

HPE Tier 1 Storage Array Startup Service

HPE Lifecycle Services



Service overview

Your projects can involve many aspects. Storage is just one of them. Let us help you get your storage operational so you and your team can focus on the bigger picture. We can walk you through our process and help you avoid the issues that can delay your project and distract you from your main goal—getting your project done.

HPE Nimble Storage Array Startup Service is a standardized installation offering that focuses on getting your HPE Alletra 6000, HPE Alletra 5000, or [HPE Nimble Storage](#) array from delivery to being ready for application installation and data migration.

This service includes the installation of a single array (including up to six shelves) and the enabling of its networking, [SAN](#), management, and data functions, as more fully described below.

Service benefits

- Get your HPE Alletra 6000/5000 or HPE Nimble Storage ready quickly: HPE Tier 1 Storage Array Startup Service is designed to accelerate the time to get your HPE Alletra 6000/5000 or HPE Nimble Storage array installed and ready for applications. Let our trained professionals guide you through the process, so your team can focus on finishing their projects.
- Accelerate the time to use of your advanced features: using the HPE Tier 1 Storage Array Startup Service will not only configure your array to present data to servers, it will also be ready to start protecting your data using snapshot and replication features.
- HPE Tier 1 Storage Array Startup Service can help reduce unexpected issues interrupting your rollout: projects frequently run into issues. Forgotten details in planning can lead to delays in rolling out your infrastructure. Let us help you avoid these issues and focus on HPE Alletra 6000/5000 or HPE Nimble Storage best practices that aim to make your project a success.

Service feature highlights

HPE Tier 1 Storage Array Startup Service is intended to guide you from start to finish and help make your installation a success. Our engagement includes the following phases:

- **Basic volume planning and creation:** Your installation will begin with your HPE authorized installation specialist reviewing your installation and planning out the key steps with you using our pre-installation checklists.
- **Array installation:** Your HPE authorized installation specialist will install and configure a single HPE Alletra 6000/5000 or HPE Nimble Storage array (including up to six [6] shelves).
- **Installation validation:** After the physical array installation work has been completed, your HPE authorized installation specialist will conduct a high-level review with you of the system and its operation.
- **Customer orientation:** After the installation has been completed, your HPE authorized installation specialist will conduct a review with you of the system and its operation. You will also be given a copy of the transfer of information materials for later use or to help you brief additional members of your staff.



Table 1. Service features

Feature	Delivery specifications
Basic volume planning and creation	<p>Before showing up on-site, your HPE authorized installation specialist will remotely review the following as well as any prerequisites required in order to be eligible for this service including:</p> <ul style="list-style-type: none">— Reviewing your installation and plan the key steps with you using our pre-installation workbook. This process will help ensure that you will be ready for installation— Reviewing network IP and SAN connectivity requirements to be completed prior to installation for the configuration of array— Reviewing the Customer's storage volume design for up to 10 volumes on up to three eligible hosts as defined in the product QuickSpecs against HPE Storage best practices, if applicable
Array installation	<p>Your HPE authorized installation specialist will arrive on-site for the scheduled installation, your HPE authorized installation specialist will:</p> <ul style="list-style-type: none">— Inventory your HPE Alletra 6000/5000 or HPE Nimble Storage array and related options against purchase order— Rack and cable one (1) HPE storage array and up to six storage shelves if purchased on the same order, including connecting network cables provided by the Customer— Conduct power-on tests and verify operation of the array in accordance with HPE's standard installation and verification test procedures— Upgrade the array to the latest recommended HPE Alletra OS or HPE NimbleOS version for eligible Customers— Cable, connect, and configure the array to communicate on IP network and/or SAN as defined in pre-installation checklist— Configure HPE InfoSight for basic management, monitoring, and reporting with remote HPE Technical support team, where possible— Enable HPE InfoSight Cross Stack analytics for VMware® on the HPE storage array— Create up to 10 (ten) volumes as define in the pre-installation checklist— Walk you through attaching up to 10 (ten) volumes on up to three eligible hosts— Walk you through configuring replication between HPE compatible storage arrays and assist you in setting their initial replication schedule, on a new, non-production array— Add the array to an existing HPE storage group, if applicable
Installation validation	<p>HPE will use its standard installation and verification testing procedures when installing the array as specifically identified below:</p> <ul style="list-style-type: none">— Verify the array's high availability (HA) capabilities by pulling the cable on the active controller to test failover capability— Test outbound path by pinging your gateway, DNS server, and HPE.com, where possible— Test AutoSupport, heartbeats, and email alerts, where possible— Use Vdbench (or equivalent tools) on your hosts to validate array performance installation

Table 1. Service features (continued)

Feature	Delivery specifications
Customer orientation	<p>During the same day as the installation, your HPE authorized installation specialist will provide a high-level knowledge transfer session, which will not exceed 1 hour that can cover the following topics:</p> <ul style="list-style-type: none">— Review how to engage support and get an HPE InfoSight account— Present an overview of your array hardware and GUI— Demonstrate how to create volumes (including snapshot schedules)— Review the HPE storage best practices with the Customer on how they can best install and configure the storage connection manager for Windows or VMware to connect to commonly used hosts such as Windows Server, CentOS or RHEL, and ESXi hosts— Demonstrate how to monitor the array in real time— Review key administrative tasks on the array (OS upgrades, adding users)— Present an overview on using HPE InfoSight for monitoring all of your arrays— Instruct you on how to find key resources about using HPE Alletra 6000/5000 or HPE Nimble Storage

Service eligibility

Customers must meet the prerequisites required for this service, including but not limited to the following:

- If the Customer wishes to have volumes created by the HPE authorized installation specialist (up to 10), then the design must be supplied; customized storage volume design is not part of this service.
- Eligible hosts that can be connected to the HPE Alletra 6000/5000 or HPE Nimble Storage array are limited to: Windows Server, CentOS or Red Hat® Enterprise Linux® (RHEL), and VMware ESXi™ as defined in the product QuickSpecs.
- A suitable physical operating environment must be provided, including implementation of any environmental recommendations made by Hewlett Packard Enterprise prior to installation.
- An Ethernet/IP infrastructure must be installed, configured, and operating normally as defined in the pre-installation workbook prior to installation.
- The network topology must be supported by the HPE Alletra 6000/5000 or HPE Nimble Storage device from a design and performance perspective as defined in the product manual.
- Where hosts at remote sites are being configured, gateways must be operating between the locations at time of installation.

Service limitations

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

- Any services not clearly specified in this document.
- 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.
- Installation and configuration of any third-party storage hardware, servers, switches, routers, network gateways, and so on.
- Laying of any cable beyond the required internal array interconnect cables.
- Installation, configuration, or provisioning of any external SANs the Customer is using for data storage.
- Analysis and/or reconfiguration of the existing environment to improve performance or robustness.
- Operational testing of applications or additional tests requested or required by the Customer.
- Planning, design, or implementation of the Customer's overall SAN or fabric architecture.
- Implementation of hardware and software products other than those specified in this document, including the Customer's server, application, database, storage, SAN, and network; the Customer's host, servers, applications, databases, storage, SAN, and network components used with an HPE Alletra 6000, HPE Alletra 5000, or HPE Nimble Storage array.
- HPE'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.

- 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 upgrade of the HPE Alletra 6000/5000 OS or HPE NimbleOS is conditioned upon the Customer having a valid HPE support contract and HPE Alletra 6000/5000 OS or HPE NimbleOS release appropriate for the upgrade.
- Activities are delivered during HPE local standard business hours unless additional services have been purchased or special arrangements have been made.

Customer responsibilities

The Customer will:

- Contact an HPE authorized installation specialist to schedule and provide for the delivery of the service within 90 days of purchase
- Allow the HPE authorized installation specialist full and unrestricted access to all locations where the service is to be performed
- Be responsible for all data backup and restore operations
- 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 HPE authorized installation specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise, be available to assist in facilitating the delivery of this service
- Ensure that all service prerequisites have been met

General provisions / other exclusions

Customer acknowledges and agrees that Hewlett Packard Enterprise may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

- 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.
- Services will be provided on a single array at one (1) Customer location.
- 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.
- 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.
- The service is delivered remotely or on-site, at HPE's discretion.
- Travel charges may apply; please consult a local HPE office.
- 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 an unauthorized 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.
 - 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 obtain further information and to order this service, contact a local HPE sales representative or authorized partner and reference the following service product number:

- HA124A1#5MR—HPE Tier 1 Storage Array Startup SVC
- HA124A1#V25—HPE Tier1 Stor Array Remote Upg Strp SVC

Learn more at

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

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