



Service Description

Implementation of an Additional 1-5 Clients into an EMC® NetWorker® Solution

Service SKUs

Legend	SKU #	Description	Partner
	981-9349	EDT – LNBPR 5 Client Add-On*	EDT

* Must be sold in conjunction with the following SKU:

Legend	SKU #	Description	Partner
	981-9338	EDT, Backup Production Readiness – NetWorker	EDT

Service Overview

This service provides for the implementation of up to 5 additional Legato NetWorker client configurations including the Open File Manager (the “Service” or “Services”) as set forth more specifically in this Service Description. This Service must be sold in conjunction with and be part of a Legato NetWorker Backup Production Readiness service engagement.

This Service will be provided during the hours of 8:00am to 6:00pm, Customer local time, Monday through Friday, excluding holidays, unless other arrangements have been made through the Dell sales team and the project manager.

This Service Description provides only an overview of the Service steps and Customer responsibilities.

Not Included With This Service

- Installation, de-installation, re-installation or upgrade of product(s) or application(s) or any activity not specifically mentioned in this Service Description.
- Any installation, cabling or other hardware related activities.

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 entire storage solution (including any arrays, switches, tape devices, and hosts) is fully functional with no errors and at least at the minimum supported revision levels for hardware and software.
- Complete all necessary upgrades prior to the commencement of these Services.
- Ensure that the Installation Requirements and Installation Pre-requisites as defined in the manuals provided for this NetWorker component have been met prior to the start of the installation activity.

Key Service Steps

- **Design**
 1. Preparation planning and knowledge transfer regarding the process for installation of the specific NetWorker Client Connection Software.



- **Implementation and Testing**
 1. Install the Legato NetWorker clients onto the designated client machines including any purchased Open File Manager licenses.
 2. Configure the required parameters for the operation of the data backup and restoration operation of the client system.
 3. Perform a test of standard client functionality for the data backup and restore operation using a limited set of data (100 MB or less).
 4. Modify standard configuration and operational documentation.

Important Additional Information

Dell is pleased to provide these Services in accordance with this Service Description and the terms and conditions of Customer's applicable signed service agreement with Dell or Dell's third-party service provider, or, in the absence of such an agreement, the terms and conditions of Dell's Customer Master Services Agreement available for US and Latin America Customers at http://www.dell.com/service_contracts/, or for Canada Customers at <http://www.dell.ca/servicecontracts/>.

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