

HP Installation and Startup Service for Parallel Database Clusters

HP Technology Services - Per Event Services

Technical data



The HP Installation and Startup Service for Parallel Database Clusters on Linux® and Microsoft® Windows® is designed to help you manage the requirements of your constantly changing business environment. The service utilizes an HP-developed cluster kit and processes to provide the help you need to deploy specifically designed and certified HP server and storage configurations that are tailored for Oracle® Real Application Cluster (RAC) technology. HP service specialists will perform all of the activities required to implement a database on your fully integrated HP hardware solutions. The HP Installation and Startup Service for Parallel Database Clusters is a fixed-deliverable, fixed-price service for customers implementing one of HP's predefined cluster solutions. For cluster solutions built from other hardware configurations or for those that scale beyond the boundaries of this service, HP offers other cluster configuration services to meet your requirements.

Service benefits

- Reliable, repeatable installation processes
- Proven process to quickly bring your Oracle RAC Parallel Database Cluster solution on HP platforms up to application readiness
- Delivery of the service at a mutually scheduled time
- Availability of an HP service specialist to answer basic questions related to this service during the customer orientation session
- Configuration services from HP so your staff can remain focused on running your business

Service feature highlights

- Service planning
- Configuration of Parallel Database Cluster

- Verification tests
- Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist will confirm with the Customer that the prerequisites have been met and will schedule the delivery of the service at a time mutually agreed upon between HP and the Customer. This time shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours may be subject to additional charges.
Configuration of Parallel Database Cluster	HP performs the following tasks to configure a cluster with up to four nodes: <ul style="list-style-type: none"> • Validating server and storage hardware configuration and connectivity • Configuring HP-recommended BIOS settings on all servers in the cluster • Configuring local storage on all cluster nodes • Installing and configuring operating system on all cluster nodes • Installing all HP-recommended drivers and patches • Configuring network teaming • Assigning and presenting the required external storage to all servers in the cluster • Installing and configuring Oracle RAC software and required patches and updates • Setting up and configuring one sample Oracle RAC database • Providing documentation of solution, including system names, passwords, and IP addresses
Verification tests	HP performs a scripted suite of tests designed to validate the proper operation of the cluster. The suite includes these tests: <ul style="list-style-type: none"> • Verifying common view of storage from all cluster nodes • Verifying inter-cluster communications between all cluster nodes • Verifying database availability through instance failure and recovery • Testing startup and shutdown processes
Customer orientation session	Immediately upon completion of the installation and configuration process and during normal HP business hours, the HP service specialist will conduct up to a two-hour orientation session of the HP Parallel Database Cluster solution. Orientation includes: <ul style="list-style-type: none"> • Review of the configuration with the Customer • Instructions concerning the verification of proper operation • Startup and shutdown procedures • Where to find additional information • A list of post-service integration activities and recommended services available on an optional basis

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Optional services	HP also offers, on an optional basis, services such as backup and recovery strategy and implementation, database migration, client connectivity and high-availability architecture, and performance tuning. These services are available at additional cost.

Customer responsibilities

The Customer will:

- 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
- Install and cable all hardware and options (available from HP as an optional service)
- Ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and, for software products, are properly licensed
- 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
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Approve Oracle RAC database setup and acceptance tests

Service limitations

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

- Services required due to causes external to the HP-maintained hardware or software
- 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
- Any services not clearly specified in this document or in an associated Statement of Work
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Delivery of this service on servers and storage not certified for use with the Parallel Database Cluster kit

Service eligibility

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

- The Customer must have previously installed server and storage products from the supported server and storage matrix, available at www.hp.com/solutions/highavailability/oracle (click on "Supported Server and Storage Matrix").
- The Customer must have a valid Oracle RAC license.
- The Customer must have a valid operating system license.

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.
- Should the Customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.

- HP's ability 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 may provide to HP.

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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