

# Service Description Supplement

## Dell EMC ProSupport for Software for Storage Spaces Direct Ready Nodes Supplement

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### Introduction

Dell EMC<sup>1</sup> is pleased to provide the Dell EMC ProSupport for Software for Dell EMC Storage Spaces Direct Ready Nodes Supplement together with corresponding ProSupport or ProSupport Plus service on Dell EMC Storage Spaces Direct Ready Nodes solution as set forth on the Order Form, the “Service”. This document supplements the ProSupport or ProSupport Plus service description, (this document, together with your corresponding ProSupport or ProSupport Plus service description, software section, are the “**Service Description**”), and amends, supplements, is incorporated by reference into, and shall be read together with your corresponding ProSupport or ProSupport Plus service description, and with your applicable master agreement, as described in the Dell Services Terms & Conditions section of the service description for your ProSupport for Enterprise Suite service. The terms of the ProSupport or ProSupport Plus and ProSupport Enterprise Suite service descriptions are available at [www.dell.com/servicecontracts/global](http://www.dell.com/servicecontracts/global).

Dell EMC ProSupport for Software for Storage Spaces Direct Ready Nodes is offered only on Dell EMC Storage Spaces Direct Ready Nodes and is only available in conjunction with ProSupport, ProSupport Plus for Enterprise, ProSupport One, or ProSupport Flex for Data Center service (the “**ProSupport Enterprise Suite**”) offers on the Ready Node.

For additional assistance, or to request a copy of your governing agreement applicable to the Services, contact your Dell EMC sales representative or reseller.

### Scope of Service

- Call handling by the Dell EMC ProSupport team and Storage Spaces Direct solution specialists with knowledge of the Dell EMC hardware, software-defined storage, networking technologies, and MS Windows, and how these products and technologies interoperate to provide a hyper-converged storage solution.
- One-stop cluster level support for hardware and software which encompasses the entire solution rather than piece parts. Combined with the deployment guide and support matrix, it offers complete solution value.
- When required, we offer correct replacement disk parts that are validated for Dell EMC Storage Spaces Direct Ready Node, ensuring that there is little downtime of the environment.
- ProSupport for Software for Dell EMC Storage Spaces Direct Ready Nodes support includes cluster-level support for both OEM and Bring Your Own License (BYOL).
- Support is available only on Dell EMC Storage Spaces Direct Ready Node configuration.
- The following Dell EMC Storage Spaces Direct Ready Node features are covered: Hyper-V, Failover Clustering, Storage Spaces Direct, Storage Replica, native Windows Backup, and Windows Volume Snapshot Service (VSS).
- The following operating system features vis-à-vis MS Storage Spaces Direct are *not* covered: Windows Server Software Defined (WSSD) Premium, BitLocker, Shielded VM’s and SDN.

The Storage Spaces Direct solution specialists will provide remote support in the following areas:

- Advise on features, functionality, cluster configuration issues, firmware versions, interoperability, and other cluster concerns. This is done in alignment with the best practices set forth in the Dell

<sup>1</sup> “Dell EMC”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell Order Form and the applicable EMC sales entity (“EMC”) specified on your EMC Order Form. The use of “Dell EMC” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.

EMC Storage Spaces Direct Ready Node support matrix, deployment guide, and industry best practices.

- Troubleshoot cluster performance degradation based on prior documented levels established during performance benchmarks run during deployment.
- Networking issues involving Dell EMC networking equipment and collaborative support of networking issues involving compatible third party networking equipment.
- Validate iWARP, RoCE, and other RDMA configurations meet best practices.
- Troubleshoot issues related to only SCVMM or SCOM agents that manages or monitor the Storage Spaces Direct cluster.
- Advise on basic cluster balance and optimization of the storage pool using the OptimizeStoragePool “cmdlet”.

Customers must have purchased the following hardware products and corresponding services in order to meet the criteria to be eligible to receive the Service:

- Dell EMC Storage Spaces Direct Ready Node configuration.
- ProSupport or ProSupport Plus purchased on the Dell EMC Storage Spaces Direct Ready Node.
- ProSupport for Software for Storage Spaces Direct Ready Nodes purchased on the Dell EMC Storage Spaces Direct Ready Node.
- ProSupport or ProSupport Plus purchased on Dell EMC networking equipment used in the cluster.
- Collaborative support for networking requires an active service contract with the networking vendor.

## Exclusions

- Upgrading the operating system of cluster nodes is not covered nor is troubleshooting an attempted upgrade. Contact your Dell EMC salesperson to purchase an upgrade service.