

# HPE J2000 Disk Enclosure Installation and Startup Service

## HPE Lifecycle Services

HPE J2000 Disk Enclosure Installation and Startup Service provides the necessary activities to deploy an HPE J2000 storage series enclosure into a Customer's storage environment.

With the assistance of the Customer's designated IT storage administrator and using best practices, an HPE service specialist helps plan, design, and deploy the HPE J2000 Disk Enclosure, resulting in a more efficiently configured system. The HPE service specialist also performs installation verification tests (IVTs) and provides a Customer-orientation session.

### Service benefits

- Allows Customer IT resources to stay focused on core tasks and priorities
- Reduces implementation time, impact, and risk to the Customer storage environment
- Helps Customers effectively utilize HPE products from the knowledge gained during service delivery
- Provides an installation plan that supports Customers' unique configuration requirements

### Service feature highlights

- Service planning
- Service deployment
- IVTs
- Customer-orientation session



## Specifications

**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	<p>The HPE service specialist works with the Customer to plan all necessary activities and schedules the service delivery at a mutually agreed-upon time during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE or an HPE certified channel partner. Any services outside HPE standard business hours will be subject to additional charges.</p> <p>The service specialist contacts the Customer to review expectations and validate that predelivery requirements have been, or will be, met before installation.</p> <p>The service planning activities include:</p> <ul style="list-style-type: none"> <li>• Communication with the Customer, including queries by the Customer regarding service delivery</li> <li>• Verification, using a predelivery checklist, that all service prerequisites have been met, hardware, software, driver, and environmental prerequisites required for the installation of HPE J2000 Disk Enclosure Array System</li> <li>• Collection, using a predelivery checklist, of the information needed to plan the deployment</li> <li>• Completion of a preinstallation delivery checklist to serve as both the project plan and completion point for this service</li> </ul>
<b>Service deployment</b>	<p>Service deployment activities include:</p> <ul style="list-style-type: none"> <li>• Verification that service prerequisites have been met via the checklist</li> <li>• Installation of the array into the Customer-supplied rack</li> <li>• Rack and cable one HPE J2000 Disk Enclosure including connecting network cables provided by the Customer</li> <li>• Connection of up to two hosts</li> <li>• Configuration and zoning necessary to allow the required connectivity between the HPE J2000 Disk Enclosure and any associated hosts</li> </ul> <p>Component firmware will be upgraded as part of the installation to the latest HPE J2000 Disk Enclosure firmware.</p>
<b>IVTs</b>	<p>This service includes the appropriate IVTs including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Power-on self-tests (POSTs)</li> <li>• Verification of the controller settings for each drive array</li> </ul>
<b>Customer-orientation session</b>	<p>This service provides up to a one-hour Customer orientation session on the installed HPE J2000 Disk Enclosure. The orientation session is informal, is typically conducted at a management console with selected members of the Customer's staff and/or including a Customer representative during the service delivery, and is not intended as a classroom activity or substitute for formal product training.</p> <p>The orientation may include the following:</p> <ul style="list-style-type: none"> <li>• Highlights of the basic operation of disk enclosure and a walk-through of the web management console</li> <li>• HPE J2000 Disk Enclosure best practices documentation for the Customers</li> <li>• Verification that the Customer can locate and access product documents</li> <li>• Information on how to access HPE support</li> <li>• Brief question and answer forum</li> </ul>

## Service limitations

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

- Routing or configuration of any SAN or Ethernet switch is limited to the HPE J2000 Disk Enclosure and up to two hosts
- Configuration of virtual management software or environments
- Array configuration design beyond a brief discussion with the Customer describing array configuration options
- A full-site inspection, such as a comprehensive analysis of the Customer's power, cooling and humidity, airborne contaminants, vibration, and sufficient structural capability of the data center raised floor to accommodate the weight of the array to be installed; separate services are available at an additional cost



- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN, network, and host environment
- Extensive racking, reracking, or cabling activities, including cabling activities involving conduits, raceways, patch panels, and the movement/configuration of computer room floor panels
- Implementation of other complex configurations such as host clustering, external replication/mirroring solutions, and storage management software external to the HPE J2000 Disk Enclosure
- Running host-based logical volumes and associated file system structures
- Installation or configuration of any hardware or software products external to the array subsystem, including, but not limited to, servers, drive enclosures, host operating systems, and tape libraries
- Installation of any required software, patches, firmware updates, or topology changes needed to achieve an HPE supported interconnect environment compatible with the HPE J2000 Disk Enclosure product
- Migration of existing data to the new array configuration, or deinstallation of the Customer's legacy storage resource management environment
- Loading, management, or manipulation of Customer data
- Planning, design, implementation, or assessment of the Customer's new or preexisting storage interconnect environment beyond what is outlined in [service deployment](#)
- Deployment activities, including planning, design, assessment, and configuration, related to the redeployment of an existing storage interconnect environment
- Implementation of hardware and software products other than those specified in this document
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or any problem not directly related to the installation of the HPE J2000 Disk Enclosure
  - Performance testing or modeling
  - Installation or configuration of multipathing software
  - Installation of HBAs into physical host servers
- Service deployment on hardware not covered by an HPE warranty or service maintenance contract
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by third-party-authorized personnel to install, repair, maintain, or modify hardware, firmware, or software
- Any services not clearly specified in this document
- Travel charges may apply in some geographic locations; contact your local HPE representative for details

## Service eligibility

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

- The Customer must provide a suitable physical operating environment for the array product, including implementing any power, cooling, and other environmental requirements.
- The Customer's existing computer operating system platforms must be supported and compatible with the HPE J2000 Disk Enclosure hardware being installed.
- The Customer's existing SAN and/or network environment must be fully operational and in a supported configuration as defined in [SPOCK](#).
- Where geographically separated hosts are being configured, the Customer must ensure prior network connectivity between the HPE J2000 Disk Enclosure target and hosts.



## Customer responsibilities

The Customer will:

- Contact an HPE service specialist to schedule delivery within 90 days of the date of purchase
- Coordinate service deployment on third-party-maintained products (if applicable) with HPE
- 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 service delivery
- Ensure that all site preparation, power supply compatibility requirements, network cabling, and other specified service prerequisites, as listed in preinstall checklist and the [service eligibility](#) section, have been met
- Confirm that IP addresses and network connectivity are available for the HPE J2000 Disk Enclosure and that connectivity is established between target hosts and the array
- Provide remote access to hosts not local to the storage array
- Install any recommended host- or SAN-based software upgrades, patches, and device drivers
- Install any hosts or software beyond the limited deliverables provided by the service
- Provide HPE with full access to all locations where the service is to be delivered
- Be responsible for all data backup and restore operations
- Provide a suitable work area for service delivery, including access to an outside telephone line, power, and any network connections required
- Give IT administration resources (server, storage, network, and application) to gather necessary information, facilitate workshops and interviews as required, and perform any configuration activities needed to facilitate delivery of the service
- Confirm appropriate operating system patch levels and firmware version on a selected number of hosts, as identified in the preinstallation checklist
- Verify and update the prerequisite firmware versions on HBAs as defined in the preinstallation checklist
- Ensure that the host, network, storage components, infrastructure management software, and application software with which the HPE J2000 Disk Enclosure may interact are installed, configured, and operating normally
- Make sure that all hardware and software that the service specialist will need to deliver this service are available and, for software products, properly licensed
- Ensure that the required management servers meet the minimum hardware, OS, and software requirements for use with the HPE J2000 Disk Enclosure
- Confirm 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 connectivity to the HPE J2000 Disk Enclosure, allowing HPE remote monitoring and support tools to communicate with the HPE Support Center
- Place the HPE J2000 Disk Enclosure in the immediate location where the installation service will take place
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the service delivery or support tools used to provide ongoing remote monitoring, if applicable
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE



## General provisions / other exclusions

- 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 the Customer does not meet.
- HPE's ability to deliver this service depends on 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 an additional cost.
- 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.
- Portions of the service are delivered remotely or on-site, at HPE's discretion. Travel charges may apply; consult your local HPE office.
- 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](https://hpe.com/us/en/legal/customer-privacy.html) shall apply.

## 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 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 90 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 180 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 order HPE J2000 Disk Enclosure Installation and Startup Service, use the following product numbers: HA114A1#VOU or HSOM6E.

## Learn more at

[HPE.com/services/lifecycle services](https://HPE.com/services/lifecycle services)

