

Technical Appendix

Solaris for PRIMEPOWER and Fujitsu branded SPARC Enterprise Server

Appendix for the datasheet "ServiceContract Software"

INTRODUCTION

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

- Solaris for PRIMEPOWER
- Solaris for Fujitsu branded SPARC Enterprise Server

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

ServiceContract Software Classic is available for the software products with all service times.

SCOPE OF SERVICE

The services described in the ServiceContract Software datasheet are valid.

COOPERATION WITH THE 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.

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 (see Notes). The services described can only be provided for the current products or for Releases that not yet have reached "Premier Support End" according to the "Lifecycle Policy" of the software manufacturer.

SOFTWARE CORRECTIONS

A software correction (patch, hot fix or single correction) covers the elimination of software errors in current software versions according to the "Lifecycle Policy" of the software

The software corrections are made available in the Internet by the software manufacturer (see Notes) or can be requested via the Fujitsu Service Desk. A Patch Management tool from Fujitsu supports the customer in maintaining his Solaris installation.

The last Patch CD for the Solaris version used can be supplied on request.

NEW SOFTWARE VERSIONS

This service is offered for the above software products in the ServiceContract Software Classic.

After the product has been released by the software manufacturer, the contract party can request new update versions via the Service Desk. The update versions contain the media kit for the new software version and its license.

PREREQUISITES

The service for the software products can only be offered for a valid Solaris software license in a current version according to the "Lifecycle Policy" of the software manufacturer.

NOTES

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 in the Internet as follows:

Patch-Web Server
<http://patches.ts.fujitsu.com>

Solaris Lifecycle Policies
<http://www.oracle.com/us/support/lifetime-sup>



More information

Fujitsu platform solutions

In addition to Fujitsu Support Services, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a-Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing products

www.fujitsu.com/global/services/computing/

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

Software

www.fujitsu.com/global/services/software/

- Interstage: Application infrastructure software
- Systemwalker: System management software

Services

www.fujitsu.com/global/services/

- Consulting Services
- Application Services
- Managed Infrastructure Services
- Product Support Services

More information

Learn more about Fujitsu Maintenance and Support Services, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website.
<http://www.fujitsu.com/fts/services/support>

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:
www.fujitsu.com/global/about/environment/



Copyright

© Copyright 2013 Fujitsu Technology Solution GmbH
Fujitsu, the Fujitsu logo and Fujitsu brand names are trademarks or registered trademarks of Fujitsu Limited in Japan and other Countries. Other company, product and service names may be trademarks or registered trademarks of their respective owners.

Disclaimer

Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.

Contact

FUJITSU Technology Solutions GmbH
Address: Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany
Phone: +49 1805 372 900*
E-mail: cic@ts.fujitsu.com
Website: <http://www.fujitsu.com/fts>
2013-04-01 CEMEA&I EN

* (each call 14 ct/min.: the prices for calls made from mobile devices are limited to 42 ct/min.)