HP Installation and Startup Service for HP StorageWorks ESL, EML, MSL, and VLS 6000 Tape Libraries

HP Services

Technical data

HP Installation and Startup Service for HP StorageWorks ESL, EML, MSL, and VLS 6000 Tape Libraries provides for the installation and implementation of HP StorageWorks ESL9000/E-Series (Enterprise Storage Library), EML (Enterprise Modular Library), MSL (Midrange Storage Library), and VLS 6000 (Virtual Library System) products, including library sub-components in SAN environments.

Service benefits

- System installation and setup by an HP technical specialist
- Verification prior to installation that all service prerequisites are met
- Delivery of the service at a mutually scheduled time convenient to your organization
- Provides product installation according to the product specifications
- Offers deployment activities that are designed to bring the Fibre Channel–based tape library into operation
- Helps improve performance
- Makes the most of the value of the HP StorageWorks ESL, EML, MSL, and VLS libraries in your IT environment by leveraging HP’s knowledge in implementing Fibre Channel–based systems and solutions
- Helps reduce implementation-related disruptions in your IT environment
- Helps increase system reliability and provides more effective data management

Service feature highlights

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

### Specifications

#### Table 1. Service features

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<th>Feature</th>
<th>Delivery specifications</th>
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| **Service planning**     | 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:  
  • Verifying prerequisites using the pre-delivery checklist  
  • For VLS, recommending deployment configuration options  
  • Reviewing the SAN design and supportability of the intended tape library installation  
  • Addressing Customer questions regarding the service  
  • Developing a schedule for the service |
| **Service deployment**    | The deployment activities will include the following:  
  • Installing the library hardware and Command View TL  
  • Loading library with tape media cartridges  
  • Configuring Interface Manager and Interface Controller(s), and configuring zoning on Fibre Channel switches  
  • Configuring hosts (see notes below)  
  • Conducting installation verification tests  
  • Documenting the installation in a Customer Installation Report  
  ESL notes:  
  • Installation covers 1 ESL tape library  
  • Up to 5 SAN hosts will be configured  
  • Service includes installation and configuration of Command View license; Secure Manager license installation; Direct Backup license, if purchased with the library  
  • Installation of the Pass-Through option or Crosslink Kit, if applicable, is covered by purchasing an additional half-day installation and startup service  
  EML notes:  
  • Installation covers 1 EML tape library  
  • Up to 5 SAN hosts will be configured  
  • Includes installation and configuration of Command View license; Secure Manager license installation, if purchased with the library  
  VLS 6000 notes:  
  • Configuration of VLS solution to include virtual library choices determined during planning.  
  • Up to 5 SAN hosts will be configured  
  MSL notes:  
  • Limit of 10 cartridges will be loaded  
  • Only one server per OS type will be configured  
  • Install Pass-Through option, if purchased |
| **Installation verification tests (IVT)** | 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. |
| **Customer orientation session** | As part of service delivery, HP will:  
  • Provide Customer orientation at a mutually agreed-upon time prior to the completion of the service, during normal HP business hours  
  • Review the Customer Installation Report  
  • Brief the ongoing HP account support team, if applicable |

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Service 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 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 HP. Any such testing will be performed by the Customer or their designated agent.
- The Customer must have purchased all appropriate hardware (tape library, interface controllers, 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 checklist.
- 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, EML, MSL, and VLS tape libraries are provided in a set of specification documents. These documents are available under the “specifications” link of the home page for each individual product, located at:

http://h18006.www1.hp.com/storage/tapestorage.html

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

Service limitations

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

- Service deployment on hardware not covered by an HP warranty or HP support agreement
- Services required due to causes external to the HP-maintained hardware or software
- Service deployment on hardware covered by a third-party maintenance contract
- 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
- Planning, design, implementation, or assessment of the Customer’s overall SAN or fabric architecture
- Any services not clearly specified in this document or the associated Statement of Work
- Backup, restoration, or migration of data
- 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

Customer responsibilities

The Customer will:

- Ensure availability of all hardware, firmware, and software that the HP service specialist will need in order to deliver this service
- Be responsible for all data backup and restore operations
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Coordinate service deployment on third-party-maintained hardware and software (if applicable) with HP
• 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 an HP 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, and otherwise be available to assist HP in facilitating the delivery 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.
• 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.

Ordering information

ESL
• HA114A1# 5DQ Installation and Startup: 1 library and up to 5 SAN host connects
• HA124A1#5B1 Additional day: Additional library on the same site*
• HA124A1#5B2 Additional half-day: Additional SAN host connects, up to 10
• HA124A1#5B2 Additional half-day: Pass-Through Mechanism or Crosslink Kit Installation

EML
• HA114A1#5KF Installation and Startup: 1 library and up to 5 SAN host connects
• HA124A1#5B1 Additional day: Additional library on the same site*
• HA124A1#5B2 Additional half-day: Additional SAN host connects, up to 10

VLS
• HA114A1#5KG Installation and Startup: 1 library and up to 5 SAN host connects
• HA124A1#5B1 Additional day: Each additional library on the same site*
• HA124A1#5B2 Additional half-day: Additional SAN host connects, up to 10

* Installations at different sites require an additional instance of HA114A1#5DQ (for ESL E-Series); HA114A1#5KG (for EML E-Series & VLS)

MSL
• HA114A1# 5DR, Installation and Startup: MSL5026, 5030, 6030, and 1 host of each OS type
• HA114A1# 5DS, Installation and Startup: MSL5052, 5060, 6060, and 1 host of each OS type
The MSL service includes installation of the Pass-Through option, if purchased, and up to two libraries. Add another instance of the service for each additional MSL purchased.

**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](http://www.hp.com/hps/support)