

HPE MSA Family Installation and Startup Service

HPE Lifecycle Services

HPE MSA Family Installation and Startup Service provides the necessary activities to deploy the HPE Modular Storage Array (MSA) into your storage environment.

With the assistance of your designated IT storage administrator and using best practices, an HPE service specialist will help plan, design, and deploy your HPE MSA array system, resulting in a more efficiently configured system. The service specialist will also perform installation verification tests and provide a customer-orientation session.

Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Reduces implementation time, impact, and risk to your storage environment
- Helps you effectively utilize HPE products from the knowledge gained during service delivery
- Provides an installation plan that supports your unique configuration requirements

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVTs)
- Customer-orientation session



Service features

Feature	Delivery specifications
Service planning	<p>The HPE service specialist will work with the Customer to plan all necessary activities and schedule the service delivery at a mutually agreed-upon time during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed to by HPE or an HPE certified channel partner. Any services outside HPE standard business hours will be subject to additional charges.</p> <p>The service specialist will contact the Customer to review expectations and to validate that pre-delivery requirements have been, or will be, met prior to installation.</p> <p>The service planning activities will include:</p> <ul style="list-style-type: none"> • Communication with the Customer, including queries by the Customer regarding service delivery • Verification, using a predelivery checklist, that all service prerequisites have been met, hardware, software, driver, and environmental prerequisites required for the installation of the HPE MSA array system • Collection, using a predelivery checklist, of the information needed to plan the deployment • Completion of a preinstallation delivery checklist to serve as both the project plan and completion point for this service
Service deployment	<p>Service deployment activities will include:</p> <ul style="list-style-type: none"> • Verification that service prerequisites have been met via the checklist • Installation of the array into the Customer-supplied rack • Deposit and license activation of any optionally purchased HPE MSA Advanced Data Services license • Rack and cable one HPE MSA Storage array and up to six storage shelves if purchased on the same order, including connecting network cables provided by the Customer • Creation and demonstration of up to four manual and/or scheduled snapshots • Connection of up to two hosts • Configuration and zoning necessary to allow the required connectivity between the HPE MSA and any associated hosts <p>Component firmware will be upgraded to the latest MSA array firmware as part of the installation</p>
Installation verification tests	<p>This service includes the appropriate IVTs, including but not limited to:</p> <ul style="list-style-type: none"> • Power-on self-tests (POSTs) • Verification of the controller settings for each drive array • Verification of functional snap capability • Event notification capability by SMTP, SNMP, or Syslog • Verification of the license installations and Snapshot usage
Customer-orientation session	<p>This service will provide up to a one-hour Customer-orientation session on the installed HPE MSA array system. The orientation session is informal, typically conducted at a management console with selected members of the Customer's staff and/or including a Customer representative during the service delivery. It is not intended as a classroom activity or substitute for formal product training. The orientation may include the following:</p> <ul style="list-style-type: none"> • Highlights of the basic operation of array management and a walk-through of the web management console • Demonstration of snapshot capabilities and usage • MSA best practices documentation for the Customers • Verification that the Customer can locate and access product documents • Information on how to access HPE support • A brief question and answer forum



Service limitations

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

- Verification of the optional Remote Snap replication license
- Routing or configuration of any SAN or Ethernet switch is limited to the HPE MSA Array and up to two hosts
- Configuration of virtual management software or environments
- Array configuration design beyond a brief discussion with the Customer describing array configuration options
- A full site inspection, including a comprehensive analysis of the Customer's power, cooling and humidity, airborne contaminants, vibration, and sufficient structural capability of the data center raised floor, to accommodate the weight of the array to be installed; separate services are available at additional cost
- Integration with any hardware or software components not supported by the HPE MSA disk array family products
- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN, network, and host environment
- Extensive racking, re-racking, or cabling activities, including cabling activities involving conduits, raceways, patch panels, and the movement/configuration of computer room floor panels
- Configuration of Volume Shadow Service (VSS), scripted, and Remote Snap software
- Implementation of other complex configurations such as host clustering, external replication/mirroring solutions, and storage management software external to an HPE MSA array
- Implementation of host-based logical volumes and associated file system structures
- Installation or configuration of any hardware or software products external to the array subsystem, including but not limited to servers, drive enclosures, host operating systems, and tape libraries
- Installation of host operating system patches and any associated device drivers
- Installation of any required software, patches, firmware updates, or topology changes needed to achieve an HPE supported interconnect environment compatible with the HPE MSA product
- Migration of existing data to the new array configuration, or de-installation of the Customer's legacy storage resource management environment
- Loading, management, or manipulation of Customer data
- Planning, design, implementation, or assessment of the Customer's new or pre-existing storage interconnect environment beyond what is outlined in the Service deployment section
- Deployment activities, including planning, design, assessment, and configuration, related to the redeployment of an existing storage interconnect environment
- Implementation of hardware and software products other than those specified in this document
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or any problem not directly related to the installation of the HPE MSA array system
 - Performance testing or modeling
 - Installation or configuration of multipathing software
 - Installation of HBAs into physical host servers



- Service deployment on hardware not covered by an HPE warranty or service maintenance contract
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- Any services not clearly specified in this document

Travel charges may apply in some geographic locations. Contact your local HPE representative for details.

Service eligibility

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

- The Customer must provide a suitable physical operating environment for the product array, including implementation of any power, cooling, and other environmental requirements.
- The Customer's existing computer operating system platforms must be supported and compatible with the installed HPE MSA hardware.
- The Customer must have all HPE supported SAN devices installed at HPE supported configuration and revision levels.
- Where geographically separated hosts are being configured, the Customer must ensure prior network connectivity between the HPE MSA target and iSCSI hosts.

Customer responsibilities

The Customer will:

- Contact an HPE service specialist to schedule delivery within 90 days of the date of purchase of the service
- Coordinate service deployment on third-party-maintained products (if applicable) with HPE
- 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 HPE in facilitating the service delivery
- Ensure that all site preparation, power supply compatibility requirements, network cabling, and other specified service prerequisites, as listed in preinstall checklist and the Service eligibility section, have been met
- Ensure that IP addresses and network connectivity are available for the HPE MSA array system and that connectivity is established between target hosts and the array
- Provide remote access to hosts not local to the storage array
- Set up any recommended host- or SAN-based software upgrades, patches, and device drivers
- Install any hosts or software beyond the limited deliverables provided by the service
- Provide HPE with full access to all locations where the service is to be delivered
- Be responsible for all data backup and restore operations
- Provide a suitable work area for service delivery, including access to an outside telephone line, power, and any network connections required



- Deliver IT administration resources (server, storage, network, and application) to gather necessary information, facilitate workshops and interviews as required, and perform any configuration activities needed to facilitate service delivery
- Confirm appropriate operating system patch levels and firmware version on a selected number of hosts, as identified in the preinstallation checklist
- Verify and update the prerequisite firmware versions on HBAs as defined in the preinstallation checklist
- Ensure that the host, network, storage components, infrastructure management software, and application software with which the HPE MSA Storage product may interact are installed, configured, and operating normally
- Make sure all hardware and software that the service specialist will need to deliver this service are available and, for software products, properly licensed
- Ensure that the required management servers meet the minimum hardware, OS, and software requirements for use with the HPE MSA product
- Make sure 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 connectivity to the HPE MSA array, allowing HPE remote monitoring and support tools to communicate with the HPE Support Center
- Place the HPE MSA array system in the immediate location where the installation service will take place
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the service delivery or support tools used to provide ongoing remote monitoring, if applicable
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE

General provisions / other exclusions

HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase. It also 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 the Customer does not meet.

HPE's ability to deliver this service depends on 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 an additional cost.

This service is delivered as a single, contiguous event. Therefore, 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.

Portions of the service are delivered remotely or on-site, at HPE's discretion. Travel charges may apply, so consult your local HPE office.

To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy.html shall apply.



Supplemental terms

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

Ordering information

To order HPE MSA Family Installation and Startup Service, use the following product numbers: HA114A1#5JO or UA868E.

Optional services

[SAN Implementation Service](#)

Learn more at

[HPE.com/services/lifecycle/services](https://hpe.com/services/lifecycle/services)

