



HP Data Protector Basic QuickStart

HP Data Protector Basic QuickStart Service with HP 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 configurations requiring installation of more advanced Data Protector features.

Service overview

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

Activities

The Data Protector Basic QuickStart service provides for the implementation of the Data Protector software in a supportable configuration. This service can be applied only to new Data Protector installations and upgrades. Installations or upgrades are conducted in accordance with the product manufacturer's specifications and your specific requirements provided in the pre-installation 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 Data Protector components included in the scope of this service can be utilized across these different types of environments for up to one physical site.

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 Data Protector solution configuration

Implementation

1. One cell manager on any supported OS ([see Data Protector Platform Support Matrix](#))
2. Up to two installation servers on any supported OS ([see Data Protector Platform Support Matrix](#))
3. Configuration of up to one physical tape libraries with up to four physical tape drives
 - A. Configuration of up to two media pools and retention policies
4. Installation of up to two media agents ([see service limitations outlined below](#))
5. Installation of up to one Manager of Managers ([see service limitations outlined below](#))
6. Installation of up to two online backup applications or databases ([see service limitations outlined below](#))
7. Configuration of advanced backup to disk targets (Choose one of the following):
 - A. Initialization of up to four StoreOnce Catalyst stores
 - B. Initialization of up to two VTL libraries with up to 12 drives each
 - C. Initialization of up to four NAS libraries
8. Up to 200 GB of sample data for backup/recovery of online/disk agents
9. Setup and test one object copy specification (if applicable)
10. Setup and test one synthetic full backup specification (if applicable)
11. Perform basic backup and recovery for a file system restore (one per OS) and online integration (one per application)
12. Four hours of staff enablement for two backup administrators
13. Documentation of the deployed Data Protector 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)	1
MOM–(B6966AA/E/ B6956AA/E)	1
Online backup & GRE (B6965BA/E/B6955BA/E/ TB737AA/E)	2
Advanced backup to disk–(B7038AA/E/B7038BA/E /B7038CA/E)	Up to 100 TB
Tape drives–(B6963AA/E /B6953AA/E)	4
Tape library extensions– (B6957BA/E/B6958BA/E/ B6958CA/E)	1

Installation verification

- After the Data Protector 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 Data Protector
- 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 Data Protector 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 Data Protector software
- Review the Data Protector backup software implementation, configuration, and documentation
- Review the customer's support procedures for the Data Protector 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 Data Protector 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 Data Protector software.

The customer must provide their documented backup architecture diagram that Data Protector 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 Data Protector online integrations.

The customer must provide the minimum network connectivity of a 1Gig switched network running the TCP/IP protocol. 10Gig is recommended for StoreOnce Catalyst.

The customer will maintain all named server entries accordingly for all servers to be included in the Data Protector cell.

The customer will maintain and provide all zoning configuration for any infrastructure devices included in the Data Protector 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 one online backup agent installation for either Oracle, SAP, or DB2
- Only supported virtual backups are VMware API for Data Protection (VADP) and Microsoft Hyper-V Parent Volume Shadow Copy Services (VSS)
- Disk agent installation limited to 10 systems physical or virtual
- Disk agent installation does not include any DR methods
- Manager of Manager 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 five backup schedules, five 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 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, direct backup, or instant recovery
- Installation and configuration of replication, clustering, DR options, ZDB, Instant Recovery, VLS, 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 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 40 hours of HP Information Management Services.

Delivery of this Service will not exceed a total of 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, one site visit 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 (the "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 pre-billed. You agree to pay invoiced amounts within 30 days of the invoice date.

Pricing for the offering may vary by country.

Change in scope

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

For more information

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

AMS: AMS_AUTN_SVCS@hp.com

EMEA: EMEA_AUTN_SVCS@hp.com

APJ: APJ_AUTN_SVCS@hp.com

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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.

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