analysis or troubleshooting using HPE Primera Reporting Software can be accommodated at additional cost

• Configuration of HPE Primera Virtual Copy with more than 500 GB of test data, with the Customer's production data, or with more than two hosts running more than a single operating system

- Creation and implementation of domains and retention policies for HPE Primera Virtual Domains and Virtual Lock in a production environment

- Design or implementation of high-availability and other complex configurations, such as host clustering, except host clustering as specifically stated previously

- 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 HPE Primera Operating System upgrades:

- HPE Primera Operating System and HPE Primera software downgrades; downgrades are limited to currently supported software versions compatible with the HPE Primera storage hardware configuration only

- Performance testing or modeling

- Installation or configuration of any additional products that include, but are not limited to, servers, host operating systems, host agent software, multipathing software, HBAs, network, SAN fabric, and enterprise backup software

- Migration of existing data to the 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 HPE Primera storage product

Note: Setup of HPE Primera management console and demonstration of virtual volume creation is provided via the separately orderable HPE Primera Storage Installation and Startup Service.

Customer responsibilities

The Customer will:

- Contact an HPE service specialist within 90 days of the 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 service delivery

- Complete and return the prerequisite HPE predelivery checklist to the service specialist at least two weeks prior to the start of the service, including array configuration information, as necessary

- Ensure that prerequisite volume capacity is available in the HPE Primera storage environment to support the implementation of HPE Primera Virtual Copy

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HPE in facilitating the delivery of this service

- Ensure that all hardware, firmware, and software that the service specialist will need to deliver this service are available and that software products are properly licensed

- Enable 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 on-site and remote connectivity to the HPE Primera storage product that will support installation of HPE Primera software, where applicable

- Give necessary administration to enable end-to-end connectivity of the HPE Primera storage product, including network, SAN fabric, and host

- Provide server and network provisioning that meets requirements for additional software products, such as HPE Primera Reporting Software

- Ensure that any and all prerequisite HPE Primera operating system, firmware, or driver dependencies for the environment are handled before on-site service delivery begins

- Provide test/sample data used in the delivery of the service, when applicable

- Adhere to licensing terms and conditions regarding the use of any HPE 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 HPE full and unrestricted access to all locations where the service is to be performed

- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE

General provisions / other exclusions

The on-site service is delivered on a single HPE Primera storage at one physical site.

- HPE reserves the right to reprice 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.

- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with us, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

- The service is delivered during local HPE standard business days and hours, excluding HPE holidays. Service delivery outside these hours is available and subject to additional charges.

- 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 HPE's discretion. If the Customer requests on-site delivery, additional charges may apply.

- Travel charges may apply; consult a local HPE office.

- 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.

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

- Service deployment on hardware not covered by an HPE warranty or service maintenance contract

- Service deployment on hardware covered by an unauthorized third-party maintenance contract

- Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software

- Service required due to causes external to the HPE maintained hardware or software

- Any services not clearly specified in this document

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 the HPE Primera Base Software Installation and Startup Service, contact a local HPE sales representative and reference the following product numbers:

Base-level deployment services:

• HA124A1#5R5 for HPE Primera 600 Base Software Installation and Startup Service for Dynamic Optimization, Priority Optimization, System Reporter, Virtual Copy, Virtual Domains, Virtual Lock (see "Notes" for more information)

Individually orderable HPE Primera Virtual Copy deployment service:

• HA124A1#5QW for HPE Virtual Copy Installation and Startup Service (see "Note 2" for more information)

Individually orderable HPE Primera deployment services:

• HA124A1#5Y4 for HPE Primera Dynamic Optimization Installation and Startup Service

• HA124A1#5Y5 for HPE Primera Reporting Software Installation and Startup Service

• HA124A1#5Y7 for HPE Primera Priority Optimization Installation and Startup Service (see "Note 3" for more information)
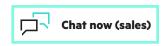
Notes

Fixed up-front support packages are only available in selected countries. Contact a local HPE sales representative for more information.

1. This service does not include deployment of HPE Recovery Manager Central for HPE Primera separate services are available to deploy to deploy this product.

2. For a more advanced implementation of HPE Primera Virtual Copy, see the HPE Data Replication Solution Service for HPE Virtual Copy data sheet.

3. HPE Primera Priority Optimization policy design and implementation in a production environment is available as an HPE custom service.

4. Deployment of Remote Copy, Peer Persistence, and Peer Motion is available via the HPE Data Replication Solution Service for HPE Remote Copy.

5. Deployment of HPE Cluster Extension Software is available via the HPE Cluster Extension Solution Implementation Service.

6. For individually orderable deployment services, see the HPE Primera Base Software Installation and Startup Service.

Learn more at

HPE.com/services/lifecycleservices

[Chat now (sales)]

Hewlett Packard Enterprise