



Service Description

Remote Configuration of Boot From iSCSI on a Dell PowerEdge™ Server

Service SKUs

| Legend | SKU # | Description | Provider |
|--------|----------|-------------------------------|----------|
| | 989-5129 | REMOTE IMP,PE ISCSI BOOT,DELL | EEC |

Service Overview

This service provides for the remote configuration of boot from iSCSI deployment on a single Dell PowerEdge server (the "Service" or "Services"), as set forth more specifically in this Service Description. This Service allows Dell Customers who will be performing the physical installation to work remotely with Dell by phone and secure internet access (except where prohibited by law). As the Service is delivered remotely, any Service requests that require an on-site visit are considered outside this Agreement and may require additional fees. This Service includes assistance with the following:

- Configuration of the iSCSI target;
- configuration of the Dell supported PCI-e network interface card ("NIC") for iSCSI boot; and
- installation of the operating system (OS) to the iSCSI volume.

A Dell representative will contact the Customer to schedule this Service, allowing for at least a three business day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This Service will be provided during the hours of 8:00am to 9:00pm, Central Daylight Time, Monday through Friday, excluding holidays, unless other arrangements have been made through the project manager.

Not Included With This Service

- Performance tuning, system optimization or similar services.
- Data or software migration.
- Network configuration.
- Installing or configuring any applications, such as Microsoft® Exchange, Internet Information Services, or SQL Server™.
- Network load balancing ("NLB") or majority node set ("MNS") on Windows Server® clustering.
- Any tasks requiring an on-site visit.
- Any activities other than those specifically noted in this Service Description.
- Provision of, or assistance with, the use of any 3rd party imaging software.

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 the desired configuration meets the vendor's minimum system requirements for hardware and software configuration (such as service pack/kernel and BIOS.).
- Provide valid licenses for all hardware and software components.
- Take full responsibility for all physical hardware installations and changes that are necessary for the remote delivery of this Service.
- Provide at least one technical contact with administrator privileges to affected systems during the performance of this Service.



- Verify receipt of all Dell-ordered components (software and hardware).
- Make certain of the capability and availability to work with Dell via internet-based session at a connection speed of 1Mbps or faster.
- **If using a local drive as the source image, the Customer must provide any required imaging software.**

Key Service Steps

- **Planning and Design:**
 1. Review the site environmental and technical readiness requirements.
 2. Ensure that the Customer reviews, understands and accepts the terms and conditions of this Service Description.
 3. Schedule this Service with the Customer.
- **Remote Installation:**
 1. Configure the iSCSI target to present a boot volume.
 2. Server preparation assistance:
 - a. Install the NIC(s) into the server(s), if necessary.
 - b. Verify/install proper network card drivers and firmware.
 - c. Verify network setup and recommend using a dedicated network switch or VLAN.
 - d. Configuring the NIC to perform iSCSI boot.
 3. Prepare iSCSI initiators and targets:
 - a. Install and configure iSCSI initiator with integrated boot support on hosts.
 - b. Configure iSCSI targets and present to hosts.
 4. Server OS configuration assistance:
 - a. Local Drive as the source:
 - i. Disable the paging file.
 - ii. Booting to DOS and using imaging software to copy the local disk to the iSCSI disk.
 - iii. Changing the boot order and verifying that the iSCSI boot is successful.
 - iv. Configuration of a local disk paging file (if necessary).
 - v. Removal of the internal drives (if necessary).
 - b. Remote Drive Source:
 - i. Disable the paging file.
 - ii. Booting to DOS and using the F6 driver/process.
 - iii. Configuration of a local disk paging file (if necessary).
 - iv. Removal of the internal drives (if necessary).
 5. For clusters:
 - a. Configure public and private network interfaces.
 - b. Install and configure cluster service.
 - i. Verify that the OS still works properly.
 - ii. Gather all support logs and DSET report.
- **Testing:**
 1. Verify LUN access.
 2. On clustered systems, discuss and verify server failover.
 3. In multi-path configurations, discuss and verify path failover.
- **Project Closeout:**
 1. Conduct a brief product orientation session and review the associated documentation with the Customer. This overview does not replace any available Dell education courses for this product.
 2. Obtain Customer acknowledgment of 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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