HPE 3PAR All-inclusive Single-system Software Installation and Startup Service

HPE Lifecycle Event Services

Designed to provide a smooth startup, HPE 3PAR All-inclusive Single-system StoreServ Software Installation and Startup Service provides deployment of your HPE 3PAR storage software, helping to ensure proper installation in your storage environment as well as helping you increase the benefit from your storage investment.

Complementing your new HPE 3PAR All-inclusive Single-system software, HPE 3PAR All-inclusive Single-system Software Installation and Startup Service provides the necessary activities required to help you deploy Adaptive Optimization, Dynamic Optimization, File Persona, Priority Optimization, System Reporter, Virtual Copy, and provide an overview of Virtual Domains and Virtual Lock. With the assistance of your designated IT storage administrator, an HPE service specialist deploys your HPE 3PAR All-inclusive Single-system software as more fully described in the **Service feature** table.

Deployment of HPE Application Suite, Online Import, Recovery Manager Central, and Smart SAN for 3PAR products are excluded from this service. Separate services are available.

For HPE 3PAR Virtual Copy, this service provides a limited implementation to help you get Virtual Copy up and running quickly and to provide a demonstration of the product's key features using sample or test data only. The following advanced deliverables are excluded from this service but are available via the HPE Data Replication Solution Service for HPE 3PAR Virtual Copy software:

• Implementation and testing of the HPE 3PAR Virtual Copy software configuration using production volumes or a production application

• Other services that address the unique requirements of your organization, such as verification of multiple applications you have configured; scripting; or integration and configuration of your applications by Hewlett Packard Enterprise, backup environment, or databases (Scripting can help enable integration and end-to-end automation within your organization's environment.)

This service is applicable only for supported environments. Please refer to additional exclusions in the **Service limitations** section.

Service benefits

• Allows your IT resources to stay focused on their core tasks and priorities

• Can help reduce implementation time, as well as the impact and risk to your storage environment

• Designed to help ensure a successful implementation by providing HPE installation planning and coordination

• Provides service delivered by a trained specialist and based upon HPE recommended configurations and HPE best practices

Service feature highlights

• Service planning and coordination

• Service deployment

• Installation verification tests (IVTs)

• Customer orientation session

Service features

Feature	Delivery specifications
Service planning and coordination	A Hewlett Packard Enterprise service specialist will plan all the necessary activities, including the identification of any prerequisites (see **Service eligibility**), and schedule the delivery of the service at a time mutually agreed upon by Hewlett Packard Enterprise 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. The service specialist will provide the planning and coordination activities detailed in the following either remotely or on-site, at HPE's discretion. The service specialist will perform the following installation planning and coordination activities: • Communicate with the Customer, including handling queries from the Customer regarding service delivery • Verify, using a predelivery checklist, that all service prerequisites that the Customer is responsible for have been met prior to delivery of the installation services • Schedule the HPE 3PAR software deployment at a mutually agreed-upon time • Facilitate a brief discussion to guide the Customer in defining the software deployment and array configuration objectives based on the Customer's application performance, availability needs, and virtual volume layout • Advise the Customer on HPE 3PAR software deployment best practices • Provide the planning activities associated with working through the prerequisites of implementing HPE 3PAR Virtual Copy, identifying volumes (nonproduction) that will be used for a sample copy set
Service deployment	The service specialist will perform the following HPE 3PAR software deployment activities: • Coordinate deployment activities • Confirm that all service prerequisites identified on the predelivery checklist have been met by the Customer, including that the required version of the HPE 3PAR Operating System is installed and operational • Verify that product keys for the purchased HPE 3PAR software product are installed and active, and install the keys if necessary • Install HPE 3PAR software according to the product specifications and subject to the limits defined in the **Service limitations** section The service specialist will perform installation, configuration, and verification procedures, including: • For array-based software titles, integration of the software in accordance with the agreed-upon installation plan and configuration best practices • For software titles external to the array, deposition of the software on a Customer-supplied server and operating environment that meet minimum product prerequisites, activation of the software, and configuration necessary to establish connectivity between the server(s) and the HPE 3PAR storage product • For HPE 3PAR Virtual Copy, implement a sample Virtual Copy job using test or sample data containing no production data limited to 500 GB or less
IVTs	The service specialist will perform the appropriate installation verification tests to confirm product functionality, including verification that: • Confirm that HPE 3PAR software is operationally ready, including: – For HPE 3PAR Adaptive Optimization, verify that the license is installed and ensure that data collection is enabled, validate that HPE 3PAR Dynamic Optimization volume has migrated from one tier to another, and for HPE 3PAR Priority Optimization, create a sample/test virtual volume set, configure a policy for that set, and demonstrate that input/output processors (IOPS) or bandwidth is limited based on the policy – For HPE 3PAR File Persona Software Suite, verify that the license is installed, that supported file services are started, that file shares can be created as appropriate based on the Customer's environment, that the file system can be mounted on the storage that file shares can be presented to and are accessible by a client node, and that the high-availability failover/failback feature is configured and operational – For HPE 3PAR Reporting Software, create a sample report, as applicable • For 3PAR Virtual Copy, the IVT will be performed with the Customer's system administrator using replication jobs. It will be followed by testing on the sample volumes (with no application integration or testing), which will verify the operation of HPE 3PAR Virtual Copy volumes. – Testing will include demonstrating and verifying the operation of common Virtual Copy functions (volume copy creation, promotion, and deletion for virtual copies of sample volumes on a source server) – Exporting sample volumes to a target server with the same OS and verifying data accessibility • Confirm that the event logs are accumulating data.

Service features (continued)

Feature	Delivery specifications

Customer orientation session	The service specialist will conduct an orientation session of up to one (1) hour in duration, with the goal of reviewing the configuration information and demonstrating basic operation of the installed HPE 3PAR software products.
	 During the orientation session, the service specialist may cover the following topics:
	 • Provide an overview of the HPE 3PAR software architecture
	
	 • Highlight the basic operation of HPE 3PAR software, which includes:
	
	  – For HPE 3PAR Adaptive Optimization, use a host connected to the HPE 3PAR storage product and a virtual volume with test data to demonstrate how to create a policy, show the impact of the policy using a simulated load, and provide an overview of HPE 3PAR Adaptive Optimization reporting capabilities; demonstrate use of HPE 3PAR Dynamic Optimization software to move data between storage/RAID group tiers; review features and demonstrate how to create a policy using HPE 3PAR Priority Optimization
	
	  – For HPE 3PAR File Persona Software Suite, provide an overview of the features of the software and a demonstration of the creation of file shares, file stores, virtual file servers, file provisioning groups, and high-availability failover/failback functionality
	
	  – For HPE 3PAR Reporting Software as applicable, use a host connected to the HPE 3PAR storage product and a virtual volume with test data to simulate a load and demonstrate creation of sample capacity and performance reports, or otherwise provide an overview using reports with demonstration data
	
	  – For HPE 3PAR Virtual Copy, review the SSMC interface and the basic features of the software product with the Customer, as applicable
	
	  – For HPE 3PAR Virtual Domains and Virtual Lock, review the SSMC interface and the basic features of the software product with the Customer, as applicable
	
	 • Demonstrate the creation of a virtual volume, if applicable
	
	 • Verify that the Customer understands how to gain access to appropriate product documentation
	
	 • Help the Customer locate troubleshooting information
	
	 • Inform the Customer how to contact HPE for support
	
	 • Hold a brief question and answer forum with the Customer
	
	 The orientation session is informal, provided on the same day as the installation, is typically conducted at 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.

Service eligibility

The Customer must meet certain hardware and software prerequisites prior to beginning on-site delivery of the service. These prerequisites include, but are not limited to, the following:

• The Customer's existing computer operating system platform(s) must be supported by and be compatible with the HPE 3PAR software product(s) being installed.

• The Customer's HPE 3PAR storage product must be fully operational in a configuration and environment supported by Hewlett Packard Enterprise, and connectivity must be available and operational.

• The Customer must install any recommended host, SAN, or application software upgrades, patches, device drivers, host agents, or multipathing software.

• The Customer is responsible for providing servers/workstations and network provisioning (including appropriate connectivity to the Customer's production environment) that meet the requirements for software products, such as HPE 3PAR File Persona Software Suite.

For HPE 3PAR Virtual Copy:

• Ensure that the HPE 3PAR storage environment is compatible with HPE 3PAR Virtual Copy, operational, and HPE supported, and is at HPE 3PAR Operating System and firmware revision levels specified by Hewlett Packard Enterprise

• Provide operational management stations with connectivity to the HPE 3PAR storage system that meets the minimum requirements of HPE 3PAR Virtual Copy and management software

• Install any recommended host- or SAN-based software upgrades, patches, device drivers, or multipathing software

Service limitations

Unless specified in this document or in a separate Statement of Work, activities such as, but not limited to, the following are excluded from this service:

- Integration with any hardware or software components not supported by the HPE 3PAR storage product or HPE 3PAR software

- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN, host, and application environment

- For HPE 3PAR Adaptive Optimization software, design, creation, and implementation of HPE 3PAR Adaptive Optimization policies; policy design, creation, and implementation can be accommodated using the HPE 3PAR Adaptive Optimization Policy Implementation Service, which is available via HPE TS Support Credits

- For HPE 3PAR Dynamic Optimization software, implementation by Hewlett Packard Enterprise of tasks required to balance the HPE 3PAR storage product; the service provides the Customer with a product overview, advice, and suggested strategies for using HPE 3PAR Dynamic Optimization; any extended/ongoing analysis and/or implementation of HPE 3PAR Dynamic Optimization strategies can be accommodated at additional cost

- For HPE 3PAR File Persona Software Suite, deployment of the software on more than one HPE 3PAR array, at more than one physical location, presenting more than one example of each Customer required share service to more than a single client host, configuration across multiple clusters (multiple instances of the service may be ordered for larger configurations, multiple sites, or multiple clusters), or configuration of data replication (data replication deployment is available as a separate service)

- For HPE Online Import, use of HPE Online Import for migration activities, including migration planning, implementation and verification; separate services are available for storage data migration

- For HPE 3PAR Priority Optimization, creation, implementation, and testing of HPE 3PAR Priority Optimization policies in a production environment; policy design, creation, implementation, and testing in a production environment is available as a separate service

- For HPE Recovery Manager Central and Application Suite products, deployment activities, including installation, configuration and verification; separate services are available

- For HPE Smart SAN, use of HPE Smart SAN for deployment activities, including planning, design, assessment, and configuration of switch technology related to the implementation of a new SAN or the redeployment or extension of an existing SAN; separate services are available for SAN deployment

- For HPE 3PAR Reporting Software, database conversion, installation, or configuration of more than one HPE 3PAR Reporting Software instance, and delivery of performance analysis or troubleshooting using HPE 3PAR Reporting Software; implementation of additional instances of HPE 3PAR Reporting Software and/or delivery by HPE, and performance analysis or troubleshooting using HPE 3PAR Reporting Software can be accommodated at additional cost

- Configuration of HPE 3PAR Virtual Copy with more than 500 GB of test data, with the Customer's production data, or with more than two hosts running more than a single operating system

- For HPE 3PAR Virtual Domains and Virtual Lock, creation and implementation of domains and retention policies in a production environment

- Design or implementation of high-availability and other complex configurations, such as host clustering, except host clustering as specifically stated previously

- Design or implementation of host-based logical volumes and associated file system structures

- Redesign or reconfiguration of the existing array for hardware upgrades or software add-ons, including hardware reconfiguration

- Installation of HPE 3PAR Operating System upgrades

- HPE 3PAR Operating System and HPE 3PAR software downgrades; downgrades are limited to currently supported software versions compatible with the HPE 3PAR storage hardware configuration only

- Performance testing or modeling

- Installation or configuration of any additional products that include, but are not limited to, servers, host operating systems, host agent software, multipathing software, host bus adapters, network, SAN fabric, and enterprise backup software

- Migration of existing data to the new array or to a new configuration within an existing array

- Loading, management, or manipulation of the Customer's data

- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or problems not related to the HPE 3PAR storage product

Note

Deployment of HPE 3PAR StoreServ Management Console and demonstration of Virtual Volume creation is provided via the HPE 3PAR StoreServ Storage Installation and Startup Service.

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

- Coordinate deployment activities on third-party-maintained hardware or software (if applicable) with the service specialist

- Ensure that all service prerequisites as identified in the **Service eligibility** section have been met prior to service delivery

- Complete and return the prerequisite HPE predelivery checklist to the service specialist at least two weeks prior to the start of the service, including array configuration information, as necessary

- Ensure that prerequisite volume capacity is available in the HPE 3PAR storage environment to support the implementation of HPE 3PAR Virtual Copy

- 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 service specialist will need in order to deliver this service are available and that software products are properly licensed

- Ensure the availability, at all times during service delivery, of one or more individuals who will provide administrator-level access to the systems where the work is to be performed

- Provide all necessary network and administration assistance to enable on-site and remote connectivity to the HPE 3PAR storage product that will support installation of HPE 3PAR software, where applicable

- Provide all necessary administration to enable end-to-end connectivity of the HPE 3PAR storage product, including network, SAN fabric, and host

- Provide server and network provisioning that meet requirements for additional software products, such as HPE 3PAR Reporting Software and HPE 3PAR File Persona Software Suite

- Ensure that any and all prerequisite HPE 3PAR Operating System, firmware, or driver dependencies for the environment are handled before on-site service delivery begins

- Provide test/sample data used in delivery of the service, when applicable

- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service or support tools used to provide ongoing remote monitoring, 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

- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE

General provisions/other exclusions

The on-site service is delivered on a single HPE 3PAR StoreServ Storage product at one physical site.

• Hewlett Packard Enterprise reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

• 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'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 during local HPE standard business days and hours, excluding HPE holidays. Service delivery outside these hours is available and subject to additional charges.

• This service is delivered as a single, contiguous event. If Customer resource availability or other Customer restrictions delay installation or require additional visits beyond the defined scope of the service, additional charges may apply.

• This service may be delivered remotely, at HPE's discretion. If the Customer requests on-site delivery, additional charges may apply.

• Travel charges may apply; please consult a local HPE office.

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 an unauthorized 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 HPE maintained hardware or software

• Any services not clearly specified in this document

Ordering information

To obtain further information or to order the HPE 3PAR All-inclusive Single-system Software Installation and Startup Service, contact a local HPE sales representative and reference the following product numbers:

Suite level deployment services:

• HA124A1#56W for HPE 3PAR 8000 All-inclusive Single-system Installation and Startup Service for Adaptive Optimization, Dynamic Optimization, File Persona, Priority Optimization, System Reporter, Virtual Copy, Virtual Domains, Virtual Lock (see Note 1 for more information)

• HA124A1#5BK for HPE 3PAR 9000 All-inclusive Single-system Software for Adaptive Optimization, Dynamic Optimization, File Persona, Priority Optimization, System Reporter, Virtual Copy, Virtual Domains, Virtual Lock (see Note 1 for more information)

• HA124A1#56Y for HPE 3PAR 20000 All-inclusive Single-system Software for Adaptive Optimization, Dynamic Optimization, File Persona, Priority Optimization, System Reporter, Virtual Copy, Virtual Domains, Virtual Lock (see Note 1 for more information)

Individually orderable HPE 3PAR Virtual Copy deployment service:

• HA124A1#5QW for HPE Virtual Copy Installation and Startup Service (see Note 2 for more information)

Individually orderable HPE 3PAR 8000 deployment services:

• HA124A1#5Y1 for HPE 3PAR 8000 Adaptive Optimization Installation and Startup Service (see Notes 3 and 4 for more information)

• HA124A1#5Y4 for HPE 3PAR 8000 Dynamic Optimization Installation and Startup Service

• HA124A1#5Y5 for HPE 3PAR 8000 Reporting Software Installation and Startup Service

• HA124A1#5Y7 for HPE 3PAR 8000 Priority Optimization Installation and Startup Service (see Note 5 for more information)

• HA124A1#5Y9 for HPE 3PAR 8000 File Persona Suite Installation and Startup Service (see Note 6 for more information)

Individually orderable HPE 3PAR 9000 deployment services:

• HA124A1#5LL for HPE 3PAR 9000 Adaptive Optimization Installation and Startup Service (see Notes 3 and 4 for more information)

• HA124A1#5LS for HPE 3PAR 9000 Dynamic Optimization Installation and Startup Service

• HA124A1#5LK for HPE 3PAR 9000 Reporting Software Installation and Startup Service

• HA124A1#57S for HPE 3PAR 9000 Priority Optimization Installation and Startup Service (see Note 5 for more information)

• HA124A1#57T for HPE 3PAR 9000 File Persona Suite Installation and Startup Service (see Note 6 for more information)

Individually orderable HPE 3PAR 20000 deployment services:

• HA124A1#5X8 for HPE 3PAR 20000 Adaptive Optimization Installation and Startup Service (see Notes 3 and 4 for more information)

• HA124A1#5XB for HPE 3PAR 20000 Dynamic Optimization Installation and Startup Service

• HA124A1#5XC for HPE 3PAR 20000 Reporting Software Installation and Startup Service

• HA124A1#5XE for HPE 3PAR 20000 Priority Optimization Installation and Startup Service (see Note 5 for more information)

• HA124A1#5XM for HPE 3PAR 20000 File Persona Suite Installation and Startup Service (see Note 6 for more information)

Notes

Fixed upfront support packages are only available in selected countries. Contact a local HPE sales representative for more information.

1. This service does not include deployment of HPE Recovery Manager Central for HPE 3PAR (publication 4AA5-6254ENW/ENN) or HPE 3PAR Application Suite software, separate services are available to deploy to deploy these products.

2. For a more advanced implementation of HPE 3PAR Virtual Copy, see the HPE Data Replication Solution Service for HPE 3PAR Virtual Copy (publication 4AA3-8107ENW/ENN).

3. This service does not include design, creation, and implementation of HPE 3PAR Adaptive Optimization or HPE 3PAR Priority Optimization policies in a production environment.

4. HPE 3PAR Adaptive Optimization Policy Implementation Service, available via HPE TS Support Credits, provides design, creation, and implementation of HPE 3PAR Adaptive Optimization policies (see publication 4AA2-3842ENW/ENN).

5. HPE 3PAR Priority Optimization policy design and implementation in a production environment is available as an HPE Consulting service.

6. Deployment of replication for HPE 3PAR File Persona Software Suite is available via the HPE Data Replication Solution Service for HPE 3PAR Remote Copy (see publication 4AA3-8627ENW/ENN).

Learn more at
hpe.com/services/support
hpe.com/services/lifecycleevent

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