



hp services

network
storage

technical data

hp installation and startup for hp StorageWorks ESL and MSL tape libraries

service overview

HP installation and startup service provides for the installation and implementation of HP StorageWorks ESL (Enterprise Storage Library) and MSL (Midrange Storage Library) products in SAN environments, including the installation of a Fibre Channel Interface Controller.

benefits to you

The installation and startup service ensures that your HP product is installed per HP quality standards by a trained service delivery specialist. This service:

- verifies that any service prerequisites are met prior to installation
- delivers the service at a mutually scheduled time
- provides product installation per the product specifications
- include the availability of a service specialist to answer questions onsite or remotely, as determined by HP, during HP normal business hours
- offers deployment activities that is designed to get the Fibre Channel-based tape library operational
- helps to realize the improved performance and competitive advantage customers expect from their IT infrastructure investments
- maximizes the value of the HP StorageWorks ESL and MSL libraries in the customer's IT environment by leveraging HP's knowledge in implementing Fibre Channel-based systems and solutions
- minimizes implementation-related disruptions in the customer's IT environment
- increases system reliability and provides more effective data management

service highlights

- service planning
- service deployment
- installation verification tests (IVT) required for this service
- customer orientation session

specifications

service features

feature	delivery specifications
Service planning	<p>An HP service specialist will schedule the delivery of the service at a time mutually agreed upon between HP and the customer, during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours might be subject to additional charges. The service planning phase will include the following activities:</p> <ul style="list-style-type: none">• verify prerequisites using the Pre-Installation Site Survey• review the SAN design and supportability of the intended tape library installation• address customer questions regarding the service• develop a schedule for the service
Service deployment	<p>The deployment activities will include the following:</p> <ul style="list-style-type: none">• install library, router, and cables• install PassThrough option, if purchased• load library with tape media (MSL: limit of 10 cartridges will be loaded)• configure router and configure zoning on Fibre Channel switches• configure hosts (MSL: only one server per OS type will be configured)• conduct installation verification tests• document the installation in a Customer Installation Report
Installation verification tests (IVT)	<p>HP will run the appropriate Installation Verification Test, such as power-on self-test (POST), required for this service.</p>
Customer orientation session	<p>As part of service delivery, HP will:</p> <ul style="list-style-type: none">• provide customer orientation, 2.5 hours for ESL and 1 hour for MSL, at a mutually agreed time, during HP normal business hours, prior to the completion of the services• review the Customer Installation Report (MSL: simpler installation requires fewer orientation activities)• brief the ongoing HP account support team, if applicable

eligibility

The customer must meet the following prerequisites for delivery of this service:

- All host systems involved in the delivery of this service must be covered by an HP service 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 HP. Any such testing will be performed by the customer or their designated agent.
- The customer must have purchased all appropriate hardware (tape library, router, cables, etc.).
- The customer's site preparation activities must be validated during the pre-delivery phase of the project, in accordance with a Pre-Installation Site Survey that HP will provide.
- The overall tape solution must be a supported configuration, as defined by HP.
- In the case of Fibre Channel cabling installed by the customer or their designated agent(s), the distance between any two SAN components must be supported by HP.

Requirements for ESL and MSL tape libraries are provided in a set of specification documents. These documents are available at

<http://h18006.www1.hp.com/storage/tapestorage.html>, under the "specifications" link of the home page for each individual product.

Note: If the above prerequisites are not initially satisfied, HP can, through additional purchased services, work with the customer to ensure that all pre-delivery requirements are met.

customer responsibilities

The customer will:

- contact an HP service specialist to schedule the delivery of the service within 90 days of date of purchase
- coordinate service deployment on third-party-maintained hardware/software with HP (if applicable)
- 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 to facilitate the delivery of this service
- ensure that all service prerequisites as identified above under "eligibility" are met
- ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available
- allow HP full and unrestricted access to all locations where the service is to be delivered
- 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

general provisions/other

- 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.
- 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.
- 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 provides to HP.

service limitations

Excluded from this service are activities including, but not limited to, the following:

- service deployment on hardware or software not covered by an HP warranty or maintenance 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
- any services not clearly specified in this document
- backup, restoration, or migration of data
- planning, design, implementation, or assessment of the customer's overall SAN or fabric architecture
- design, installation, configuration, or testing of the customer's backup solution
- installation of Fibre Channel cables that are not surface-mounted or more than 50 meters in length

for more information

For more information on HP services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support

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