

HPE GreenLake for File Storage Software installation and startup service

HPE Lifecycle Services

HPE GreenLake for File Storage Software installation and startup service provides deployment of your HPE GreenLake for File Storage Software. It helps ensure proper installation in your storage environment and increases the benefit of your storage investment.

With the assistance of your designated IT storage administrator, an HPE service specialist deploys your HPE GreenLake for File Storage Software as more fully described in the [Service features](#) table.

This installation service is performed in conjunction with the HPE Alletra Storage MP Compute and NVMe installation service and the HPE Alletra Storage MP 32-port Switch installation and startup service. The service planning for HPE GreenLake for File Storage Software installation service includes the service planning requirements for these services.

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 on configurations and best practices recommended by Hewlett Packard Enterprise

Service feature highlights

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



Service features

| Feature | Delivery specifications |
|--|--|
| Service planning and coordination | <p>An HPE service specialist plans all the necessary activities, including the identification of any prerequisites (see Service eligibility), and schedules the delivery of the service 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 service provided outside of HPE standard business hours may be subject to additional charges. The service specialist provides the planning and coordination activities either remotely or on-site, at HPE's discretion. The service specialist performs the following installation, planning, and coordination activities:</p> <ul style="list-style-type: none"> • Communicate with the Customer, including handling queries from the Customer regarding service delivery • Verify, using a predelivery checklist, that all service prerequisites that the Customer is responsible for have been met prior to the delivery of the installation services • Schedule the HPE GreenLake for File Storage Software deployment at a mutually agreed-upon time • Advise the Customer on HPE GreenLake for File Storage Software deployment best practices • Provide the planning activities associated with working through the prerequisites of racking the HPE Alletra Storage MP compute and NVMe chassis and HPE Alletra Storage MP 32-port Switch. These activities are highlighted in the respective data sheets for those services |
| Service deployment | <p>The service specialist performs the following HPE GreenLake for File Storage Software deployment activities:</p> <ul style="list-style-type: none"> • Coordinate deployment activities • Confirm that all service prerequisites identified on the predelivery checklist have been met by the Customer, including installation and configuration of all required HPE GreenLake for File Storage hardware prior to software deployment • Verify that product keys for the purchased HPE GreenLake for File Storage Software product are installed and active, and install the keys if necessary • Install HPE GreenLake for File Storage Software according to the product specifications and subject to the limits defined in the Service limitations section <p>The service specialist performs installation, configuration, and verification procedures, including:</p> <ul style="list-style-type: none"> • HPE GreenLake edge-to-cloud platform connectivity and call home functionality |
| IVTs | <p>The service specialist performs the appropriate IVTs to confirm product functionality, including verification that:</p> <ul style="list-style-type: none"> • Confirms HPE GreenLake for File Storage Software is operationally ready, including: <ul style="list-style-type: none"> – Creating sample file share and performing FIO tests |
| Customer-orientation session | <p>The service specialist conducts an orientation session of up to one hour in duration, to review the configuration information and demonstrate the basic operation of the installed HPE GreenLake for File Storage Software products.</p> <p>During the orientation session, the service specialist may cover the following topics:</p> <ul style="list-style-type: none"> • Provide an overview of the HPE GreenLake for File Storage architecture • Highlight the basic operation of HPE GreenLake for File Storage • Demonstrate Data Services Cloud Console functionality • Demonstrate the creation of a share • Verify that the Customer understands how to gain access to appropriate product documentation • Help the Customer locate troubleshooting information • Inform the Customer how to contact HPE for support • Hold a brief question-and-answer forum with the Customer <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 prior to the beginning of on-site delivery of the service. These prerequisites include, but are not limited to, the following:

- HPE GreenLake for File Storage, HPE Alletra Storage MP Switches, HPE Compute, and NVMe chassis are installed and configured.
- 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.

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 GreenLake for File Storage product or HPE GreenLake for File Storage Software
- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN, host, and application environment
- Use of HPE Online Import for migration activities, including migration planning, implementation, and verification. Separate services are available for storage data migration
- Creation, implementation, and testing of Priority Optimization policies in a production environment. Policy design, creation, implementation, and testing in a production environment are available as a separate service
- Use of 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 Reporting Software instance and delivery of performance analysis or troubleshooting using Reporting Software. Implementation of additional instances of the software and/or delivery by HPE and performance analysis or troubleshooting using Reporting Software can be accommodated at an additional cost
- 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 GreenLake for File Storage OS upgrades
- 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 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 GreenLake for File Storage product

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
- 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



- 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. If connecting to the Customer's Active Directory, the Customer must provide internal Active Directory experts to assist
- 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 to enable on-site and remote connectivity to the HPE GreenLake for File Storage product that will support the installation of HPE GreenLake for File Storage Software, where applicable
- Give necessary administration to enable end-to-end connectivity of the HPE GreenLake for File Storage product, including network, SAN fabric, and host
- Provide server and network provisioning that meets requirements for additional software products, such as Reporting Software
- Ensure that all prerequisite HPE GreenLake for File Storage OS, firmware, or driver dependencies for the environment are handled before on-site service delivery begins
- Provide test/sample data used in the delivery of the service, when applicable
- Adhere to licensing terms and conditions regarding the use of any HPE service tool 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 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

The on-site service is delivered on a single HPE GreenLake for File Storage cluster at one physical location.

- HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of the 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 that are not met by the Customer.
- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation, as well as the accuracy and completeness of any information and data the Customer provides 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 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 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



Data sheet

- Service required due to causes external to the hardware or software maintained by HPE
- Any service 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 shall apply

Supplemental terms

The following supplemental terms apply to the services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE contacts the Customer within seven 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 the 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 order the HPE GreenLake for File Storage Software installation and startup service, contact a local HPE sales representative and reference the following product number:

- HA124A1#V1D for HPE GreenLake for File Storage Software Startup Service

Learn more at

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

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

