Technical Appendix
Fujitsu Infrastructure Support
Data Protection Appliance ETERNUS CS8000
(from P15M and next generation)

FUJITSU

Appendix to the data sheet "Fujitsu Infrastructure Support SolutionContract"

INTRODUCTION

This Technical Appendix supplements the data sheet

- Fujitsu Infrastructure Support SolutionContract and is valid for:
- Data Protection Appliance ETERNUS CS8000

The released hardware and software products as well as the product specific supplements to establish this system are described in Fujitsu product documentation; the latest available product documentation applies.

To obtain the full Fujitsu Infrastructure Support, it is necessary to cover for all released Hardware and Software products the respective support services as SolutionContract.

SCOPE OF SERVICE

The service authorized for the ETERNUS CS8000 is identified by the Solution Identifier serial number established by the following order codes:

- CS-SOL-ID 8050
- CS-SOL-ID-8200
- CS-SOL-ID-8400
- CS-SOL-ID-8800

ETERNUS CS8000 consists of core components and supplemental components.

CORE COMPONENTS

Depending on the ETERNUS CS8000 delivery type, the core components are bundled in a packaged order code:

Starter Packages
ETERNUS CS8050: Order code   CS-8050-P1x
Single processor system for VTL. This model includes an onboard RAID storage, an integrated backend interface board and a selectable frontend interface option.

ETERNUS CS8200: Order code   CS-8200-P1x
Scale-Up system for VTL, VTL-DeDup and ViNS-only. Dual processor data library appliance with one external volume cache. Each IUP processor includes virtual services for ICP, VLP and IDP. Various types of volume caches are freely selectable. A starter bundle is configured per default to VTL application but can be adapted to a Disk only Library (DL) or to a ViNS-only Library.

ETERNUS CS8400: Order code   CS-8400-P1x
Scale-Out-single-site system for VTL, VTL-DeDup, ViNS, ViNS-only. Multiple processor data library appliance designed for single-site usage. The system can be individually extended to the maximum HW and SW limits. A starter bundle is configured by default to an all-in-one appliance but can be adopted to a Disk only Library (DL) or to a ViNS-only Library.

ETERNUS CS8800: Order code   CS-8800-P1x
Scale-Out-dual-site system for VTL, VTL-DeDup, ViNS, ViNS-only Multiple processor data library appliance, designed for two independent installation sites. The system can be individually extended to the maximum HW and SW limits. The bundle is configured by default to an all-in-one appliance but it can be adapted to ViNS-only Library.

All starter packages are installed with the actual operating Software version e.g. V8.1

SUPPLEMENTAL COMPONENTS

The listed supplemental components may be part of the respective delivery type of the pre-defined and pre-integrated infrastructure. These are typically hardware or software products used to connect core components of ETERNUS CS8000 to the different operating, networking and/or archiving systems.

They come with various options to meet customer requirements and to offer great flexibility in terms of product options and related support options.

- Frontend subsystems
  - Customer IT Systems (Mainframe, Open Systems)
- Backend subsystems:
  - Physical Library (automated physical tape archive)

Fujitsu assumes responsibility for problem elimination in the HW and SW products of the ETERNUS CS8000 as well as for configuration problems. For the **core components** of the system as described above, Fujitsu Infrastructure Support applies as defined in the respective data sheet.

Furthermore, for **supplemental components** at the released interfaces to the core components, Incident management as well as preclarification and problem management, if applicable, will be provided. As a prerequisite the released and / or certified supplemental components have to be covered with a suitable and separate service contract.

Fujitsu will forward related incidents to the respective service provider only if the necessary data from third party contracts have been made known to Fujitsu.

If required for troubleshooting purposes, Fujitsu will contact the respective service provider for supplemental components, in order to forward the fault details and monitor progress, provided there is a valid service contract for these components and the contractual data is available at Fujitsu support.

Availability of support for these supplemental components depends on customer and/or country.

EXCLUSIONS

The exclusions apply as stated in data sheets:

- Fujitsu Infrastructure Support SolutionContract

Note:

Application software and applications as well as Support for application software are not covered by the Fujitsu Infrastructure Support but may and must be additionally and separately procured directly from the respective application vendor.

Complete systems should be installed in the ETERNUS CS8000 racks.

LIFECYCLE POLICY

The lifecycle policy of Fujitsu for ETERNUS CS8000 platform applies. The right to obtain patches, updates and upgrades is included only according to this lifecycle policy. Information about the lifecycle policy can be found in the Internet.

The customer is responsible for keeping the contracted products in-line with the lifecycle policy of Fujitsu.

SERVICE OFFERING

The following service configuration options are available as:

Supported infrastructure support stack		SolutionContract	ServiceContract
Core components			
CS8050		■	
CS8200		■	
CS8400		■	
CS8800		■	
Operating System	e.g. V8.1	■	
Supplemental components			
Frontend	Customer Systems (Mainframe, Open Systems)		❑
Backend	Physical Library		❑

Service configuration option		SolutionContract	ServiceContract
Solution Identifier		■	
Incident management and SPOC		■	
Technical Solution Support		■	
Software Support			
	Technical Support	■	
	Software Maintenance	■	
Hardware Support			
	Technical Support	■	
	AutoCall messaging	■	
	Hard Disk Retention	♦	
Proactive Services			
	TAM	♦	
	SHC	♦	
	PIM	♦	

Legend:

■	included in Fujitsu Infrastructure Support for core components
♦	included in Fujitsu Infrastructure Support as optional component, when configured
●	included in Fujitsu Infrastructure Support are SPOC and TSS, need to be reinsured by customer contract
❑	separately ordered support, needed to cover supplemental components, ordered separately

ORDERING INFORMATION

All units and options with individually sold services must be ordered with the same service level as the product or enclosure that they are installed in, if that service level is available on those units.

Local availability: the Customer may order support from Fujitsu's current support offerings. Some offerings, features and coverage (and related products) may not be available in all countries.

To obtain further information or to order more services for Fujitsu Integrated System, contact a local Fujitsu sales representative or authorized Fujitsu reseller and reference the following product:

- Fujitsu Infrastructure Support SolutionContract valid for:
  - o Data Protection Appliance ETERNUS CS8000

Fujitsu Infrastructure Support is not designed to be sold for software-only or hardware-only configurations due to the integrated nature of the service deliverables. Thus, the Fujitsu Infrastructure Support may only be procured at the aligned overall supported infrastructure support stack and covers the respective services as indicated in the table above. Service offerings for all products integrated in the infrastructure have to be ordered with the aligned service levels as indicated in the table in the datasheet, subject to availability of that service level for the products involved.