

HP Data Protector Premium QuickStart



HP Data Protector Extended QuickStart Service with StoreOnce Catalyst provides enterprise and mid-size businesses a comprehensive, cost-effective solution for protection of critical business data. This Service is targeted at medium-complexity Data Protector (DP) configurations requiring installation of more advanced DP features.

Service overview

The Data Protector Premium QuickStart offering is designed to provide customers with improved speed in DP software infrastructure deployments while preparing their IT staff and processes for operational success. Implementation of the DP software by a trained HP Software Professional Services specialist is included in this service.

Activities

The Data Protector Premium QuickStart service provides for the implementation of the DP software in a supportable configuration. This Service can be applied only to new DP installations and upgrades. Installations or upgrades are conducted in accordance with the product manufacturer's specifications and your specific requirements provided in the preinstallation questionnaire.

HP StoreOnce appliances and software apply to many different scenarios and topologies for different customers. This Professional Services offering is applicable for many types of customer environments, including StoreOnce usage across Data Center (DC) and Disaster Recovery (DR) sites, as well as Remote Office/Branch Office (ROBO) site backups to a centralized DC. The DP components included in the scope of this Service can be utilized across these differing types of environments for up to as many as three physical sites.

Service planning and deployment

An HP Software Professional Services specialist will schedule the delivery of the Service at a time mutually agreed upon between HP and the customer, which shall be during local HP standard business hours, excluding HP holidays.

The HP Software Professional Services specialist will perform the following activities:

Kickoff/assessment meeting

1. Verification that installation prerequisites have been met
2. Validation of the proposed DP solution configuration

Implementation

1. Up to 2 cell managers on any supported OS (see [Data Protector Platform Support Matrix](#))
2. Up to 4 installation servers on any supported OS (see [Data Protector Platform Support Matrix](#))
3. Configuration of up to 2 physical tape libraries
4. Initialization of up to 12 physical tape drives and up to 120 physical tape cartridges
5. Configuration of up to 10 media pools and retention policies
6. Installation of up to 6 media agents (see service limitations outlined on page 5)
7. Installation of up to 2 Manager of Manager (MoM) licenses, including configuration of up to one MoM, and MoM Centralized Licensing (see service limitations outline on page 5)
8. Implement up to one hundred (100) terabytes of Advanced Backup to Disk (AB2D) licenses
9. Configuration of the following AB2D features integrated with HP StoreOnce D2D appliances and software capabilities:
 - a. Configure up to 5 VTL tape libraries from an HP StoreOnce D2D appliance within DP with up to 12 drives per library
 - b. Configure up to 16 StoreOnce Catalyst store backup targets from an HP StoreOnce D2D appliance within DP

Note: This includes both local and remote Catalyst store targets.
 - c. Configure up to 12 file libraries using NAS shares from an HP StoreOnce D2D appliance
 - d. Configure up to 12 StoreOnce Software library backup targets within DP
 - e. Configure up to 6 DP Object Copy jobs from StoreOnce backups to tape
 - f. Configure up to 6 DP Catalyst Replication jobs between sites
 - g. Configure the DP Automated Replication Media Import scripted solution for up to 3 VTLs that are using low bandwidth replication between sites

Note: This is only applicable in multisite D2D deployments configured with VTLs and low bandwidth replication
10. Installation of up to twenty-five backup clients, 12 of which will be Online Backup Integrations (see service limitations outlined on page 5)
11. Installation of up to 25 disk agents
12. Setup and test up to 25 file system backup specifications and 12 online backup specifications (restore tests limited to maximum of 200 GB of data per backup type)
13. Up to 8 hours of staff enablement for up to 2 backup administrators
14. Documentation of the deployed DP environment

The table below outlines the supported license SKUs for the services (all other license SKUs are out of scope and not supported by this Service).

Supported DP SKUs	Max#
Starter packs—(B6961BA/E/B6951BA/E/B6961CA/E)	2
MOM—(B6966AA/E/B6956AA/E)	2
Online backup and GRE (B6965BA/E/B6955BA/E/TB737AA/E)	12
Advanced Backup to Disk—(B7038AA/E/B7038BA/E/B7038CA/E)	Up to 100 TB
Tape drives—(B6963AA/E/B6953AA/E)	12
Tape library extensions—(B6957BA/E/B6958BA/E/B6958CA/E)	2

Installation verification

After the DP software is installed and operational, HP will perform appropriate installation verification tests to confirm product functionality and adherence to HP installation quality standards, including:

- Testing to verify that the StoreOnce disk to disk (D2D) system and tape library function as target devices within DP
- Testing to validate the presence of the D2D, tape library devices, and their accessibility from the appropriate hosts
- Notification to the customer of any connectivity, hardware, or software issues identified during installation that need to be resolved by the customer for their backup infrastructure to function properly
- Demonstration of a successful backup and restoration of a single selective file or directory of less than 50 MB for each backup client

Staff enablement session

Upon completion of the installation and verification, the HP Software Professional Services specialist will conduct a staff enablement session for up to two backup administrators on the installed DP software, not to exceed four hours in duration. While not intended as a substitute for formal product training, this session will:

- Familiarize the customer with how to verify and manage the implemented DP software
- Review the DP backup software implementation, configuration, and documentation
- Review the customer's support procedures for the DP backup software products

Service eligibility

The customer must provide the following for delivery of this Service:

- All supported hosts must be at the supported OS revision and patch levels and are logically attached to backup devices (such as D2D or tape libraries).
- The server to be used as the management console must have an installed and patched OS that meets DP software requirements and is attached to the network/SAN with visibility to the backup hosts and clients.
- Any applicable HP-supported hardware must be installed to HP specifications, including, NAS and/or SAN infrastructure devices such as Fibre Channel switches, disk arrays or other online storage, VTL devices, and backup devices such as tape libraries and/or tape drives. All devices must be at firmware and patch levels supported by the DP software.
- The customer must provide their documented backup architecture diagram that DP will be used to administer.
- The customer must provide all required administrative and configuration information for existing software installations that will be backed up with DP online integrations.
- The customer must provide the minimum network connectivity of a 1 GB switched network running the TCP/IP protocol.
- The customer will maintain all named server entries accordingly for all servers to be included in the DP cell.
- The customer will maintain and provide all zoning configuration for any infrastructure devices included in the DP cell.
- The customer must provide the HP Services specialist with their SAID number, which is required to create any cases with HP Support.
- The customer must complete and provide all information required in the HP Data Protector customer questionnaire.
- The customer must provide all required system access to the HP Services specialist to deliver this offering.
- For any onsite Services delivery, the customer must provide all requisite logistical accommodations to the HP Services specialist including but not limited to adequate physical work location, access to the customer's network, Internet access, telephone access, and access to the customer's offices where work will be performed.
- For any remote Services delivery, the customer must provide the HP Services specialist with any requisite remote access to the customer's network and servers. This may include but is not limited to VPN token and client software, server names and IP addresses, and administrative user names and passwords.

In addition, the customer will be responsible for all applicable data backup.

Service limitations

This Service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this Service, but can be accommodated at an additional cost through a Statement of Work (SOW). Activities such as, but not limited to, the following constraints are excluded from this Service:

- Maximum of up to 12 online backup agent installations supported in the current DP release including any of the following: Microsoft® SQL, Microsoft Exchange, Microsoft SharePoint, Oracle, SAP®, IBM DB2, Sybase, Informix, or Lotus Notes. This provision also includes virtualization applications and Granular Recovery Extensions (GREs) supported in the current DP release. For example: VMware API for Data Protection (VADP) and Microsoft Hyper-V.
- Disk Agent installation maximum of up to 25 systems (physical or virtual).
- Disk Agent installation does not include any DR methods.
- MOM installation does not include Centralized Media Management Database (CMMDB) implementation or configuration.
- Creation or debugging of backup scripts.
- Planning, design, implementation, or assessment of the customer's overall NAS, SAN, fabric, or network architecture.
- Performance testing or modeling.
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software.
- Services required due to causes external to the HP-maintained hardware or software.
- Any Services not clearly specified in this document or Services beyond the limitations of purchased licenses.
- More than 10 backup schedules, 10 data retention policies, or backup definitions other than "Full" or "Incremental" types of backup jobs offered by the HP Data Protector software.
- Total backup data size of no more than 200 GB raw storage on each client.
- Installation and configuration of HP Data Protector software advanced backup functionality, such as media operations, zero downtime backup (ZDB), direct backup, or instant recovery.
- Installation and configuration of clustering, DR options, ZDB, Instant Recovery (IR), MOM CMMDB configurations, ACSLS, NDMP, media operations, and migrations from non-HP backup solutions.
- Integration of HP Data Protector software cell or disk agent in any cluster environments.



Customer responsibility

- Contact an HP Software Professional Services specialist within 360 days of the date of purchase to schedule the delivery of the Service.
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with HP.
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist HP in facilitating the delivery of this Service.
- Ensure that all Service prerequisites as identified in the Service Eligibility section are met.
- Ensure the availability of all hardware, firmware, and software required by the HP Software Professional Services specialist to deliver this Service.
- Retain and provide to HP upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service.
- The customer shall provide reasonable access and working space at the site as HP may reasonably request. The customer will provide HP and HP subcontractor staff standard telephone and dial-up or comparable data access to HP's Network at industry standard speeds. HP shall observe the customer work rules and security and safety policies while performing HP Services at the site of which HP is informed of in writing in advance and that are not consistent with HP's own business practices.

Duration

Total of one hundred eighty-eight (188) hours of HP Information Management services (160 Consultative and 28 Project Management).

Delivery of this Service will not exceed a total of three to five working day segments in duration of consecutive delivery and does not include weekend or holiday work.

Delivery of these Services may be performed remotely, or using a combination of remote and onsite. If the customer requires any onsite delivery, two site visits by the HP Services specialist will be included in this offering.

Terms

This offering consists of a consulting and training effort and is governed by the HP Customer Terms. All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of a conflict between this data sheet and the Terms, this data sheet shall take precedence. For purposes of this data sheet, “services” mean consulting, integration, professional services, or technical services performed by HP under this data sheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by HP; software as a service; managed print services; and outsourcing services.

Acceptance of deliverables occurs upon delivery.

Hiring of employees: You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any HP employee involved, directly or indirectly, in the performance of services hereunder for one year after the date such employee ceases to perform services under the terms of this data sheet. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such HP employees.

Authorization to install software: During the provision of services, HP may be required to install copies of third-party or HP-branded software and be required to accept license terms accompanying such software (“Shrink-Wrap Terms”) on your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorizes HP to accept all Shrink-Wrap Terms on its behalf.

Payment and validity

This offering will be prebilled. You agree to pay invoiced amounts within thirty days of the invoice date. If applicable, you must schedule delivery of the offering to be completed within a period of one year from the date of purchase. Notwithstanding the previous sentence, HP’s obligations to deliver the offering under this data sheet are considered fulfilled and your rights of receipt of the offering under this data sheet will expire one year from the date of purchase.

Pricing for the offering may vary by country.

Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify HP in writing of cancellation or rescheduling at least ten business days prior to the offering start date. Cancellations or rescheduling with less than ten business days notification will incur 100 percent of the offering fee (“Cancellation Fee”). If you cancel with ten more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date.

Change in scope

Changes in scope are not allowed. You can request additional or different services, if available and at additional cost, through a SOW or change order.

Customize your IT lifecycle management, from acquisition of new IT, management of existing assets, and removal of unneeded equipment.

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HP Services

Get the most from your software investment. We know that your support challenges may vary according to the size and business-critical needs of your organization.

HP provides technical software support services that address all aspects of your software lifecycle. This gives you the flexibility of choosing the appropriate support level to meet your specific IT and business needs. Use HP cost-effective software support to free up IT resources, so you can focus on other business priorities and innovation.

HP Software Support Services gives you:

- One stop for all your software and hardware services saving you time with one call 24x7, 365 days a year
- Support for: VMware, Microsoft, Red Hat®, and SUSE Linux as well as HP Insight Software
- Fast answers giving you technical expertise and remote tools to access fast answers, reactive problem resolution, and proactive problem prevention
- Global Reach Consistent Service Experience giving global technical expertise locally

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For more information

For more information, contact your HP representative or email HP Software Professional Services in your region:

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HP is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business outcome of IT.

Learn more at

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