

Statement of Work: PowerConnect Switch Installation

Service Overview:

This service provides installation of the PowerConnect 2016, PowerConnect 2024, PowerConnect 3024, or PowerConnect 5012 switch, including installation into a Dell-supported rack (if required), connecting cables between the switch and attached servers and clients, and testing for proper connectivity.

Included with this service:

- Installation of the PowerConnect switch.
- If required, mounting of the switch into a Dell-supported rack..
- Attachment of cables to the switch, from server(s) and/or other switch(es).
- Assigning the customer-supplied IP address to the switch (PowerConnect 3024 and PowerConnect 5012 only)
- Verification of connectivity between the switch and attached components.

Not included with this service:

- Installation of server(s), client(s), rack(s), or storage system(s).
- Installation or configuration of clustering applications
- Installation of NIC cards into associated servers or clients. Customer can purchase the NIC install via the PowerEdge Advanced System Upgrade – Level 2 service.
- Configuration of managed switches, including VLAN or port-trunking.
- Installation of peripherals or applications not specifically identified in this statement of work.
- This service does not include installation or re-configuration of non-Dell equipment.
- This service does not include modification of a non-Dell rack to accept Dell equipment.

Customer Responsibilities:

- The customer must provide basic installation topology information, such as which servers, clients, and switches to connect.
- The customer must arrange to have all attached components installed and available to connect to the switch, or purchase installation services for the attached components.
- The customer must ensure that any hardware and software that is to be installed is available and located at the installation site, including the PowerConnect switch, rack mounting hardware, and appropriate cables.
- The customer must purchase or provide any additional network cabling installation services, if needed, to prepare for the switch installation.

- Customer must provide a TTY-compatible terminal, portable computer, or a PC with a serial port and the ability to emulate a terminal for installation of a managed switch.

Onsite Activities by the Dell Service Provider:

This service will be provided during the hours of 8:00 a.m. to 6:00 p.m., Monday through Friday, excluding holidays and provides for the following:

1. Verify the receipt and condition of all boxes and components.
2. Verify that the customer has correct power outlets and sufficient physical space for installation.
3. Unpack the PowerConnect switch and accompanying accessories.
4. Verify product service tag # (serial number) matches shipping list.
5. Verify the physical condition of the PowerConnect switch.
6. Verify the desired switch connections with the customer, and whether or not switch will be rack-mounted or tabletop installation.
7. Verify cables and accessories are present – AC power adapter, rack-mounting kit, user's manual, null modem cable (*PowerConnect 3024 and 5012 only*), and stacking cable (*PowerConnect 3024 only*).
8. Contact Dell Technical Support for assistance with any damaged or missing item.
9. If required, mount the switch into a Dell-supported rack, using the included rack mount hardware brackets.
10. Attach the power cable to the switch.
11. Apply power to the switch.
12. (***Managed switches only***) Connect portable computer to switch console port using null modem cable provided with new switch and establish terminal session.
13. (***Managed switches only***) Collect the following information from customer: IP address for switch, default gateway for the network, network mask for the network.
14. (***Managed switches only***) Assign IP address to the switch.
15. Using the customer-provided interconnect cable(s), connect the switch into the network.
16. Verify connectivity between the switch and attached server(s)/switch(es).
17. If any errors occur, contact Dell Technical Support for further troubleshooting and service action.
18. Review the configuration with the customer to ensure the resulting connectivity fabric is as expected.
19. Remove packing material to appropriate disposal facility at customer site.