HPE Advisory Subscription for Migration Service

Service overview

The HPE Advisory Subscription for Migration Service provides remote-based advisory guidance to customers or partners performing migrations using HPE Rapid Migration Tool (RMT), HPE Zerto, or RiverMeadow software. The service is designed to help customers review and understand issues related to HPE RMT, HPE Zerto, or RiverMeadow in connection with customer migration activities.

This service does not include implementation or operation of migrations, but focuses on advisory guidance related to the operation of the migration software.

Service benefits

- Access to HPE expertise for troubleshooting and guidance on HPE RMT, HPE Zerto, or RiverMeadow usage
- Improved customer understanding of migration issues surfaced by the migration tool
- Accelerated identification of configuration, operation, and tool-related issues
- Reduced operational risk in connection with migration planning and operation through expert advisory

Service feature highlights

- Remote service delivery with defined response commitments
- Email-based advisory subscription for HPE RMT, HPE Zerto, or RiverMeadow incidents and defects
- Guidance is provided for HPE recommended and supported migration software versions
- Coverage for warm and offline VMware-to-HPE VME migration scenarios

Specifications

Table 1. Service features

Feature	Delivery specifications
Advisory for HPE RMT, HPE Zerto, and RiverMeadow incidents and defects	Advisory guidance for installation, configuration, planning, and operation issues with the applicable migration tool. Assistance includes troubleshooting configuration errors and task failures, reviewing logs, and providing available workarounds or guidance regarding applicable updates related to the respective migration tool incidents and defects.
Service type	Advisory subscription
Target tool	HPE RMT, HPE Zerto, or RiverMeadow - Designed & deployed by either HPE Advisory & Professional Services, partner or a customer Note: The implementation and migration activities are not included in this service and would be covered under separate services.
Standard duration	The standard service period is ninety (90) contiguous days from activation of the service.
Service coverage	The service includes advisory support for the following migration-related issues: - Incident handling advisory (configuration error, task operation failure, parameter validation) - Defect handling advisory (review logs, provide available work arounds or guidance regarding applicable updates)
Service delivery protocol	How it works: HPE receives, acknowledges, and responds to service requests via e-mail communication (see Advisory service contact center email address)
Service activation	Service activation follows this step: - Customer send an email to rmt_advisory@hpe.com with request to start the advisory subscription service for Rapid Migration Tool. OR - Customer send an email to migration_advisory@hpe.com with request to start the advisory service for HPE Zerto or RiverMeadow.
Service Delivery	Service delivery follows this process: - Identification: The customer identifies challenges, incidents, and questions related to the targeted tool - Triage: HPE assists the customer through understanding identified challenges, incidents, and questions - Advice: HPE delivers advisory services through communication and guidance regarding operational challenges and incidents within the scope of the service coverage specified above.
Advisory service contact center email address	rmt_advisory@hpe.com (for RMT) migration_advisory@hpe.com (for HPE Zerto and RiverMeadow)
Language	English Only
Service method	Remote service delivery
Service window	Monday to Friday, 9am – 6pm Indian Standard Time (IST) excluding HPE holidays
Acknowledgement	Within 4 business hours of receiving the request
Initial Response	Within 24 business hours of acknowledgement

Coverage

This service provides advisory guidance for issues directly related to performing migration while using the HPE RMT, HPE Zerto, or RiverMeadow tool:

– Migration tool installation and configuration

– UI errors and unexpected behavior

– Migration plan creation and configuration

– Migration execution errors reported by respective migration tool (warm and offline migrations)

– Migration of VMs running standard, vendor-supported operating system configurations only

Prerequisites

– Customer must provide a designated contact and ensure remote access via VPN and relevant configuration details requested for advisory support during the service duration.

– Valid advisory subscription for the HPE Rapid Migration Tool, HPE Zerto, or RiverMeadow tool being used

– Activation of the migration tool (HPE RMT, HPE Zerto, or RiverMeadow) prior to service commencement

– Ability to submit advisory requests via email in English

– Availability of logs and diagnostic information upon request

Customer responsibilities

Customers are responsible for:

– Providing accurate and complete information when submitting advisory requests

– Supplying logs, screenshots, and diagnostic information required for analysis

– Maintaining and supporting their source and target environments

– Directing infrastructure, platform, or third-party issues to the appropriate support organizations

– Maintaining appropriate backups and recovery procedures prior to migration activities

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.

Additional limitations include:

– No guarantee of issue resolution or migration success

– No responsibility for customer infrastructure, networks, or platforms

– Coverage limited to the current GA version of HPE RMT, HPE Zerto, or RiverMeadow and one prior major version

Service eligibility

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

– Have a valid HPE RMT, HPE Zerto, or RiverMeadow advisory subscription entitlement

– Workloads are eligible for migration from VMware® to HPE Morpheus VM Essentials

– Use recommended HPE RMT, HPE Zerto, or RiverMeadow versions and standard operating system configurations

General provisions / other exclusions

The service does not include:

Customer environment and infrastructure

– Network connectivity issues between source, target, and the migration tool appliance
– Firewall, proxy, or DNS configuration in the customer environment
– vCenter, ESXi host, or vSphere cluster configuration and licensing
– VME platform installation, configuration, or licensing
– Target hypervisor (KVM) host issues

Source Environment Issues

– Source VM operating system issues (corrupt OS, missing drivers, etc.)
– VMware Tools™ installation or version issues on source VMs
– Source VM WinRM/SSH configuration (required for VirtIO pre-flight)
– Source VM power state or snapshot management
– RDM (Raw Device Mapping) disk management on source VMs

Target Environment Issues

– Target VME cluster, cloud zone, or resource pool configuration
– VME service plan or instance type configuration errors
– Post-migration VM behavior on the target platform
– Network reconfiguration on migrated VMs after cutover
– Performing migration or upgrade of migration tool itself

General

– Site-specific customization requests
– Third-party tool integration not part of the product
– Hardware or physical infrastructure issues
– VMs that have been customized beyond standard OS installations — including but not limited to custom-compiled kernels, non-standard kernel modules, proprietary or third-party device drivers, specialized storage or network adapters requiring out-of-tree drivers, and bespoke low-level system modifications — may not migrate successfully and are outside the scope of advisory subscription services. Where a migration failure or anomaly is attributable to a non-standard VM configuration or to a constraint imposed by these underlying technologies, a successful outcome cannot be guaranteed.

If an issue is determined to be out of scope, HPE will advise the customer on the appropriate support path, such as HPE infrastructure support, HPE VME platform support, or third-party support teams.

Travel zones

This service is delivered remotely. No on-site resources or travel are included.

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Ordering information

To obtain further information and to order this service, contact a local HPE sales representative and reference the following service product numbers:

For the following SKUs, order a quantity that matches the number of VMs to migrate

H61JTA1 – HPE Advisory Subscription for Migration Service (for HPE Zerto, RiverMeadow)

H56CMA1 – HPE Rapid Migration Tool based Advisory Subscription below 1K VM's SVC

H58XRA1 – HPE Rapid Migration Tool based Advisory Subscription 1K-10K VM's SVC

H58XSA1 – HPE Rapid Migration Tool based Advisory Subscription above 10K VM's SVC

Other related services

HPE Services provides a broad range of capabilities to address the various migration scenarios. Contact your HPE sales representative for more information.

H56CFA1 - HPE Rapid Migration Tool based Migration Factory below 300VM's SVC

H56CGA1 - HPE Rapid Migration Tool based Migration Factory b/w 300 and 1KVM's SVC

H56CHA1 - HPE Rapid Migration Tool based Migration Factory above 1K VM's SVC

H58XXA1 - HPE Zerto based Migration Factory below 300 VM's SVC

H58XYA1 - HPE Zerto based Migration Factory b/w 300 and 1K VM's SVC

H58XZA1 - HPE Zerto based Migration Factory above 1K VM's SVC

H56CJA1 - HPE RiverMeadow based Migration Factory below 300 VM's SVC

H56CKA1 - HPE RiverMeadow based Migration Factory b/w 300 and 1K VM's SVC

H56CLA1 - HPE RiverMeadow based Migration Factory above 1K VM's SVC

DISCLAIMER:
Customer remains solely responsible for participating in migration planning and delivery, validation, testing, rollback procedures, backup and recovery measures, and production deployment decisions. HPE advisory guidance and recommendations are based on information provided by the customer, and HPE is not responsible for issues arising from incomplete, inaccurate, or omitted customer-provided information. HPE does not guarantee migration success, issue resolution, data integrity, uninterrupted operations, or compatibility with all customer environments or third-party systems.

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