

## Service Description: NS500G Celerra AntiVirus Agent Implementation - Standalone

### Service SKUs

Legend	SKU #	Description	Partner
NS5CVAL	982-2858	EDT CAVA Implementation	EDT

### Service Overview

This service provides for the proper virus scanning of a Dell | EMC<sup>2</sup> NS500G Network Attached Storage (“NAS”) environment by implementing Celerra Anti-Virus Agent (CAVA) on both the NS500G and an existing host running Windows based Anti-Virus software (the “Service” or “Services”) as set forth more specifically in this Service Description. These Services include the installation and configuration of up to four Anti-Virus engine Agents to scan up to fourteen CIFS based file systems on up to four Data Movers. In the event of an anti-virus action alert, all virus identification and user notifications display on the system monitor. Planning and implementation support (Project Management) for standard deployments is included in this Service.

This Service is applicable to Dell | EMC<sup>2</sup> SAN/DAS solutions only and is not available for Dell PowerVault™ or EMC<sup>2</sup> sold (non-Dell) solutions.

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

### Not Included With This Service:

- De-installation or re-installation of product(s) or application(s).
- Configuration or upgrades to Customer’s anti-virus software.
- Development of custom solutions including scripting.
- Performance tuning, system optimization, teaming/load balancing of network cards or other similar 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 affected storage systems prior to Dell arriving at the location to deliver this Service. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS.**
- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges to perform this Service.
- Make appropriate system maintenance window(s) available for Dell (or authorized agents) as needed to prepare equipment.
- Ensure all environment and operational requirements are met prior to implementation.
- Provide access to the Customer’s systems and networks as necessary to perform the Services during normal business hours, or at mutually agreed timeframes.
- Provide support from technical support teams for all vendors and third parties as necessary.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Verify the equipment location (work site) is prepared to perform the engagement Services.

## Key Service Steps:

- **Design:**
  1. Verify that the current anti-virus software is supported by the CAVA software.
  2. Verify the CFS code base.
  3. Document the anti-virus structure and components.
- **Planning:**
  1. Review this document with the Customer to ensure the understanding of the scope of work.
  2. Review the site environmental and technical readiness requirements.
  3. Review, accept, and abide by the terms and conditions of this Service Description.
- **Implementation and Testing:**
  1. Configure a domain user account with Dell virus-checking rights.
  2. Configure virus-checking parameters on the Data Movers.
  3. Install the Anti-Virus engine on the Windows anti-virus server.
  4. Install CAVA on the Windows anti-virus Servers.
  5. Start the virus-checking client on the Data Movers.
  6. Verify the CAVA installation.
- **Product Awareness:**
  1. Conduct a brief product orientation session and review the associated documentation. This overview does not replace any available Customer education courses for this product.
- **Project Closeout:**
  1. Provide documentation to reflect the work performed during this engagement.
  2. Obtain Customer sign off acceptance.

## Important Additional Information

Dell is pleased to provide the Services in accordance with this Service Description and the terms and conditions of the Dell Customer Master Services Agreement at [http://www.dell.com/Service\\_contracts/](http://www.dell.com/Service_contracts/), or Customer's applicable separate signed agreement with Dell.

