



Service Description

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

Service SKUs

Legend	SKU #	Description	Provider
NTSRADM	986-9589	CMPLX WIN SVR RPLCMNT SVC	EEC

Service Overview

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 of the new hardware, installation of 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 of data. This Service also provides for collaborative assistance, up to 12 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.

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

- On-site installation: during the hours of 8:00am to 6:00pm, Customer local time, Monday through Friday, excluding holidays.
- Remote implementation: during the hours of 7:00am to 11:00pm, Central Standard Time (CST), Monday through Friday, excluding holidays.

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 manager 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.

Not Included With This Service

- De-installation or re-installation of product(s) or application(s) unless otherwise specifically described in this Service Description.
- 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.



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.**
- 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.

Key Service Steps

- **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.
- **Installation:**
 1. Unpack new server and inspect all hardware prior to installation.
 2. Install the server:
 - a. For desk side installation:
 - i. Place the server in the Customer-designated location.
 - ii. Connect the power cables to Customer-provided outlets.
 - b. For rack installation:
 - i. Mount rack related hardware (such as rails, brackets and tray) onto the rack.
 - ii. If needed, remove components (such as blades, power supplies and drives) from the server to reduce the overall weight.
 - iii. Mount the server into the rack.
 - iv. Reinstall any components that were removed from the server.
 - v. Install Customer-provided power distribution units ("PDUs") onto the rack, as needed for the proper power configuration of the server.
 - vi. Install and route power cables to the server.
 - c. Connect the Customer-provided cables to the server (such as network, keyboard, mouse, and video).
 - d. Power up the server and ensure that it boots up and operates with no visible fault indicators.



- e. Verify that the server has all the proper firmware revisions and update as needed.
 3. 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.
 4. 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 up to 500 gigabytes of 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.
 5. Remove all packaging material to a Customer-designated area within the immediate installation location, or arrange with the Customer for Customer’s removal of it.
- **Project Closeout:**
 1. Obtain Customer acknowledgment of the Services performed.

Important Additional Information

Expiration of Service. This Service shall expire one hundred and twenty days from the date of invoice or use of the entitled Service, whichever comes first.

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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