

Technical Appendix

Cloudera Hadoop Software

Appendix for the data sheet "Support Pack Software"

INTRODUCTION

The Technical Appendix supplements the data sheet Support Pack Software and is valid for the following software product:

- Cloudera Hadoop

Cloudera is hereinafter referred to as the "software manufacturer".

SERVICE OFFERING

For the above software product the Service Offering is as follows:

- Support Pack Software with the Service Levels
 - 9x5, 4h remote response time
 - 24x7, 4h remote response time

The contracted service period has to start with the purchase of the software product. On expiration, a new Support Pack has to be sold together with a new subscription.

COOPERATION WITH THE SOFTWARE MANUFACTURER

If there is no correction or bypass available to eliminate a suspected or diagnosed product error or workaround, this will be escalated to the software manufacturer for further diagnostics so as to solve the problem.

Such escalation is only possible for products where software support is generally available according to the lifecycle policy of the software manufacturer.

LIFECYCLE POLICY

The software manufacturer maintains a lifecycle policy for the software products as part of which the end-of-support is announced for the products or product versions which reach the end of their lifecycle.

Information from the software manufacturer about the lifecycle policy can be found in the Internet at the Cloudera Website:
<http://www.cloudera.com/content/support/en/support-info/support-lifecycle-policy.html>

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

SOFTWARE CORRECTIONS (UPDATES)

This service is offered for the above cited software product. The term Update denotes Patches for the same major version of Cloudera Hadoop, e.g. CDH 5.1.2. (CDH - Cloudera Distribution including Apache Hadoop).

NEW SOFTWARE VERSIONS (UPGRADES)

The term Upgrade denotes a functional enhancement and will change the major version of Cloudera Hadoop, e.g. CDH version 5 to CDH version 6.

All Updates and Upgrades can be installed using the Cloudera Manager tool.

For any upgrade or reconfiguration of Hadoop the assistance of Fujitsu Professional Services is strongly recommended.

Updates/Upgrades are made available for download in the Internet by the software manufacturer. Updates/ upgrades as well as the Cloudera Manager are available at:

<http://www.cloudera.com/content/cloudera/en/downloads.html>.

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

Configuration support is explicitly excluded.

NOTES

The software manufacturer provides access to product licensing, software corrections and new software versions in the Internet as follows:

Cloudera Support Portal

<http://www.cloudera.com/content/support/en/downloads.html>

Published by

FUJITSU Technology Solutions GmbH
 Address: Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany
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