HP Application Environment Optimization Services
HP Customer Support Per Event Services

Technical data

HP Application Environment Optimization Services offer you a suite of services to help minimize the risks associated with the operation of the business-critical applications within your cluster environment. The services provide you with the choice of either a one-time assessment of your environment or continuous monitoring of your application environment that will alert you of configuration changes between the servers in your cluster.

These risks arise because:

- Cluster administration requires a high level of skills in the operating system, clustering strategies, and application configuration
- Configuration changes can lead to problems during failover when configurations differ between servers or nodes in a cluster
- Customers typically avoid required switchover testing after configuration changes are made because they cannot afford the associated system downtime
- Switchover tests usually do not cover the complete process workflow of an application

Because a company depends on the high availability of its business processes and applications, only very small maintenance windows are allowed during normal operations. These maintenance windows are typically consumed by required changes, limiting the time available to perform extensive checks and verifications of the results.

Implementing changes in business-critical applications in complex IT environments therefore increases the risk of system instability.
Service benefits

- Enable efficient management of changes in the cluster configuration
- Help to reduce planned downtime for cluster administration and switchover testing
- Identify cluster configuration problems before they lead to unplanned application downtime

Services to choose from:

- HP Cluster Consistency Service (2-3 nodes)
- HP Cluster Consistency Service (additional node)
- HP Change Alert Service (for a single node)

Specifications

Table 1. Service features

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<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
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<tr>
<td>HP Cluster Consistency Service (2-3 nodes)</td>
<td>This service delivers a comprehensive diagnosis that helps to identify potential disruptions to critical applications running on clusters. The HP engineer will:</td>
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<td>• Install and configure an HP diagnostic tool on the cluster</td>
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<td>• Profile the resources required for the running application</td>
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<td>• Work with the Customer's IT staff in this process and provide a report on the resource profile and configuration differences identified</td>
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<td>• Demonstrate the customization features</td>
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<td>The HP Cluster Consistency Service also includes the HP Change Alert Service (description below), with its diagnosis of changes over time on each node.</td>
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<td>This service can be ordered in two variations:</td>
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<td>• HP Cluster Consistency Assessment (2-3 nodes)</td>
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<td>- The diagnostic tools will be removed after the tests that identify current threats to application operation are completed, or a restart after failover. For additional nodes, the Cluster Consistency Service (additional node) is ordered for each node. The diagnostic tools will be removed after the tests.</td>
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<td>• HP Cluster Consistency Service (2-3 nodes)</td>
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<td>- The diagnostic tools continue to check thousands of data points for configuration differences. The diagnostic tools automatically trigger defined alerts when changes occur, and they generate scheduled HTML or ASCII reports to provide advance warning of possible failures. The reports may be forwarded to a Web server or reside at the local node. Additionally, the service can forward alerts through HP Instant Support Enterprise Edition (ISEE) and e-mail interfaces.</td>
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<td>HP Cluster Consistency Service (additional node)</td>
<td>This service extends the coverage of the Cluster Consistency Service (2-3 nodes) for clusters larger than 3 nodes and is purchased on a per-node basis for each additional node.</td>
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<td>HP Change Alert Service (for a single node)</td>
<td>This service delivers a comprehensive diagnosis that spots configuration changes over time. Its diagnostic tool monitors, tracks, and logs these changes, helping to minimize change-related system failures on the node. As a standalone service, it is available for single nodes. For clustered nodes it is included in the HP Cluster Consistency Service. All configuration settings in the operating system, as well as those for applications or middleware, can be recorded in a resource database at periodic intervals. Settings are compared day by day and differences can be documented. The HP engineer will:</td>
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<td>• Install and customize the diagnostic tool to specific customer needs relative to the application or role of the node</td>
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<td>• Create an alert definition based on node requirements to automatically trigger alerts</td>
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<td>• Demonstrate the customization features</td>
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Service eligibility

To be eligible for this service the Customer must:

• Be running the HP-UX operating system, version 10.20–11.i23, 32 bit and 64 bit
• Have 200 MB of disk space available
• For the HP Change Alert Service, provide a separate logical volume on the node with minimum size of 200 MB

Service limitations

• These services are provided during standard business hours, excluding HP holidays, unless otherwise agreed by HP.
• Applications will not be affected by the installation and configuration of the diagnostic tools. However, additional HP services will be required if the correction of any problems found will disturb the running application.
• Assistance to address the problems identified by HP during the delivery of the services are available through additional services and fees.

Customer responsibilities

The Customer will:

• 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
• Allow HP full and unrestricted access to all locations where the service is to be delivered
• Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
• Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the 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
• Be responsible for all data backup and restore operations
• Provide a network environment that is currently running and in good working order
• Ensure that all service prerequisites as identified in “Service eligibility” have been met
• Provide access to the site-specific data necessary to develop a resource profile for the Customer's applications
Ordering information

• HP Cluster Consistency Service (2-3 nodes)—The HP service engineer checks and configures the diagnostic tool for 2-3 nodes in a cluster: HA243A1, HA243AE, HA243AC

• HP Cluster Consistency Service (additional node)—The HP service engineer checks and configures the diagnostic tool for one additional node in the cluster. For example, for a cluster with 5 nodes, order 1 x HA243A1 and 2 x HA244A1: HA244A1, HA244AE, HA244AC

• Cluster Consistency Assessment (2-3 nodes)—The HP service engineer checks 2-3 nodes in a cluster. The activation of the diagnostic tool for ongoing preventive risk detection is not included: HA242A1, HA242AE, HA242AC

• HP Cluster Consistency Assessment (additional node)—The HP service engineer checks one additional node in a cluster. This product number is the same as for HP Cluster Consistency Service (additional node). For example, for a cluster with 5 nodes order 1 x HA242A1 and 2 x HA244A1: HA244A1, HA244AE, HA244AC

• HP Change Alert Service, for a single node: The HP service engineer checks and configures the Change Alert diagnostic tool for a node. Note: HP Cluster Consistency Service contains HP Change Alert Service for the nodes in the cluster: HA245A1, HA245AE, HA245AC

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 or www.hp.com/hps/mission/mi_serviceguard

Additional information URL

For more information on HP and SAP, visit our web site at: www.hp.com/go/sap

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