Service Description

Remote Implementation of a Dell PowerVault™ MD3000 Subsystem

Service SKUs

<table>
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<th>Legend</th>
<th>SKU #</th>
<th>Description</th>
<th>Provider</th>
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<tr>
<td>REMINST</td>
<td>985-5398</td>
<td>PV MD3xxx REMOTE INSTALLATION, DELL</td>
<td>EEC</td>
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Service Overview

This agreement ("Agreement" or "Service Description") is made between the customer ("you" or "Customer") and the Dell entity identified on Customer’s invoice ("Dell"). By purchasing these Services (as defined herein) from Dell, Customer agrees to be bound by all terms and conditions set forth in this document. Dell is pleased to provide this Service Description in connection with Dell’s Customer Master Services Agreement, which is available for review for US and Latin America Customers at http://www.dell.com/servicecontracts or for Canada Customers at http://www.dell.ca/servicecontracts/ and incorporated in its entirety herein by reference. Additionally, Customer use of software, online services, or software-enabled services in connection with the Services is pursuant to the terms of the Dell Services Acceptable Use Policy, which is available for review at http://www.dell.com/termsandconditions and incorporated in its entirety herein by reference.

This service provides for the remote initial setup of a single Dell PowerVault MD3000 redundant array of independent disks ("RAID") storage enclosure with up to four (non-clustered) or two (clustered) Dell PowerEdge™ or PowerVault server (the “Service” or “Services”) as set forth more specifically in this Service Description. This Service allows Dell Customers who will be performing the physical installation to work remotely with Dell by phone and secure internet access (except where prohibited by law). This Service includes phone support assistance to the Customer during the course of the following:

- Installation of the MD3000 enclosure;
- installation of up to two expansion enclosures;
- installation of host bus adapter(s) ("HBA’s");
- installation of management software; and
- implementation of the storage.

A Dell representative will contact the Customer within one business day from the invoice date to schedule this Service, allowing for at least a three business day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This Service will be provided during the hours of 8:00am to 9:00pm, Central Daylight Time, Monday through Friday, excluding holidays, unless other arrangements have been made through the project manager.

Not Included With This Service

- Physical installation of any hardware or software.
- Network cabling or any other environmental or power related activities.
- Configuration of any product external to the PowerVault enclosure, cable and HBA.
- Performance tuning, system optimization, scripting or other similar services.
- Installing or configuring any applications, such as Microsoft® Exchange, SQL Server™, or file/print services.
- Any activities other than those specifically noted in this Service Description.
Customer’s Responsibilities

• Complete a backup of 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 or loss of use of system(s) arising out of the services or support or any act or omission, including negligence, by Dell or a third-party service provider.

• Ensure the desired configuration meets the vendor’s minimum system requirements for hardware and software configuration (such as service pack/kernel and BIOS).

• Ensure that the technical and environmental requirements (such as correct power) detailed in Dell’s PowerVault Site Checklist are completed prior to the delivery of this Service.

• Dispose of the packing material and other debris.

• Ensure that a supported Operating System with the current Service Pack and BIOS is installed and operational on each server.

• Make at least one technical contact, with system administration responsibilities, available and provide appropriate facility/site/system/information access privileges as a resource during the performance of this Service.

Key Service Steps

• Planning and Design:
  1. Review this Service Description to ensure the understanding of the scope of work.
  2. Obtain and review the technical configuration information needed for the installation.
  3. Schedule the installation.

• Remote Installation:
  1. Disk enclosure subsystem installation assistance:
     a. Configure the storage enclosure for proper bus mode operation.
     b. Cable the primary RAID enclosure to any applicable expansion enclosures.
  2. Server preparation assistance:
     a. Install the HBA(s) into the server(s), if necessary.
     b. Verify the proper HBA controller firmware revision.
     c. Cable the server(s) to the storage enclosure.
  3. Power up the server(s) and storage and ensure that all the hardware is functioning and that there are no visible faults.
  4. Install drivers and management software onto the server(s).
  5. Launch the management and configure the physical drives into one or more RAID logical unit numbers (“LUN’s”) according to Dell-supported Customer specifications.
  6. Prepare LUNs:
     a. Reboot the server(s) to enable LUN connectivity.
     b. Partition and format the LUNs utilizing the operating system’s native utilities.
  7. Server OS configuration assistance:
     a. Install and configure failover software, as needed.
     b. For clusters:
        i. Install heartbeat network interface card (“NIC”).
        ii. Connect the NICs together (directly or via a dedicated network).
        iii. Configure the NICs.
        iv. Install and configure cluster service, as needed.
        v. Create cluster resource groups.
        vi. Assign resources to resource groups.
        vii. Make a cluster share and ensure data transfer.
  8. Install and configure Premium Features, if purchased with this storage enclosure.
  9. Using the management software, verify configuration and status of all physical and logical drives. Inspect the enclosure’s lights and verify that there are no faults.

• Testing:
  1. On clustered systems, discuss and verify server failover.
  2. On multi-path configurations, discuss and verify path failover.
• **Project Closeout:**
  1. Conduct a brief product orientation session and review the associated documentation with the Customer. This overview does not replace any available Dell education courses for this product.
  2. Obtain Customer acknowledgment of the Services performed.

**Important Additional Information**

**Terms:** This Service provides entitlement to one incident for a 90-day period from the invoice date. Any incident not used within this period will expire. A Service “incident” means that the Services will address a single remote session.