HPE SimpliVity Remote RapidDR Software Installation and Startup Service

HPE Services

Service overview

HPE SimpliVity Remote RapidDR Software Installation and Startup Service helps ensure the successful installation of your HPE SimpliVity RapidDR Software. Our remote experts will guide you through every step of the process accelerating time to value. This service provides planning, service deployment, installation verification testing (IVT), and an orientation session to facilitate deployment of the features and functionality of an HPE SimpliVity product as fully described in Table 1.

Service benefits

• Software and firmware update by a remote HPE technical specialist

• More efficient installation, provided all service prerequisites have been met prior to the commencement of service

• Help your IT resources to stay focused on their core tasks and priorities

• Delivery of the service at a mutually scheduled time convenient to your organization

• Availability of an HPE service specialist to answer basic questions during the delivery of the remote update service

Service feature highlights

• Service planning

• Service deployment

• IVTs

• Customer-orientation session

Hewlett Packard Enterprise

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	A remote HPE service specialist will contact the Customer to schedule the delivery of the services and validate that all predelivery requirements and prerequisites have been or will be met prior to the update.
	During this service planning activity, the HPE service specialist will work with the Customer to plan all the necessary activities, which will include:
	• Communication and verification of the hypervisor, hardware, software, driver, and environmental prerequisites required for the installation of HPE SimpliVity RapidDR software
	• Collection, using a predelivery checklist, of the information needed to plan the installation, including but not limited to, the server firmware, PowerShell and PowerCLI version, VMware vCenter Server®, HPE OmniStack Virtual Controller (OVC), and virtual machine (VM) operating system versions. It also determines any steps needed to bring them within specifications, if applicable prior to delivery of the service. Additional services may be required to update these components to the proper supported level
	• Preupdate verification on the configuration, subject to any limitations as described in this data sheet, and review of the service deployment activities
	• Scheduling the service delivery at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer, which shall be during local HPE standard business days and hours, excluding HPE holidays
Service deployment	The service deployment activities will include:
	• Software installation: HPE professionals will help install the required software and hardware firmware.
	– Install HPE SimpliVity RapidDR package file
	– Ensure HPE SimpliVity RapidDR utility is operational
	– Make sure HPE SimpliVity RapidDR utility license is configured
IVTs	• System validation: The remote specialist will assist with configuration and activation, as well as perform a number of post-deployment checks to validate the proper health and operation of your HPE SimpliVity implementation.
	• Planning of failover and failback requires the following:
	– Primary data center
	– Failover data center details
	– Production cluster (required for only planning)
	– Failover cluster details (required for only planning)
	– Number of VMs
	– The datastore details of current VM
	– Failover datastore details
	– The current IPs of the VMs, including subnet, DNS, and gateway
	– Failover IPs of the VMs, including subnet, DNS, and gateway
	– Failback IPs of the VMs, including subnet, DNS, and gateway
	– Recovery point objective (RPO) and recovery time objective (RTO) discussion based on the backup plan
	– The required port groups are available and configured
	– Classification of the VMs in a group and the group priority
	– Prioritization required for the VMs
	• Test the configuration in the "test failover" and "execute failover with shutdown and backup"
	– Testing the failover and executing the failover with shutdown and backup for any issue found, will be corrected or fixed during the session. Any issue that requires further isolation, will require the Customer personnel to work with the HPE SimpliVity engineer to find the root cause of the problem. If the issue is outside the scope of the HPE RapidDR software, the Customer has to resolve based on the advice of the HPE SimpliVity engineer
	• Test the configuration in the "test failback"
	– Testing the failback for any issue found can be corrected or fixed during the session. Any issue that requires further isolation, will require the Customer personnel to work with the HPE SimpliVity engineer to find the root cause of the problem. If the issue is outside the scope of the HPE SimpliVity RapidDR software, the Customer has to resolve based on the advice of the HPE SimpliVity engineer

Table 1. Service features (continued)

Feature	Delivery specifications
Customer-orientation session	• Upon completion of the installation, the HPE service specialist will conduct a brief orientation session on the new features of the HPE SimpliVity RapidDR and will be available to answer questions, as appropriate.
	• This orientation session will be completed on the same day as the update.
	• The Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session.
	• The orientation session is informal and is not intended as a classroom activity or as a substitute for formal product training. Other subject areas, such as hardware management, security, volume management, and snapshots are covered by HPE Education Services training courses. To improve the quality of the session, the Customer should be familiar with the management of several components of the solution (such as VMware vSphere®, VMware vCenter®, Microsoft System Center Virtual Machine Manager, Microsoft Hyper-V Server, HPE iLO, and HPE hardware).

Service eligibility

Customers are eligible for the delivery of this service if they meet all the prerequisites as identified during the service planning session, including but not limited to the following prerequisites:

• The correct services and quantity as outlined in the ordering instructions section have been purchased by the Customer

• The required PowerShell and PowerCLI versions are installed

• Access to the vCenter Server and HPE OVC

• Two vCenter Servers, one for the production site and the other for the disaster recovery site

• To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported version of the VMware® software at the time the support agreement coverage begins; otherwise, additional charges may be applied to bring the Customer

• The Customer must have applied for and obtained the required licensing for VMware

• The Customer must have purchased the HPE SimpliVity RapidDR license

• Ensure the vCenter, HPE OVC, and VM operating system versions satisfy the current HPE SimpliVity interoperability guide

• An Ethernet/IP infrastructure must be installed, configured, and operating normally

• Where geographically separate sites are being configured, networks and gateways must be fully operational between locations

• Network addresses for each server node must be available

• Ethernet network must be implemented and operational at all locations

Service limitations

Services will be performed during local HPE business days and hours, excluding HPE holidays. The service is delivered as a single event at one physical site on a single HPE SimpliVity product and legacy SimpliVity nodes.

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

• Application integration or integration of third-party products or peripherals not included with the system

• Backup, recovery, and support of the operating system, other software, and data

• Operational testing of applications or additional tests requested or required by the Customer

• Planning, design, or implementation of the Customer's overall SAN or fabric architecture

• Installation and configuration of switches, routers, or network gateways

• Integration with any hardware or software components not supported by the HPE SimpliVity product

• The remote HPE resources speak English only

• vCenter or hardware issues found during the installation of HPE SimpliVity RapidDR Software

• The service will only be configured for up to five VMs

Customer responsibilities

The Customer will:

• Acknowledge and agree 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

• Contact an HPE service specialist within 90 days of the date of purchase to schedule the delivery of the service

• Ensure that all service prerequisites as identified in the "Service eligibility" section have been met prior to delivery of the on-site services

• Make sure all hardware, firmware, and software required for installation by the HPE service specialist are available on the scheduled delivery date and for software all operating and software products are properly licensed

• 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 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

• Review, complete, and provide the pre-installation checklist to the service specialist prior to the installation date

• Provide sufficient network connectivity and ensure that any required network connectivity (LAN and VLAN) is configured and available to the enclosure to support either switch and/or pass-through prior to the installation date

• Be responsible for all data backup and restore operations

• Provide the VM credentials during configuration planning

• Allow HPE remote connectivity to all locations where the service is to be performed

• Give 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 these systems and their associated software

• Retain, and provide to HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service

• Coordinate service deployment on third party–maintained products with HPE, if applicable

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.

Our 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.

The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost. Check with a local HPE authorized representative to find out whether a specific location is eligible for this service.

The service is delivered remotely. If the Customer requires on-site resources to perform this service, additional services or charges will apply. Contact HPE representative for more information.

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

• Services required due to causes external to the HPE maintained hardware or software

• 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.
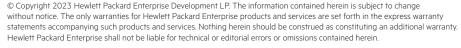
Ordering information

This service can be ordered using the following service part number:

• HPE SVT Remote RapidDR Software Installation and Startup Service: HA124A1#5YR

Learn more at

HPE.com/services/lifecycleservices

⎙ Chat now (sales)

Hewlett Packard Enterprise