



## Service Description

### Implementation of an Additional Database Agent into an EMC® NetWorker® Solution

#### Service SKUs

Legend	SKU #	Description	Partner
	981-9359	EDT – LNBPR Database Module Add-On*	EDT

\* Must be sold in conjunction with the following SKU:

Legend	SKU #	Description	Partner
	981-9338	EDT, Backup Production Readiness – NetWorker	EDT

#### Service Overview

This service provides for the design and implementation of a single EMC Legato NetWorker Application Module for a single instance of Oracle®, Notes®, or Domino database applications (the “Service” or “Services”) as set forth more specifically in this Service Description. This Service must be sold in conjunction with and be part of a Legato NetWorker Backup Production Readiness offering. These Services include the installation and setup of the module, any required database configuration (setup) changes and any required scheduling as needed for the demonstration of proper backup and restoration of the database. The Services will be implemented using test data in a non-clustered environment only.

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.

This Service Description provides only an overview of the Service steps and Customer responsibilities.

#### Not Included With This Service

- Installation, de-installation, re-installation or upgrade of product(s) or application(s) or any activity not specifically mentioned in this Service Description.
- Reconfiguration, re-implementation or reallocation of LUNs on any hosts or on the storage array.
- Storage configuration consultation, performance tuning, system optimization or other similar services unless specifically noted in this Service Description.
- Data migration.
- Custom scripting of any kind.
- Any cabling or other hardware related activities.

#### 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 certain that the entire storage solution (including any arrays, switches, tape devices, and hosts) are fully functional with no errors and at least at the minimum supported revision levels for hardware and software.
- Complete all necessary upgrades prior to the commencement of these Services.
- Ensure that the Installation Requirements and Installation Pre-requisites, as defined in the manuals provided for this NetWorker component, have been met prior to the start of the installation activity.
- Provide the on-site availability and support of the database administrator to this implementation.
- Make certain that any installation, re-installation or upgrade of Legato NetWorker software is completed and functional prior to the delivery of these Services.
- Provide adequately trained staff for the operation and support of the database and any associated utilities (such as Oracle RMAN).

## Key Service Steps

- **Design**
  1. Application Module:
    - a. Ensure all operating systems are / will be at the proper revision levels.
    - b. Determine all naming conventions.
    - c. Ensure that the database is at the proper revision levels.
  2. Preparation planning and knowledge transfer regarding the process of installation of the NetWorker Module.
- **Implementation and Testing**
  1. Install the appropriate NetWorker Module client software into the database host.
  2. Install the appropriate NetWorker Module into the backup server.
  3. Work with the network and database administrator(s) and configure up to one database:
    - a. Create a test database, if necessary.
    - b. Configure the client module and database with any necessary settings; reboot as necessary.
    - c. Configure the NetWorker server with any necessary settings; reboot as necessary.
    - d. Install any necessary standard scripts and work with the Customer on modifications (such as server names, IP addresses, etc.) that will enable proper functionality of the backup process.
  4. Perform a backup and restore of the database to ensure that both the NetWorker Module and the database behave as designed using a limited set of test (non-production) data (100 MB or less).
  5. Modify Dell | EMC Legato standard configuration and operational documentation.
- **Product Awareness**
  1. Conduct a product orientation session and review the associated documentation. This overview does not replace any available Customer education courses for this product.

## Important Additional Information

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/](http://www.dell.com/service_contracts/), or for Canada Customers at <http://www.dell.ca/servicecontracts/>.

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