

C-Deep for HPE NonStop Installation and Startup Service

HPE Lifecycle Services

Proper installation and configuration of C-Deep for HPE NonStop subsystem is crucial in helping Customers increase the return on their HPE NonStop investment. The C-Deep for HPE NonStop Installation and Startup Service is designed to provide the necessary activities required to install and configure C-Deep for HPE NonStop systems, enabling real-time transaction monitoring and querying.

With the assistance of Customer-designated IT operators and HPE NonStop server administrators, an HPE certified service specialist will conduct a pre-delivery planning session designed to help HPE understand their business and monitoring needs. This collaboration helps provide the groundwork for planning, designing, and employing customized dashboards that enable Customers to see every stage of the transaction process. The HPE certified service specialist will then apply the Customer-approved configuration and perform a suite of verification tests confirming installation completion.

At the conclusion of the installation, the HPE service specialist will provide an orientation session on the basic features and functionality of C-Deep for HPE NonStop systems. During this session, Customers will be provided with the foundation knowledge of how to properly maintain and manage their C-Deep environment.

Service benefits

- Verification prior to installation that all service prerequisites are met
- Customized installation plan to support unique configuration requirements
- Delivery of the service at a mutually agreed-upon scheduled time
- Installation of the C-Deep for HPE NonStop product per the product specifications
- Configuration of C-Deep for HPE NonStop real-time transaction monitoring and querying
- Installation and configuration service provided by an HPE technical specialist
- Availability of an HPE service specialist to answer questions during the installation process
- Basic knowledge transfer to assist your local administrator in managing your solution
- Documentation of the configuration as implemented

Service feature highlights

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



Table 1. Service features

Feature	Delivery specifications
Service planning	<p>An HPE service specialist will work remotely with you to schedule the delivery of the service at a mutually agreed time, which shall be during local HPE standard business days and hours, excluding HPE holidays. The service planning activities will include:</p> <ul style="list-style-type: none"> • Communication with the Customer, including addressing the Customer's questions regarding service delivery • Verification of the presales questionnaire and configuration information prior to the scheduled delivery date • Obtaining a license key for installation • Establishing a plan that involves one or two Customer-dedicated personnel for the duration of the installation and configuration process • Obtaining the Customer's assurance of the date by which all checklist items will be completed and ready for installation to begin
Service deployment	<p>Service deployment activities will include:</p> <ul style="list-style-type: none"> • Initial installation activities — a whiteboarding meeting to review: <ul style="list-style-type: none"> – C-Deep configuration – C-Deep procedures – System configuration – Dashboard configuration • Physical installation of C-Deep for HPE NonStop <ul style="list-style-type: none"> – C-Deep software installation on the HPE NonStop systems – Configure data logs across all Customer's HPE NonStop systems – Installation of the user interface – Configuration of C-Deep dashboards, charts, and graphs
IVTs	Hewlett Packard Enterprise will perform the appropriate IVTs required for this service.
Customer orientation session	<p>Conduct a knowledge-transfer session on product usage and basic product functionality. This orientation will cover the following topics:</p> <ul style="list-style-type: none"> • C-Deep architecture • Customer C-Deep configuration • System configuration and log file • Configuring C-Deep with the user interface <p>This session is completed on the same day that installation services are completed. The Customer is responsible for ensuring attendance and providing the necessary logistics to enable HPE to deliver the orientation session.</p>

Service eligibility

- The Customer's existing computing operating system platforms must be supported by and be compatible with C-Deep for HPE NonStop being installed.
- The Customer must provide a suitable physical operating environment for C-Deep for HPE NonStop, including implementation of any environmental recommendations made by HPE.
- The Customer must install any recommended HPE NonStop server software product releases (SPR) or software upgrades, including device drivers.
- Customer host applications must be installed and operating normally prior to the delivery of this service.



Service limitations

Services will be performed during HPE local business days and hours, excluding HPE holidays. This service is limited to a single C-Deep product at a single physical site.

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

- Reconfiguration of existing environments, such as removal or movement of existing job scheduling or batch processing products
- Reconfiguration of any IP address changes identified after the completion of the service
- Installation of operating system patches and any associated device drivers
- 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
- Services required due to causes external to the hardware or software maintained by HPE
- Installation and configuration of third-party management applications, unless otherwise arranged with HPE in advance of deployment
- Backup, restoration, or migration of data
- Any services not clearly specified in this document or in an associated Statement of Work (SOW)

Customer responsibilities

The Customer will:

- Ensure that all service prerequisites identified during the service planning activity and in the [“Service eligibility”](#) section have been met prior to the scheduled delivery date and that any identified risk areas have been addressed
- Contact an HPE service specialist within 90 days of the date of purchase to schedule the delivery of the service
- Coordinate service deployment on third-party-maintained products with HPE, if applicable
- 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 HPE service specialist will need to deliver this service are available and, for software products, are properly licensed
- Allow HPE full and unrestricted access to all locations where the service is to be performed
- Provide all physical and logical information needed for connection to any Customer-owned SAN, if applicable, and included in the configuration objectives of the service
- Ensure that all cabling has been preinstalled, pretested, and labeled
- Allow updating of all command and control files used in support of backup and recovery practice
- Provide confirmation of appropriate operating system patch levels on selected hosts as identified during service planning (HPE does offer an optional service for this — check with the HPE sales representative.)
- Complete the questionnaire and checklist provided by HPE about the Customer environment and review its contents with HPE Services staff as needed prior to the installation
- Assign the dedicated personnel who will be responsible for the duration of the installation and configuration process
- Arrange personnel access to data center facilities
- Lay cables (LAN and Fibre Channel) in data centers



Data sheet

- Assign IP addresses
- Allocate rack space for the installation of servers and storage
- If existing SAN storage is to be used, assign LUNs; if NAS storage is to be used, assign shares and user privileges
- Add required ports to the PORTCONF file on HPE NonStop systems and bounce LISTENERS
- Open required ports in the firewall
- Ensure access to storage, networking, and security resources during installation in case problems occur
- Establish security (for example, Active Directory) and create accounts

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.
- 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 shall apply.
- The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period are not included with this service and are available at additional cost.
- Infrastructure installation and configuration may be coordinated with the delivery of this service; consultation from HPE may be required to determine infrastructure parameters.

Ordering information

- C-Deep for HPE NonStop Installation and Startup Service, product ID: TL100AG
- To obtain further information or to order this service, contact an HPE sales representative

Learn more at

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

