

Technical Appendix

ETERNUS SF

Appendix for the datasheet "FUJITSU Support Pack /ServiceContract Software"

INTRODUCTION

The Technical Appendix supplements the datasheet Support Pack Software and is valid for the following software products:

- ETERNUS SF Storage Cruiser and Advanced Copy Manager

Not available for ETERNUS SF Express

SERVICE OFFERING

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

- Support Pack Software
- ServiceContract Software
- Service Time 9x5 and 24x7

The contracted service period has to start with the purchase of the software product. On expiration the service authorization should be extended. For any gap in the service period service fees for the period of non-coverage apply. A prolongation of the service authorization must be purchased for all ETERNUS SF licenses with the same duration and level of service.

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 development for further diagnostics so as to solve the problem.

Such escalation is only possible for product versions where software support is generally available according to the lifecycle policy of FUJITSU.

LIFECYCLE POLICY

FUJITSU 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 FUJITSU about the lifecycle policy can be found in the Internet.

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

SOFTWARE CORRECTIONS AND PATCHES

Software corrections for ETERNUS SF are denoted by FUJITSU as Service Packs and Hotfix Updates (see next chapter).

NEW SOFTWARE VERSIONS (UPDATES/UPGRADES)

This service is offered for the above software products.

The term **Update** denotes Service Packs, Maintenance Packs and Hotfixes/Patches for the same major version of ETERNUS SF, e.g. version 16.

The term **Upgrade** denotes a functional enhancement and will change the major version of ETERNUS SF, e.g. version 16 to version 17. For any Upgrade of ETERNUS SF the assistance of Fujitsu Professional Services is strongly recommended.

Updates/Upgrades are made available on request (see Notes).

REMOTE SERVICE

It is assumed that remote access is available. If the customer does not wish to provide any remote access or this cannot be configured for some other reason, the agreed service levels cannot always be met in every situation.

NOTES

FUJITSU provides access to software minor corrections in the Internet as follows:

<http://support.ts.fujitsu.com/download/>

Updates and upgrades are provided by Fujitsu on request

<http://support.ts.fujitsu.com/contact>

Contact

FUJITSU Technology Solutions GmbH
 Address: Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany Website: <http://www.fujitsu.com/fts>
 2020-03-03 CEMEA&i EN