

# HPE STOREONCE SINGLE NODE CATALYST STARTUP BACKUP SERVICE

## HPE Lifecycle Event Services

HPE StoreOnce single node Catalyst Startup Service provides implementation and verification of the backup and remote copy features of HPE StoreOnce Catalyst functionality.

This service provides a basis for the implementation of HPE StoreOnce Catalyst software, and the testing services necessary to deploy increased functionality to branch offices or move data between data centers on your HPE StoreOnce environment. HPE StoreOnce Catalyst software for HPE StoreOnce Backup allows clients to deduplicate data on media servers or backup servers before it is transferred to a centralized HPE StoreOnce Backup system.

The service is offered for one StoreOnce single-node appliance only, covering Catalyst, StoreOnce VSA, Cloud Bank Storage or StoreOnce VSA and VTL/NAS. The service is not offered as a standalone product and must be included with a StoreOnce single-node appliance, covering Catalyst, Cloud Bank Storage and StoreOnce VSA or StoreOnce VSA and VTL/NAS.

This Catalyst startup service provides setup of HPE StoreOnce Catalyst, and creates one Catalyst or Catalyst Cloud Bank Storage store on one StoreOnce single-node appliance, or up to five StoreOnce VTLs or up to five StoreOnce NAS shares. As part of this service, Hewlett Packard Enterprise will take you through the HPE StoreOnce Catalyst features, prepare your organization to architect and deploy the HPE StoreOnce Catalyst design into your production environment, and explain how you can build and enhance StoreOnce Catalyst stores.

### SERVICE BENEFITS

This service includes the implementation of HPE StoreOnce Catalyst software in your storage environment, according to Hewlett Packard Enterprise quality standards, by a trained service specialist and provides:

- Delivery of the service at a mutually scheduled time convenient to your organization
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Reduced implementation time and cost
- Basic installation and configuration
- Verification that HPE StoreOnce Catalyst software is installed, configured, and operational
- Installation and configuration of the StoreOnce VSA appliances

### SERVICE FEATURE HIGHLIGHTS

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

TABLE 1. SERVICE FEATURES

| Feature                                       | Delivery specifications   |
|---|---|
| <b>Service planning</b>                       | <p>As part of the Catalyst startup service planning deliverables, a Hewlett Packard Enterprise service specialist will work with the Customer to:</p> <ul style="list-style-type: none"> <li>• Collect the information needed to plan the deployment of HPE StoreOnce Catalyst software as specified by the Customer; the Customer must be using the 10GbE network to support Catalyst stores or alternatively 1GbE when this is only supported by the StoreOnce appliances</li> <li>• Identify and consider one backup set with one data type to be configured within the scope of the service; the Hewlett Packard Enterprise service specialist will participate in a dialogue with the Customer to determine an applicable configuration for the Customer’s environment with respect to capacity requirements, retention periods, bandwidth requirements, and backup of set-related priorities; this service will consist of a single pass with the assistance of the Hewlett Packard Enterprise service specialist</li> <li>• Identify a supported Customer backup set to be set up and tested end to end, including backup and restore</li> <li>• Review deliverables and completion criteria for this service, as the Catalyst stores are network dependent</li> <li>• Discuss, identify, and assign ownership to any service prerequisites and agree on a completion timeline</li> <li>• Document the environment in which HPE StoreOnce Catalyst software will be implemented</li> </ul> |
| <b>Service deployment</b>                     | <p>Entry-level service deployment activities include the following:</p> <ul style="list-style-type: none"> <li>• Install the Catalyst license and configure it for one StoreOnce appliance</li> <li>• Create a baseline (for one StoreOnce appliance) and review the reports with the Customer’s teams</li> <li>• Implement improvements and review refreshed reports to compare them to baseline reports and determine that they: <ul style="list-style-type: none"> <li>– Improve, meet, or exceed backup windows</li> <li>– Improve, meet, or exceed deduplication</li> <li>– Improve, meet, or exceed compression</li> <li>– Optimize data streams based on results after 10 to 12 backup iterations</li> </ul> </li> <li>• Review and implement effective housekeeping to: <ul style="list-style-type: none"> <li>– Enable the space occupied by “expired” backups to be returned for re-use</li> <li>– Enable asymmetric expiration of data</li> <li>– Ensure that replication and housekeeping are not occurring at overlapping intervals over backup jobs</li> <li>– Implement improvements and review performance gains</li> </ul> </li> </ul>   |
| <b>Installation verification tests (IVTs)</b> | <p>Hewlett Packard Enterprise will perform the appropriate installation verification tests required for the service provided. Activities will include tests to verify operational status, specifically:</p> <ul style="list-style-type: none"> <li>• Normalize a small sample copy set</li> <li>• Verify access to a remote copy after a simulated failure</li> <li>• Demonstrate resynchronization (mini-merge) after a line failure</li> <li>• Conduct tests to validate notification mechanisms</li> </ul>   |
| <b>Customer orientation session</b>           | <p>The <u>service specialist</u> will conduct an orientation session for HPE StoreOnce Catalyst software. The customer orientation session is informal, is typically conducted using a management console with selected members of the Customer’s staff, and is not intended as a classroom activity or substitute for formal product training. The Hewlett Packard Enterprise service specialist will provide an orientation session on the product and technology, which will include:</p> <ul style="list-style-type: none"> <li>• Familiarization with the verification of firmware and driver levels of the various components</li> <li>• Familiarization with the HPE StoreOnce internal management console basic features</li> <li>• Familiarization with the details of the installation report (or a similar design document) provided to the Customer</li> <li>• A review of the basic maintenance tasks performed on a regular basis</li> <li>• A review of the features and functionality provided by HPE StoreOnce Catalyst software</li> <li>• Setup of Readers’ Choice or Subscribers’ Choice so that the Customer will receive Hewlett Packard Enterprise alert information for software upgrades and other communications relating to HPE StoreOnce products</li> <li>• An overview of creating the source and target Catalyst stores</li> <li>• Help with locating troubleshooting information, including demonstration of online technical support</li> </ul>                  |



## SERVICE LIMITATIONS

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

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

- Service deployment on hardware covered by a third-party maintenance contract
- Application integration or integration of third-party products or peripherals not included with the system
- 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 deployment on hardware not covered by a Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise support agreement
- Backup, recovery, and support of the operating system, other software, and data
- Installation and configuration of network gateways not provided by Hewlett Packard Enterprise as part of this solution
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Performance modeling, testing, and optimization of the HPE StoreOnce Catalyst environment beyond the initial implementation
- Migration of Customer data from prior storage volumes; Hewlett Packard Enterprise can provide data migration services at an additional charge
- Migration from prior HPE StoreOnce Catalyst versions
- Any documentation other than what is mentioned in this data sheet
- Integration with any hardware or software components not supported by the HPE StoreOnce Catalyst license
- Implementation of HPE StoreOnce Catalyst software revisions, including hot fixes, patches, service packs, or upgrades from prior versions (the service will deploy the software version currently available at the time that the service engagement begins)
- Migration of data between storage devices or hosts, or migration or deinstallation of the Customer's legacy storage resource management environment
- Implementation of hardware and software products other than those specified in this document, including the Customer's server, application, database, storage, SAN, and network; the host servers used with the HPE StoreOnce Catalyst license must be fully implemented in a configuration supported by Hewlett Packard Enterprise prior to delivery of HPE StoreOnce single node Catalyst Startup Service
- Upgrading the HPE D2D4312, D2D4324, D2D41xx, and D2D250x Generation 2 Backup Systems to Generation 3 Backup Systems to enable HPE StoreOnce Catalyst software
- On-site delivery for one location and remote delivery for any additional location

## SERVICE ELIGIBILITY

Hardware and software prerequisites for the installation of HPE StoreOnce Catalyst software must be met prior to the beginning of on-site delivery of this service.

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

- An appropriate extended network must be implemented and operational between locations.
- Sufficient link bandwidth must be provided to support the expected sustained and maximum I/O rates; OC3 or better is suggested.
- Intersite gateways (IP or other) must be installed and configured. Gateway installation and configuration may be coordinated with the delivery of this service; consultation from Hewlett Packard Enterprise may be required to define gateway parameters.
- The HPE StoreOnce data deduplication Advanced Backup to Disk capacity LTU is required for the delivery of this solution.
- Software on the HPE StoreOnce product family must meet minimum eligibility requirements.
- The Customer's host servers, applications, databases, storage, SAN, and network components must be installed and fully operational at supported OS and revision levels prior to service delivery.
- To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the software at the time the Support Agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.



## CUSTOMER RESPONSIBILITIES

The Customer will:

- Contact a Hewlett Packard Enterprise 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
- 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
- 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
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- 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
- 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
- Be responsible for deinstalling non-Hewlett Packard Enterprise-branded products, unless such deinstallation is specifically included in the Statement of Work
- Install customer-installable firmware updates and patches
- Be responsible for registering to use a Hewlett Packard Enterprise or third-party hosted electronic facility in order to obtain software product information or to download software patches
- Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise
- Use all software products in accordance with current Hewlett Packard Enterprise software licensing terms corresponding to the Customer’s prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service
- Be responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer
- Provide remote network connectivity or a solution between local and remote HPE StoreOnce locations (the service is delivered from a single location)

## GENERAL PROVISIONS/OTHER EXCLUSIONS

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

- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description
- 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



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.

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.

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.

Any services provided outside of Hewlett Packard Enterprise standard business hours may be subject to additional charges.

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.

Portions of the service are delivered remotely or on-site, at Hewlett Packard Enterprise's discretion.

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

## SUPPLEMENTAL TERMS

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

## ORDERING INFORMATION

Combined with the [HPE StoreOnce Installation and Startup SVC HA124A1#55Q](#), this service can be ordered using the following service part number:

- HPE StoreOnce single node Catalyst Startup SVC order HA124A1#5T7 (U6Y09E)

To obtain further information or to order the HPE StoreOnce single node Startup Service, contact a local Hewlett Packard Enterprise sales representative.

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