



# HP B6200 and 6500 StoreOnce Backup System Installation and Startup Service

## HP Services

HP B6200 and 6500 StoreOnce Backup System Installation and Startup Service provides planning, service deployment, installation verification tests (IVT), and an orientation session to help you deploy the features and functionality of HP B6200 and 6500 StoreOnce Backup Systems.

### Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Provides customized deployment to meet your business's configuration requirements
- Reduces installation time, impact, and risk to your storage environment
- Helps ensure a successful installation by providing HP installation planning and coordination
- Helps you more effectively utilize the product from knowledge gained through an HP service specialist during onsite delivery of the service

### 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 product installation.</p> <p>The service planning activities will include:</p> <ul style="list-style-type: none"> <li>• Verification of the hardware, software, and environmental prerequisites required for the installation of the HP B6200 and 6500 StoreOnce Backup Systems</li> <li>• Collection, using a predelivery checklist, of the information needed to plan the deployment</li> <li>• Agreement on the proposed configuration and review of the service completion criteria</li> <li>• Scheduling of service delivery at a time mutually agreed upon by HP and the Customer, which shall be during HP standard business hours, Monday through Friday excluding holidays, unless otherwise agreed to by HP</li> </ul>
<b>Service deployment</b>	<p>Service deployment activities will include:</p> <ul style="list-style-type: none"> <li>• Installation of the hardware</li> <li>• Only for new installations, an additional transition service to relocate the B6200 and 6500 StoreOnce Backup Systems from the HP factory rack into a rack supplied by the Customer</li> <li>• Configuration of the hardware</li> <li>• Performance of any firmware or software upgrades of the B6200 and 6500 StoreOnce hardware, as required</li> <li>• Installation of any replication licensing, as required</li> <li>• Connection of a Customer-supplied and suitable management server to the B6200 and 6500 StoreOnce hardware for GUI operations</li> <li>• Demonstration of the storage connectivity by presenting a NAS share to a suitable Customer-supplied application server</li> </ul>
<b>Installation verification tests (IVT)</b>	<p>HP will run the appropriate installation verification tests (IVT) required to verify operation of the B6200 and 6500 StoreOnce Backup Systems.</p>

<b>Customer orientation session</b>	<p>The HP service specialist will conduct an orientation session of up to two hours in duration (one hour for add-on couplets), specifically covering a discussion/ demonstration of the B6200 and 6500 StoreOnce Backup Systems. Included are:</p> <ul style="list-style-type: none"> <li>• An overview of the B6200 and 6500 StoreOnce features and functionality</li> <li>• A review of the GUI for managing the hardware</li> <li>• A review of basic maintenance tasks to be performed on a regular basis</li> <li>• Help locating troubleshooting information, including a demonstration of online help</li> <li>• Information about how to contact HP for support, what information might be required from the Customer, and how it can be obtained</li> </ul> <p>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. The Customer's participation in the product deployment and installation verification testing is a key component of the orientation session.</p>
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## Service limitations

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

- Integration of third-party products or peripherals not included with the system
- Installation, configuration, or testing of any backup application
- Design or implementation of customized volume design for the StoreOnce environment
- Installation or configuration of any application servers beyond the one used for verifying connectivity
- Operational testing of applications, or additional tests requested or required by the Customer
- Planning, design, or implementation of the Customer's overall LAN, SAN, blade, or fabric architecture
- Installation of any cabling to connect the hardware to the network environment
- Configuration of any network, internal or external, or HP Virtual Connect domain
- 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
- All couplets installed at multiple physical sites
- Installation at multiple sites
- Any other services not clearly specified in this document
- The disposition of the empty HP factory rack after the completion of the rack transition
- Extensive racking, re-racking, or cabling activities, including cabling activities involving conduits, raceways, patch panels, and movement/configuration of computer room floor panels

Assembly, configuration, and positioning of the Customer-supplied rack is excluded from the additional rack transition service. This limitation is applicable to any rack other than the factory integrated enclosure, including generic HP racks.

## 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 must provide a suitable physical operating environment for the product, including implementation of any power, cooling, and other environmental requirements.
- The Customer must have applied for and obtained the product's required licensing.
- Contiguous IP addresses must be available for current and future growth.
- The Customer must supply a suitable supported machine, either physical or virtual, to be used for the GUI and to verify connectivity. The machine must be preconfigured with the correct operating platform and be connected to the network.
- All couplets must be installed at the same physical location.
- For additional couplet setup, an existing operational StoreOnce Backup Solution must already be present.
- For the rack transition service, the rack supplied must meet HP requirements and criteria and must be located in the same room of the building.
- For installation into a Customer-supplied rack, the rack must have enough internal space present to meet the B6200 and 6500 StoreOnce installation requirements and criteria.

## 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
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- 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
- Coordinate service deployment on third-party-maintained products with HP, if applicable
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable

## 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.
- Delivery of the service will be scheduled at a time mutually agreed upon between 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.
- 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 Customer should check with a local HP authorized representative to find out whether a specific location is eligible for this service.
- 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.
- Portions of the service may be delivered remotely or onsite.
- Each service visit is delivered as a single contiguous event. Customer resource availability and other restrictions or environments that require additional visits beyond the defined scope of the service are not included and are available at additional cost.
- Travel charges may apply in some geographic locations. Please contact a local HP representative for details.

## Ordering information

To obtain further information or to order HP B6200 and 6500 StoreOnce Backup System Installation and Startup Service, contact a local HP sales representative.

## For more information

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

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

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