

# **HPE StoreOnce Single Node System Installation and Startup Operational Service**

## **HPE Lifecycle Services**

HPE StoreOnce Single Node System Installation and Startup Operational Service provides planning, service deployment, installation verification tests (IVTs), and an orientation session to help you deploy the features and functionality of the HPE StoreOnce systems in your network environment. This operational service covers the installation and configuration of the HPE StoreOnce 2xxx, 3xxx, 4xxx, 51xx, and 55xx Gen3 single node Systems and the HPE StoreOnce 36xx, 5200, 5250, and 5650 Gen4 single node Systems.

### **Service benefits**

- Installation and startup by an HPE technical specialist
- Availability of an HPE service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met
- Allows your IT resources to stay focused on their core tasks and priorities
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- Improved system uptime

### **Service feature highlights**

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



**Table 1.** Service features

| Feature                             | Delivery specifications   |
|-------------------------------------|---|
| <b>Service planning</b>             | <p>An HPE service specialist will contact the Customer to review expectations and validate that all predelivery requirements have been or will be met before installation of the service.</p> <p>The service planning activities will include:</p> <ul style="list-style-type: none"> <li>• Communication and verification of the hardware and environmental prerequisites for the installation of the HPE StoreOnce system</li> <li>• Collection, using a predelivery checklist, of the information needed to plan the deployment, including: <ul style="list-style-type: none"> <li>– A check for the backup software that will be used (The software's installation or configuration is not included; however, if it is present, it can be used for verification.)</li> <li>– Confirmation that the host to be used for the host setup demonstration meets the required specification</li> </ul> </li> <li>• Agreement on the proposed configuration and review of the service completion criteria</li> <li>• Creation of a written installation plan, which will serve as the project plan for this service</li> <li>• Scheduling of the service delivery at a time that both HPE and the Customer mutually agree on</li> </ul> |
| <b>Service deployment</b>           | <p>The deployment activities will include the following:</p> <ul style="list-style-type: none"> <li>• Installation of the hardware into a Customer-supplied rack, including any capacity expansion kits and network cards</li> <li>• Connection of Customer-supplied and prerun network cabling to the hardware</li> <li>• Validation of the HPE StoreOnce system operation, and installation of any required licensing (including capacity expansion licenses)</li> <li>• SAN integration, in which the HPE StoreOnce system may require some additional configuration onto the SAN via its fiber connections</li> <li>• Setup and demonstration of the configuration of one host</li> <li>• Provision of configuration documentation to the Customer</li> </ul>   |
| <b>IVTs</b>                         | HPE will run the appropriate IVT required to verify operation of the configuration.   |
| <b>Customer orientation session</b> | <p>After completing the installation, the HPE service specialist will conduct an orientation session of up to one hour on product usage and HPE support.</p> <p>Subject areas for the orientation session may include:</p> <ul style="list-style-type: none"> <li>• An overview of and expectations for the deduplication technology</li> <li>• Information about how to set up email alerts</li> <li>• Further information about network-attached libraries and tape drives</li> <li>• Advice on backup strategies</li> </ul> <p>The orientation session is informal and is not intended as a classroom activity or a substitute for formal product training.</p>  |

## Service limitations

The following activities are excluded from this service:

- Development and/or implementation of a backup/replication strategy across the HPE StoreOnce system environment
- Installation and/or configuration of backup software to support the HPE StoreOnce system; this software is installed on the host's system, not on the HPE StoreOnce system
- Installation and/or configuration of HPE StoreOnce VSA Software, HPE StoreOnce Catalyst Software, and HPE StoreOnce Data Replication Software
- Setting up new tape libraries, population of such libraries with media, validation of library operation, or configuration of backup jobs
- Configuration of backups to tape autoloaders, tape libraries, or network attached storage (NAS) and virtual tape library (VTL) devices across networks or by direct connection using supported backup applications
- Installation or configuration of network switches, routers, or hubs; these devices have their separate hardware installation services (if required)
- Application integration or integration of third-party products or peripherals not included with the system
- Operational testing of applications or additional tests requested or required by the Customer
- Service deployment on hardware covered by a third-party maintenance contract



- Any services not clearly specified in this document or an associated Statement of Work
- Generation 3 firmware code upgrade for previous-generation HPE StoreOnce D2D Backup systems platforms

## Service eligibility

Note: If the following prerequisites are not initially satisfied, HPE can, through additional Customer-purchased services, work with the Customer to verify that all predelivery requirements are met.

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

- The Customer must provide suitable rack(s) with enough space to mount the hardware.
- All cabling must be supplied and prerun.
- The Customer must have applied for and obtained the required licensing.
- The Customer must provide a suitable physical operating environment, including implementation of any HPE recommended environmental recommendations.
- A supported Ethernet/IP infrastructure must be installed, configured, and operating normally.
- Wherever remote sites are being configured, gateways must be operating between locations.
- An existing, operating, and configured tape library/drive must be already installed for direct connection, where required.
- Suitable installed and configured backup software must be in place for any verification steps involving the backup of data.
- The Customer must provide a supported host on the correct subnet to demonstrate the host setup process. HPE will provide information about what is required to bring this host to the required specification, but will not install or configure backup applications, troubleshoot or configure the network, or install other software.

## Customer responsibilities

The Customer will:

- Contact an HPE service specialist within 90 days of the date of purchase to schedule the delivery of the service
- Meet all service prerequisites as identified in the [“Service eligibility”](#) section
- Meet all service prerequisites identified during the Service planning activity
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Make certain that all equipment to be de-installed is located in a safe working environment
- Provide a suitable work area for the delivery of the service, including access to an outside telephone line, power, and any network connections required
- 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
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable
- Retain, and provide HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Be responsible for all data backup and restore operations
- Allow HPE full and unrestricted access to all locations where the service is to be performed
- Allow HPE personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software
- Coordinate service deployment on third party-maintained products (if applicable) with HPE



## General provisions / other exclusions

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.

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 HPE.

Any services provided outside of HPE standard business hours may be subject to additional charges.

Travel charges may apply in some geographic locations. Contact a local HPE representative for details. 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
- 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

### HPE StoreOnce Gen3 Installation and Startup Service

HPE StoreOnce 2xxx, 3100, 4xxx, 51xx, and 55xx Stup SVC order HA124A1#55Q (UU089E)

HPE StoreOnce 5500 Startup SVC (additional for non #0D1 factory integration) order HA124A1#5V0

### HPE StoreOnce Gen4 Installation and Startup Service

HPE StoreOnce 3620/3640 Startup SVC order HA124A1#5VF (H7RC7E)

HPE StoreOnce 3620/3640 Cap upg Stup SVC (additional for non #0D1 factory integration) order HA124A1#5VG (H7RC8E)

HPE StoreOnce 5200 Startup SVC order HA124A1#5VL (H7RC9E)



## Data sheet

HPE StoreOnce 5200 Cap upg Stup SVC (additional for non #OD1 factory integration) order HA124A1#5VN (H7RD0E)

HPE StoreOnce 5250/5650 Startup SVC order HA124A1#5WQ

HPE StoreOnce 5250/5650 Startup SVC (additional for non #OD1 factor integration) order HA124A1#5V0

HPE StoreOnce 5250/5650 Drwr upg Stup SVC (additional for non #OD1 factory integration) order HA124A1#5WS

HPE StoreOnce 5250/5650 Cap upg Stup SVC (additional for non #OD1 factory integration) order HA124A1#5X2

To obtain further information or to order HPE Installation and Startup Service for HPE StoreOnce systems, contact a local HPE sales representative.

### HPE StoreOnce Integration Service

The HPE StoreOnce Integration Services are intended to provide proven HPE best practice integration between the Customer's enterprise backup application and HPE StoreOnce. This service helps Customers utilize the advanced features of their backup software with HPE StoreOnce for an optimized end-to-end solution: [hpe.com/psnow/doc/4aa6-3678enw?from=app&section=search&isFutureVersion=true](https://hpe.com/psnow/doc/4aa6-3678enw?from=app&section=search&isFutureVersion=true).

### HPE StoreOnce Catalyst and data replication deployment services

HPE StoreOnce Catalyst solution and data replication deployment services are intended to provide a best practice configuration and verification service in the Customer environment to optimize the benefits of deploying replication and/or catalyst functionality for data protection.

[HPE StoreOnce Single Node Catalyst Startup Backup Service](#)

[HPE StoreOnce Catalyst Solution Backup Service](#)

[HPE StoreOnce Data Replication Solution Backup Service](#)

## Learn more at

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

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

