

HP Installation and Startup Service for ProLiant Storage Server

HP Technology Services



Installation & Startup Service for NAS – the complete picture for your NAS environment

This service provides for the unpacking, installation, and basic configuration of your higher-performance HP ProLiant storage server (network attached storage, [NAS]) devices. NAS clustering is also included when appropriate. This service begins with verification that you have completed all prerequisite worksheets. HP will perform the physical unpacking, installation, initialization, and basic configuration of the NAS appliance. Load-balancing and failover functionality will be enabled where available. If the storage server is sold as dedicated NAS storage, internal NAS storage and external storage are connected and basic logical unit number (LUN) configuration is completed. SAN connected storage is also connected.



If a NAS cluster is desired (and appropriate cluster components are purchased), the installation and configuration of the cluster service are also performed. The NAS functionality will then be validated through the creation and verification of a sample file share. A sample file data copy, or snapshot, is also created. The installed NAS will undergo installation verification tests. The service concludes with a brief orientation session that includes an explanation of the product features and a demonstration of installed host access to the storage file share and to the snapshot copy.

Service benefits

- System installation and setup by a HP technical specialist
- Reduced implementation time and cost
- Verification prior to installation that all service prerequisites are met
- Availability of an HP service specialist to answer basic questions related to this service during the orientation session

Service feature highlights

- Delivery of the service at a mutually scheduled time convenient to your organization
- Potential expansion of the number of shares and hosts
- Product installation and basic configuration that follows the product specifications
- 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 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.
Service deployment	Deployment activities will include: <ul style="list-style-type: none">• Unpacking of the product, performance of initial inspection, and setup of product hardware and power connectivity• Installation and connection of the NAS head using Customer-provided cables• Initialisation of the NAS head using the web-based user interface, including setting the network address and setting appropriate domain variables in the NAS operating system• Connection of internal NAS storage and external storage (sold as dedicated NAS storage) and completion of the basic LUN configuration• Connection of storage within a storage area network (SAN) and completion of the basic LUN configuration• If the NAS cluster components are purchased (see prerequisites below), connection of the NAS heads and configuration of the cluster services to create a cluster environment are performed, including configuration of the Quorum disk and creation of a default cluster group• Creation of a sample data file share and configuration of a host user map to make the share available for access• Creation of a sample file data copy or snapshot
Installation verification tests (IVT)	HP will run the appropriate installation verification tests required for this service. Additional testing will be performed to verify that the newly created file share and the file share data copy are accessible from a client. If clustering has been purchased, that functionality is also verified.
Customer orientation session	<p>The HP service specialist will conduct a Customer orientation session to provide information on the product and technology, including:</p> <ul style="list-style-type: none">• A demonstration of successful installation, including presentation and review of the installation documentation• A review of basic troubleshooting sections in the user manual, the location of applicable fault light-emitting diodes and information on how to contact HP for assistance• Familiarisation with the product documentation, including how to add file shares and clients <p>The session will conclude with a brief question-and-answer period, during which the HP service specialist will respond to questions and provide information on additional HP IT design, implementation and maintenance services.</p>

Service eligibility

- The Customer must have met all storage server site preparation conditions as outlined in the product manual and/or in the customer survey questionnaire sent by HP to the Customer after the initial request for service.
- The Customer must have purchased all necessary cables to be connected to the storage server as outlined in the product manual.
- If SAN-connected storage is to be used by the storage server, that storage must be operational and at least one spare LUN must be made available to be configured as the file share.
- If a storage server/NAS cluster is desired, another compatible storage server/NAS appliance with its associated installation and startup service and the NAS Cluster Kit with its associated installation service are required to be purchased.

Service limitations

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

- Service deployment on hardware not covered by an HP warranty or HP support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- 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
- Services required due to causes external to the HP-maintained hardware or software
- Application integration or integration of third-party products or peripherals not included with the system
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

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 cabling has been pre-installed, pre-tested, and pre-labeled
- 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 HP service specialist will need in order to deliver this service are available and, for software products, are properly licensed
- Ensure the availability, at all times during an installation or reconfiguration service, of one or more individuals who have responsibility for managing the network environment
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations
- Provide the HP service specialist with all storage server network and configuration parameters as requested
- Ensure that all site preparation, power supply compatibility requirements, and other specified service prerequisites are met
- Coordinate service deployment on third-party-maintained hardware and software (if applicable) with HP

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If a NAS cluster is desired and components are purchased, installation and configuration of the cluster service may be performed as part of this service.

General provisions/other exclusions

- HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements not met by the customer.
- Should the customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.
- The ability of HP 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 may provide to HP.

Ordering information

To order the HP Installation and Startup Service for Network Attached Storage (NAS), contact your local HP representative and reference the following product numbers:

- HA114A1 HP Installation & Startup Service
- U9521E HP Installation & Startup Service for your high-performance HP ProLiant storage server
- U9523E HP Installation & Startup Service for the NAS Cluster Kit

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at www.hp.com/hps/support

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