HPE Recovery Manager Central Software Installation and Startup Service

HPE Lifecycle Services

Designed to provide a smooth startup, HPE Recovery Manager Central Software Installation and Startup Service deploys your HPE Recovery Manager Central Software. Along with the features, the service helps ensure proper installation in your HPE 3PAR, HPE Primera, and HPE Nimble Storage environment and increase the benefit from your storage investment.

Complementing your HPE Recovery Manager Central Software, HPE Recovery Manager Central Software Installation and Startup Service provides the necessary activities required to help you deploy your software products and provides an overview of the features. With the assistance of your designated IT storage administrator, an HPE service specialist deploys your HPE Recovery Manager Central software as more fully described in the service features table.

This is a one-day service and provides a limited implementation to help you get HPE Recovery Manager Central Software up and running quickly while demonstrating the product's key features using sample or test data only.

This service is applicable only to supported environments. Scripting is not within the scope of the service but can be accommodated at an additional charge (scripting can help enable integration and end-to-end automation within your organization's environment).

Service benefits

• Helps keep your IT resources free to stay focused on their core tasks and priorities

• Is designed to help reduce implementation time and the impact and risk to your storage environment

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

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

Service feature highlights

• Service planning and coordination

• Service deployment

• Installation verification tests (IVTs)

• Customer-orientation session

Hewlett Packard Enterprise

Table 1. Service features

Feature	Delivery specifications
Service planning and coordination	An HPE service specialist will plan all the necessary activities, including identifying any prerequisites, see Service eligibility, and scheduling the service delivery at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer. It 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 here either remotely or on-site, at HPE's discretion.
	The service specialist will perform the following service planning and coordination activities:
	• Communicate with the Customer and handle 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 service
	• Schedule deployment of the HPE Recovery Manager Central Software at a mutually agreed-upon time
	• Facilitate a brief discussion to guide the Customer in defining software deployment and array configuration objectives based on the Customer's application performance, availability needs, and virtual volume layout
	• Advise the Customer on best practices regarding the HPE Recovery Manager Central Software deployment
	• Provide a written installation plan, which will serve as a guide for coordinating the installation and startup deliverables
Service deployment	The service specialist will perform the following HPE Recovery Manager Central 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 Operating System is installed and operational
	Install HPE Recovery Manager Central Software as per the product specifications and subject to the limits defined in the Service limitations section.
	• Verify that product keys for HPE Recovery Manager Central Software are installed and active, and install the keys if necessary
	Limited to one day the service specialist will perform an installation, configuration, and verification procedure:
	• For two HPE 3PAR, HPE Primera, and HPE Nimble Storage arrays; HPE Recovery Manager Central Peer Copy
	• For HPE 3PAR, HPE Primera, and HPE Nimble Storage arrays; HPE Recovery Manager Central with VMware®, or Microsoft SQL Server, or Exchange, or Oracle®, or SAP HANA®
	• The test or sample data containing no production data limited to 500 GB or less
Installation verification tests	The service specialist will perform the appropriate IVTs to confirm completion of the installation, including verification that the HPE Recovery Manager Central Software is operationally ready, and:
	• For HPE Recovery Manager Central with VMware relevant snapshots can be taken and mounted, and that virtual machines are accessible
	• For HPE Recovery Manager Central that the relevant snapshots can be taken and mounted and the Peer Copy between HPE 3PAR, HPE Primera, HPE Nimble Storage, and HPE StoreVirtual is successful
	• For HPE Recovery Manager Central with Exchange, Oracle, and that relevant snapshots can be taken and mounted, and that databases and files are accessible
	• For HPE Recovery Manager Central with SAP HANA relevant snapshots can be taken and mounted, and that the SAP HANA database is accessible
	• The event logs accumulate data

Table 1. 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 for each software product for which the Customer has purchased the service to review the configuration information and demonstrate basic operation of the installed HPE Recovery Manager Central Software product.
	During the orientation session, the service specialist will, in general:
	• Provide an overview of the HPE Recovery Manager Central Software architecture and its key features
	• Highlight the basic operation of HPE Recovery Manager Central Software and for HPE Recovery Manager Central Software with SAP HANA, Exchange, Oracle, and SQL Server, it includes demonstration of scheduling, backup of a nonproduction database, and database restore
	• Showcase the basic operation of HPE Recovery Manager Central Software and for HPE Recovery Manager Central with VMware, it includes demonstration of scheduling, backup of nonproduction virtual machines, and restoration of virtual machines
	• Highlight the basic operation of HPE Recovery Manager Central Software and for HPE Recovery Manager Central, it includes demonstration of Peer Copy between HPE 3PAR, HPE Primera, and HPE StoreVirtual
	• Verify that the Customer understands how to gain access to appropriate product documentation
	• Help the Customer find 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, typically conducted at a management console with selected members of the Customer's staff, and not intended as a classroom activity or substitute for formal product training. This orientation session will occur on the same day the installation is completed. The Customer is responsible for ensuring attendance at this session and for providing the necessary logistics to enable HPE to provide the orientation session.

Service eligibility

The Customer must meet the following prerequisites to be eligible for service delivery:

• The Customer's existing computer operating system platforms must be supported by and compatible with the HPE Recovery Manager Central Software products being installed.

• The Customer's HPE Storage products must be fully operational in a configuration and environment supported by HPE, 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 before delivery of the on-site services.

• The Customer is responsible for providing servers/workstations and network provisioning (including appropriate connectivity to the Customer's production environment) that meet the HPE Recovery Manager Central Software requirements.

• The Customer must ensure that applications or virtual machines are installed, configured, and operational; that application servers or virtual machines are in a supported configuration; and that application data or virtual machines reside on the HPE Storage product.

Service limitations

The service is delivered as a single event for one physical site for one (1) HPE Recovery Manager Central Software product. Activities such as, but not limited to, the following are excluded from this service:

• Integration with any hardware or software components, cloud storage solutions not supported by the HPE Storage product or HPE Recovery Manager Central 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

• Movement of the Customer's databases from an existing storage system to an HPE Storage product; data migration is available as a separate service

• Configuration of more than two (2) databases for an SAP HANA environment, or more than one (1) node, or at more than a single Customer site, or catalyst copy, or scripting; configuration of additional database instances, nodes, and/or sites can be accommodated at additional cost

• Configuration of more than one (1) database in a single instance for HPE Recovery Manager Central with Oracle, on more than one (1) managing host, or at more than a single Customer site; configuration of additional database instances, managing hosts, and/or sites can be accommodated at additional cost

• Configuration of more than one (1) database instance for HPE Recovery Manager Central with SQL Server, more than one (1) managing host, more than a single-node SQL Server cluster, or more than a single Customer site; configuration of additional database instances, managing hosts, nodes, and/or sites can be accommodated at additional cost

• Configuration of more than 500 mailboxes for HPE Recovery Manager Central with Exchange, more than a single-node cluster, or more than a single Customer site; configuration of additional mailboxes, nodes, and/or sites can be accommodated at additional cost

• Loading the OS on virtual machines for HPE Recovery Manager Central Software, configuration of more than a single 2-node cluster or more than a single standalone host with more than a total of 10 virtual machines, or activities at more than a single Customer site; configuration of additional clusters or standalone hosts, virtual machines, and/or sites can be accommodated at additional cost

• Installation of a customized web server configuration, installation of software (SQL Server or MySQL), database conversion, delivery of performance analysis, or troubleshooting

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

• 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 OS upgrades

• HPE OS and software downgrades; downgrades are limited to currently supported software versions compatible with the HPE Storage hardware configuration only

• Performance testing or modeling

• Installation or configuration of any additional products, including but 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 a 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 Storage product

• Backup, recovery, and support of the OS, other software, and data

• Any restoration/recovery of compromised data

• Any services not clearly specified in this document

Customer responsibilities

The Customer will:

• Contact an HPE service specialist within 90 days of the date of purchase to schedule service delivery

• 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 limitations section have been met before delivery of the on-site (or installation) services

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

• 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 HPE service specialist will need to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the service delivery

• 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 Storage product that will support installation of HPE Recovery Manager Central Software, where applicable

• Deliver all necessary administration to enable end-to-end connectivity of the HPE Storage product, including network, SAN fabric, and host

• Provide server and network provisioning that meet requirements for additional software products

• Ensure that any and all prerequisite HPE OS, firmware, or driver dependencies for the environment are addressed before on-site service delivery begins, including loading the OS on virtual machines used to demonstrate HPE Recovery Manager Central

• Provide test/sample data used in service delivery, when applicable

• Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the service delivery and, if applicable, support tools used to provide ongoing remote monitoring

• 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 HPE 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

HPE 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 the Customer cannot meet.

HPE reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of the purchase.

HPE'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 hours. Service delivery outside these hours is available at additional charge.

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; 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 an HPE warranty or service maintenance contract

• Service deployment on hardware covered by a third-party maintenance contract

• Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party 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

• 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

• To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy.html shall apply

Supplemental terms

The following supplemental terms apply to these services and take precedence in case 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 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

To obtain further information or to order the HPE Recovery Manager Central Software Installation and Startup Service, contact a local HPE sales representative and reference the following product numbers:

• For HPE Recovery Manager Central for **HPE 3PAR** order:

HA124A1#5WW (H7RD1E) HPE Recovery Manager Central Startup Service for HPE 3PAR

• For HPE Recovery Manager Central for **HPE Primera** order:

HA124A1#V01 (H7RD3E) HPE Recovery Manager Central Startup Service for HPE Primera

• For HPE Recovery Manager Central for **HPE Nimble Storage** order:

HA124A1#5ZW (H7RD2E) HPE Recovery Manager Central Startup Service for HPE Nimble Storage

Not part of the scope of the services in this data sheet, also the following consultative solution deployment services are available.
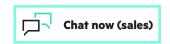
• Order H5UR7A1 for the HPE RMC Solution for SAP HANA on HPE 3PAR Level 1 Service (Provides HPE 3PAR snapshots only). Support SAP HANA TDI environment for Customers requiring an automated scripted solution and HPE ConvergedSystem. The service includes support for up to five SAP HANA SIDs, HA124A1#5WW or HA124A1#V01 or HA124A1#5ZW is a prerequisite for this service.

• Order H7RF6A1 for the HPE RMC Solution for SAP HANA on HPE 3PAR Level 2 Service (Provides HPE 3PAR snapshots and Express Protect Backup protect backup to HPE StoreOnce). Support SAP HANA TDI environment for Customers requiring an automated scripted solution and HPE ConvergedSystem. The service includes support for up to five SAP HANA SIDs, HA124A1#5WW or HA124A1#V01 or HA124A1#5ZW is a prerequisite for this service.

- Order H7RF7A1 for the HPE RMC Solution for SAP HANA on HPE 3PAR Level 3 Service (Provides HPE 3PAR snapshots, Express Protect Backup to HPE StoreOnce, and Catalyst Copy to HPE StoreOnce). Support SAP HANA TDI environments for Customers requiring an automated scripted solution and HPE ConvergedSystem. The service includes support for up to five SAP HANA SIDs, HA124A1#5WW or HA124A1#V01 or HA124A1#5ZW is a prerequisite for this service.

- Order H1WV1A1 for the HPE RMC Solution for SAP HANA on HPE 3PAR Custom SoW Service (Provides a custom scripted solution for SAP HANA, HPE 3PAR, and HPE StoreOnce). Supports SAP HANA TDI environment for Customers requiring an automated scripted solution and HPE ConvergedSystem. HA124A1#5WW or HA124A1#V01 or HA124A1#5ZW is a prerequisite for this service.

Learn more at
HPE.com/services/lifecycleservices

Chat now (sales)

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