# HPE Recovery Manager Central (RMC) Software Installation and Startup Service

## HPE Lifecycle Event Services

For a smooth startup, **HPE Recovery Manager Central** Software Installation and Startup Service provides deployment of your HPE Recovery Manager Central software, with features designed to help ensure proper installation in your **storage** environment and to increase the benefit from your storage investment.

Complementing your new HPE Recovery Manager Central storage software, HPE Recovery Manager Central Software Installation and Startup Service provides a set of features associated with deployment of your licensed HPE Recovery Manager Central software products into operation. With the assistance of your designated IT storage administrator, a **Hewlett Packard Enterprise service specialist** deploys your HPE Recovery Manager Central software as more fully described in this document.

This service is applicable only to supported environments. Please contact **Hewlett Packard Enterprise** for more information regarding what environments are supported. Scripting is not within the scope of the service, but can be accommodated at additional charge (scripting can help enable integration and end-to-end automation within your organization's environment).

## Service benefits

- Helps keep your IT resources free to stay focused on their core tasks and priorities

- Is designed to help reduce implementation time, as well as the impact and risk to your storage environment

- Can help ensure a successful implementation by providing HPE installation planning and coordination

- Provides service delivered by a trained specialist and based on HPE recommended configurations and industry best practices

- Can help you more effectively utilize your **HPE Recovery Manager Central** software, thanks to the knowledge you gain from the service specialist during on-site delivery of the service

## Service feature highlights

- Service planning and coordination

- Service deployment

- Installation verification tests (IVT)

- Customer orientation session

# Service features

| Feature | Delivery specifications |
| --- | --- |
| **Service planning and coordination** | A Hewlett Packard Enterprise 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 HPE and the Customer, which shall be during local HPE standard business days and hours excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges. The service specialist will provide the planning and coordination activities detailed below either remotely or on-site, at HPE's discretion.<br>The service specialist will perform the following service planning and coordination activities:<br>• Communicate with the Customer and handle queries from the Customer regarding service delivery<br>• Verify, using a pre-delivery checklist, that all service prerequisites that the Customer is responsible for have been met<br>• Schedule deployment of the HPE Recovery Manager Central software at a mutually agreed-upon time<br>• Facilitate a brief discussion to guide the Customer in defining software deployment and array configuration objectives based on the Customer's application performance, availability needs, and virtual volume layout<br>• Advise the Customer on best practices regarding deployment of HPE Recovery Manager Central software<br>• Provide a written installation plan, which will serve as a guide for the coordination of the installation and startup deliverables |
| **Service deployment** | The service specialist will perform the following HPE Recovery Manager Central software deployment activities:<br>• Coordinate the installation plan<br>• Confirm that all service prerequisites identified on the pre-delivery checklist have been met by the Customer, including that the required version of the HPE Operating System is installed and operational<br>• Install HPE Recovery Manager Central software according to the product specifications and subject to the limits defined in the **Service limitations** section<br>• Verify that product keys for the purchased HPE Recovery Manager Central software product are installed and active, and install the keys if necessary |
| **Installation verification tests (IVT)** | The service specialist will perform the appropriate installation verification tests to confirm completion of the installation, including verification that:<br>• HPE Recovery Manager Central software is operationally ready; and, if for HPE Recovery Manager Central with VMware®, that relevant snapshots can be taken and mounted, and that virtual machines are accessible<br>• HPE Recovery Manager Central software is operationally ready; and, if for HPE Recovery Manager Central that the relevant snapshots can be taken and mounted and the Peer Copy between HPE 3PAR and StoreVirtual is successful<br>• HPE Recovery Manager Central software is operationally ready; and, if for HPE Recovery Manager Central with Exchange, Oracle and SQL, that relevant snapshots can be taken and mounted, and that databases and files are accessible<br>• HPE Recovery Manager Central software is operationally ready; and, if for HPE Recovery Manager Central with SAP HANA®, that relevant snapshots can be taken and mounted, and that the SAP HANA database is accessible<br>• The event logs are accumulating data |
| **Customer orientation session** | The service specialist will conduct an orientation session of up to one (1) hour in duration for each software product below for which the Customer has purchased the service, with the goal of reviewing the configuration information and demonstrating basic operation of the installed HPE Recovery Manager Central software product.<br>During the orientation session, the service specialist will, in general:<br>• Provide an overview of the HPE Recovery Manager Central software architecture<br>• Highlight the basic operation of HPE Recovery Manager Central software; for HPE Recovery Manager Central Software with SAP HANA, Exchange, Oracle and SQL, this includes demonstration of scheduling, backup of a non-production database, and restoration restore of the database<br>• Highlight the basic operation of HPE Recovery Manager Central software; for HPE Recovery Manager Central with VMware, this includes demonstration of scheduling, backup of non-production virtual machines, and restoration of virtual machines<br>• Highlight the basic operation of HPE Recovery Manager Central software; for HPE Recovery Manager Central, this includes demonstration of Peer Copy between HPE 3PAR and StoreVirtual<br>• Verify that the Customer understands how to gain access to appropriate product documentation<br>• Help the Customer locate troubleshooting information<br>• Inform the Customer how to contact HPE for support<br>• Hold a brief question-and-answer forum with the Customer<br>The orientation session 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. This orientation session will occur on the same day the installation is completed. The Customer is responsible for ensuring attendance at this session and for providing the necessary logistics to enable HPE to provide the orientation session. |

## Service eligibility

To be eligible for the delivery of this service, the Customer must meet the following prerequisites:

- The Customer's existing computer operating system platform(s) must be supported by and compatible with the HPE Recovery Manager Central software product(s) being installed.

- The Customer's HPE storage products must be fully operational in a configuration and environment supported by HPE, 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 prior to delivery of the on-site services.

- The Customer is responsible for providing servers/workstations and network provisioning (including appropriate connectivity to the Customer's production environment) that meet the requirements for HPE Recovery Manager Central software.

- For HPE Recovery Manager Central software, the Customer must ensure that applications or virtual machines are installed, configured, and operational; that application servers or virtual machines are in a supported configuration; and that application data or virtual machines reside on the HPE storage product.

## Service limitations

The on-site service is delivered as a single event at one physical site for one (1) HPE Recovery Manager Central Software product.

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 HPE storage product or HPE Recovery Manager Central software

- 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 HPE Recovery Manager Central software, movement of the Customer's databases from an existing storage system to an HPE storage product; data migration is available as a separate service

- For HPE Recovery Manager Central, configuration of more than two (2) databases for a single node SAP HANA environment, or more than one (1) node, or at more than a single Customer site, or catalyst copy, or scripting; configuration of additional database instances, nodes, and/or sites can be accommodated at additional cost

- For HPE Recovery Manager Central, configuration of more than two (2) databases for a multi-node SAP HANA environment, or more than six (6) nodes, or at more than a single Customer site or catalyst copy, or scripting; configuration of additional database instances, nodes, and/or sites can be accommodated at additional cost

- For HPE Recovery Manager Central with Oracle, configuration of more than two (2) databases in a single instance, on more than one (1) managing host, or at more than a single Customer site; configuration of additional database instances, managing hosts, and/or sites can be accommodated at additional cost

- For HPE Recovery Manager Central with SQL, configuration of more than one (1) database instance, more than one (1) 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

- For HPE Recovery Manager Central with 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 HPE Recovery Manager Central software, 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 HPE Recovery Manager Central software, installation of a customized web server configuration, installation of software (Microsoft® SQL Server or MySQL), database conversion, delivery of performance analysis, or troubleshooting

- Design or implementation of high-availability and other complex configurations, such as host clustering, with the exception of 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

- Installation of HPE operating system upgrades

- HPE operating system and software downgrades; downgrades are limited to currently supported software versions compatible with the HPE storage 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 a new array or to a new configuration within an existing array

- 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 HPE storage product

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

- Any restoration/recovery of compromised data

- Any services not clearly specified in this document

## Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise 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 prior to delivery of the on-site (or installation) services

- Complete and return the prerequisite HPE pre-delivery checklist to the service specialist at least two weeks prior to the start of on-site service delivery, 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; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise 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 HPE in facilitating the delivery of this service

- 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 on-site and remote connectivity to the HPE storage product that will support installation of HPE Recovery Manager Central software, where applicable

- Provide all necessary administration to enable end-to-end connectivity of the HPE storage product, including network, SAN fabric, and host

- Provide server and network provisioning that meet requirements for additional software products

- Ensure that any and all prerequisite HPE operating system, firmware, or driver dependencies for the environment are addressed before on-site service delivery begins, including loading the OS on virtual machines used to demonstrate HPE Recovery Manager Central

- Provide test/sample data used in delivery of the service, when applicable

- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service and, if applicable, support tools used to provide ongoing remote monitoring

• 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 Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

• Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE

## General provisions/other exclusions

Hewlett Packard Enterprise 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.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise's 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 during local HPE standard business hours. Service delivery outside these hours is available at additional charge.

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.

This service may be delivered remotely, at HPE's discretion. If the Customer requests on-site delivery, additional charges may apply.

Travel charges may apply; please consult a local Hewlett Packard Enterprise office.

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

• Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract

• Service deployment on hardware covered by a third-party maintenance contract

• Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

• Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software

• Any services not clearly specified in this document

• Customer acknowledges and agrees 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

## Ordering information

To obtain further information or to order the HPE Recovery Manager Central Software Installation and Startup Service, contact a local Hewlett Packard Enterprise sales representative and reference the following product numbers:

• For HPE Recovery Manager Central with Hyper Converged 250 System or with bidirectional HPE 3PAR to StoreVirtual Peer Copy, order: HA124A1#5WD (U7PE6E) for HPE Recovery Manager Central Startup Service

• For HPE Recovery Manager Central with VMware for HPE 3PAR or for StoreVirtual VSA, order: HA124A1#5WE (U7PE7E) for HPE Recovery Manager Central with VMware Startup Service

- For HPE Recovery Manager Central with SQL for HPE 3PAR or for StoreVirtual VSA, order:
  HA124A1#5ZB (U7VG3E) for HPE Recovery Manager Central with SQL Startup Service

- For HPE Recovery Manager Central with Oracle for HPE 3PAR order:
  HA124A1#5ZG (U7VG6E) for HPE Recovery Manager Central with Oracle for HPE 3PAR Startup Service

- For HPE Recovery Manager Central with Exchange for HPE 3PAR order:
  HA124A1#5SD (U7VG2E) for HPE Recovery Manager Central with Exchange for HPE 3PAR Startup Service

- For HPE Recovery Manager Central with local copy (snapshots), express protect or replication for a single host HANA database, order:
  HA124A1#5F0 (H2UT0E) for HPE Recovery Manager Central single node SAP HANA for HPE 3PAR Startup Service

- For HPE Recovery Manager Central with local copy (snapshots), express protect or replication for a multi-host HANA database, order:
  HA124A1#5FN (H6KY5E) for HPE Recovery Manager Central multi-node SAP HANA for HPE 3PAR Startup Service

Not part of the scope of the services in this data sheet, also the following consultative solution deployment services are available.

- Order H5UR7A1 for the HPE RMC Solution for SAP HANA on HPE 3PAR Level 1 Service (Provides HPE 3PAR snapshots only). Support SAP HANA TDI environment for customers requiring an automated scripted solution and ConvergedSystem. The service includes support for up to five SAP HANA SIDs, HA124A1#5WD is a prerequisite for this service.

- Order H7RF6A1 for the HPE RMC Solution for SAP HANA on HPE 3PAR Level 2 Service (Provides HPE 3PAR snapshots and express protect backup to StoreOnce). Support SAP HANA TDI environment for customers requiring an automated scripted solution and ConvergedSystem. The service includes support for up to five SAP HANA SIDs, HA124A1#5WD is a prerequisite for this service.

- Order H7RF7A1 for the HPE RMC Solution for SAP HANA on HPE 3PAR Level 3 Service (Provides HPE 3PAR snapshots, express protect backup to StoreOnce, and catalyst copy to StoreOnce). Support SAP HANA TDI environments for customers requiring an automated scripted solution and ConvergedSystem. The service includes support for up to five SAP HANA SIDs, HA124A1#5WD is a prerequisite delivery for this service.

- Order H1WV1A1 for the HPE RMC Solution for SAP HANA on HPE 3PAR Custom SoW Service (Provides a custom scripted solution for SAP HANA, HPE 3PAR and StoreOnce). Supports SAP HANA TDI environment for customers requiring an automated scripted solution and ConvergedSystem. HA124A1#5WD is a prerequisite delivery for this service.

## Learn more at
**hpe.com/services/support**
**hpe.com/services/lifecycleevent**

**Make the right purchase decision. Click here to chat with our presales specialists.**

f   y   in   ✉

**Sign up for updates**

**Hewlett Packard Enterprise**