



## Service Description

### Remote Implementation of a Dell EqualLogic™ Array

#### Service SKUs

Legend	SKU #	Description	Provider
REMINST	990-0708	EQL Remote Config Assist	EEC

#### Service Overview

This service provides for the remote initial setup of a single Dell EqualLogic storage array and up to two Dell PowerEdge™ servers (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 storage device;
- configuration of up to two servers;
- installation of the management software;
- implementation of the storage; and
- implementation of Microsoft® clusters on the servers (if applicable).

A Dell representative will call the Customer 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 7:00am to 9:00pm, Central Daylight Time, Monday through Friday, excluding holidays, unless other arrangements have been made through the Dell 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 not specifically noted in this Service Description.
- Performance tuning, system optimization, scripting or other similar services.
- Any Ethernet switch configurations, such as virtual local area network (“VLAN”).
- Installing or configuring any applications, such as Microsoft Exchange, SQL Server™, or file/print services.
- Data or software migration.
- 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 packs, kernel versions and BIOS versions).
- Ensure that the technical and environmental requirements (such as adequate floor space, power outlets, cooling, and network connections) detailed in Dell’s site checklist are completed prior to the delivery of this Service.



- Make at least one technical contact, with system administration responsibilities, available and provide appropriate facility/site/system/information access privileges as a resource to Dell during the performance of this Service.
- Provide access to the Internet from systems involved in the project in order to download any required software.
- Ensure that the existing network environment is properly setup to handle the bandwidth requirements of all iSCSI hosts and that the appropriate network drops are in place prior to the commencement of this Service.
- Ensure the availability of a system (can be a laptop or console terminal) that can establish a serial console connection between itself and the array. A Null modem cable with a standard nine-pin female connector is shipped with the array.
- Ensure the availability of a system, for initial management steps and ongoing administration, with a JAVA enabled web browser and connectivity into the array.
- Ensure that all hardware components (storage, servers and switches) are properly racked, cabled, powered up and error free prior to the commencement of this Service.

## Key Service Steps

- **Design:**
  1. Review and obtain the site technical requirements with the Customer.
  2. Verify that the existing hosts meet the minimum hardware and software requirements.
  3. Create a valid design based on the Customer's hardware and software configuration:
    - a. Define/confirm that the configuration meets the minimum hardware and software requirements for the environment.
  4. Discuss the recommended local area network ("LAN") configurations and security settings for all iSCSI hosts with the Customer.
- **Planning:**
  1. Review the site environmental and technical readiness requirements.
  2. Confirm readiness review and installation dates and highlight dependencies on complete Customer site readiness and product ship dates to meet the planned installation schedule.
  3. Ensure that the Customer reviews, accepts, and abides by the terms and conditions of this Service Description.
- **Implementation and Testing:**
  1. Array setup:
    - a. Configure the array(s) and create a group or multiple groups:
      - i. Assign member name(s).
      - ii. Assign network interface name(s) and IP configuration.
      - iii. Create initial group name and assign IP address.
      - iv. Select RAID set as defined by the Customer.
    - b. Login to the Management GUI through the Web interface.
    - c. Setup Event Notification:
      - i. Assign SMTP server for email notifications.
      - ii. Setup Email Home configuration.
      - iii. Enter email address(s) for event notifications.
      - iv. Configure Syslog host, if required.
    - d. Configure challenge handshake authentication protocol ("CHAP") authentication, if required.
    - e. Set initial group management and administration passwords:
      - i. Create additional administrative accounts, if required.
    - f. Volume Creation (up to nine initial volumes):
      - i. Create initial volume(s) for test data set.
      - ii. Restrict access via CHAP, IP, or iSCSI name.
    - g. Set the time zone, time and NTP Server, if applicable.
    - h. Create and secure volumes for additional hosts.
    - i. Demonstrate Snapshots and creating Snapshot schedules.
    - j. Configure additional network interfaces, up to three active redundant connections.
  2. Host and initiator setup:



- a. Install the appropriate MS initiator.
  - b. Install MPIO (if applicable).
  - c. Install Auto Snapshot Manager, if applicable.
  - d. Install Host Integration Tools, if applicable.
  - e. Connect the initiator to the array by adding the target portal to the iSCSI initiator.
3. Initialize and bind all volumes:
- a. Login to, initialize and format all volumes:
    - i. Login to all volumes from the MS initiator.
    - ii. Mount, initialize, partition, and format the volume.
  - b. Select the Bound Volumes\Devices tab on the MS Initiator and bind all volumes.
  - c. Demonstrate read/write access by copying and reading Customer supplied data.
  - d. Demonstrate growing a volume and expanding a file-system on the host OS.
- **Product Awareness:**
    1. Conduct a brief product orientation session and review the associated documentation with Customer. This overview does not replace any available Dell education courses for this product.
    2. Demonstrate the failover capability, if implemented.
  - **Project Closeout:**
    1. Provide documentation to the Customer, reflecting the Services performed.
    2. Obtain Customer acknowledgement of the Services performed.

## Terms & Conditions 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. Customer agrees that renewing, modifying, extending or continuing to utilize the Services beyond the initial term is subject to the then-current Service Description available for review at the location provided in the Global Website Information table below.

**Master Services Agreements.** Dell is pleased to provide this Service Description in connection with Customer’s separate signed master services agreement with Dell or, in the absence of such agreement, the following agreement is incorporated in its entirety by reference:

- Direct Customers & End Users: Dell’s Customer Master Services Agreement (“CMSA”) available for review at the location provided in the Global Website Information table below; or
- PartnerDirect Certified Partners or Registrants and Resellers: Dell’s Terms and Conditions of Sale for Persons or Entities Purchasing to Resell available for review at the location provided in the Global Website Information table below.

**Dell Services Acceptable Use Policy.** All 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 (“AUP”), which is available for review at [www.dell.com/AUP](http://www.dell.com/AUP) and incorporated in its entirety herein by reference. PartnerDirect Certified Partners or Registrants, resellers and service providers are responsible for ensuring that their end-user customers assent to be bound by the terms and conditions of the AUP or substantially similar terms that are at least as protective as those set forth in the AUP prior to use of the Services by end-users.

## Important Additional Information

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

**Cancellation.** Subject to the applicable product and services return policy for Customer’s geographic location, Customer may terminate this Service within a defined number of days of Customer’s receipt of the Supported Product by providing Dell with written notice of cancellation. If Customer cancels this Service within that period, Dell will send Customer a full refund less the costs of support claims, if any, made under this Service Description. However, if that period has transpired since Customer’s receipt of the Supported Product, Customer may not cancel this Service except as provided by an applicable state/country/province law which may not be varied by agreement.

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 be 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.

**Relocation.** This Service will be delivered to the site(s) indicated on the Customer's invoice. This Service is not available at all locations. 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.

**Service Parts Ownership.** All Dell service parts removed from the Supported Product and returned to Dell become the property of Dell. Customer must pay Dell at the current retail price(s) for any service parts removed from the System and retained by Customer (except for hard drives from systems covered by Keep Your Hard Drive service) if Customer has received replacement parts from Dell. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs.

**Term and Renewal.** Customer will receive Services for the term indicated on Customer's Dell invoice. Prior to the expiration of the service term, Customer may be entitled to extend the term depending on available options then in effect and in accordance with Dell's then-current procedures.

In addition, Dell may, at its option, propose to renew this Service by sending Customer an invoice to renew the Services. Customer may, at its option (where permitted by law), agree to such renewal of the Services by paying such invoice by the due date. Payment of renewal invoices shall indicate Customer's agreement to extend the term of this Service. By renewing this Service, Customer agrees that the then-current terms will apply to the renewal period. If Customer elects not to pay a renewal invoice, Services will be discontinued as of the expiration date set forth on the original or last paid Customer invoice.

**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. 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 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.

## Global Website Information

Customer Location	Master Services Agreement	PartnerDirect and Reseller	Dell Services Acceptable Use Policy
United States, Latin America & the Caribbean	<a href="http://www.dell.com/servicecontracts">www.dell.com/servicecontracts</a>	<a href="http://www.dell.com/termsandconditions">www.dell.com/termsandconditions</a>	<a href="http://www.dell.com/AUP">www.dell.com/AUP</a>
Canada	<a href="http://www.dell.ca/servicecontracts">www.dell.ca/servicecontracts</a>	<a href="http://www.dell.ca">www.dell.ca</a>	<a href="http://www.dell.com/AUP">www.dell.com/AUP</a>
Europe, Middle East & Africa	<a href="http://euro.dell.com/service-descriptions">euro.dell.com/service-descriptions</a>	<a href="http://www.dell.com">www.dell.com</a> *	<a href="http://www.dell.com/AUP">www.dell.com/AUP</a>
Asia, Pacific & Japan	<a href="http://www.dell.com">www.dell.com</a> *	<a href="http://www.dell.com">www.dell.com</a> *	<a href="http://www.dell.com/AUP">www.dell.com/AUP</a>

\* Please utilize the "Choose a Country/Region" drop-down menu at <http://www.dell.com>

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