

HPE StoreVirtual 3K File Controller Installation and Startup Service

HPE Lifecycle Services

HPE StoreVirtual 3K File Controller Installation and Startup Service provides the necessary activities required to deploy the HPE StoreVirtual 3K File Controller into your storage environment.

With the assistance of your designated IT storage administrator and using HPE best practices, an HPE service specialist will help plan, design, and deploy your HPE StoreVirtual 3K File Controller. The HPE service specialist will also perform HPE installation verification tests (IVTs) and provide predelivery planning and a brief Customer orientation session.

Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Designed to help reduce implementation time, and impact to your storage environment
- Can help you more effectively utilize HPE products from the knowledge gained during on-site service delivery
- Provides an installation plan that supports your unique configuration requirements

Service feature highlights

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



Table 1. Service features

Feature	Delivery specifications
Service planning	<p>The HPE service specialist will work with the Customer to plan all the necessary activities and schedule the delivery of the service at a mutually agreed-upon time during local HPE standard business days and hours excluding HPE holidays, unless otherwise agreed to by Hewlett Packard Enterprise. Any services provided outside of HPE standard business hours will be subject to additional charges.</p> <p>The service specialist will work with the Customer to review expectations and to validate that predelivery requirements have been, or will be, met prior to installation.</p> <p>The service planning activities will include:</p> <ul style="list-style-type: none"> • Communication with the Customer, including queries by the Customer regarding service delivery • Verification, using a predelivery checklist, that all service prerequisites have been met, including OS, hardware, software, driver, and environmental prerequisites required for the installation of HPE StoreVirtual 3K File Controller • Collection, using a predelivery checklist, of the information needed to plan the deployment, including but not limited to: <ul style="list-style-type: none"> – Confirmation that the hosts are in a supported configuration and determination of any steps that are needed to bring them into a supported configuration – Verification of the hardware RAID levels to be implemented • Agreement on the proposed configuration and review of the service completion criteria • A brief remote consultation to help the Customer define the configuration objectives based on application performance, availability needs, and HPE best practices • Confirmation of the viability of the installation of the HPE StoreVirtual 3K File Controller hardware into the Customer-supplied rack • Creation of a written installation plan
Service deployment	<p>The service deployment activities will include:</p> <ul style="list-style-type: none"> • Communicating the service delivery agenda • Verification that service prerequisites have been met prior to the scheduled on-site service • Installation of the array into the Customer-supplied rack • Confirmation of appropriate operating system patch levels and firmware version on a selected number of hosts, as identified in the installation plan • Verification and update (as needed) of prerequisite array and host bus adapter (HBA) firmware versions as identified in the installation plan • Deployment of the array configuration design as documented during service planning • Creation of configuration documentation as implemented • For drive enclosures, deployment includes connection of cabling to any additional disk enclosures as defined in the HPE product QuickSpecs when ordered and installed at the same time as the HPE StoreVirtual storage system • Installing a Fibre Channel HBA and attaching it to a SAN-connected tape backup system, if applicable (for HPE StoreVirtual 3K Storage systems) • Connecting Customer-supplied and prerun network cabling to the chassis • Completing the operating system installation • Completing the Initial Configuration Tasks (ICT) after first login as follows: <ul style="list-style-type: none"> – Installation and connection of the NAS head using Customer-provided cables – Initialization of the NAS head using the web user interface, including setting the network address and setting appropriate domain variables in the NAS operating system – Connection of internal NAS storage and external storage, which are sold as dedicated NAS storage, and completion of the basic LUN configuration – Connection of storage within a SAN and completion of the basic LUN configuration • Connection of the NAS heads and configuration of the cluster services to create a cluster environment, including the configuration of the quorum disk and the creation of a default cluster group • Configuring networking as defined in installation plan • Configuring HPE iLO • Setting the date and time • Inputting the cluster name and domain • Enabling automatic updates or Cluster-Aware Updating • Clustering HPE StoreVirtual 3K Storage systems • Connecting the cluster heartbeat cable • Creating a cluster witness disk • Validating and creating the cluster • Creating a sample clustered file server role with file shares and configuring a host user map to make the share accessible with one or two files that are shared as Server Message Block (SMB) and/or NFS, respectively



Table 1. Service features (continued)

Feature	Delivery specifications
IVTs	<p>The HPE service specialist will perform the appropriate IVTs to confirm product functionality, including:</p> <ul style="list-style-type: none"> • Running required IVTs (creating a shared folder or clustered file server) • Running additional testing to help ensure that the newly created file share and the file share data copy are accessible from a client
Customer orientation session	<p>Upon completion of the installation, HPE will provide up to a one-hour Customer orientation session on the installed HPE StoreVirtual 3K 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. During this not to exceed one-hour session, HPE may cover the following topics:</p> <ul style="list-style-type: none"> • A review of the key features and functionality provided by the HPE StoreVirtual 3K File Controller • A review of the HPE StoreVirtual 3000 system manager and its operations, including basic administrative and maintenance operations such as LUN creation and removal, spare drive management, LUN expansion, alerts and email setup, and system status monitoring • For a clustered environment, demonstration of node failover and restoration back to the original node • Verification that the Customer can locate and access product documents • A demonstration of HPE StoreVirtual 3K File Controller reconfiguration (adding a disk enclosure, an SMB file share, and an NFS file share) • A demonstration of how to use HPE System Management Homepage (SMH) to monitor the system • 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 the delivery of 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 or as otherwise 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
- If SAN-connected storage is to be used by the storage server, that storage must be operational and at least one spare LUN must be made available to be configured as the file share
- If a storage server/NAS cluster is desired, another compatible storage server/NAS appliance, with its associated installation and startup service, must be purchased
- The existing installed rack(s) has sufficient PDUs and rack space for the HPE StoreVirtual 3K File Controller and any additional disk enclosures that are ordered
- The required network connectivity is configured and available to the enclosure
- The Customer is responsible for providing (an optional) server that meets the minimum requirements of HPE remote support tools during on-site delivery



Service limitations

Services are limited to installation and startup services for a single HPE StoreVirtual 3K File Controller product at one physical site. 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:

- Any period of nonavailability not directly caused by the hardware failure
- Application integration or integration of third-party products or peripherals not included with the system
- Back up, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- 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

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 within 90 days of date of purchase to schedule the delivery of the service
- Coordinate service deployment on third party-maintained products (if applicable) with HPE
- Ensure that all information required to perform the services have been provided to HPE and is fully detailed and accurate
- 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 in order to deliver this service are available and that software products are properly licensed, and otherwise 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, facilitate workshops and interviews as required, and perform any configuration activities needed to facilitate delivery of the service including, but not limited to:
 - Domain credentials suitable to creating the cluster
 - Prepare the environment for the new HPE StoreVirtual device into Microsoft Active Directory and DNS environments
 - IP addresses (if using a static IP)
 - At least two IP addresses (system and HPE iLO) are required for nonclustered systems
 - At least six IP addresses are required for clustered systems
 - One address for HPE iLO per node
 - One address per node
 - One address for the cluster
 - One address per cluster resource (file server)



- 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
- Provide all the necessary network and administration assistance to allow HPE remote monitoring and support tools to connect with the HPE Support Center
- Ensure that any and all prerequisite firmware or driver dependencies for the 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

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.

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.

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 StoreVirtual 3K File Controller
- Complex cluster configurations—deployment of multiple HPE StoreVirtual 3K File Controller; multiple instances of the service may be ordered for larger configurations or multiple sites
- 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 StoreVirtual 3K File Controller must be installed prior to delivery of the installation and startup service; implementation services for storage and networks are available separately from HPE at additional cost
- Data migration services, which are available separately from HPE at 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

To order HPE StoreVirtual 3K File Controller Installation and Startup Service, use the following part numbers: HA114A1#5BV or H2US9E.

Learn more at

[HPE.com/services/support](https://hpe.com/services/support)

[HPE.com/services/lifecycleevent](https://hpe.com/services/lifecycleevent)

