

Technical Appendix

Fujitsu Integrated System PRIMEFLEX for Microsoft Storage Spaces Direct

Appendix to the data sheet "Fujitsu Infrastructure Support SolutionPack"

INTRODUCTION

This Technical Appendix supplements the data sheet

- Fujitsu Infrastructure Support SolutionPack and is valid for:
- Fujitsu Integrated System PRIMEFLEX for Microsoft Storage Spaces Direct

The released hardware and software products as well as the product specific supplements to establish this Fujitsu Integrated 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 all released Hardware and Software products with the respective support services as Fujitsu SolutionPack with associated Fujitsu Support Packs and respective Microsoft software support.

Note:

It is prerequisite for the Fujitsu Infrastructure Support that the Fujitsu Integrated System PRIMEFLEX for Storage Spaces Direct is configured according to the Fujitsu configuration guide or the corresponding guideline of the respective delivery type, which ensures the Microsoft certification for that installation.

Microsoft software support is needed to ensure availability of sufficient software support connected to Fujitsu Infrastructure Support. Software assurance should be sold together with the software license or by a Microsoft support agreement with the customer.

SCOPE OF SERVICE

The service authorized for the Fujitsu Integrated System PRIMEFLEX for Storage Spaces Direct is identified by a single serial number - the respective Solution Identifier - established by one of the following order codes:

- D:S2D-RN-SOL-ID as technical SolutionIdentifier

The Fujitsu Integrated System PRIMEFLEX for Storage Spaces Direct consists of core components and supplemental components.

Core components

Depending on the PRIMEFLEX for Storage Spaces Direct delivery type, the core components in reference architecture (RA) are:

Software defined compute and storage (HCI) installation consisting of:

- | | |
|-------------------------------|--|
| (1) Support: | Technical-Solution-Support license |
| (2) Operating system: | Microsoft Windows Server 2016 (Datacenter Edition) |
| supported main features are : | |
| | Storage space direct |
| | Hyper-V for compute |
| | Hyper-V for network virtualization |
| | Cluster for compute and storage |

- | | |
|-----------------------|-----------------|
| (3) Server hardware : | PRIMERGY RX2540 |
|-----------------------|-----------------|

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 the Fujitsu Integrated System 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.

- Operating System
 - Microsoft Windows Server 2016
- Management Software
 - Microsoft System center 2016 (optional)

Note Software Support from Fujitsu

The main features mentioned above are supported as released by Fujitsu as integral part of the PRIMEFLEX. For Technical support of Microsoft Windows Server 2016 or Microsoft System center 2016 the policies and regulations in product and/or support datasheets apply.

Fujitsu Infrastructure Support service scope

Fujitsu assumes responsibility for problem management and prequalification in the HW and SW products of the Fujitsu Integrated System as well as for configuration problems. For the **core components** of the Fujitsu Integrated 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

prequalification 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.

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 and feasible at Fujitsu support.

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

EXCLUSIONS

The exclusions apply as stated in the data sheet:

- Fujitsu Infrastructure Support SolutionPack

Note:

Further software and applications as well as support for this software are not covered by the Fujitsu Infrastructure Support, but may and must be additionally and separately procured directly from the respective provider.

Complete systems should be installed in the Fujitsu PRIMECENTER® racks.

LIFECYCLE POLICY

The lifecycle policy for Fujitsu Integrated System PRIMEFLEX for Microsoft Storage Spaces Direct platform or the respective lifecycle policy of the hardware and software products 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 OFFERINGS

The following service configuration options are available as

Supported infrastructure support stack		SolutionPack	Technical Support Software	Support Pack Hardware
Core components				
Solution Identifier		■		
Technical Solution Support		■		
Management software	Microsoft Windows Server 2016	●	□	
Operating System	Microsoft Windows Server 2016	●	□	
Virtual Machine Server	Microsoft Hype-V PRIMERGY RX2540	●	□	■
Supplemental components				
Management subsystem	Microsoft System Center	●	□	
Storage subsystem				
Networking subsystem				

Service configuration option	SolutionPack	Support Pack Software	Support Pack Hardware
Solution Identifier	■		
Incident management and Single Point of Contact [SPOC]	■		
Technical Solution Support [TSS]	■		
Technical Support Software			
■ Technical Support		□	
■ Software Maintenance		□	
Technical Support Hardware			
■ Technical Support			■
■ Autocall-messaging			■
■ Hard Disk Retention			◆
Proactive Services			
■ Technical Account Manager [TAM]			◆
■ System Health Check k [SHC]			◆
■ Patch Information Management [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, product support need to be reinsured by customer contract
- separately ordered support, needed to cover Microsoft software support for core & supplemental components

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 SolutionPack
valid for:
- Fujitsu Integrated System
PRIMEFLEX for Microsoft Storage Spaces Direct

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.

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FUJITSU Technology Solutions GmbH
Mies-van-der-Rohe-Str. 8, 80807 Munich, Germany
Website: <http://www.fujitsu.com/fts>
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