Service Description

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

Service SKUs

<table>
<thead>
<tr>
<th>Legend</th>
<th>SKU #</th>
<th>Description</th>
<th>Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>NTSRADM</td>
<td>986-9589</td>
<td>REMOTE WIN SVR MIGRATION*</td>
<td>EEC</td>
</tr>
</tbody>
</table>

* Can be ordered with multiple of the following Remote Advisory Services (“RAS”) packs to enhance this offer:

<table>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>990-2967</td>
<td>REM ADV,SRV STOR,STOR TECH,1PK,1YR APOS</td>
<td>EEC</td>
</tr>
</tbody>
</table>

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 (“GB”) of data**. This Service also provides for collaborative assistance, up to four 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.

*Customers migrating to SBS 2008 Premium and who require the separate SQL server will be required to purchase two additional RAS packs.

**Customers with larger than 500 GB of data require the purchase a RAS pack for each additional 500 GB of data that needs transferred.

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 9:00pm, Central Daylight Time (CDT), Monday through Friday, excluding holidays, unless other arrangements have been made with the project manager

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 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.

Terms & Conditions Overview

Remote Migration of a Server to a New Server and Operating System v1.2
10-15-08
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 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 by 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**

<table>
<thead>
<tr>
<th>Customer Location</th>
<th>Master Services Agreement</th>
<th>PartnerDirect and Reseller</th>
<th>Dell Services Acceptable Use Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Europe, Middle East &amp; Africa</td>
<td>euro.dell.com/service-descriptions</td>
<td><a href="http://www.dell.com">www.dell.com</a>*</td>
<td><a href="http://www.dell.com/AUP">www.dell.com/AUP</a></td>
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* Please utilize the “Choose a Country/Region” drop-down menu at [http://www.dell.com](http://www.dell.com)

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