

HP EVA Support



Support Highlights:

- Highly trained and experienced HP EVA engineering team
- All HP EVA hardware components are tested pre-delivery
- 24/7 monitoring structure utilizing both HP CV and industry proven monitoring utilities
- Heavily experienced in EVA event analysis, problem determination and resolution scenarios
- EmconIT follows a “Fix Then Find Out” policy for existing HP EVA customers

Structured Support System:

- A multi-tiered support system.
 - Remote monitoring software will notify the EmconIT CallCenter
 - EmconIT CallCenter engages the FE for support
 - EmconIT FE has the flexibility to escalate support as needed
- Proactive Support System
 - Regular health checks performed by trained EmconIT
 - Proactive support can be planned and delivered
- Joint Engagements
 - EmconIT FE can work with escalation team in dual-effort
 - EmconIT FE can assist escalation with virtualized hands-on

Support Offerings:

- Monitoring, Reporting and Support.
 - HP EVA array environmental monitoring can be provided using the following methods:
 - **Utilizing HP Command View and specific tools by both remote and onsite staff**
 - Controller events can be monitored, analyzed and resolution determined
 - Disk events can be monitored, analyzed and resolution determined
 - Port/Array events can be monitored, analyzed and resolution determined
 - **Remediation/Field engineers and/or Escalation engineers**
 - Physical analysis and diagnostics of array and both FRU and CRU parts can be performed
 - Resolution and/or replacement of physical parts can be performed
 - Analysis and logistical maintenance of arrays, cables, interconnects and environmental conditions can be performed

- **Specific Command View Reporting Elements**

- Monitoring of Storage Controllers
- Monitoring of Physical Disks
- Monitoring of Storage Groups
- Monitoring of Disk FC Ports
- Monitoring of Host FC Ports
- Monitoring of Data Replication Groups
- Monitoring of Virtual Disks

Supported EVA Models:

- HP EVA3000 Series running VCS 4.004 and above (if active/active support required)
- HP EVA4000 Series
- HP EVA5000 Series running VCS 4.004 and above (if active/active support required)
- HP EVA6000 Series
- HP EVA8000 Series

Focused HP EVA Array/Environmental monitoring:

- Monitoring of Disk failures
- Monitoring of Power/Fan failures
- Sustained/Elevated latencies (cache floods/disk based)
- Sustained/Elevated latencies (CPU utilization/resources based)
- Controller/Host port performance
- Replication issues - Continuous Access (Synchronous and Asynchronous Modes)

Support Tools:

Note: HP Command View is a requirement for monitoring HP EVA devices through SMTP monitoring for Hardware and EVA disk groups and events

- HP Command View (SMI-S EVA) - for global management and monitoring
 1. Monitoring: System Checks (storage space avail/used, firmware revs. etc)
 2. Monitoring: Controller Checks (Temp, Fan, Host Ports, PWR, MEM, etc)
 3. Monitoring: Disk Group (Disks, Leveling, Space, Occupancy, etc)
 4. Monitoring: Shelves (PWR/FAN, Comm/FiberChan Port, Modules, etc)
 5. Tools: Provides HP EVA MIBS for SMTP monitoring options
- HP EVAPerf - for monitoring enhancements (EVA data collection services, etc.)
 6. Monitoring: Performance Metrics (Replication, Array Status)
 7. Monitoring: Virtual Objects (Virtual Disks, Virtual Disk Perf.)

Additional Support Options:

- Standard SMTP monitoring can be provided if licensed utilities/tools are not available (i.e. HP Command View, HP EVA Monitoring Suite/EVAPerf, etc.)

SMTP only monitoring options provided limited monitoring capabilities in comparison to HP EVA Tools/Utilities and some MIBs (available via HP Command View, etc.) may be required depending upon model/array components to be monitored

- Open Source monitoring tools may also be available as a monitoring option if licensed utilities/tools are not available (i.e. ZenOss w/ ZenPack management for HP EVA, etc.)

Open Source tools can be installed and configured by EmconIT upon request and on a case-by-case basis.

Additional Support Notes:

- Device/Driver/Firmware and software updates (VCS/XCS, etc.) are dependent upon customer's product licensing and download delivery costs as needed.
- Remote monitoring and remote support options are dependent upon EmconIT's accessibility to customer environment (VPN, RAS, etc.)
- Remote notification utilities for alerts/monitoring such as Instant Support Enterprise Edition (ISEE) may require support licensing with HP to utilize, but standard SMTP may be configured as needed without support obligations with HP
- IBM SAN Volume Controller interoperability with HP EVA is not supported by EmconIT
- Concurrent Maintenance support operations on HP EVA arrays require EmconIT evaluation before engagement
- Many HP Business Copy EVA operations are considered software/administrative activities and must be reviewed in a case-by-case basis before supported