The HP StorageWorks Reference Information Storage System (RISS) is the active-archiving solution that exploits data by turning it into information with application-aware, content-based indexing and powerful search tools to help access the information quickly. Data is stored to assist customers who need to comply with data-retention regulations, and IT operational costs are reduced via automated data migration policies and end-user-initiated information retrieval.

The HP Reference Information Manager (RIM) for Messaging is an e-mail archiving application that reduces the cost of e-mail storage and helps address compliance needs. HP RIM for Messaging integrates with Microsoft® Outlook and Lotus Notes.

The HP RISS Installation and Startup Service and HP RIM Installation and Startup Service offer a set of modular services to provide quick-start implementation of RISS and RIM into your environment:

- HP RISS Installation and Startup Service will install, configure, and document the RISS components making up the infrastructure that will support the entry-level RISS infrastructure storage capacity.

- HP RIM Installation and Startup Service initially addresses Exchange e-mail integration with RISS via the RIM gateway component. The service will install, configure, integrate, and validate the
correct functioning of RISS and RIM on one production e-mail server for a compliance archive license mode and/or a selective archive license mode, depending on which licenses you have purchased. Compliance archive mode sets up the process of capturing all e-mail for regulated users for a pre-specified period, as defined by a government or industry regulation, while selective archive mode sets up the process of selectively removing existing data from user mailboxes using two pre-specified criteria, based on age and size.

Service benefits

• A project manager to manage the implementation of the service engagement
• Delivery of the service at a mutually scheduled time convenient to your organization
• Verification prior to installation that all service prerequisites are met
• Expedited installation, provided all service prerequisites are met prior to commencement of service
• System installation and setup by an HP technical specialist
• Fewer installation-related impacts to your IT operation
• Reduced implementation time and cost
• Greater ability for your IT resources to stay focused on their core tasks and priorities

Service feature highlights

RISS installation and startup service:

• Project management
• Unpacking and verification
• HP RISS Installation and Startup Service deployment
• HP RISS installation verification tests (IVT)
• HP RISS Customer orientation

RIM installation and startup service:

• Project management
• Unpacking and verification
• HP RIM Installation and Startup Service deployment

• HP RIM installation verification tests (IVT)

• HP RIM Customer orientation

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### Service features

#### Table 1. HP StorageWorks RISS Installation and Startup Service

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project management</td>
<td>The project manager will work with the Customer to coordinate the integration, development, and delivery of the service during normal HP business hours. The project manager will:</td>
</tr>
<tr>
<td></td>
<td>• Work with the Customer to complete a site survey for the HP RISS and HP RIM system environment and associated HP RIM e-mail components as needed to meet the system requirements of the HP RISS and HP RIM environment</td>
</tr>
<tr>
<td></td>
<td>• Plan the installation, configuration, and integration for the Customer’s IT environment until all necessary tasks are defined</td>
</tr>
<tr>
<td></td>
<td>• Assign required HP or HP vendor resources, if applicable, for delivery of the service</td>
</tr>
<tr>
<td></td>
<td>• Develop the project schedule and manage the project against the defined timelines</td>
</tr>
<tr>
<td></td>
<td>• Act as the liaison between HP or HP vendor, if applicable, and the Customer</td>
</tr>
<tr>
<td></td>
<td>The same project manager will cover both HP RIM Installation and Startup Service and HP RISS Installation and Startup Service, if the two services are scheduled for delivery at the same time.</td>
</tr>
<tr>
<td>Unpacking and verification</td>
<td>The HP service specialist will remove the product from the shipping cartons that the Customer has placed in the location where the product will be installed. The contents of each carton will be confirmed against the list of included items and checked for any physical damage to the exterior of the product.</td>
</tr>
<tr>
<td>HP RISS Installation and Startup Service deployment</td>
<td>For HP RISS Installation and Startup Service deployment, the HP service specialist will:</td>
</tr>
<tr>
<td></td>
<td>• Review the equipment setup</td>
</tr>
<tr>
<td></td>
<td>• Get the MAC addresses of the HP RISS servers</td>
</tr>
<tr>
<td></td>
<td>• Check that all components are present and working</td>
</tr>
<tr>
<td></td>
<td>• Check that all software is present and at the correct patch level</td>
</tr>
<tr>
<td></td>
<td>• Set up the HP RISS servers and configure the software as needed to integrate the equipment into an HP RISS environment, ready to integrate</td>
</tr>
<tr>
<td></td>
<td>• Complete the installation report with configuration information gathered from the hardware and the Customer’s environment</td>
</tr>
<tr>
<td>HP RISS installation verification tests (IVT)</td>
<td>This service will validate the configuration documented in the installation report by running an automated script that utilizes a simulated mail environment, using SMTP to validate that the system is properly configured and working correctly.</td>
</tr>
<tr>
<td>HP RISS Customer orientation</td>
<td>The service specialist will spend up to 4 hours during the installation to review the installation report, which contains detailed configuration information, with the Customer. The service specialist will also show the Customer how to identify this information on HP RISS. In addition, the service specialist will review the HP-recommended basic operational tasks to be performed periodically.</td>
</tr>
</tbody>
</table>
### Service features

#### Table 2. HP RIM Installation and Startup Service

<table>
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<th>Feature</th>
<th>Delivery specifications</th>
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<td></td>
<td>• Work with the Customer to complete a site survey for the HP RISS and HP RIM system environment and associated HP RIM e-mail components as needed to meet the system requirements of the HP RISS and HP RIM environment</td>
</tr>
<tr>
<td></td>
<td>• Plan the installation, configuration, and integration for the Customer’s IT environment until all necessary tasks are defined</td>
</tr>
<tr>
<td></td>
<td>• Assign HP resources required for the delivery of the service, as applicable</td>
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<td></td>
<td>• Develop the project schedule and manage the project against the defined timelines</td>
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<tr>
<td></td>
<td>• Act as the liaison between HP and the Customer</td>
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<td></td>
<td>The same project manager will cover both HP RIM Installation and Startup Service and HP RISS Installation and Startup Service, if they are scheduled for delivery at the same time.</td>
</tr>
</tbody>
</table>

#### Unpacking and verification

The HP service specialist will remove the product from the shipping cartons that the Customer has placed in the location where the product will be installed. The contents of each carton will be confirmed against the list of included items and checked for any physical damage to the exterior of the product.

#### HP RIM Installation and Startup Service deployment

For HP RIM Installation and Startup Service deployment, the HP service specialist will:

• Review the HP RISS setup (if not done in conjunction with the service), checking that all components are present and working and that all software is present and at the correct patch level

• Set up the HP RIM gateway server(s)

• Get the necessary MAC addresses

• Configure the software as needed to integrate it with the HP RISS system

• Review the Customer’s e-mail environment to confirm that all preparation requirements for the selected e-mail server have been completed (requirements will be sent to the Customer before service deployment) and that the selected e-mail server has been backed up

• Get user account information as needed for the installation

• Configure the selected mail server

• Integrate the HP RIM component with a sample set of e-mail files to verify it is working correctly

• Load all existing users from the selected mail server

• Finalize the installation report documenting the HP RISS configuration

• Set up e-mail archiving for the selected e-mail server

• If the Customer has the compliance archive license, validate that the compliance archive mode is working for the selected e-mail server

• If the Customer has a selective archive license, provide a choice of two rules, e-mail by age or e-mail by size, to set up selective archiving in the selected e-mail service

• For the selective archive license and up to 10 users:
- Load the Outlook add-on so that selective archiving can be demonstrated during the verification task
- Load user’s e-mail

- Complete the installation report with configuration information gathered from the hardware and the Customer’s environment

<table>
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<tr>
<th>HP RIM installation verification tests (IVT)</th>
<th>The HP service specialist will:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Run a verification test to validate that all selected users and their associated e-mail have been archived in RISS</td>
</tr>
<tr>
<td></td>
<td>• If the Customer has a compliance archive license, verify that messages have been journaled according to license and can be seen in archive</td>
</tr>
<tr>
<td></td>
<td>• If the Customer has a selective archive license, verify that messages are being archived according to established policies and rules used for this service</td>
</tr>
</tbody>
</table>

| HP RIM Customer orientation | The HP service specialist will spend up to 4 hours during the installation to review the following with the customer-assigned system administrator: |
|----------------------------|• The installation report’s detailed configuration information and how to identify this information on RISS |
|                            |• The HP-recommended basic operational tasks to be performed periodically |
|                            |• The procedure for the system administrator to add mail servers and users to the current mail environment (additional services are available for Customers who want HP to set up their entire environment; these services are available via a Statement of Work [SOW]) and are subject to additional charges |

**Service limitations**

The service is a fixed offer with specific boundaries and limitations. Requirements beyond the scope of the service can be accommodated at additional cost. Contact an HP representative for quoting and a Statement of Work (SOW).

**HP RISS Installation and Startup Service limitations:**

• Setup beyond the entry-level, base HP RISS is not included.

**HP RIM Installation and Startup Service limitations:**

• The scope of the service is limited to the setup of one mail gateway associated with one mail server. Additional mail servers can be included at additional cost through an SOW.

• HP RIM Installation and Startup Service for the Lotus gateway is not part of this service and is available only through an HP SOW quote.

• Selective Archive policy and design is limited to two rules, based upon size and time, for up to 10 users.
Activities such as, but not limited to, the following are excluded from this service:

• Deployment of HP RISS/HP RIM backup options

• Replication of data between HP RISS systems

• Ongoing monitoring of archiving activity once archive policies are established and verified as functional

• Legacy data reloads, or the process of loading and archiving data previously not available in the target e-mail environment

The service will be delivered as a single, contiguous event. Environments requiring multiple engagements or phases over longer periods of time are not included with this service but can be accommodated at additional cost.

Any services not clearly specified in this document are excluded from this service.

Customer responsibilities

The Customer will:

• Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service

• Complete and return the Customer questionnaire to the HP service specialist at least two weeks prior to the start of the service

• Ensure that all site preparation, power supply compatibility requirements, and other specified service prerequisites are met

• Allow HP full and unrestricted access to all locations where the service is to be performed

• Provide unrestricted access to the product to be installed

• Place the HP products to be installed under the terms of this service in the immediate area where they are to be installed

• Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

• Provide the HP service specialist with detailed technical information regarding the Customer’s environment (network, connectivity, etc.), as will be requested as part of a site survey to ensure complete and efficient service delivery when onsite

HP Technology Services are governed by the HP Terms and Conditions of Sale and Service (E16) or HP Business Terms (E99), and Exhibit S55.
• Provide a technical specialist who will be responsible for configuring the selected e-mail server according to the specifications requested by the HP service specialist, and then be responsible for ensuring that the selected e-mail server is functioning correctly afterward.

• Ensure the availability, at all times during an installation or reconfiguration service, of one or more individuals who have responsibility for managing the network environment.

• 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.

The Customer is responsible for registering to use HP’s electronic facility in order to obtain software product information and to download HP software patches.

IT IS THE CUSTOMER’S RESPONSIBILITY TO DECIDE WHETHER OR NOT USE OF HP PRODUCT OR SERVICES WILL SUPPORT A LEGALLY COMPLIANT DATA STORAGE ENVIRONMENT. HP CANNOT AND DOES NOT REPRESENT THAT USE OF HP PRODUCT OR SERVICES WILL RESULT IN A COMPLIANT DATA STORAGE ENVIRONMENT. HP DOES NOT REPRESENT IN ANY MANNER THAT THESE SERVICES WILL RESULT IN THE CUSTOMER’S LEGAL OR REGULATORY COMPLIANCE.

Ordering information

The HP RISS Installation and Startup Service is required to be purchased with each HP RISS Base Unit.

The HP RIM Installation and Startup Service is required to be purchased with each HP RISS Gateway for Microsoft Exchange archiving product.

For more information

For more information on HP Network Storage Services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/storage