

# HPE Alletra 9000 Base Software Installation and Startup Service

## HPE Lifecycle Services

Designed to provide a smooth startup, HPE Alletra 9000 Base Software Installation and Startup Service provides deployment of your HPE Alletra 9000 Storage software. It helps ensure proper installation in your storage environment while increasing the benefit of your storage investment.

Complementing your new HPE Alletra 9000 Base software, HPE Alletra 9000 Base Software 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 9000 Base software as more fully described in the [Service features](#) table.

Deployment of Remote Copy, Peer Persistence, Peer Motion, Cluster Extension, Online Import, Recovery Manager Central, and Smart SAN for HPE Alletra 9000 products are excluded from this service. Separate services are available (for details, see Notes in the [Ordering information](#) section).

For HPE Alletra 9000 Virtual Copy, this service provides a limited implementation to help you get it up and running quickly while demonstrating the product's key features using sample or test data only. The following advanced deliverables are excluded from this service but are available via the HPE Data Replication Solution Service for HPE Alletra 9000 Virtual Copy software:

- Implementation and testing of the HPE Alletra 9000 Virtual Copy software configuration using production volumes or a production application
- Other services that address the unique requirements of your organization, such as verification of multiple applications you have configured; scripting; or integration and configuration of your applications by Hewlett Packard Enterprise, backup environment, or databases (scripting enables integration and end-to-end automation within your organization's environment)

This service is applicable only for supported environments. Refer to additional exclusions in the [Service limitations](#) section.

### 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 HPE recommended configurations and best practices

### Service feature highlights

- Service planning and coordination
- Service deployment
- Installation verification tests (IVTs)
- Customer-orientation session



**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning and coordination</b>	<p>An HPE service specialist will plan all the necessary activities, including identifying any prerequisites (<a href="#">see Service eligibility</a>), and schedule the service delivery at a time mutually agreed upon by HPE 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 will provide the planning and coordination activities either remotely or on-site, at HPE's discretion.</p> <p>The service specialist will perform the following installation planning and coordination activities:</p> <ul style="list-style-type: none"> <li>• Communicate with the Customer, including handling queries from them regarding service delivery</li> <li>• Verify, using a predelivery checklist, that all service prerequisites that the Customer is responsible for are met before delivery of the installation services</li> <li>• Schedule the HPE Alletra 9000 software deployment at a mutually agreed-upon time</li> <li>• 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</li> <li>• Advise the Customer on HPE Alletra 9000 software deployment best practices</li> <li>• Provide the planning activities associated with working through the prerequisites of implementing HPE Alletra 9000 Virtual Copy, identifying volumes (nonproduction) that will be used for a sample copy set</li> </ul>
<b>Service deployment</b>	<p>The service specialist will perform the following HPE Alletra 9000 software deployment activities:</p> <ul style="list-style-type: none"> <li>• Coordinate deployment activities</li> <li>• 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 9000 Operating System is installed and operational</li> <li>• Verify that product keys for the purchased HPE Alletra 9000 software product are installed and active while installing the keys necessary</li> <li>• Install HPE Alletra 9000 software according to the product specifications and subject to the limits defined in the Service limitations section</li> </ul> <p>The service specialist will perform installation, configuration, and verification procedures, including:</p> <ul style="list-style-type: none"> <li>• Array-based software titles, integration of the software as per the agreed-upon installation plan and configuration best practices</li> <li>• 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 9000 storage</li> <li>• For HPE Alletra 9000 Virtual Copy, implement a sample Virtual Copy job using test or sample data containing no production data limited to 500 GB or less</li> </ul>
<b>IVTs</b>	<p>The service specialist will perform the appropriate IVTs to confirm product functionality, including verification that:</p> <ul style="list-style-type: none"> <li>• Confirm HPE Alletra 9000 software is operationally ready: <ul style="list-style-type: none"> <li>– For HPE Alletra 9000 Dynamic Optimization, validate volume has migrated from one tier to another, and for HPE Alletra 9000 Priority Optimization, create a sample/test virtual volume set, configure a policy for that set, and demonstrate that input/output processors or bandwidth is limited based on the policy</li> <li>– For HPE Alletra 9000 Reporting Software, create a sample report, as applicable</li> </ul> </li> </ul> <p>For HPE Alletra 9000 Virtual Copy, the IVT will be performed with the Customer's system administrator using replication jobs. It will be followed by testing on the sample volumes (with no application integration or testing), verifying the operation of HPE Alletra 9000 Virtual Copy volumes.</p> <ul style="list-style-type: none"> <li>– Testing will include 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)</li> <li>– Exporting sample volumes to a target server with the same OS and verifying data accessibility</li> </ul> <ul style="list-style-type: none"> <li>• Confirm that the event logs are accumulating data.</li> </ul>



**Table 1.** Service features (continued)

Feature	Delivery specifications
<b>Customer-orientation session</b>	<p>The service specialist will conduct an orientation session of up to one (1) hour in duration, to review the configuration information and demonstrate basic operation of the installed HPE Alletra 9000 software products.</p> <p>During the orientation session, the service specialist may cover the following topics:</p> <ul style="list-style-type: none"> <li>• Provide an overview of the HPE Alletra 9000 architecture</li> <li>• Highlight the basic operation of HPE Alletra 9000, which includes: <ul style="list-style-type: none"> <li>– Provide an overview of HPE Alletra 9000 Dynamic Optimization software to move data between storage/RAID group tiers; review features and demonstrate how to create a policy using HPE Alletra 9000 Priority Optimization</li> <li>– Use a host connected to the HPE Alletra 9000 storage product and a virtual volume with test data for HPE Alletra 9000 Reporting Software, as applicable, to simulate a load and demonstrate the creation of sample capacity and performance reports, or otherwise provide an overview using reports with demonstration data</li> <li>– Review the HPE Alletra 9000 Management Console interface and the basic features of the software product with the Customer for HPE Alletra 9000 Virtual Copy, as applicable</li> <li>– Review the management console interface and the basic features of the software product with the Customer for HPE Alletra 9000 Virtual Domains and HPE Alletra 9000 Virtual Lock, as applicable</li> </ul> </li> <li>• Demonstrate the creation of a virtual volume, if applicable</li> <li>• Verify if the Customer understands how to gain access to appropriate product documentation</li> <li>• Help the Customer locate troubleshooting information</li> <li>• Inform the Customer how to contact HPE for support</li> <li>• Hold a brief question and answer forum with the Customer</li> </ul> <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 before beginning on-site service delivery. These prerequisites include, but are not limited to, the following:

- The Customer's existing operating system platforms must be supported and compatible with the HPE Alletra 9000 software products.
- The Customer's HPE Alletra 9000 Storage 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 HPE Alletra 9000 Virtual Copy:

- Ensure that the HPE Alletra 9000 storage environment is operational and compatible with HPE Alletra 9000 Virtual Copy, and the HPE Alletra 9000 Operating System is at the revision levels specified by HPE
- Provide operational management stations with connectivity to the HPE Alletra 9000 storage system that meets the minimum requirements of HPE Alletra 9000 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 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 9000 Storage product or HPE Alletra 9000 software
- Implementation of software revisions, including hotfixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN, host, and application environment



- Implementation tasks of HPE Alletra 9000 Dynamic Optimization software, which are required to balance the HPE Alletra 9000 Storage product; the service provides the Customer with a product overview, advice, and suggested strategies for using HPE Alletra 9000 Dynamic Optimization; any extended/ongoing analysis and/or implementation of HPE Alletra 9000 Dynamic Optimization strategies can be accommodated at additional cost
- Using HPE Online Import for migration activities, including planning, implementation, and verification; separate services are available for storage data migration
- Creation, implementation, and testing of HPE Alletra 9000 Priority Optimization policies in a production environment; policy design, creation, implementation, and testing in a production environment is available as a separate service
- Deployment activities for HPE Recovery Manager Central and application suite products, including installation, configuration, and verification; separate services are available
- Using 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 HPE Alletra 9000 Reporting Software instance, and delivery of performance analysis or troubleshooting using HPE Alletra 9000 Reporting Software; implementation of additional instances of the software and/or delivery by HPE, and performance analysis or troubleshooting using HPE Alletra 9000 Reporting Software can be accommodated at additional cost
- Configuration of HPE Alletra 9000 Virtual 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 HPE Alletra 9000 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 9000 Operating System upgrades
- HPE Alletra 9000 Operating System and HPE Alletra 9000 software downgrades; downgrades are limited to currently supported software versions compatible with the HPE Alletra 9000 storage 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 9000 storage product

**Note**

Setup of HPE Alletra 9000 Management Console and demonstration of virtual volume creation is provided via the separately orderable HPE Alletra 9000 Storage 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 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 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 9000 Storage environment to support the implementation of the HPE Alletra 9000 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 service delivery
- 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 for on-site and remote connectivity to the HPE Alletra 9000 storage product that will support the installation of HPE Alletra 9000 software, where applicable
- Give necessary administration for end-to-end connectivity of the HPE Alletra 9000 Storage product, including network, SAN fabric, and host
- Provide server and network provisioning that meet requirements for additional software products, such as HPE Alletra 9000 Reporting Software
- Ensure that all prerequisite HPE Alletra 9000 Operating System, firmware, or driver dependencies for the environment are handled before on-site service delivery begins
- 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 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 service delivery, 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 9000 storage at one physical site

- 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 the Customer does not meet.
- HPE's ability to deliver this service depends on 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 to deliver 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 HPE maintained hardware or software



## Data sheet

- Any services not clearly specified in this document
- 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 (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 obtain further information or to order the HPE Alletra 9000 Base Software Installation and Startup Service, contact a local HPE sales representative and reference the following product numbers:

Base-level deployment services:

- HA124A1#5R5 for HPE Installation and Startup Storage System Base Software Service for Dynamic Optimization, Priority Optimization, System Reporter, Virtual Copy, Virtual Domains, Virtual Lock (see Notes for more information)

Individually orderable HPE Alletra 9000 Virtual Copy deployment service:

- HA124A1#5QW for HPE Virtual Copy Installation and Startup Service (see Note 2 for more information)

Individually orderable HPE Alletra 9000 deployment services:

- HA124A1#5Y4 for HPE Startup Storage System Dynamic Optimization Software Service
- HA124A1#5Y5 for HPE Startup Storage System Reporter Software Service
- HA124A1#5Y7 for HPE Storage System Priority Optimization Software Service (see Note 3 for more information)

## Notes

Fixed up-front support packages are only available in selected countries. Contact a local HPE sales representative for more information.

This service does not include deployment of HPE Recovery Manager Central for HPE Alletra 9000. Separate services are available to deploy this product.

1. For a more advanced implementation of HPE Alletra 9000 Virtual Copy, [see the HPE Data Replication Solution Service for HPE Virtual Copy](#).
2. HPE Alletra 9000 Priority Optimization policy design and implementation in a production environment is available as an HPE custom service.
3. Deployment of Remote Copy, Peer Persistence, and Peer Motion is available via the [HPE Alletra 9000 Replication Software Installation and Startup Service](#).
4. Deployment of HPE Cluster Extension Software is available via the [HPE Cluster Extension Solution Implementation Service](#).
5. For individually orderable deployment services, [see the HPE Alletra 9000 Storage Installation and Startup Service](#).

## Learn more at

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

