Service description

Remote Migration of a Server to a New Server and Operating System

Introduction to your service agreement

This service provides for the replacement/migration of a single existing server, running an end-of-life ("EOL") or unsupported ("non-mainstream") Microsoft® Windows® operating system ("OS") and/or non-mainstream Microsoft Windows Server® applications, with a single new Dell PowerEdge™ server running the currently shipping OS and applications (the “Service” or “Services”) as set forth more specifically in this Service Description. This Service provides for the installation the current Microsoft Windows OS, installation of the current Microsoft Windows applications*, basic installation of third party applications, basic configuration of the new Microsoft Windows OS and applications, and migration of up to 500 Gigabytes ("GB") of data**. This Service also provides for collaborative assistance, up to four hours, to consult with third party software vendors about installation, migration and/or compatibility issues (for non-Microsoft applications) which may arise during this Service.

*Customers migrating to SBS 2008 Premium and who will require the separate SQL Server™ will be required to purchase two additional RAS packs.

**Customers with larger than 500 GB of data require the purchase a RAS pack for each additional 500 GB of data that needs transferred.

This Service will be scheduled in advance with a Dell project coordinator and will be performed in phases during the following hours:

- Remote implementation: during the hours of 7:00am to 9:00pm, Central Daylight Time (CDT), Monday through Friday, excluding holidays, unless other arrangements have been made with the project coordinator

Any changes to the schedule must be made at least five full business days in advance of the required delivery date with the designated Dell project coordinator to avoid additional charges.

This Service does not allow for continuous access to the data and applications during the migration. Although efforts will be made to limit the amount of downtime needed for the migration, downtime of both hosts for the duration of this Service should be expected.

This Service Description (“Service Description”) is entered among you the customer (“you” or “Customer”) and the Dell entity identified on your invoice for the purchase of this Service. This Service
is provided in connection with Customer’s separate signed master services agreement with Dell that explicitly authorizes the sale of this Service (as defined herein) or, in the absence of such agreement, Dell’s terms of sale applicable to commercial customers, which is available at [www.Dell.com/terms](http://www.Dell.com/terms) (you can access this at [www.Dell.com/terms](http://www.Dell.com/terms) in the United States) or your local Dell.com website and incorporated by reference in its entirety herein.

By placing your order for the Services, utilizing the Services or associated software, or by clicking/checking the “I Agree” button or box on the Dell.com website in connection with your purchase or within a Dell software interface you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity you represent that you have authority to bind such entity to this Service Description, which case “you” or “Customer” shall refer to such entity.

**The scope of your Service agreement**

**Service SKUs**

See Appendix A

**The key Service steps include**

- **Planning and design:**
  1. Review the site environmental and technical readiness requirements.
  2. Confirm readiness review and installation dates and highlight stringent dependencies on complete Customer site readiness and product ship dates to meet the planned installation schedule.
  3. Verify that the existing hosts meet the minimum hardware and software requirements.
  4. Create an engagement overview based on the Customer’s hardware and software configuration.
  5. Ensure that the Customer reviews, accepts, and abides by the terms and conditions of this Service Description.

- **Implementation:**
  1. Install the OS onto the server, if necessary:
     a. Server preparation:
        i. Set up CMOS information as needed.
        ii. For RAID host bus adapters (“HBAs”), enter the RAID utility and configure the physical drives into one or more RAID logical unit numbers (“LUNs”) according to Dell-supported Customer specifications.
        iii. For RAID Enclosures, follow the enclosures instructions to create new LUNs according to Customer specifications.
     b. Install the Customer-provided OS.
     c. Enter first-time-boot configuration information as provided by the Customer.
     d. Install drivers for any Dell peripherals (such as storage controllers and network cards), as needed.
     e. Configure the network drivers and protocol parameters into the operating system.
     f. Configure the following Services to match settings from the existing server:
        i. IP address(es).
        ii. Domain/Active Directory®.
        iii. WINS.
iv. DNS.
v. DHCP.
vi. RRAS.
vii. DFS.
viii. File/Print Share.
ix. Terminal Service licensing.
x. Server identification (hostname, NetBIOS name, and IP address).
g. Connect the server to the Customer’s network, and verify connectivity by logging in remotely.

2. Application/data migration:
   a. Install the appropriate applications on the new server:
      i. Install the applications utilizing default installation settings on media provided by the Customer.
      ii. For Microsoft applications, configure basic parameters.
      iii. For non-Microsoft applications, contact the software vendors, as needed for installation support.
   b. Migrate data from the existing server (source) to the new server (target).
   c. Validate that data is successfully transferred by reviewing data migration log files.
   d. Promote the new server, as requested by the Customer:
      i. Transfer the identity (server name and IP address) of the old server to the new server.
      ii. Decommission the old server.
   e. Verify that the new server powers on properly with no fault indicators and that Customer can access the migrated Services on the new server.

* Project closeout:*
  1. Obtain Customer acknowledgment of the Services performed.

**Excluded Services**
- De-installation or re-installation of product(s) or application(s) unless otherwise specifically described in this Service Description.
- Any Physical Rack and Stack of hardware or cabling.
- Any work on servers in a clustered environment.
- Migration to or from non-Microsoft Windows OS.
- Migration of any non-supported OS or application.
- Installing cables external to the rack.
- Installation of any non-Dell related hardware.
- Installation of any product into an unsupported rack.
- Any activities other than those specifically noted in this Service Description.

**Service specific Customer responsibilities**
- Make changes to OS or applications that have any non-default settings and configurations.
- Provide all related software media for applications that will need to be installed on the new server.
- Ensure that all applicable software titles have proper licenses prior to the delivery of this Service.
- Ensure that the server is located in the immediate area of the rack into which it will be installed.
- Ensure that adequate power and Ethernet are available to support both source and target systems to be connected simultaneously.
- Ensure that the source server is functional with no major system alerts/faults present and have no damage to the disks.
- Provide at least 100MB per second Ethernet network speed.
- Provide high-speed Internet access of at least 467 kilobit per second upload and download speeds.
• Ensure that the data and applications migrated are fully functional. The migration of third party applications will be limited to the ability of the vendor to assist with the migration. This Service does not guarantee the migration of third party applications and/or their associated data. COLLABORATIVE SUPPORT WITH THIRD PARTIES IS LIMITED TO 12 HOURS. Additional fees may be required if more than 12 hours of collaborative support is required.
• Ensure that any external storage devices that will be attached to the new server are installed and functional prior to technicians arriving onsite to deliver this Service.
• Ensure that a technical contact, with full rights to the original server, is available for the duration of this Service.
• Dispose of the existing server, packing material and other debris.
Terms and conditions about your Service

1 Supported products

This Service is available on select Dell Supported Products such as, OptiPlex™, Latitude™, Precision™, Vostro™, PowerEdge™, PowerEdge SC™, PowerVault™, PowerConnect™, Dell EqualLogic™, Dell | EMC Storage Systems™, Dell Compellent, and select Dell printers, which are purchased in a standard configuration. Supported Products are added regularly so please contact your Dell sales representative to for the most up-to-date list of which Services are available on your Dell products.

Each Supported Product is tagged with a serial number (the “Service Tag”). A separate service agreement must be purchased by the Customer for each Supported Product. For example, a printer purchased with a laptop system is not covered by the laptop system’s service contract: the printer and the laptop will each need their own service contract. Please refer to the Service Tag on your Supported Product when contacting Dell for this Service.

2 Term of service

A This Agreement commences on the date you place your order and continues through the Term of Service. The “Term of Service” begins on the purchase date and extends for the term indicated on the Order Form. The number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services (defined below), the rate or price, and the applicable Term of Service for each is indicated on Customer’s order form or other mutually-agreed upon form of invoice, order acknowledgment or purchase order (collectively, “Order Form”). Purchases of Services under this Agreement shall be solely for Customer’s own internal use and not for resale or service bureau purposes.

3 Customer responsibilities

A 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.

B Cooperate with phone analyst and on-site technician. Customer agrees to cooperate with and follow the instructions given by Dell phone analyst and its on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.

C On-site obligations. Where Services require on-site performance, Customer must provide free, safe and sufficient access to Customer’s facilities and the Supported Product(s). Sufficient access includes ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

D Maintain software and serviced releases. Customer must maintain software and Supported Product(s) at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or EqualLogic™, or as specified on www.support.dell.com for additional Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in
order to keep the Supported Product(s) eligible for this Service.

E Data backup. Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service by Dell. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of this Service or related support activities or any act or omission, including negligence, by Dell or a third-party service provider.

4 Important additional information

A Payment for hardware purchased with installation & deployment services. Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of installation or deployment services purchased with such hardware.

B Commercially reasonable limits to scope of service. Dell may refuse to provide Services if, in its opinion, providing the Services creates an unreasonable risk to Dell or Dell’s Service providers or is beyond the scope of Services. Dell is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the Supported Product was designed.

C Optional services. Optional services (including point-of-need support, installation, consulting, managed, and professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Agreement.

D Assignment. Dell may assign this Service and/or Service Description to qualified third party service providers.

E Cancellation. Dell may cancel this Service at any time during the Service term for any of the following reasons:

- Customer fails to pay the total price for this Service in accordance with the invoice terms;
- Customer refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer’s invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless state law requires other cancellation provisions that may not by varied by agreement. IF DELL CANCELS THIS SERVICE PURSUANT TO THIS PARAGRAPH, CUSTOMER SHALL NOT BE ENTITLED TO ANY REFUND OF FEES PAID OR DUE TO DELL.

F Geographic limitations & relocation. This Service will be delivered to the site(s) indicated on the Customer’s invoice. This Service is not available at all locations. Service options, including service levels, technical support hours and onsite response times will vary by geography and certain options may not be available for purchase in Customer’s location. Dell’s obligation to supply the Services to relocated Supported Products is subject to local service availability and may be subject to additional fees, and to inspection and recertification of the relocated Supported Products at Dell’s then current time and materials consulting rates. Customer will provide Dell with sufficient and safe access to Customer’s facilities at no cost to Dell for Dell to fulfill Dell’s obligations.

G Transfer of service. Subject to the limitations set forth in this Service Description, Customer may transfer this Service to a third party who purchases Customer’s entire Supported Product
before the expiration of the then-current service term, provided Customer is the original purchaser of the Supported Product and this Service, or Customer purchased the Supported Product and this Service from its original owner (or a previous transferee) and complied with all the transfer procedures available at www.support.dell.com. A transfer fee may apply. Please note that if Customer or Customer’s transferee moves the Supported Product to a geographic location in which this Service is not available (or is not available at the same price) as Customer paid for this Service, Customer may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer chooses not to pay such additional charges, Customer’s Service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.

For more information about any of our service offerings, please contact your Dell representative or visit www.dell.com/services

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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### Appendix A

## Service SKUs

**US SKU**

<table>
<thead>
<tr>
<th>SKU</th>
<th>Description</th>
<th>Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>986-9589</td>
<td>Remote Migration of a Server to a New Server and Operating System (to schedule, email <a href="mailto:US_Remote_Services@dell.com">US_Remote_Services@dell.com</a>)</td>
<td>EEC</td>
</tr>
</tbody>
</table>

**LA SKU**

<table>
<thead>
<tr>
<th>SKU</th>
<th>Description</th>
<th>Partner</th>
</tr>
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<tbody>
<tr>
<td>923-3439</td>
<td>Remote Migration of a Server to a New Server and Operating System (to schedule, email <a href="mailto:AI_EEC_Remote_Services@dell.com">AI_EEC_Remote_Services@dell.com</a>)</td>
<td>EEC</td>
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</table>

**BZ SKU**

<table>
<thead>
<tr>
<th>SKU</th>
<th>Description</th>
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<tr>
<td>923-3269</td>
<td>Remote Migration of a Server to a New Server and Operating System (to schedule, email <a href="mailto:AI_EEC_Remote_Services@dell.com">AI_EEC_Remote_Services@dell.com</a>)</td>
<td>EEC</td>
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**ANZ APOS SKU**

<table>
<thead>
<tr>
<th>SKU</th>
<th>Description</th>
<th>Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>683-17489</td>
<td>Remote Migration of a Server to a New Server and Operating System (to schedule, email <a href="mailto:ANZ_Remote_Services@dell.com">ANZ_Remote_Services@dell.com</a>)</td>
<td>EEC</td>
</tr>
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## Appendix B

### Exceptions to Dell business hours

<table>
<thead>
<tr>
<th>Country</th>
<th>Dell business hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean</td>
<td>7:00 AM to 4:00 PM</td>
</tr>
<tr>
<td>Barbados, Bahamas, Belize, Costa Rica, El Salvador, Grand Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos</td>
<td>8:00 AM to 5:00 PM</td>
</tr>
<tr>
<td>Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand</td>
<td>9:00 AM to 5:00 PM</td>
</tr>
<tr>
<td>Argentina, India, Paraguay, Uruguay</td>
<td>9:00 AM to 6:00 PM</td>
</tr>
<tr>
<td>Bolivia, Chile</td>
<td>9:00 AM to 7:00 PM</td>
</tr>
</tbody>
</table>