

Service Description: Remote Configuration Setup Service

Service SKUs

Legend	SKU #	Description	Partner
RCNFG90	985-4378	Remote Configuration Set Up for Operating System via Phone for PowerEdge SC Servers; One Incident; Expires 90 days after Purchase	Dell
	985-4389	Remote Configuration Set Up for Operating System via Phone for PowerEdge SC Servers; One Incident	Dell

Service Overview

This service provides for assistance with the remote installation and configuration of the Dell server products listed below (the “Service” or “Services”), as set forth more specifically in this Service Description:

- A single PowerEdge SC server (the System”) with one of the following Operating Systems:
 - MS Windows Server 2003
 - MS SBS Server 2003
 - RedHat Linux 3 or 4
 - SuSe Linux 9

This Service allows Dell Customers who will be performing physical installation and configuration to work remotely with the Dell Enterprise Expert Center by phone and secure internet access. This Service must be scheduled with a Dell technician; a Dell representative will attempt to contact the Customer by contacting the person identified on the customer order to set the date to perform this Service and will provide the Customer Dell contact information if the Customer requires changes to the schedule for this Service.

This Service provides entitlement to one incident for a 90 day period from the invoice date. Any incident not used within the indicated time period will expire and the Customer will not be entitled to further Services. A Services “incident” means that the Services will address a single remote session for a Customer on the System as set forth in this Service Description.

This Service requires an active Dell Enterprise Support agreement on the PowerEdge server and will be provided during the hours of 7:00am to 7:00pm, Central Standard Time, Monday through Friday, excluding holidays.

Not Included With This Service:

- Performance tuning, system optimization or similar services.
- Any on-site service.
- Remote training.
- Remote administration of Dell systems.
- Any product version not currently supported by the applicable manufacturer, vendor or partner.
- Scripting, programming, database design/implementation or web development.
- Recompiled kernels.
- Installation of non-Microsoft products (i.e. Quick Books).

- Public DNS registration.
- License validation, license purchase or hardware purchase of any hardware or software installed or configured in connection with the Service.
- Break/fix support of any issue other than the installation of the server.
- Configuration of SQL Server or ISA Server.
- Installation of Exchange, Commerce Server, Application Server, or MOM Server.
- Installation of SBS applications outside of SQL, ISA, Exchange, and Sharepoint.
- Installation of Windows Server 2003 beyond core OS install and network integration.
- Clustering.
- A backup to tape drives not local to the server.
- Data or software migration.
- Physical installation of any hardware or software.
- Any activities other than those specifically set forth in this Service Description.

Customer's Responsibilities:

- **Complete a backup of all existing data and programs on affected storage systems prior to Dell performing Services. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS.**
- Obtain all hardware to be installed or configured and obtain all applicable software licenses.
- Dell does not take responsibility for third party warranties or for any effect that the Dell services may have on those warranties.
- Dell will not be responsible for the performance of other vendors' products or services. Customer agrees to indemnify and hold Dell harmless for any claims related to those third party products.
- Physically install and power-on of all hardware components (with assistance, as applicable, as set forth in this Service Description).
- Provide proper network connectivity for remote access.
- Make at least one technical contact, with system administration responsibilities, available as a resource to Dell during the performance of this Service.
- Maintain software and supported system(s) at Dell-specified minimum release levels or configurations as specified on www.support.dell.com.
- Cooperate with phone analyst and consent to remote access to any system and data necessary to perform the Services.
- Verify receipt of all Dell-ordered components (software and hardware).
- Provide broadband connection to internet.
- Obtain and install any desired anti-virus protection.
- Utilize this Service within 90 days from the date of invoice.

Key Service:

- **Planning and Implementation:**
 1. Obtain and review the technical configuration information from the Customer.
 2. Appropriate contact information if additional information is required.
 3. Gather and document Customer's configuration.
 4. Confirm readiness review and installation dates.
 5. Ensure that Customer reviews, accepts, and abides by the terms and conditions of this Service Description.
- **Installation:**

Microsoft Windows Server 2003:

 1. Configure TCP/IP to use a static IP address.
 2. Configure TCP/IP for basic functions.
 3. Configure Gateway (and Client) Services for NetWare.
 4. Setup up to five user accounts as an example for the customer to get started.
 5. Setup rights, permissions, and groups.
 6. Implement home directories/login scripts for up to five users.
 7. Perform connectivity testing between one Windows client and the server.
 8. Configure one Windows XP client for Windows Server 2003 connectivity testing.

9. Integrate server into existing Microsoft network.
10. Install additional protocols and services.
11. Create shares.
12. Set share security.
13. Set file security.
14. Configure a local shared printer (printer attached to the server).
15. Install autoloader support, if required.
16. Verify device configuration for local backup.
17. Run a simple local backup.

Microsoft Windows SBS Server 2003:

1. Potential re-install of OS from a Dell Open Manage CD if Customer has attempted but failed to setup properly.
2. Phone based assistance completing setup of server to allow remote access via Webex or similar remote access tool.
3. Configuring Network IP and Gateway.
4. Disabling DHCP for Router/Firewall.
5. Completion of install (Installation of additional products and creation of DHCP Scope).
6. Add up to five users with the default group assignments (i.e. User, Power User, and Administrator).
7. Create shares.
8. Set share security.
9. Set file security.
10. Configure a local shared printer (printer attached to the server).
11. Configure up to five email domains in Exchange (SBS only).
12. Configure POP3 Clients (SBS only).
13. Join one client system to domain.
14. Migrate no more than five user profiles from desktop to server.
15. Configure Port Forwarding Rules on firewall to forward ports 80, 25, and 443 only.
16. Install autoloader support, if required.
17. Verify device configuration for local backup.
18. Run a simple local backup.

RHEL 3; RHEL 4; SLES 9:

1. Installing Linux from a CD-ROM set.
2. Install and configure Dell supported hardware devices.
3. Add/remove/update packages using RPM.
4. Configure Static IP, Gateway.
5. Configure DNS client.
6. Using ping to test network connectivity via TCP/IP.
7. Set Networking to start on boot.
8. Configure RDesktop as a client to a Windows Terminal Server.
9. Create up to five different user accounts.
10. Create up to five different groups.
11. Disable an account.
12. Perform tape backup and restore procedures using the following command strings:
 - a. `tar cvf /dev/st0 (directories to be backed up)`
 - b. `tar xvf /dev/st0`

- **Testing:**

1. Login with a user accounts.
2. Verify drive mappings and printing.
3. Test sending and receiving email both internally and from an external source.

- **Project Closeout:**

1. Conduct a brief product orientation session and review the associated documentation with the Customer. This overview does not replace any available Customer education courses for this product.
2. Obtain Customer acknowledgment of Services performed.

Important Additional Information

Dell is pleased to provide these Services in accordance with this Service Description and the terms and conditions of the Dell Customer Master Services Agreement at http://www.dell.com/Service_contracts/, or Customer's applicable separate signed agreement with Dell.

