



HPE SIMPLIVITY EXTERNAL STORAGE INSTALLATION AND STARTUP SERVICE

HPE Pointnext Services

SERVICE OVERVIEW

HPE SimpliVity external storage installation and startup service coordinates the configuration, registration, and verification of the HPE StoreOnce external store to an HPE SimpliVity cluster.

This service is available for HPE SimpliVity clusters running the required version of the HPE OmniStack software as is documented in the HPE SimpliVity interoperability and administration guides available at HPE Support Center. With this service, you also receive a brief orientation session on the installed product features.

This service can be delivered remotely or on-site. Contact your local HPE representative for details. Also refer to the service limitations section for more details.

SERVICE BENEFITS

- Offers installation and startup by an HPE service specialist
- Delivers the service at a mutually scheduled time convenient to your organization
- Helps you effectively utilize HPE product from the knowledge gained during delivery of the service
- Provides an HPE service specialist to answer basic questions during the delivery of the installation service
- Verifies that all service prerequisites are met—prior to the installation

SERVICE FEATURE HIGHLIGHTS

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

TABLE 1. Service features

Feature	Delivery specifications
Service planning	An HPE service specialist confirms with the Customer that the prerequisites have been met and schedules the delivery of the service at a time mutually agreed upon by HPE and the Customer. This shall be during local HPE standard business hours excluding HPE holidays, unless agreed by HPE. Any services provided outside of the HPE standard business hours may be subject to additional charges.
Service deployment	Service deployment activities include: <ul style="list-style-type: none"> • Registration of HPE StoreOnce external stores (maximum 2) to HPE SimpliVity cluster • Validation of connectivity to HPE StoreOnce external store(s) • Creation of a backup policy, as well as validating backup and restoring of a virtual machine; see Customer responsibilities for more information
Installation verification tests	HPE runs the appropriate IVTs for this service.
Customer orientation session	Upon completion of the installation, the HPE service specialist conducts an orientation session, up to one hour, on the HPE SimpliVity product and/or technology, to include information on basic hardware product usage and hardware features.

SERVICE ELIGIBILITY

Customers are eligible for the service delivery if they meet all the prerequisites as identified during the service planning session, including, but not limited to, the following prerequisites:

- The correct services and quantity as outlined in the ordering instructions section have been purchased by the Customer.
- The correct HPE SimpliVity and HPE StoreOnce software and firmware requirements as outlined in the HPE SimpliVity interoperability guide.
- The HPE StoreOnce external store has been created by the Customer and meets the requirements and best practices outlined in the HPE SimpliVity administration guide.
- HPE StoreOnce and HPE SimpliVity clusters must be physically co-located as WAN links are not supported.
- HPE StoreOnce Catalyst store names must be unique across the federation. Each external store name can have one and only one IP address.
- A dedicated HPE StoreOnce Catalyst store is created for use with only HPE SimpliVity backups. Do not mix usage with other backup applications.

SERVICE LIMITATIONS

Services are performed during local HPE business days and hours, excluding HPE holidays.

The service is delivered as a single event at one physical site on a single HPE SimpliVity cluster. Additional services need to be ordered if a multisite implementation is required. Contact your HPE sale representatives for more details.

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 a third-party maintenance contract
- Services that, in the opinion of HPE, 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 HPE maintained hardware or software
- Any services not clearly specified in this document
- Application integration or integration of third-party products or peripherals not included with the system



- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Planning, design, or implementation of the Customer's overall SAN or fabric architecture
- Installation and configuration of switches, routers, or network gateways
- Integration with any hardware or software components not supported by the HPE SimpliVity product
- Site inspection activities such as comprehensive analysis of the Customer facility's power, cooling and humidity, airborne contaminant, vibration levels, and determination of whether the data center's raised floor has sufficient structural capability to accommodate the weight of the server to be installed
- Environmental compliance or site preparation
- External cabling
- Assembly of racks or other computer room site preparation
- Software training, troubleshooting, repair, tuning, or customization
- Any services not clearly specified in this document

CUSTOMER RESPONSIBILITIES

The Customer will:

- Contact an HPE 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 prior to delivery of the on-site services.
- Make sure that all hardware, firmware, and software required for installation by the HPE service specialist are available on the scheduled delivery date, and for software, all operating and software products are properly licensed.
- 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 HPE service specialist will need to deliver this service are available. And ensure that software products are properly licensed, as well as otherwise be available to assist HPE in facilitating the delivery of this service.
- Provide a virtual machine less than 100 GB to validate backup and restore policy.
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable.
- Be responsible for all data backup and restore operations.
- Allow HPE full and unrestricted access to all locations where the service is to be performed.
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required.
- Coordinate service deployment on third-party-maintained products with HPE, if applicable.

GENERAL PROVISIONS/OTHER EXCLUSIONS

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 reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

HPE'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.

Check with a local HPE authorized representative to find out whether a specific location is eligible for this service.



ORDERING INFORMATION

This service can be ordered using the following service part numbers:

- HA124A1#V0D—HPE SimpliVity StoreOnce external store registration remote service.
- HA124A1#V0E—HPE SimpliVity StoreOnce external store registration on-site service.

Related services

- HA124A1#5MK—HPE SVT Remote software and firmware update service.
- HA124A1#5YS—HPE SVT On-site software and firmware update service.

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