HPE Storage File Controller Installation and Startup Service

HPE Lifecycle Services

Service overview

HPE Storage File Controller Installation and Startup Service is designed to provide the necessary activities required to deploy an HPE Storage File Controller product into your HPE supported storage environment.

With the assistance of your designated IT storage administrator and the HPE best practices, an authorized installation specialist will help plan and deploy your HPE Storage File Controller product. In addition to the installation of the product, the service specialist will also perform HPE installation verification tests (IVTs) and a brief Customer-orientation session, as described later in the document.

Service benefits

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

• Helps reduce deployment time and impact on your storage environment

• Utilizes HPE products effectively from the knowledge gained during on-site service delivery

• Provides an installation plan based on your configuration requirements

Service feature highlights

• Service planning

• Service deployment

• IVTs

• Customer-orientation session

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Service features

Features	Delivery specifications
Service planning	The HPE authorized installation specialist will work remotely with the Customer to plan all the necessary activities and schedule the delivery of the service. The service specialist will work with the Customer to communicate any prerequisites and validate that predelivery requirements have been, or will be, met prior to installation. The service planning activities will include: • Communication and verification of all service prerequisites and site preparation responsibilities are met in preparation for the on-site service delivery aspects of this service • Collecting information needed to plan the installation — using a predelivery checklist • Documentation of the agreed-upon configuration for the HPE Storage File Controller product • Confirmation of the installation viability of the HPE Storage File Controller hardware into the Customer-supplied rack
Service deployment	Hewlett Packard Enterprise will perform the following service installation activities on-site at the Customer location: • Installation of the HPE Storage File Controller into the Customer-supplied rack • Deployment of the HPE Storage File Controller software configuration as documented and agreed upon during service planning • Connecting Customer-supplied and prerun network cabling to the HPE Storage File Controller chassis • Connecting the network to HPE iLO port and configuring the port • Completion of the installation following the instructions in the quick-start guide • Confirmation that the appropriate HPE Storage File Controller image version and firmware have been applied to the system
IVTs	The HPE service specialist will run the HPE standard IVTs for this service.
Customer-orientation session	Upon completion of the installation and during the same day as the installation, HPE will provide a brief Customer-orientation session on the installed HPE Storage File Controller. This informal orientation session is typically conducted at a management console with selected members of the Customer's staff and/or including a Customer representative and is not intended as a classroom activity or substitute for formal product training. The Customer is responsible for ensuring participation in this orientation session. The session is limited to one hour and HPE may cover the following topics: • A review of the key features and functionality provided by the HPE Storage File Controller • An overview of the HPE Storage File Controller basic administration tasks, alerts, and email setup, along with system status monitoring • Verification that the Customer can locate and access product documents • A demonstration of HPE Storage File Controller reconfiguration (creating or modifying an SMB file share and an NFS file share) • An explanation of the proper power-up and power-down sequence for a system with external storage expansion enclosures attached • Information about how to access HPE Support Center

Service eligibility

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

• The Customer must have met all storage-, server-site preparation conditions as outlined in the product manual and/or in the Customer survey questionnaire sent by HPE to the Customer after the initial request for service. It can also be communicated to the Customer during the service planning process, prior to service delivery.

• The Customer must have purchased all the necessary cables to be connected to the storage server as outlined in the product manual.

• The Customer must adhere to the HPE distance requirements between the HPE Storage File Controller and the HPE storage array, as outlined in the product manuals for both products.

• If an HPE Storage File Controller cluster with two or more nodes is desired, an equal number of compatible HPE Storage File Controller product(s) with their associated installation and startup service(s), must be purchased.

• Customer-supplied rack(s) must have sufficient PDUs and rack space for the HPE Storage File Controller.

• The required network connectivity is configured and available to the enclosure at the time of service delivery.

• HPE Storage File Controller must be connected to an HPE supported storage product to be eligible for this service.

Service limitations

In addition to any other limitations, services are limited to installation and startup services for a single HPE Storage File Controller product at one physical site for connection to an eligible HPE supported storage product.

Services are delivered during local HPE standard business days and hours, excluding HPE holidays.

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

• Application integration or integration of third-party products or peripherals not included with the system

• Backup, recovery, and support of the operating system, other software, and data

• Operational testing of applications or additional tests requested or required by the Customer

• Firmware downgrades

• Operating system upgrades or downgrades

• Services that, as per HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software

• Resolution of Customer Microsoft Active Directory issues

• Standard support for the Microsoft Windows Storage Server 2016 operating system includes (but is not limited to) initial configuration, troubleshooting of operating system installation and/or recovery issues, hardware and driver problems, and system-specific / storage-centric features (volume/file system creation; file/folder/share permissions; Active Directory integration; DFS-R; DFS-N; failover clustering; quotas; deduplication; NFS, SMB, iSCSI protocols; performance tuning; and such). HPE Support Services will not troubleshoot a Microsoft operating system feature that has been deprecated or has limited functionality as per design by Microsoft. HPE Support Services will not troubleshoot third-party software or issues related to Microsoft Active Directory Services that are external to the HPE StoreEasy system that may be hindering implementation of Active Directory integration and/or clustering services. In those cases, Customers should resolve issues with their third-party software vendor and/or by opening a support case with Microsoft directly

• Any services not clearly specified in this document

Travel charges may apply in some geographic locations; contact your local HPE representative for details.

Customer responsibilities

The Customer will:

- Contact an HPE service specialist to schedule and provide for delivery within 90 days of purchase

- Coordinate service deployment on third-party-maintained products (if applicable) with HPE

- Complete and return the prerequisite HPE predelivery checklist to the service specialist at least two weeks prior to the start of the service

- 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 will also be available to assist HPE in facilitating the delivery of this service

- Provide IT administration resources (server, storage, database, and network) to gather necessary information and perform any configuration activities needed to facilitate delivery of the service including, but not limited to:

  – Domain credentials suitable for creating the cluster

  – Prepare the environment for the HPE Storage File Controller product into Microsoft Active Directory and DNS environments

  – Provide IP addresses to enable installation

- Ensure that 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

- Ensure that any and all prerequisite firmware or driver dependencies for the hardware in the existing environment are completed before on-site service delivery begins

- Uncrate products and place the boxes 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 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 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

If SAN-connected storage is to be used by the file controller, it is the Customer's responsibility to ensure the configuration of the SAN switch and that at least one LUN is available to the file controller to be configured as the file share prior to the delivery of this installation service.

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 are not met by the Customer.

HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase. Our 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 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 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
- Integration with any hardware or software components not supported by the HPE Storage File Controller
- Loading, managing, or manipulating Customer data; performance tuning; or post-installation support
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or hardware-related problems
- Planning, design, or implementation of the Customer's overall SAN or fabric architecture
- Implementation of hardware and software application, database, storage, SAN, and network products other than those specified in this document; the Customer's applications, databases, storage, and network components used with the HPE Storage File Controller
- HPE storage array must be installed prior to delivery of the HPE Storage File Controller Installation and Startup Service; implementation services for storage and networks are available separately from HPE at an additional cost
- Data migration services are available separately from HPE at an additional cost
- Data recovery due to the failure of the Customer's backup or recovery procedures
- Performance testing or modeling
- Any services not clearly specified in this document

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

HPE Storage File Controller Installation and Startup Service can be ordered using the following product numbers:
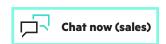
• **HPE Storage File Controller Startup SVC:** HA114A1#5SF (Upfront Flex Support Service)

• **HPE Storage File Controller Startup SVC:** U7VG1E (Upfront Fixed Support Service)

If additional service activity is required to implement the configuration requested by the Customer, consult an HPE Services representative to scope the activity. The appropriate quantity of the following service SKUs can then be applied to address the additional scope of the implementation.

• **HPE Startup Storage Addl 1/2 Day SVC:** HA124A1#5B2 (Flexible Support Service); UU094E (Fixed Support Service)

• **HPE Startup Storage Addl One Day SVC:** HA124A1#5B1 (Flexible Support Service); UU093E (Fixed Support Service)

Learn more at
HPE.com/services/lifecycleservices

Chat now (sales)

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