HP 3PAR Software Installation and Startup Service

HP Care Pack Services

For smooth startup, HP 3PAR Software Installation and Startup Service provides deployment of your HP 3PAR software, helping to ensure proper installation in your storage environment—and helping you realize the maximum benefit from your storage investment.

Complementing your new HP 3PAR storage system software, HP 3PAR Software Installation and Startup Service provides the necessary activities required to deploy your licensed HP 3PAR software products into operation. With the assistance of your designated IT storage administrator, a service specialist deploys your HP 3PAR software.

This service is applicable only for supported environments. Scripting is not within the scope of the service, but can be accommodated at additional cost (scripting can provide integration and end-to-end automation within your organization's environment).

Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Reduces implementation time, impact, and risk to your storage environment
- Helps ensure a successful implementation by providing HP installation planning and coordination
- Helps you more effectively utilize your HP 3PAR software, thanks to the knowledge you gain from the service specialist during onsite delivery of the service

Service feature highlights

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

Service features

Table 1. Service features

Feature	Delivery specifications
Service planning and coordination	A service specialist will plan all the necessary activities, including the identification of any prerequisites (see 'Service eligibility'), and schedule the delivery of the service 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 by HP. Any services provided outside of HP standard business hours may be subject to additional charges. The service specialist will provide the planning and coordination activities detailed below either remotely or onsite, at HP's discretion.
	The service specialist will perform the following installation planning and coordination activities:
	• 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 • Schedule the 3PAR software deployment at a mutually agreed-upon time • Provide a brief consultation to guide the Customer in defining the software deployment and array configuration objectives based on the Customer's application performance, availability needs, and virtual volume layout • Advise the Customer on HP 3PAR software deployment best practices • Provide a written installation plan, which will serve as the guide for the coordination of the installation and startup deliverables
Service deployment	The service specialist will perform the following HP 3PAR software deployment activities:
	• Coordinate the installation plan • Confirm that all service prerequisites identified on the predelivery checklist have been met by the Customer • Confirm that the Inform OS version is at a supported and appropriate version and, if required, upgrade to the latest version of 3PAR Inform OS software

- Verify that keys for purchased HP 3PAR software are installed and active; install keys if necessary
- Install HP 3PAR software according to the product specifications and subject to the limits defined in 'Service limitations' below

The service specialist will perform installation, configuration, and verification procedures, including:

- For array-based software titles, integration of the software in accordance with the agreed-upon installation plan and configuration best practices
- For software titles external to the array, deposition of the software on a Customer-supplied server and operating environment that meet minimum product prerequisites, activation of software, and configuration necessary to establish connectivity between the server(s) and HP 3PAR storage array(s)

Installation verification tests (IVT)	The service specialist will perform the appropriate installation verification tests to confirm product functionality, including verification that:
	
	 • The 3PAR software is operationally ready, which includes
	   − For Recovery Manager for Exchange, SQL, and Oracle, validating that relevant snapshot(s) can be taken and mounted, and that databases/files are accessible
	   − For Recovery Manager for Hyper-V and VMware, validating that relevant snapshot(s) can be taken and mounted, and that virtual machines are accessible
	   − For System Reporter, creating a sample report, as applicable
	   − For Adaptive Optimization, verifying that the license is installed and verifying that data collection is enabled
	   − For Dynamic Optimization, validating volume migration from one tier to another
	   − For Peer Motion, validating that source and target arrays are connected and displaying array configuration status
	   − For Priority Optimization, creating a sample/test virtual volume set, configuring a policy for that set, and demonstrating that IOPS or bandwidth is limited based on the policy
	 • The event logs are accumulating data

Customer orientation session	The service specialist will conduct an orientation session of up to two hours' duration, with the goal of reviewing the configuration information and demonstrating basic operation of the installed HP 3PAR software product.
	
	 During the orientation, the service specialist will, in general:
	
	 • Provide an overview of the 3PAR software architecture
	 • Highlight the basic operation of the 3PAR software, which includes
	   − For Recovery Manager for Exchange, Oracle, and SQL, demonstrating scheduling, backup of a non-production database, and restoration of the database
	   − For Recovery Manager for Hyper-V and VMware, demonstrating scheduling, backup of a non-production virtual machines, and restoration of the virtual machines
	   − For System Reporter, demonstrating creation of sample capacity and performance reports if applicable, or otherwise providing an overview using reports with demonstration data
	   − For Adaptive Optimization, demonstrating how to create an Adaptive Optimization policy and providing an overview of reporting capabilities
	   − For Dynamic Optimization, demonstrating use of software to move data between storage/RAID group tiers
	   − For Peer Motion, demonstrating functionality of the Peer Motion Migration Manager for data migration and/or load balancing
	   − For Priority Optimization, reviewing features of the software and demonstrating how to create a policy
	 • Demonstrate the creation of a virtual volume, if applicable
	 • 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 HP for support
	 • Hold a brief question-and-answer forum
	
	 The orientation is informal, 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.

Service limitations

Unless specified in this document or in a separate Statement of Work, 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 HP 3PAR storage system or HP 3PAR software products
- 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
- For Recovery Manager, movement of the Customer's databases from an existing storage system to an HP 3PAR storage system; data migration is available as a separate service
- For Recovery Manager for Oracle, configuration of more than two databases in a single instance, more than one managing host, or more than a single Customer site; configuration of additional database instances, managing hosts, and/or sites can be accommodated at additional cost
- For Recovery Manager for SQL, configuration of more than one database instance, more than one managing host, more than a 3-node SQL cluster, or more than a single Customer site; configuration of additional database instances, managing hosts, nodes, and/or sites can be accommodated at additional cost

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- For Recovery Manager for Exchange, configuration of more than 2,500 mailboxes, more than a 3-node cluster, or more than a single Customer site; configuration of additional mailboxes, nodes, and/or sites can be accommodated at additional cost

- For Recovery Manager for Hyper-V, loading of the OS on virtual machines, configuration of more than a single 2-node cluster or more than a single standalone host with more than a total of 10 virtual machines, or activities at more than a single Customer site; configuration of additional clusters or standalone hosts, virtual machines, and/or sites can be accommodated at additional cost

- For Adaptive Optimization, design, creation, and implementation of Adaptive Optimization policies; policy design, creation, and implementation can be accommodated using the HP 3PAR Adaptive Optimization Policy Implementation Service, which is available via HP Proactive Select

- For System Reporter, installation of a customized Apache Web server configuration, installation of software (Oracle, Microsoft® SQL Server, or MySQL), database conversion, installation of more than one System Reporter instance, or delivery of performance analysis or troubleshooting using System Reporter; implementation of Apache includes the minimum requirements to enable System Reporter functionality, and installation of additional instances of System Reporter and/or delivery by HP of performance analysis or troubleshooting using System Reporter can be accommodated at additional cost

- For Dynamic Optimization, implementation by HP of tasks required to balance the HP 3PAR storage system; the service provides the Customer with a product overview, advice, and suggested strategies for use of Dynamic Optimization, and extended/ongoing analysis and/or implementation of Dynamic Optimization strategies can be accommodated at additional cost

- For Peer Motion, installation of Peer Motion software on more than a single host or configuration of storage ports on more than a single array at more than a single Customer site; implementation of data migration or load balancing using Peer Motion is available as a separate service

- For Priority Optimization, design, creation, implementation, and testing of Priority Optimization policies in a production environment; design, creation, implementation, and testing of policies in a production environment is available as a separate service

- Design or implementation of high-availability and other complex configurations, such as host clustering, except host clustering as specifically stated above

- 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

- Inform OS and 3PAR software downgrades; downgrades are limited to currently supported versions compatible with the HP 3PAR storage system hardware configuration only

- Performance testing or modeling

- Installation or configuration of any additional products, including, but not limited to, servers, host operating systems, host agent software, multipathing software, host bus adapters, network, SAN fabric, and Enterprise Backup software

- Migration of existing data to the new array or to a new configuration within an existing array, including the use of Peer Motion for migration of Customer data or load balancing between arrays

- 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 HP 3PAR product

Service eligibility

The Customer must meet certain hardware and software prerequisites prior to beginning onsite delivery of the service. These prerequisites include, but are not limited to, the following:

- The Customer's existing computer operating system platform(s) must be supported by and be compatible with the HP 3PAR software product(s) being installed.

- The Customer's HP 3PAR storage system must be fully operational in a configuration and environment supported by HP, and connectivity must be available and operational.

- The Customer must install any recommended host, SAN, or application software upgrades, patches, device drivers, host agents, or multipathing software.

- The Customer is responsible for providing servers/workstations and network provisioning that meet the requirements for software products, such as HP 3PAR Recovery Manager, System Reporter, and Peer Motion.

- For Recovery Manager, the Customer must ensure that applications or virtual machines are installed, configured, and operational; that application server(s) or virtual machines are in a supported configuration; and that application data or virtual machines reside on the HP 3PAR storage system.

- For Peer Motion, the Customer is responsible for providing SAN connectivity between the fully operational 3PAR source and target arrays.

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Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of 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
- Complete and return the prerequisite HP 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 HP in facilitating the delivery of this service
- Ensure that all hardware, firmware, and software that the service specialist will need in order to deliver this service are available and that software products are properly licensed
- Ensure 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 onsite and remote connectivity to the HP 3PAR storage system to support installation of HP 3PAR software, where applicable
- Provide all necessary administration to enable end-to-end connectivity of the HP 3PAR storage system, including network, SAN fabric, and host
- Provide server and network provisioning that meet the requirements for additional software products, such as Recovery Manager and Peer Motion
- Ensure that any and all prerequisite firmware or driver dependencies for the environment are handled before onsite service delivery begins, including loading the OS on virtual machines used to demonstrate HP 3PAR Recovery Manager for Hyper-V and VMware
- Provide test/sample data used in delivery of the service, when applicable
- Adhere to licensing terms and conditions regarding the use of any HP service tools 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 HP full and unrestricted access to all locations where the service is to be performed
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

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.
- The service is delivered during local HP standard business hours. Service delivery outside these hours is available at additional cost.
- 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.
- Portions of the service are delivered remotely or onsite, at HP's discretion.
- Travel charges may apply; please consult your local office.

Activities such as, but not limited to, the following are excluded from this 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
- Service required due to causes external to the HP maintained hardware or software
- Any services not clearly specified in this document

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Ordering information

To obtain further information or to order the HP 3PAR Software Installation and Startup Service, contact a local HP sales representative and reference the following product numbers:

- HA114A1#5QQ for HP 3PAR F/T Recovery Mgr for Oracle Installation and Startup Service
- HA124A1#5RU for HP 3PAR 10000 Recovery Mgr for Oracle Installation and Startup Service
- HA114A1#5QR for HP 3PAR F/T Recovery Mgr for SQL Installation and Startup Service
- HA124A1#5RV for HP 3PAR 10000 Recovery Mgr for SQL Installation and Startup Service
- HA114A1#5QS for HP 3PAR F/T Recovery Mgr for Exchange Installation and Startup Service
- HA124A1#5RW for HP 3PAR 10000 Recovery Mgr for Exchange Installation and Startup Service
- HA114A1#5QY for HP 3PAR F/T Recovery Mgr for vSphere Installation and Startup Service
- HA124A1#5RX for HP 3PAR 10000 Recovery Mgr for vSphere Installation and Startup Service
- HA124A1#5UC for HP 3PAR Recovery Mgr for Hyper-V Installation and Startup Service
- HA114A1#5QX for HP 3PAR F/T System Reporter Installation and Startup Service
- HA124A1#5RY for HP 3PAR 10000 System Reporter Installation and Startup Service
- HA124A1#5RT for HP 3PAR Optimization Suite Installation and Startup Service
- HA124A1#5QU for HP 3PAR Adaptive Optimization Installation and Startup Service (see Notes for more information
- HA124A1#5QT for HP 3PAR Dynamic Optimization Installation and Startup Service
- HA124A1#5RK for HP 3PAR Peer Motion Installation and Startup Service
- HA124A1#5UA for HP 3PAR Priority Optimization Installation and Startup Service (see Notes for more information
- HA124A1#5UH for HP 3PAR Data Optimization Suite v2 Installation and Startup Service (see Notes for more information)

Notes:

- This service does not include design, creation, and implementation of 3PAR Adaptive Optimization or 3PAR Priority Optimization policies in a production environment.
- HP 3PAR Adaptive Optimization Policy Implementation Service, available via HP Proactive Select, provides design, creation, and implementation of 3PAR Adaptive Optimization policies (see publication 4AA2-3842ENW/ENN). 3PAR Priority Optimization policy design and implementation in a production environment is available as an HP Consulting service.
- HP 3PAR Data Optimization Suite v2 includes 3PAR Adaptive Optimization, Dynamic Optimization, Peer Motion, and Priority Optimization software.

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/support