FUJITSU

Technical Appendix
Fujitsu FEFS for HPC Cluster

Appendix to 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:

- Fujitsu Exabyte File System (FEFS) for HPC Cluster

Fujitsu is hereinafter referred to as "software manufacturer".

Support Pack Software is available for Fujitsu FEFS for HPC Cluster with the service time 9x5 and remote response time 4 hrs. and can be purchased for a contract period of 12, 36 or 60 months.

SCOPE OF SERVICE

The service described in the data sheet Support Pack Software is valid.
The services described can only be provided if a valid Red Hat® Enterprise Linux® or SuSE® Linux® subscription (or open Source OS like CentOS®) is purchased in addition.

COOPERATION WITH SOFTWARE MANUFACTURER

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

Open source / "free of charge" Component Software Support is only provided by the related OS Community (e.g. CentOS®, Torque).
As a result of using Open Source software, error elimination cannot be promised in a binding manner. Consequently, a contractual obligation to that effect does not exist.
However, a solution is prepared for the customer within the contractually agreed SLAs.

LIFECYCLE POLICY

The software manufacturer maintains a "Lifecycle Policy" within the various support phases is declared for the products or product versions (see Notes).
The services described can only be provided for the current products or for product versions according to the "Lifecycle Policy" of the software manufacturer.

SOFTWARE CORRECTIONS

A software correction (patch or update) covers the elimination of software errors in current software versions according to the "Lifecycle Policy" of the software manufacturer.
The software corrections are made available via the Internet by the software manufacturer (see Notes). The customer can - based on his Fujitsu Support Pack - download the corrections and updates in the support phase.

NEW SOFTWARE VERSIONS (UPGRADES)

After the product release by the software manufacturer, the new software versions can be downloaded from the Internet pages (see Notes). The upgrade includes the new software release as well as the right to use it.

PREREQUISITES

The service is only available for software installed on released Fujitsu servers.
The service for software products can only be offered for current versions according to the "Lifecycle Policy" of the software manufacturer.
The Support Pack can only be acquired together with a valid FEFS Server or FEFS Client subscription (Academic or Commercial version).

NOTES

Support is provided in German and English.
According to the "Lifecycle Policy" of the software manufacturer the customer is responsible for the up-to-dateness of the contracted software products.

Information from the software manufacturer about the "Lifecycle Policy", software corrections as well as new software versions is available in the Internet as follows:
Fujitsu HPC Cluster Suite High Performance Computing:
http://www.fujitsu.com/fts/hpc

Fujitsu Software Portal:
http://www.fujitsu.com/fts/support/ (Server / Downloads)