

Cohesity Installation Service

SKUs: PS-INSTALL-SM-CLUS, PS-INSTALL-MD-CLUS, PS-INSTALL-LG-CLUS, PS-INSTALL-XL-CLUS

Service Overview

The scope of the Cohesity Installation Service is to install Cohesity software onto certified platform hardware, Virtual Edition, Cloud Edition or NextGen Cloud Edition environments and to configure the cluster so that it is ready to configure jobs.

IMPORTANT: Cohesity Professional Services **DO NOT** rack, stack, cable, or configure out-of-band-management or firmware of 3rd Party hardware. If a customer requires these tasks, please work with the authorized partner to quote the proper solution.

Service includes one on-site visit only. For more information, please email svcsales@cohesity.com.

Description

Installation of Cohesity software and configuration of the cluster to be ready to "configure jobs". Includes prep call with customer, system validation testing and up to 90 minutes of customer education.

Installation available globally (Remote installation only where travel restrictions apply). Prebilled upon bookings. Expires 180 days from PO.

Exclusions

The following configuration settings are not covered as part of regular installation:

- Node-to-node encryption and
- Department of Defense (DoD) mode

Pre-Install Prerequisites & Planning

For each deployment, Cohesity will provide a checklist that details the required infrastructure and configuration information necessary BEFORE proceeding with the installation.

This checklist needs to be completed BEFORE scheduling Cohesity to commence work.

Cohesity will conduct a call with the customer to review the checklist(s) and to answer any questions. Information required includes:

Prerequisites

- Physical Environment & Network
 - # and type of Network Ports & Cables
 - Network Port Settings
- Logical Networking
 - Network Topology/VLANs
 - IP Addresses
 - Services (DNS, NTP, AD, Proxy)
 - Alerting (SNMP, SMTP)

Sizing

	Certified Hardware / Virtual Edition	Cloud Edition (SM, MD, LG nodes)	Cloud Edition (XL nodes)	NextGen Cloud Edition
PS-INSTALL-SM-CLUS	(3 – 8 nodes)	(3 – 8 nodes)	-	-
PS-INSTALL-MD-CLUS	(9 – 24 nodes)	(9 – 24 nodes)	(3 – 8 nodes)	(3 – 8 nodes)
PS-INSTALL-LG-CLUS	(25 – 48 nodes)	(25 – 48 nodes)	(9 – 24 nodes)	(9 – 24 nodes)
PS-INSTALL-XL-CLUS	(49 – 72 nodes)	(49 – 72 nodes)	(25 – 48 nodes)	(25 – 48 nodes)

* SKU sizes are PER CLUSTER

** Cloud Edition supported platforms: AWS, Azure and GCP

Task List

The following tasks (beyond initial planning) will be repeated on a per-site or per-cluster basis:

- Kickoff Call with Customer
- Pre-Installation Planning
- Cohesity Installation & Configuration
- Customer Transfer of Information

Professional Services will deploy and configure Cohesity software onto the in-scope platform hardware, virtual or cloud environment, create the cluster, and bring up core networking services.

Service includes one on-site visit for Cohesity white-box hardware purchases only.

Kickoff Call with Customer

Cohesity will conduct a kickoff meeting at the beginning of the project. The goals of this meeting will include:

- Identifying the people involved in the project; finalizing the sites, dates and work to be scheduled.
- Reviewing the scope of the project and responsibilities of the parties involved.
- Establishing an initial, high-level project plan.
- Identifying the “next steps” and a communication plan for the project.

Installation and Configuration

Cohesity will complete the following tasks (as applicable) to ensure the cluster is operational and available in the customer’s environment:

Prepare and Configuration of 3rd Party Nodes

- Customize BIOS
- Customize CIMC/IPMI
- Customize Storage Controller
- Check firmware version

Cluster Platform Configuration

- Image nodes with Cohesity software
- Create Cohesity cluster

Networking

- Configure cluster interfaces to use specified VLANs and bonding modes
- Add the cluster to specified data and management networks (including VIPS)

Cluster Core Management Services

- Enable SMTP and SNMP for monitoring/alerts
- Enable Syslog for historical auditing
- Join Cluster to Active Directory
- Configured proxy server
- Configured global whitelist (if applicable)
- Enable and verify support monitoring (as desired)

Storage Domains/Views

- Configure storage encryption and redundancy levels
- Configure data space-saving features as required (deduplication, compression)

Testing & Validation

- Review and resolve alerts
- Verified node network failover
- Verified node power redundancy
- Verified node hardware health
- Review and resolve alerts created during testing

Replication (If Requested)

Planning

- Review customer’s business requirements for replication
- Outline the translation of business objectives into an example schedule.

Cluster Connections

- Configure the clusters to accept replication jobs from their partner clusters
- Validate the network connections/paths used.

Replication Schedules

- Create first replication schedule to be used and test replication connections.

Closeout Tasks/Customer Transfer

The following items will be completed by Cohesity (as applicable) to complete the handover of the cluster to the customer:

Password Changes

- Changed cluster default system admin password
- Changed cluster node IPMI password (changes for all nodes)

Case/Issue Resolution

- Cohesity will assist customer in opening cases for issues encountered during the installation phase
- Case status and action plans will be reviewed for any cases that are open at the time of handing over the cluster to customer

Transfer of Knowledge/Debrief

The installer will offer to conduct a basic “transfer of information” session with those customer personnel who have been actively involved in the install process. The debrief session (up to 90 minutes) will review the work that was completed and can include topics from the following as well as any general questions & answers.

- Review the GUI (walk-thru) with the customer
- Review how to check the health of the cluster and how monitor cluster alerts
- Review the space utilization policies and how to track space utilized
- Review how to change passwords and create special accounts on the cluster
- Review how to find new Cohesity firmware releases and upgrade the cluster

Using Customer Support/Documentation

- Ensure customer has login for support site
- Conduct a tour of the support website
- Show how to find documentation and knowledge base articles
- Review how to open and track cases with support

Customer Responsibilities

The following are activities that will be requested of the customer as part of the installation process. Delays in these areas may affect the timely completion of this service.

Planning Information

It is important the customer actively participate in the planning process and provide the requested planning information before Cohesity personnel are scheduled to commence work.

Prerequisite Equipment/Infrastructure

The installation process requires that certain parts of the infrastructure (e.g. data and management networks) are already in place and configured. Not having this infrastructure ready before Cohesity commences work is typically the primary cause of schedule delays in deployment projects. The infrastructure needs to be ready so that implementation can be completed in one visit by the installing engineer.

Assistance During Implementation

Access to People

In order to complete implementation work and debug issues encountered, it is important to have access to people at the customer site who are responsible for various parts of the infrastructure.

Key roles include people who understand and have administrative access to the following resources:

- Network/Firewalls
- Application Hosts and Software

Access to Infrastructure

Cohesity will need access to the equipment and infrastructure to complete the work involved. Arrangements to permit people onsite and find equipment (especially in restricted areas or unattended colocation sites) will need to be facilitated by the customer.

Timely Participation

In order to keep projects on schedule and ensure the necessary personnel will be available, it is important that both parties adhere to the agreed upon schedules and provide early notice if changes are required.