

# Technical Appendix

## Fujitsu Integrated System PRIMEFLEX for VMware vSphere

Appendix to the data sheet "Fujitsu Infrastructure Support SolutionPack"

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### INTRODUCTION

This Technical Appendix supplements the data sheet

- Fujitsu Infrastructure Support SolutionPack

and is valid for:

- Fujitsu Integrated System PRIMEFLEX for VMware vSphere

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 for all released Hardware and Software products the respective support services either as SolutionPack with associated Support Packs or as SolutionContract.

#### Note:

It is prerequisite for the Fujitsu Infrastructure Support that the Fujitsu Integrated System PRIMEFLEX for VMware vSphere is configured according to the Fujitsu configuration guide of the respective delivery type, which ensures the Fujitsu or VMware certification for that installation.

### SCOPE OF SERVICE

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

- D:PF-VSP-SOL-ID-2      technical SolutionIdentifier

The Fujitsu Integrated System PRIMEFLEX for VMware vSphere consists of core components and supplemental components.

### Core components

Depending on the PRIMEFLEX for VMware vSphere delivery type, the core components in this converged Infrastructure (CI) are::

- (1) Support: Technical-Solution-Support license
- (2) Management Software ServerView ISM V2
- (3) Network hardware:  
Extreme VDX6740, Brocade G610, Juniper QFX5120-48Yand  
Juniper EX2300-24P
- (4) Server hardware : PRIMERGY RX2530, RX2540
- (5) Storage hardware:  
ETERNUS AF (250, 650) or DX (100, 200, 500, 600)

### 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.

- Virtual compute node
  - VMware vSphere
  - VMware vCenter

### Fujitsu Infrastructure Support service scope

Fujitsu assumes responsibility for problem elimination 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 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 the data sheet:

- Fujitsu Infrastructure Support SolutionPack Proactive Services covers physical compute node only.

### Note:

Further VMware 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 VMware vSAN platform or respective policy for the respective hardware and/or 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	Support Pack Software	Support Pack Hardware
<b>Core components</b>				
Solution Identifier		■		
Technical Solution Support		■		
Management software	ServerView ISM	●	■	
Physical compute node / Server				
	PRIMERGY RX2530	●		■
	PRIMERGY RX2540			
Storage subsystem				
	ETERNUS AF	●		■
	ETERNUS DX			
	Extreme VDX6740			
	Brocade G610, Juniper QFX5120-48Y, Juniper EX2300-24P	●		■
Network subsystem				
<b>Supplemental components</b>				
Virtual compute node				
	VMware vSphere	●	□	
	VMware vCenter			
	VMware vSphere ESXi			

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 [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, need to be reinsured by customer contract to cover technical support
- separately ordered support, needed to cover 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 VMware vSphere

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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#### Published by:

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2022-08-08, EN