HPE StoreVirtual 4600 Installation and Startup Service

HPE Lifecycle Event Services

HPE StoreVirtual 4600 Installation and Startup Service provides for the installation and configuration of the HPE StoreVirtual 4600 components, including the Central Management Console. A Hewlett Packard Enterprise service specialist will install and configure an HPE StoreVirtual server blade into your existing HPE BladeSystem enclosure. In addition, the specialist will install and cable the HPE D2700 Disk Enclosure (the drive enclosure plus disk drives), along with two SAS switches, complete the configuration via HPE Onboard Administrator (OA) and Central Management Console (CMC) software, and run the required HPE-supported software residing on the HPE StoreVirtual server blade.

The specialist will also check firmware levels and update them to the required levels. This Basic installation service will only create the recommended HPE standard configuration (with regards to mapping, back-end zoning, RAID, and so on).

In addition, this service will also include a predelivery consultation and customer orientation session.

Service benefits

- 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

- Reduced implementation time and cost

- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service

- Verification prior to installation that all service prerequisites are met

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 plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall 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.
	A service specialist will contact the Customer to review expectations and to validate that predelivery requirements have been, or will be, met prior to installation.
	The service planning activities will include:
	• Communication and verification of the OS, hardware, software, driver, and environmental prerequisites required for the configuration of the HPE StoreVirtual server blade
	• Collection, using a predelivery checklist, of the information needed to plan the deployment, including:
	– Confirmation that the servers are supported and determination of any steps needed to bring them into specification
	– The hardware RAID levels to be implemented
	– Information on any volume design, up to a limit of 20 volumes, that the Customer wishes to have implemented
	• Agreement on the proposed configuration and review of the service completion criteria
	• Creation of a written installation plan to serve as both the project plan and completion point for this service
Service deployment	The service deployment activities will include:
	• Unpacking and inspecting the order
	• Installing the modular disk system storage device into a customer-supplied rack
	• Installing the storage blades and cabling
	• Connecting customer-supplied and pre-run network cabling to the storage nodes
	• Installing the Central Management Console (CMC)
	• Configuring OA and CMC as well as firmware updates
	• Installing any licensing
	• Creating a management group
	• Creating a storage cluster
	• Creating up to 20 storage volumes, as specified by the Customer
	• Configuring the Failover Manager (if appropriate)
	• Connecting up to four servers (either physical or virtual) on supported platforms only, to the volumes on the SAN
Installation verification tests (IVTs)	Hewlett Packard Enterprise will run the appropriate installation verification tests (IVTs) required to verify operation of the HPE StoreVirtual server blade configuration.
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct a customer orientation session on product usage and special features and will be available to answer questions, as appropriate.
	The customer orientation session will be of up to two hours in duration, specifically covering a discussion/demonstration of the HPE LeftHand OS software basic features. Included are:
	• Management groups, clusters, and volumes
	• RAID options
	• Review of the CMC for viewing SAN condition
	• Review of the basic maintenance tasks to be performed on a regular basis
	• Help locating troubleshooting information, including demonstration of online help
	The orientation session is informal and is not intended as a classroom activity or substitute for formal product training. Other subject areas such as hardware management, security, volume management, and snapshots are covered by an HPE Education training course.

Service limitations

- Any period of non-availability not directly caused by the hardware fault

- Any services not clearly specified in this document are excluded from this service

- 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

- Configuration of additional features such as remote IP copy, smartclones, and snapshots that are not clearly specified as included with this service

- Configuration of any network, internal or external, or HPE Virtual Connect domain

- Customized design of storage volumes to meet the Customer's unique environment

- Development of scripting (i.e., for snapshots)

- Having more than one installation of the CMC

- Implementation of hardware and software products other than those specified in this document, including the Customer's server, application, database, storage, SAN, and network

- Installation of any cabling to connect the hardware to the network environment

- Integration with any hardware or software components not supported by HPE P4000 Solution software

- Operational testing of applications, or additional tests requested or required by the Customer

- Performance testing or modeling

- Planning, design, or implementation of the Customer's overall SAN, server blade, or fabric architecture

- Powering up remote nodes

- 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

Travel charges may apply in some geographic locations. Please contact your local Hewlett Packard Enterprise representative for details.

Service eligibility

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

- A supported host, either physical or virtual, that is to be used for the CMC must be supplied by the Customer. It must be preconfigured with the correct operating platform and connected to the network

- All of the Customer's HPE StoreVirtual 4000 Storage that is to be managed by the HPE LeftHand OS software must be visible to the CMC

- The required network connectivity (LAN and VLAN) must be configured and available to the enclosure to support the Virtual Connect interconnects prior to the installation date

- Existing installed rack(s) must have enough PDUs and rack space for the HPE StoreVirtual server blade and rack-mounted c7000 enclosure

- The Flex-10 Ethernet interconnect must be completely configured

- If the Customer wishes to have volumes created (up to 20 total), then the Customer must supply the design. Customized storage volume design is not part of this service

- IP addresses for each node must be available

- A network environment to which the target client (StoreVirtual server blade) will be connected must be currently running and in good working order

- The Customer needs to have applied for, and obtained, the required licensing

- The servers must be supported and be part of the same subnet as the nodes

- There must be two available slots within the enclosure

- Where geographically separate sites are being configured, networks and gateways must be fully operational between locations

Customer responsibilities

The Customer will:

- 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

- 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

- 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

- Be responsible for all data backup and restore operations

- Be responsible for powering up remote nodes

- 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 (if applicable) with Hewlett Packard Enterprise

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

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

- 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

- Uncrate products and place the boxes in the immediate location where the installation service will take place

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.

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

This service can be ordered using the following service part numbers: HA114A1#5U6 or U7J44E

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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