

# HPE STOREEASY 1000/3000 NETWORK STORAGE SOLUTION INSTALLATION AND STARTUP SERVICE

## Integration and Performance Services

HPE StoreEasy 1000/3000 Network Storage Solution Installation and Startup Service provides the necessary activities required to deploy the HPE StoreEasy 1000/3000 Network Storage Solution into your storage environment.

With the assistance of your designated IT storage administrator and using Hewlett Packard Enterprise best practices, a Hewlett Packard Enterprise service specialist will help plan, design, and deploy your [HPE StoreEasy 1000/3000 Network Storage Solution](#). The Hewlett Packard Enterprise service specialist will also perform HPE installation verification tests and provide pre-delivery planning and a brief Customer orientation session.

## SERVICE BENEFITS

- Allows your IT resources to stay focused on their core tasks and priorities
- Designed to help reduce implementation time, and impact to your storage environment
- Can help you more effectively utilize Hewlett Packard Enterprise products from the knowledge gained during on-site service delivery
- Provides an installation plan that supports your unique configuration requirements

## SPECIFICATIONS

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



TABLE 1. SERVICE FEATURES

Feature	Delivery specifications
<p><b>Service planning</b></p>	<p>The Hewlett Packard Enterprise service specialist will work with the Customer to plan all the necessary activities and schedule the delivery of the service at a mutually agreed-upon time during local HPE standard business days and hours excluding HPE holidays, unless otherwise agreed to by HPE. Any services provided outside of HPE standard business hours will be subject to additional charges.</p> <p>The service specialist will work with 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"> <li>• Communication with the Customer, including queries by the Customer regarding service delivery</li> <li>• Verification, using a pre-delivery checklist, that all service prerequisites have been met, including OS, hardware, software, driver, and environmental prerequisites required for the installation of HPE StoreEasy 1000/3000 Network Storage Solution</li> <li>• Collection, using a pre-delivery checklist, of the information needed to plan the deployment, including but not limited to:                             <ul style="list-style-type: none"> <li>– Confirmation that the hosts are in a supported configuration and determination of any steps that are needed to bring them into a supported configuration</li> <li>– Verification of the hardware RAID levels to be implemented</li> </ul> </li> <li>• Agreement on the proposed configuration and review of the service completion criteria</li> <li>• A brief remote consultation to help the Customer define the configuration objectives based on application performance, availability needs, and Hewlett Packard Enterprise best practices</li> <li>• Confirmation of the viability of the installation of the HPE StoreEasy 1000/3000 Network Storage Solution hardware into the customer-supplied rack</li> <li>• Creation of a written installation plan based on the planning meetings</li> </ul>
<p><b>Service deployment</b></p>	<p>The service deployment activities will include:</p> <ul style="list-style-type: none"> <li>• Communicating the service delivery agenda</li> <li>• Verification that service prerequisites have been met prior to the scheduled on-site service</li> <li>• Installation of the array into the customer-supplied rack</li> <li>• Confirmation of appropriate operating system patch levels and firmware version on a selected number of hosts, as identified in the installation plan</li> <li>• Verification and update (as needed) of prerequisite array and host bus adapter (HBA) firmware versions as identified in the installation plan</li> <li>• Deployment of an the array configuration design as documented during service planning</li> <li>• Creation of configuration documentation as implemented</li> <li>• For drive enclosures, deployment includes connection of cabling to any additional disk enclosures as defined in the HPE Product QuickSpecs when ordered and installed at the same time as the <a href="#">StoreEasy storage system</a></li> <li>• Installing a Fibre Channel HBA, if applicable</li> <li>• Connecting Customer-supplied and pre-run network cabling to the chassis</li> <li>• Completing the operating system installation</li> <li>• Completing the Initial Configuration Tasks (ICTs) after first login as follows:                             <ul style="list-style-type: none"> <li>– Installation and connection of the NAS head using customer-provided cables</li> <li>– Initialization of the NAS head, including setting the network address and setting appropriate domain variables in the NAS operating system</li> <li>– Connection of internal NAS storage and external storage, which are sold as dedicated NAS storage, and completion of the basic LUN configuration</li> <li>– Connection of storage within a storage area network (SAN) and completion of the basic LUN configuration</li> </ul> </li> <li>• For StoreEasy 3000 series                             <ul style="list-style-type: none"> <li>– Connection of the NAS heads and configuration of the cluster services to create a cluster environment, including the configuration of the quorum disk and the creation of a default cluster group</li> <li>– Configuring networking as defined in installation plan</li> <li>– Configuring HPE Integrated Lights Out (iLO)</li> <li>– Setting the date and time</li> <li>– Inputting the cluster name and domain</li> <li>– Enabling automatic updates or Cluster-Aware Updating</li> <li>– Clustering StoreEasy 3000 Storage Systems</li> <li>– Connecting the cluster heartbeat cable</li> <li>– Creating a cluster witness disk</li> <li>– Validating and creating the cluster</li> <li>– Creating a sample clustered file server role with file shares and configuring a host user map to make the share accessible with one or two files that are shared as Server Message Block (SMB) and/or network file system (NFS), respectively</li> </ul> </li> <li>• As part of the installation activities the StoreEasy Management Console will also be configured</li> </ul>



**TABLE 1. SERVICE FEATURES (CONTINUED)**

Feature	Delivery specifications
<b>Installation verification tests (IVTs)</b>	<p>The Hewlett Packard Enterprise service specialist will perform the appropriate installation verification tests to confirm product functionality, including:</p> <ul style="list-style-type: none"> <li>• Running required installation verification tests (creating a shared folder or clustered file server)</li> <li>• Running additional testing to help ensure that the newly created file share and the file share data copy are accessible from a client</li> </ul>
<b>Customer orientation session</b>	<p>Upon completion of the installation Hewlett Packard Enterprise will provide up to a one-hour Customer orientation session on the installed HPE StoreEasy 1000/3000 Network Storage System. This informal orientation session is typically conducted at a management console with selected members of the Customer’s staff and/or including a Customer representative, and is not intended as a classroom activity or substitute for formal product training. During this not to exceed one-hour session, HPE may cover the following topics:</p> <ul style="list-style-type: none"> <li>• A review of the key features and functionality provided by the HPE StoreEasy 1000/3000 Network Storage System</li> <li>• A review of the HPE StoreEasy 1000/3000 System Manager and its operations, including basic administrative and maintenance operations such as LUN creation and removal, spare drive management, LUN expansion, alerts and email setup, and system status monitoring</li> <li>• For a clustered environment, demonstration of node failover and restoration back to the original node</li> <li>• Verification that the Customer can locate and access product documents</li> <li>• A demonstration of HPE StoreEasy 1000/3000 Network Storage System reconfiguration (adding a disk enclosure, an a SMB file share, and a NFS file share)</li> <li>• An explanation of the proper power-up and power-down sequence for a system with external storage expansion enclosures attached</li> <li>• Information about how to access Hewlett Packard Enterprise support</li> </ul>

## SERVICE LIMITATIONS

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.

Services are limited to installation and startup services for a single HPE StoreEasy 1000/3000 Network Storage product at one physical site. Services are delivered during local HPE standard business days and hours, excluding HPE holidays.

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

- Any period of non-availability not directly caused by the hardware failure
- Application integration or integration of third-party products or peripherals not included with the system
- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- 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
- Standard support for the Microsoft® Windows® Storage Server 2016 operating system includes (but is not limited to) initial configuration, troubleshooting of operating system installation and/or recovery issues, hardware and driver problems, and system-specific/storage-centric features (Volume/File system creation; File/Folder/Share Permissions; Active Directory integration; DFS-R; DFS-N; failover clustering; quotas; deduplication; NFS, SMB, iSCSI protocols; performance tuning; etc.). HPE Support Services will not troubleshoot a Microsoft Operating System feature that has been deprecated or has limited functionality as per design by Microsoft. HPE Support Services will not troubleshoot third-party software or issues related to Microsoft Active Directory Services that are external to the HPE StoreEasy system that may be hindering implementation of Active Directory integration and/or clustering services. In those cases, Customers should resolve issues with their third-party software vendor and/or by opening a support case with Microsoft directly.
- Any services not clearly specified in this document.

Travel charges may apply in some geographic locations; please contact your local Hewlett Packard Enterprise representative for details.



## SERVICE ELIGIBILITY

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- 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 Hewlett Packard Enterprise to the Customer after the initial request for service or as otherwise communicated to the Customer during the service planning process, prior to service delivery
- The Customer must have purchased all the necessary cables to be connected to the storage server as outlined in the product manual
- The Customer must have installed HPE branded drives 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
- For the StoreEasy 3000 series, if the storage server/NAS cluster is desired, another compatible storage server/NAS appliance, with its associated installation and startup service, must be purchased
- The existing installed rack(s) has sufficient PDUs and rack space for the HPE StoreEasy 1000/3000 Network Storage System and any additional disk enclosures that are ordered
- The required network connectivity is configured and available to the enclosure
- The Customer is responsible for providing (an optional) server that meets the minimum requirements of HPE remote support tools during on-site delivery

## 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 service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise
- Ensure that all information required to perform the services have been provided to Hewlett Packard Enterprise and is fully detailed and accurate
- Complete and return the prerequisite Hewlett Packard Enterprise pre-delivery checklist to the service specialist at least two weeks prior to the start 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 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
- Provide IT administration resources (server, storage, database, and network) to gather necessary information, facilitate workshops and interviews as required, and perform any configuration activities needed to facilitate delivery of the service including, but not limited to:
  - Domain credentials suitable to creating the cluster for the StoreEasy 3000 series
  - Prepare the environment for the new StoreEasy device into Microsoft Active Directory and DNS environments
  - IP addresses (if using a static IP)
  - At least two IP addresses (system and iLO) are required for non-clustered systems
  - At least six IP addresses are required for clustered systems for the StoreEasy 3000 series
    - One address for iLO per node
    - One address per node



- One address for the cluster
- One address per cluster resource (file server)
- Ensure that 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 the necessary network and administration assistance to allow HPE remote monitoring and support tools to connect with the HPE Support Center
- Ensure that any and all prerequisite firmware or driver dependencies for the environment are completed before on-site service delivery begins
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- 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 Hewlett Packard Enterprise 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 reprice 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.

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
- Integration with any hardware or software components not supported by the HPE StoreEasy 1000/3000 Network Storage System
- Complex cluster configurations—deployment of multiple HPE StoreEasy 3000 Network Storage Systems; multiple instances of the service may be ordered for larger configurations or multiple sites
- Loading, managing, or manipulating customer data; performance tuning; or post-installation support
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or hardware-related problems
- Planning, design, or implementation of the Customer's overall SAN or fabric architecture
- Implementation of hardware and software application, database, storage, SAN, and network products other than those specified in this document; the Customer's applications, databases, storage, and network components used with the HPE StoreEasy 1000/3000 Network Storage System must be installed prior to delivery of the installation and startup service; implementation services for storage and networks are available separately from Hewlett Packard Enterprise at additional cost



- Data migration services, which are available separately from Hewlett Packard Enterprise at additional cost
- Data recovery due to the failure of the Customer's backup or recovery procedures
- Performance testing or modeling
- Any services not clearly specified in this document

## 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 for 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 StoreEasy 1000/3000 Network Storage Solution Installation and Startup Service for all models except the StoreEasy 1650E, use the following part numbers: HA114A1#5AM or U9521E. For StoreEasy 1650E and 1660E (expanded) models use the following part numbers: HA114A1#59S or U7VG4E.

If additional service activity is required to implement the configuration requested by the Customer, consult an HPE Pointnext Services representative to scope the activity. The appropriate quantity of the following service SKUs can then be applied to address the additional scope of the implementation.

HPE Startup Storage Addl 1/2 Day SVC: HA124A1#5B2 (Flexible Support Service); UU094E (Fixed Support Service)

HPE Startup Storage Addl One Day SVC: HA124A1#5B1 (Flexible Support Service); UU093E (Fixed Support Service)

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