

# Service Description: Microsoft Windows 7 Install For Dell Desktops and Notebooks

## Service Overview

The followings are the services to be provided by DELL. Services to be carried out Weekday (excluding Public Holiday) during office hours (8:30AM till 5:00PM)

## Not included with this service:

- This service does not include installation or reinstallation of products nor software applications other than those mentioned in the above Statement of Work
- Any recovery of data, including disaster recovery.
- Any data backup, data migration or application transfer services.
- Transferring of applications or scripting for application installation at the system.
- Any activities related to network infrastructure configuration or troubleshooting.
- Downloading of software patches
- Warranty service or support for third party systems or applications.

## Customer Responsibilities/Notes

### Prior to Dell arriving on site for installation:

1. Complete a backup for all existing data and programs on all affected systems prior to the delivery of this service. Dell will have no liability for loss or recovery of data or programs.
2. Download and run the Microsoft Win7 Upgrade Advisory (<http://www.microsoft.com/windows/windows-7/get/upgrade-advisor.aspx>) to ensure hardware and software compatibility.
3. No trouble shooting will be done for applications that fail this compatibility check.
4. Provide Dell with a valid licensed copy of the software to be installed.
5. Load all required operating system(s) on affected systems(s).
6. Ensure that sufficient cabling and electrical outlets are available.

### During the installation:

1. Provide a single point of contact to work with the Dell Technician. Ensure that an employee is available to assist the Dell Technician with any information necessary to complete the Services.
2. To perform the task, the customer must ensure that the Dell Technician have access to installation sites.
3. Provide the installer with any necessary configuration information to complete the installation.
4. Customer must allow for hardware shutdown prior and during the installation.
5. Customer to produce relevant license as well as CD media for applications that need to be installed. Installation of freeware or shareware applications not included.
6. Microsoft supported applications covered are as limited to this list.
  - Microsoft Office
  - Microsoft Works
  - Microsoft Frontpage
  - Adobe Photoshop
  - Symantec Antivirus
  - McAfee Antivirus

## Key Service Steps:

### Implementation and Testing

1. Unpack and setup system if necessary.
2. Boot up system.
3. Verify that the system is properly installed and operational. Ensure no error codes are present.
4. Configure the system as needed to prepare for the Windows 7 installation
5. Format system and install the customer provided Windows 7 media.
6. Reboot system to ensure operating system is functional.
7. Install **up to 3** applications listed above using customer provided media.
8. Data **needs to be backed up** prior to clean installation and installation of applications will be limited to as stated above.

### Project Closeout:

1. Obtain customer signoff acceptance upon job completion.
2. Handover the system to the Customer

**NOTE:** If the Customer is not in compliance with the terms and responsibilities as outlined in this Service Description then Dell has no obligation to deliver this Service.

### Minimum hardware requirement:

	Minimum 32-bit Operating System	Minimum 64-bit Operating System
System Memory	1 GB RAM	2 GB RAM
Processor	1GHz or faster 32-bit (x86)	1GHz or faster 64-bit (x64)
HD Space	16 GB available disk space	20 GB available disk space
Graphics	DirectX® 9 graphics processor with WDDM 1.0 or higher driver	DirectX® 9 graphics processor with WDDM 1.0 or higher driver

### O/S upgrade path

O/S on the PC	Windows 7 Upgrade Version
Windows Vista® Home Premium 32bit	Windows® 7 Home Premium 32bit
Windows Vista® Business 32bit	Windows® 7 Professional 32bit
Windows Vista® Ultimate 32bit	Windows® 7 Ultimate 32bit
Windows Vista® Home Premium 64bit	Windows® 7 Home Premium 64bit
Windows Vista® Business 64bit	Windows® 7 Professional 64bit
Windows Vista® Ultimate 64bit	Windows® 7 Ultimate 64bit
Windows® XP downgrade purchased with Windows Vista® Business Bonus 32bit1	
Windows® XP downgrade purchased with Windows Vista® Ultimate Bonus 32bit1	Windows® 7 Professional 32bit

### Supported Dell systems:

Laptops	Workstations	Desktops
Latitude XT2 Tablet	<b>Mobile Workstations</b>	Vostro 220 MT
Latitude E5400	Dell Precision M2400	Vostro 220s
Latitude E5500	Dell Precision M4400	Vostro 420
Latitude E4300	Dell Precision M6400	OptiPlex 360
Latitude E6500	Dell Precision M6400 Covet	OptiPlex 760
Latitude E4200		OptiPlex 960
Latitude E6400	<b>Desktop Workstations</b>	OptiPlex 160
Latitude E6400 ATG	Dell Precision T3400	
Latitude E6400 XFR	Dell Precision T3500	
Vostro 1320	Dell Precision T5500	
Vostro 1520	Dell Precision T7500	
Vostro 1720	Dell Precision R5400	
Vostro 1220		

### More Details

Requirements subject to change and are based on currently available information from Microsoft. If you have enrolled in the Windows® 7 upgrade program shortly after Windows® 7 is made publicly available you will receive an email stating that your upgrade kit is available for order. Dell reserves the right to modify the list of supported systems at its discretion.

# User Acceptance Test Form – Windows7 Installation

This form is to be completed for collection by the Dell support engineer or emailed to:

[Windows7Install@dell.com](mailto:Windows7Install@dell.com)

<b>User Name:</b>		<b>Business unit:</b>	
<b>Site Name:</b>		<b>Workstation ID:</b>	
<b>Desktop Asset Number:</b>			
<b>Monitor Asset Number:</b>			

	<b>Test</b>	<b>Approved</b>	<b>Rejected</b>
1.	<b>Turn Machine On.</b> Successful?		
2.	<b>Domain /Workgroup Logon Sequence.</b> Network Logon Achieved?		
3.	<b>Desktop Icons.</b> Correct icons visible?		
4.	<b>Applications and Data.</b> Located Successfully?		
5.	<b>Applications</b> Working correctly? (if applicable – ie Microsoft Word documents / Excel spreadsheets)		
6.	<b>Mainframe Access.</b> Working correctly? (if applicable)		
7.	<b>Mail.</b> Microsoft PST File located and mail accessed		
8.	<b>Printer Test:</b> Printed Successfully? <i>(Note- Dell assumes print drivers are network loadable and Windows 7 Certified)</i>		
9.	<b>Additional Applications Installed?</b>		
10.	<b>Hibernate, Standby and LOGOFF.</b> Successful?		

When all the above tests are completed successfully, please endorse below to indicate acceptance of this hardware and that testing has been completed.

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

## **Important Additional Information**

**Software/Data Backup.** It is the Customer's responsibility to complete a backup of all existing data, software, and programs on affected Products prior to Dell performing any Services. **DELL WILL NOT BE RESPONSIBLE FOR LOSS OF OR RECOVERY OF DATA, PROGRAMS, OR LOSS OF USE OF SYSTEM(S) OR NETWORK.** You understand and agree that under no circumstances will Dell be responsible for any loss of software, programs, or data, even if Dell technicians have attempted to assist you with your backup, recovery, or similar services. Any such assistance is beyond the scope of any Dell warranty and this Service Description. The assistance is provided in Dell's sole discretion and without any guarantee or warranty of any kind. Neither does Dell provide any guarantee or warranty of any kind with respect to any third-party product that a Dell technician may use in assisting you.

**Authority to Grant Access.** Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.

**Claims of Confidentiality or Proprietary Rights.** Customer agrees that any information or data disclosed or sent to Dell, over the telephone, electronically or otherwise, is not confidential or proprietary to Customer.

**Terms and Conditions.** Dell is pleased to provide these Services, in accordance with this Service Description and the terms and conditions of any applicable separate signed agreement between Customer and Dell, and in the absence of such an agreement, Dell's standard Terms and Conditions of Sale, Service and Technical Support, which are available on request or at [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts)

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