



HPE StoreEver ESL G3 Installation and Startup Service

Support Services

HPE StoreEver ESL G3 Installation and Startup Service for HPE StoreEver ESL G3 Tape Libraries provides the installation of HPE storage libraries, including library subcomponents, into SAN environments. This service specifically provides the installation and startup of HPE StoreEver ESL G3 Tape Libraries.

Service benefits

- System installation and setup by an HPE technical specialist
- Verification prior to installation that all service prerequisites have been met
- Deployment activities that are designed to bring the tape library into operation
- The opportunity to leverage of HPE's knowledge in implementing systems and solutions to help you get the most value from the HPE StoreEver ESL G3 Tape Libraries in your IT environment
- Fewer implementation-related disruptions in your IT environment
- Increased system reliability and more effective data management
- Delivery of the service at a mutually scheduled time convenient to your organization

Service feature highlights

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

Table 1. Service features

Feature	Delivery specifications
Service planning and coordination	<p>An HPE 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 hours excluding HPE holidays, unless otherwise agreed to 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 in the text that follows, either remotely or onsite, at HPE's discretion.</p> <p>Installation planning and coordination activities include:</p> <ul style="list-style-type: none"> • Verifying prerequisites using the predelivery checklist • Reviewing the SAN design and supportability of the intended tape library installation • Delivering a brief consultation to provide guidance to the Customer by defining the library configuration objectives based upon application performance, availability needs, and HPE best practices • Creating a written installation plan, which will serve as a guide for coordinating the installation and startup deliverables
Service deployment	<p>The HPE StoreEver ESL G3 Tape Library service deployment activities will include the following:</p> <ul style="list-style-type: none"> • Installing the library hardware and relevant HPE tape library management software, if required • Upgrading the tape library firmware, if required • Loading the library with tape media cartridges • Configuring HPE Interface Manager and Interface Controllers, if required, and configuring zoning on the relevant switches • Configuring hosts (see the information for specific products in the 'Service deployment' section) • Conducting installation verification tests • Documenting the installation process in a Customer installation report • Inclusion of one HPE StoreEver ESL G3 Tape Library • Additional installation of an HPE StoreEver ESL G3 Expansion Module, if required • Additional installation of an HPE StoreEver ESL G3 High Density Expansion Module, if required • Additional installation of an HPE StoreEver ESL G3 Controller Board Upgrade Kit, if required • Additional installation of an HPE StoreEver ESL G3 Import/Export station • Additional field conversion from an HPE StoreEver ESL G3 Rev1 to a Rev2 Library • Configuration of up to five SAN hosts • Installation, licensing, and configuration of the relevant management software, if required • Installation of licenses for the additional software products only <p>HPE StoreEver ESL G3 Dual Robotics installation service covers:</p> <ul style="list-style-type: none"> • Inclusion of one HPE StoreEver ESL G3 Tape Library • Addition of the Dual Robotics module and tracks • System software upgrade and library reconfiguration, as required <p>HPE StoreEver ESL G3 Path Failover startup service covers:</p> <ul style="list-style-type: none"> • Procurement and installation of the license key and configure feature on the library • SAN configuration verification • Procurement, installation, and verification of the drivers on up to five hosts • Failover, failback, and verification testing
Installation verification tests (IVT)	<p>HP will run the appropriate installation verification tests required for this service, such as power-on self tests (POSTs) specific to the product being installed, verification of product operation, and verification that the current device software and firmware are loaded.</p>
Customer orientation session	<p>The service specialist will conduct a brief orientation session, with the goal of reviewing the installation report with the Customer and demonstrating basic operation of the installed tape library. Topics generally include:</p> <ul style="list-style-type: none"> • A review of the configuration documentation • Highlights of the basic operation of the library hardware or management software • Information on how to locate and use online help • A brief question and answer forum <p>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.</p>

Service limitations

Unless specified in this document or in a separate Statement of Work (SOW), activities such as, but not limited to, the following are excluded from this service:

- Site inspection activities such as a comprehensive analysis of the Customer facility's power, cooling and humidity, airborne contaminant, and vibration levels, and determination of whether the data center's raised floor has sufficient structural capability to accommodate the weight of the tape library to be installed
- Configuration of multi-subnet or VLAN environments (multi-subnet and VLAN configurations are supported; however, configuring such environments is outside the scope of this service)
- Resolution of non-library hardware-related problems encountered during the verification testing process
- Design, installation, configuration, or testing of the Customer's backup solution
- Backup, restoration, or migration of data
- Extensive racking, re-racking, or cabling activities involving conduits, raceways, patch panels, and movement or configuration of computer room floor panels
- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise support agreement
- Services required due to causes external to the HPE-maintained hardware or software
- 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
- Installation or configuration of any hardware or software products external to the library including, but not limited to, servers, host operating systems, host bus adapters, and enterprise backup software
- Verification that every server and/or storage device in the Customer's environment is present and configured in the management software
- Any services not clearly specified in this document or the associated SOW
- Exclusion of any Customer configuration (beyond a repartition and re-inventory of the library), host configuration, or host reconfiguration for the Dual Robotics upgrade service

Service eligibility

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

- All host systems involved in the delivery of this service must be covered by a Hewlett Packard Enterprise support agreement. For any hosts not covered in this capacity, configuration of these systems and verification testing between these hosts and the installed tape library will not be the responsibility of HPE. Any such testing will be performed by the Customer or the Customer's designated agent.
- It is the Customer's responsibility to supply a server for the installation of any applicable management software and to ensure that it is fully supported.
- The Customer must have purchased all appropriate hardware (tape library, interface controllers, cables, etc.).
- The Customer needs to have applied for, and obtained/validated, the required license keys through the relevant systems. HPE will provide the Customer with assistance, if required.
- The Customer must provide a suitable physical operating environment for the library product, including implementation of any power, cooling, and other environmental requirements.

- The overall tape solution must be a supported configuration, as defined by HPE.
- The Customer's existing SAN environment must be fully operational and be in a supported configuration, as defined in the HPE SAN Design Guide.
- Requirements for HPE StoreEver ESL G3 Tape Libraries are provided in a set of specification documents. These documents are available under the 'Specifications' link on the home page for each individual product and are located at www.hp.com/go/tape.
- The Dual Robotics upgrade service requires a fully configured and operational HP StoreEver ESL G3 Tape Library.

Note: If the above prerequisites are not initially satisfied, HPE can, through additional purchased services, work with the Customer to verify that all predelivery requirements have been met.

Customer responsibilities

The Customer will:

- Ensure that all site preparation, power supply compatibility requirements, network cabling, and other specified service prerequisites, as listed in the 'Service eligibility' section, have been met
- Be responsible for all data backup and restore operations
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- 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 HPE 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
- Ensure that any and all prerequisite firmware or driver dependencies for the environment are completed before onsite service delivery begins
- Ensure the availability of all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE.
- Deploy path failover SAN cabling and configure the attached hosts and SAN switches

General provisions/Other exclusions

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

HPE 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.

HPE is not responsible for data integrity and/or data loss.

Data sheet

The ability of HPE 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 cost.

This service is delivered as a single contiguous event. If Customer resource availability or other Customer restrictions delay installation and require additional visits beyond the defined scope of the service, additional charges may apply.

Travel charges may apply in some geographic locations. Please contact a local HPE representative for details.

Ordering information

HPE support services descriptions for HP Installation and Startup Services can be located under the 'Service and Support' section of each tape library product's QuickSpecs document. Locate the product to be installed at www.hp.com/go/tape.

Order HPE StoreEver ESL G3 Installation and Startup Services by referencing the following services product numbers:

HA114A1#5DQ for an HPE StoreEver ESL G3 Control Module

HA124A1#5WK for an HPE StoreEver ESL G3 Expansion Module

HA124A1#5WH for an HPE StoreEver ESL G3 Additional Module

HA114A1#5WL for a Dual Robotics Kit

HA114A1#5WM for a Barcode Scanner

HA124A1#5UM for every group of three drives

HA114A1#5U7 for a Controller Board Upgrade Kit

HA124A1#5ZC for an Import/Export Station

HA114A1#5U8 for a Control Path Failover license

HA114A1#5U8 for a Data Path Failover license

HA124A1#5WN for an HPE StoreEver ESL G3 Control Module rev1/rev2 conversion

HA124A1#5WP for an HPE StoreEver ESL G3 Expansion Module Rev1/Rev2 conversion

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support



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