

HPE Alletra Storage MP B10000 Software and Support SaaS installation and startup service

HPE Lifecycle Services



Designed to provide a smooth startup, HPE Alletra Storage MP B10000 Software and Support SaaS Base installation and startup service provides deployment of your HPE Alletra Storage MP B10000 Software and Support SaaS. It helps to ensure proper installation in your storage environment and increases the benefit of your storage investment.

Complementing your new HPE Alletra Storage MP B10000 Software and Support SaaS, the installation and startup service provides the necessary activities required to help you deploy Dynamic Optimization, 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 Alletra Storage MP B10000 Software and Support SaaS as more fully described in the [“Service features”](#) table.

Deployment of Remote Copy, Peer Persistence, Peer Motion, Cluster Extension, Online Import, and Smart SAN for HPE Alletra Storage MP B10000 products are excluded from this service. Separate services are available (for details [see Note in the “Ordering information”](#) section).

For Virtual Copy, this service provides a limited implementation to help you get Virtual Copy up and running quickly and provide a demonstration of the product’s key features using sample or test data only.

Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Reduces implementation time, as well as the impact and risk to your storage environment
- Helps ensure a successful implementation by providing HPE installation planning and coordination
- Provides service delivered by a trained specialist and based upon configurations and best practices recommended by HPE



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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	<p>An HPE service specialist plans all the necessary activities, including the identification of any prerequisites (see “Service eligibility”) and schedules the delivery of the service at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer. This will 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 provides the planning and coordination activities either remotely or on-site, at HPE’s discretion. The service specialist performs the following installation planning and coordination activities:</p> <ul style="list-style-type: none"> • 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 Alletra Storage MP B10000 Software and Support SaaS 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 Alletra Storage MP B10000 Software and Support SaaS deployment best practices • Provide the planning activities associated with working through the prerequisites of implementing Virtual Copy, identifying volumes (nonproduction) that will be used for a sample copy set
Service deployment	<p>The service specialist performs the following HPE Alletra Storage MP B10000 Software and Support SaaS deployment activities:</p> <ul style="list-style-type: none"> • 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 Alletra Storage ArcuOS is installed and operational • Verify that product keys for the purchased HPE Alletra Storage MP B10000 Software and Support SaaS product are installed and active, and install the keys if necessary • Install HPE Alletra Storage MP B10000 Software and Support SaaS according to the product specifications and subject to the limits defined in the “Service limitations” section. <p>The service specialist performs installation, configuration, and verification procedures, including:</p> <ul style="list-style-type: none"> • Array-based software titles, integration of the software in accordance with the agreed-upon installation plan, and configuration best practices • 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 servers and the HPE Alletra Storage MP B10000 • For Virtual Copy, implement a sample Virtual Copy job using test or sample data containing no production data limited to 500 GB or less



Service features (continued)

Feature	Delivery specifications
IVTs	<p>The service specialist performs the appropriate IVTs to confirm product functionality, including verification that:</p> <ul style="list-style-type: none"> • Confirms that HPE Alletra Storage MP B10000 Software and Support SaaS is operationally ready, including: <ul style="list-style-type: none"> – For Dynamic Optimization, validate volume has migrated from one tier to another and for 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 Reporting Software, create a sample report, as applicable • For Virtual Copy, the IVT is performed with the Customer's system administrator using replication jobs. It is followed by testing on the sample volumes (with no application integration or testing), which verifies the operation of Virtual Copy volumes. <ul style="list-style-type: none"> – Testing includes 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
Customer-orientation session	<p>The service specialist conducts an orientation session of up to one hour in duration, with the goal of reviewing the configuration information and demonstrating the basic operation of the installed HPE Alletra Storage MP B10000 Software and Support SaaS products.</p> <p>During the orientation session, the service specialist may cover the following topics:</p> <ul style="list-style-type: none"> • Provide an overview of the HPE Alletra Storage MP B10000 architecture • Highlight the basic operation of HPE Alletra Storage MP B10000, which includes the following: <ul style="list-style-type: none"> – Provide an overview of Dynamic Optimization software to move data between storage/RAID group tiers; review features and demonstrate how to create a policy using Priority Optimization – For Reporting Software as applicable, use a host connected to the HPE Alletra Storage MP B10000 product and a virtual volume with test data to simulate a load and demonstrate the creation of sample capacity and performance reports, or otherwise provide an overview using reports with demonstration data – For Virtual Copy, review the HPE Alletra Storage MP B10000 Management Console interface and the basic features of the software product with the Customer, as applicable – For Virtual Domains and Virtual Lock, review the management console 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 <p>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.</p>



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 operating system platforms must be supported by and be compatible with the HPE Alletra Storage MP B10000 Software and Support SaaS products being installed.
- The Customer's HPE Alletra Storage MP B10000 must be fully operational in a configuration and environment supported by HPE, and the 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, as applicable.

For Virtual Copy:

- Ensure that the HPE Alletra Storage MP B10000 environment is operational and compatible with Virtual Copy, and that the HPE Alletra Storage ArcuOS is at the revision levels specified by HPE
- Provide operational management stations with connectivity to the HPE Alletra Storage MP B10000 system that meets the minimum requirements of 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 (SOW), 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 Alletra Storage MP B10000 product or HPE Alletra Storage MP B10000 Software and Support SaaS
- 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
- Implementation tasks of Dynamic Optimization software, which are required to balance the HPE Alletra Storage MP B10000 product. The service provides the Customer with a product overview, advice, and suggested strategies for using Dynamic Optimization. Any extended/ongoing analysis and/or implementation of Dynamic Optimization strategies can be accommodated at additional cost
- Use of HPE Online Import for migration activities, including migration planning, implementation, and verification. Separate services are available for storage data migration
- Creation, implementation, and testing of Priority Optimization policies in a production environment. Policy design, creation, implementation, and testing in a production environment are available as a separate service
- 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
- Database conversion, installation, or configuration of more than one Reporting Software instance and delivery of performance analysis or troubleshooting using Reporting Software. Implementation of additional instances of the software and/or delivery by HPE and performance analysis or troubleshooting using Reporting Software can be accommodated at additional cost
- Configuration of 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
- Creation and implementation of domains and retention policies for Virtual Domains and Virtual Lock 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 Alletra Storage ArcuOS upgrades



- HPE Alletra Storage ArcusOS and HPE Alletra Storage MP B10000 Software and Support SaaS downgrades. Downgrades are limited to currently supported software versions compatible with the HPE Alletra Storage MP B10000 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, HBAs, 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 Alletra Storage MP B10000 product

Note

Virtual volume creation is demonstrated via the separately orderable HPE Alletra Storage MP B10000 Installation and Startup Service.

Customer responsibilities

The Customer will:

- Contact an HPE service specialist within 90 days of the 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 Alletra Storage MP B10000 environment to support the implementation of 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 HPE in facilitating the delivery of this service
- Ensure that all hardware, firmware, and software that the service specialist will need to deliver this service are available and that software products are properly licensed
- Enable 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 Alletra Storage MP B10000 product that will support the installation of HPE Alletra Storage MP B10000 Software and Support SaaS, where applicable
- Give necessary administration to enable end-to-end connectivity of the HPE Alletra Storage MP B10000 product, including network, SAN fabric, and host
- Provide server and network provisioning that meet requirements for additional software products, such as Reporting Software
- Ensure that any and all prerequisite HPE Alletra Storage ArcusOS, firmware, or driver dependencies for the environment are handled before on-site service delivery begins
- Provide test/sample data used in the 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 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

The on-site service is delivered on a single HPE Alletra Storage MP B10000 system at one physical location.

- HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- 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 are not met by the Customer.
- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with us, 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; consult a local HPE office.
- 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.

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 an unauthorized 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 hardware or software maintained by HPE
- Any services not clearly specified in this document

Supplemental terms

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

- Upon receipt of an acceptable order, HPE contacts the Customer within seven 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 the 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

To obtain further information or order the HPE Alletra Storage MP B10000 Software and Support SaaS installation and startup service, contact a local HPE sales representative and reference the following product numbers:

Base-level deployment service:

- HA124A1#VZW for HPE Alletra Storage ArcusOS Startup Service for Dynamic Optimization, Priority Optimization, System Reporter, Virtual Copy, Virtual Domains, Virtual Lock

Individually orderable advanced deployment services ([see Note](#)):

- HA124A1#5T0 for HPE Replication Software Installation and Startup Service for Remote Copy, Peer Motion, and Peer Persistence
- HA124A1#5Y6 for HPE Peer Motion Installation and Startup Service
- HA124A1#5U1 for HPE Peer Persistence Installation and Startup Service
- HA115A1#57M for HPE Storage Cluster Extension Implementation Service

Note

For the more advanced deployment services, [see the HPE Replication Software installation and startup service for HPE Alletra Storage MP B10000 and HPE Alletra 9000 data sheet](#).

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