HP StoreVirtual VSA Software Installation and Startup Service

HP Services

Technical data

HP StoreVirtual VSA Software Installation and Startup Service provides installation and verification of HP StoreVirtual VSA software.

This service includes installation of HP StoreVirtual VSA software and deployment with your existing SAN environment. To help ensure that the installation is completed to meet your requirements, an HP service specialist will provide verification and testing; a demonstration of the software and SAN operation; and clear, concise documentation outlining your configuration.

HP StoreVirtual VSA software creates a shared storage node using resources that are already utilized by the server running VMware ESX/vSphere or Microsoft® Hyper-V. These nodes can be clustered together to transform existing server storage into a clustered storage system that is managed as a single SAN. This clustering allows you to use all VMware ESX/vSphere or Microsoft Hyper-V advanced features that require shared storage. You can use HP StoreVirtual VSA software to cluster disks from multiple servers without disruption and add more as needed. HP StoreVirtual VSA is a VMware or Microsoft Hyper-V certified compatible SAN/storage device you can count on. It combines server virtualization and the SAN on the same server platform, and is fully integrated with HP StoreVirtual SAN Solutions.

Service benefits

- Delivery of the service at a mutually scheduled time convenient to your organization
- Greater ability for your IT resources to stay focused on their core tasks and priorities
- Verification prior to installation that all service prerequisites are met
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- Installation and startup by an HP service specialist
- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Access to expert HP technical resources to help expedite problem resolution
- Reduced implementation time and cost

Service feature highlights

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

Specifications
Table 1. Service features

Feature	Delivery specifications

Service planning	An HP service specialist will contact the Customer to review expectations and to validate that all predelivery requirements have been or will be met prior to delivery of this service.
	
	The HP service specialist will work with the Customer to plan all necessary activities. The service planning activities will include:
	
	• Communication and verification of the operating system, hardware, software, driver, and environmental prerequisites for the installation of HP StoreVirtual VSA software
	• Collection, using a predelivery checklist, of the information needed to plan the deployment, including:
	  - Verification that the VMware ESX/vSphere or Microsoft Hyper-V environment meets all the criteria for installation, as well as identification of any actions that are to be completed before installation
	  - Verification that the network supporting the environment is correctly configured and operating
	  - Communication by the Customer of information on any volume design (up to 20 volumes) that the Customer wants to have implemented
	• Creation of a written installation plan that will serve as the project plan and identify the completion point for the service
	• Scheduling of service delivery at a time mutually agreed upon by HP and the Customer, which shall be during local HP standard business hours excluding HP holidays, unless otherwise agreed to by HP; any services provided outside of HP standard business hours may be subject to additional charges

Service deployment	The service deployment activities will include: • Importing the software and configuring the HP StoreVirtual VSA software product • Installing the central management console (CMC) • Creating up to 20 storage volumes, as specified by the Customer • Configuring the Failover Manager (if appropriate) • Configuring up to 10 VMware ESX/vSphere and/or Microsoft Hyper-V servers
Installation verification tests (IVT)	HP will run the appropriate installation verification tests (IVT) required to verify operation of the configuration.

Customer orientation session	The HP service specialist will conduct an orientation session of up to one hour in duration. Orientation is informal and is not intended as a classroom activity or substitute for formal product training. Other subject areas such as hardware management, security, volume management, and snapshots are covered by HP Education training courses.

Service eligibility

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

• The Customer must have applied for and obtained the required licensing.
• The host ESX/vSphere or Microsoft Hyper-V system must be installed, be configured correctly, and meet the hardware prerequisites for the HP StoreVirtual VSA software product.
• Additional devices in the HP StoreVirtual VSA software environment, such as disks and RAID adapters, must also meet the hardware prerequisites for the StoreVirtual VSA software product.
• Where servers are using external storage, they must be preprovisioned and presented correctly.
• Additional host-specific required features, such as vSphere for VMware or Virtual Machine Manager (VMM) for Hyper-V, must be configured and operating correctly.
• A configured and supported server must be provided for the CMC.
• If the Customer wishes to have additional volumes created (up to 20), then the design must be supplied; customized storage volume design is not part of this service.
• A suitable physical operating environment must be provided, including implementation of any environmental recommendations made by HP.
• An Ethernet/IP infrastructure must be installed, configured, and operating normally.
• The network topology must be supported from a design and performance perspective.
• Where hosts at remote sites are being configured, gateways must be operating between the locations.

Service limitations

Activities such as, but not limited to, the following are excluded from this service:
• Any services not clearly specified in this document or the associated Statement of Work
• 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
• Installation and configuration of any hardware (servers, switches, routers, network gateways, etc.)
• Installation and configuration of HP StoreVirtual VSA software on a virtualized or third-party array
• Laying of any cable
• Installation, configuration, or provisioning of any external SANs the Customer is using for data storage
• Analysis and/or reconfiguration of the existing environment to improve performance or robustness
• Implementation of any advanced VMware features, such as VMware High Availability, VMotion, DRS, and SRM
• Implementation of any advanced Hyper-V features, such as Cluster Shared Volumes or Live Migration
• Operational testing of applications, or additional tests requested or required by the Customer

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

3

- Planning, design, or implementation of the Customer's overall SAN or fabric architecture
- Integration with any hardware or software components not supported by HP StoreVirtual VSA software
- Implementation of hardware and software products other than those specified in this document, including the Customer's server, application, database, storage, SAN, and network; the Customer's host, servers, applications, databases, storage, SAN, and network components used with HP StoreVirtual VSA software must be installed and fully operational prior to delivery of the HP StoreVirtual VSA Software Installation and Startup Service
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software

Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Be responsible for all data backup and restore operations
- 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 HP 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 HP in facilitating the delivery of this service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met

General provisions/Other exclusions

- HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HP 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.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products. Such hardware replacement or repair will not be covered under the terms of this service.
- Portions of the service are delivered remotely or onsite, at HP's discretion.
- The service is delivered as a single contiguous event. Environments that require multiple engagements over a longer period of time are not eligible for this service, but appropriate services for such environments are available at additional cost.
- To find out whether a specific location is eligible for this service, please check with a local HP authorized representative.

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

4

- Travel charges may apply in some geographic locations. Please contact a local HP representative for details.

Ordering information

This service can be ordered using the following service part numbers:
- HA124A1#55T or UU092E for HP StoreVirtual VSA Software Installation and Startup Service
- HA124A1#5B2 or UU094E for installation of up to an additional eight servers

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

www.hp.com/services/alwayson

Additional information URL

HP Virtual SAN Appliance (VSA): www.hp.com/go/vsa or **HP storage services: www.hp.com/go/storage**