HPE NonStop BackBox Installation and Startup Service

HPE Lifecycle Event Services

Proper installation and configuration of your HPE NonStop BackBox subsystem is crucial in helping you to increase the return on your NonStop investment. Complementing your new NonStop BackBox, the HPE NonStop BackBox Installation and Startup Service is designed to provide the necessary activities required to deploy the HPE NonStop BackBox product into your backup and recovery operations.

With the assistance of your designated IT tape storage and NonStop server administrators, a Hewlett Packard Enterprise certified service specialist will engage in a discovery process designed to help Hewlett Packard Enterprise understand your business and storage application needs. This collaboration helps provide the groundwork for planning, designing, and employing a customized virtual tape storage configuration. The Hewlett Packard Enterprise certified service specialist will then apply the configuration you've approved and perform a suite of verification tests as described in the Service features section. The Hewlett Packard Enterprise service specialist will also provide your staff with an orientation session on basic features and functionality of NonStop BackBox product that are intended to help you maintain and manage your HPE NonStop BackBox environment.

Service benefits

- Verification prior to installation that all service prerequisites are met

- A customized installation plan to support your unique configuration requirements

- Delivery of the service at a mutually agreed upon scheduled time

- Installation of the HPE NonStop BackBox product per the product specifications

- Configuration of HPE NonStop BackBox virtual tape devices; these tape devices can be configured to replace existing tape devices or can be added to your current configuration

- Availability of a Hewlett Packard Enterprise service specialist to answer questions during the installation process

- Installation and startup service provided by a Hewlett Packard Enterprise technical specialist

- Basic knowledge transfer to assist your local administrator in managing your solution

- Documentation of the configuration as implemented

Service feature highlights

- Service planning

- Service deployment

- Installation verification tests (IVT)

• Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise service specialist will work remotely with you to schedule the delivery of the service at a mutually agreed time which shall be during local HPE standard business days and hours, excluding HPE holidays. The service planning activities will include: • Communication with the Customer, including addressing the Customer's questions regarding service delivery • Verification of the pre-sales questionnaire and configuration information prior to the scheduled on-site delivery date • Obtaining a license key for installation • Establishing a plan that involves one or two Customer dedicated personnel for the duration of the installation and configuration process • Obtaining the Customer's assurance of the date by which all checklist items will be completed and ready for installation to begin
Service deployment	Service deployment activities will include: • Initial installation activities—a "white-boarding" meeting to review: – BackBox configuration – Backup procedures – Storage configuration – Tape Catalog configuration • Physical installation of the BackBox – BackBox software installation on the NonStop – Configure Storage for BackBox internal storage model BBHWI – Installation of the User Interface – Configuration BackBox entities: Domain, VT Controller, Data Stores, Volume Groups, and Volumes
Installation verification tests (IVT)	Hewlett Packard Enterprise will perform the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation services, the Hewlett Packard Enterprise service specialist will provide the Customer with an onsite orientation on basic functionality regarding the NonStop BackBox product usage. This orientation will cover the following topics: • BackBox architecture • Customer BackBox configuration • Virtual Tape Controller configuration and log file • Configuring BackBox with the User Interface • Running a test backup This session is completed on the same day the on-site services are completed. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session.

Service limitations

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

This service is limited to a single NonStop BackBox product at a single physical site.

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

- Reconfiguration of existing environments, such as removal or movement of tape drives; if identified in the configuration objectives, existing tape drive(s) may be connected to HPE NonStop BackBox as long as (a) the Hewlett Packard Enterprise service representative does not have to move the tape drives(s), and (b) the Customer provides the needed cable(s)

- Reconfiguration of any IP address changes identified after the completion of the service

- Installation of operating system patches and any associated device drivers

- 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

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

- Installation and configuration of third-party backup management applications, unless otherwise arranged with Hewlett Packard Enterprise in advance of deployment

- Backup, restoration, or migration of data

- Any services not clearly specified in this document or in an associated Statement of Work (SOW)

Service eligibility

- The Customer must ensure that the distance between HPE NonStop servers and HPE NonStop BackBox does not exceed maximum requirements as specified in the product specifications.

- The Customer must ensure that all required mounting racks are in place and that power requirements have been met.

- The Customer's existing computing operating system platform(s) must be supported by and be compatible with HPE NonStop BackBox being installed.

- The Customer must provide a suitable physical operating environment for HPE NonStop BackBox, including implementation of any environmental recommendations made by Hewlett Packard Enterprise.

- The Customer must install any recommended HPE NonStop server software product releases (SPR) or software upgrades, including device drivers.

- Customer host applications must be installed and operating normally prior to the delivery of this service.

Customer responsibilities

The Customer will:

Ensure that all service prerequisites identified during the service planning activity have been met prior to the scheduled delivery date

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service

- Coordinate service deployment on third-party-maintained products with Hewlett Packard Enterprise, if applicable

- 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 Hewlett Packard Enterprise in facilitating the delivery of this service

- 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, for software products, are properly licensed

- Allow Hewlett Packard Enterprise 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 phone line, required power and network connections, and Internet access to Hewlett Packard Enterprise sites

- Provide all physical and logical information needed for connection to any Customer-owned SAN, if applicable and included in the configuration objectives of the Service

- Ensure that all prerequisites as identified in the 'Service eligibility' section have been met

- Ensure that all cabling has been preinstalled, pretested, and labeled

- Allow updating of all command and control files used in support of backup and recovery practice

- Provide confirmation of appropriate operating system patch levels on selected hosts as identified during service planning (Hewlett Packard Enterprise does offer an optional service for this)

- Complete and return the questionnaire and checklist

- Assign the dedicated personnel who will be responsible for the duration of the installation and configuration process

- Arrange personnel access to data center facilities

- Lay cables (LAN and Fibre Channel) in data centers

- Assign IP addresses

- Allocate rack space for the installation of servers and storage

- If existing SAN storage is to be used, assign LUNs; if NAS storage is to be used, assign shares and user privileges

- Add required ports to the PORTCONF file on NonStop systems and bounce LISTNERs

- Open required ports in the firewall

- Ensure access to storage, networking, and security resources during installation in case problems occur

- Establish security (e.g., Active Directory) and create accounts

- Review the checklist for the completion of all prerequisites

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.

- The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost.

- Infrastructure installation and configuration may be coordinated with the delivery of this Service; consultation from Hewlett Packard Enterprise may be required to determine infrastructure parameters.

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
www.hpe.com/services/lifecycleevent

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