

Technical Appendix

Fujitsu HPC Cluster Suite

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 HPC Cluster Suite

Fujitsu are hereinafter referred to as "software manufacturer".

Support Pack Software is available for Fujitsu HPC Cluster Suite with the service times 9x5 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. However, the prerequisite for service delivery via remote support is the additional purchase of a valid Red Hat® Enterprise Linux®, SuSE® Linux® Subscription (or open Source OS like CentOS®).

COOPERATION WITH OTHER 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 upgrades 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 signed together with a valid Basic or Advanced HPC Cluster Suite Subscription (Academic or Commercial version).

(No Support Pack entitlement for the HPC Open Edition)

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 in the Internet as follows:

Fujitsu HPC Cluster Suite Lifecycle Policy:

<http://www.fujitsu.com/fts/hpc>

Fujitsu Software Portal:

(please use the corresponding country page)

<http://support.ts.fujitsu.com/download/index.asp?lng=DE&Level1=&LND=974>

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.

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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:
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