



Service Description

Upgrade and Implementation of a Dell | EMC AX Array

Service SKUs

Legend	SKU #	Description	Provider
DSPUPIM	981-9177	UPGRD+IMP, AX SERIES, UNY	UNY
UNYINST	980-6608	UNY SW3250 HW INSTL	UNY
UNYINST	980-6618	UNY QLA200 HW INSTL	UNY

Service Overview

This service provides for the upgrade of an existing Dell | EMC AX Series Storage Array from a single storage processor to a dual storage processor (the "Service" or "Services"), as set forth more specifically in this Service Description. This Service includes the hardware upgrade and configuration of all the attached storage components, as well as the connection of new Microsoft® Windows® based hosts to the storage in either a iSCSI Ethernet, Direct Attached Storage ("DAS") Fibre Channel ("FC") or Storage Area Network ("SAN") FC attached configuration (up to the maximum supported hosts). This Service is applicable to Dell | EMC solutions only and is not available for other Dell PowerVault™ or EMC® (non-Dell) solutions.

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.

Not Included With This Service

- De-installation or re-installation of product(s) or software application(s) unless otherwise specifically described in this Service Description.
- Clustering.
- Installing cables external to the rack.
- Upgrading of any existing firmware or applications on new or existing hosts not required by this Service.
- Installing or configuring any applications, such as Exchange, SQL Server™, or file/print services.
- Zoning of the switches.
- Configuring any non-Windows hosts.
- 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 that a supported Network Operating System ("NOS") with the current Service Pack and BIOS is installed on each Server.
- Ensure that all hosts have the appropriate NOS licenses.
- Dispose of the packing material and other debris.



Key Service Steps

- **Planning and Design:**
 1. Review this Service Description with the Customer to ensure understanding of the scope of work.
 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.
- **Implementation and Testing:**
 1. Perform AX upgrade per the upgrade checklist.
 2. Follow the Service Tag Guide to update the Service Tag information.
 3. Ensure that the array is at the proper revision levels and all features, respective to Customer's purchase, have been enabled.
 4. If FC Host Bus Adapter ("HBA") installation(s) was(were) purchased:
 - a. Install HBA(s) into host(s).
 5. If a switch installation was purchased:
 - a. Mount any necessary rack related hardware into the Dell supported rack.
 - b. Mount the switch into the rack/rails.
 - c. Install Customer provided Power Distribution Units ("PDU"s) onto the rack, as needed for the proper power configuration of the switch.
 - d. Install and route all power and interconnect cables to the component.
 - e. Attach any management ports to the Customer provided network drops.
 - f. Configure the FC switch Ethernet parameters.
 6. Install drivers, agents, and failover software on all new hosts.
 7. Verify all hosts to Logical Unit Number ("LUN") connectivity by demonstrating how to ensure assignment of LUNs to appropriate hosts.
 8. Configure and test event monitoring e-mail notification.
 9. Return all components removed during the upgrade process to the Customer for Customer disposition.
 10. Remove all installation packaging to a Customer-designated area within the immediate installation location, or arrange with the Customer for Customer removal.
- **Product Awareness:**
 1. Conduct a brief product orientation session and review the associated documentation. This overview does not replace any available Dell Customer education courses for this product.
- **Project Closeout:**
 1. Obtain Customer acknowledgment 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 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
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United States, Latin America & the Caribbean	www.dell.com/servicecontracts	www.dell.com/termsandconditions	www.dell.com/AUP
Canada	www.dell.ca/servicecontracts	www.dell.ca	www.dell.com/AUP
Europe, Middle East & Africa	euro.dell.com/service-descriptions	www.dell.com *	www.dell.com/AUP
Asia, Pacific & Japan	www.dell.com *	www.dell.com *	www.dell.com/AUP

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

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