



# HP Installation and Startup Service for StoreOnce Backup Systems

## HP Services

HP Installation and Startup Service for StoreOnce Backup Systems provides planning, service deployment, installation verification testing (IVT), and an orientation session to help you deploy the features and functionality of the HP StoreOnce Backup System products in your network environment.

This service covers the installation and configuration of the HP StoreOnce 2xxx, 42xx, 44xx, 45xx, 47xx, and 49xx single node products, as well as all HP D2D products, with the exception of D2D1xxx variants.

### Service benefits

- Installation and startup by an HP technical specialist
- Availability of an HP 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
- Installation verification tests (IVT)
- Customer orientation session

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### Service features

**Table 1. Service features**

Feature	Delivery specifications
<b>Service planning</b>	<p>An HP service specialist will contact the Customer to review expectations and validate that all predelivery requirements have been or will be met prior to 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 required for the installation of the HP StoreOnce Backup 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 mutually agreed upon by HP and the Customer</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 upgrade kits</li> <li>• Connection of customer-supplied and pre-run network cabling to the hardware</li> <li>• Validation of the StoreOnce Backup System operation and installation of any licensing, if required</li> </ul>

- SAN integration, where the StoreOnce Backup System may require some additional configuration onto the SAN via its fiber connections
- Setup and demonstration of the configuration of one host
- Provision of configuration documentation to the Customer

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**Installation verification tests (IVT)**

HP will run the appropriate installation verification testing (IVT) required to verify operation of the configuration.

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**Customer orientation session**

Upon completion of the installation, the HP service specialist will conduct an orientation session up to one (1) hour in duration on product usage and HP support.

Subject areas for the orientation session may include:

- An overview of and expectations for the deduplication technology
- Information about how to set up email alerts
- Further information about network-attached libraries and tape drives
- Advice on backup strategies

The orientation session is informal and is not intended as a classroom activity or a substitute for formal product training.

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## Service limitations

The following activities are excluded from this service:

- Development and/or implementation of a backup/replication strategy across the StoreOnce Backup System environment
- Installation and/or configuration of backup software to support the StoreOnce Backup System; this software is installed on the hosts, not on the HP StoreOnce Backup System
- The setting up of 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 NAS and VLS devices across networks or by direct connection using supported backup applications
- Installation or configuration of network switches, routers, or hubs; these devices have their own 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 D2D platforms

## Service eligibility

Note: If the prerequisites below are not initially satisfied, HP 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 pre-run.
- The Customer must have applied for and obtained the required licensing.
- The Customer must provide a suitable physical operating environment, including implementation of any environmental recommendations made by HP.
- A supported Ethernet/IP infrastructure must be installed, configured, and operating normally.
- Where remote sites are being configured, gateways must be operating between locations.
- For direct connection, where required, an existing, operating, and configured tape library/drive must be already installed.
- 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. HP will provide information on 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 HP service specialist within 90 days of 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
- Ensure that all service prerequisites identified during the 'Service planning' activity have been met
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Make certain that all equipment to be deinstalled is located in a safe working environment
- Provide a suitable work area for 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 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
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Retain, and provide to HP 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 HP full and unrestricted access to all locations where the service is to be performed
- Allow HP 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 HP

## General provisions/Other exclusions

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 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'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.

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

Travel charges may apply in some geographic locations. Please contact a local HP 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 HP warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- 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

## Ordering information

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

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following websites:

HP support services: [www.hp.com/services/support](http://www.hp.com/services/support)

HP Care Pack services: [www.hp.com/services/carepack](http://www.hp.com/services/carepack)

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