

# Technical Appendix

## ServerView® Resource Orchestrator

Appendix to the data sheet "Support Pack Software"

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### INTRODUCTION

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

- Resource Orchestrator Virtual Edition
- Resource Orchestrator Cloud Edition
- Resource Orchestrator DR Option

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

### SCOPE OF SERVICE

For the above software products the service offering is as follows:

- ServiceContract Classic
- Service time 9x5

The contracted service period shall always be deemed to start with the date of purchase of the software product. In case the services are procured at a later stage and/ or for a later period, the service fees due for the period between the date of purchase of the software product and the scheduled service start date (period without service coverage) will have to be additionally paid, in spite of the fact that for this period no service coverage existed. The same shall apply for interim periods during which the services for the software product were canceled or suspended if and insofar such service is procured and taken up again at a later stage. In addition Fujitsu reserves the right to verify the serviceability of the product prior to accepting a service responsibility and to charge additional fees for the resumption of the services for the software product (reinstatement fees). All charges shall be made in accordance with the Fujitsu price list valid for the respective period in question.

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

### LIFECYCLE POLICY

Support for a current version of the software product will be offered at least for a period of 18 months after the general availability of the next new version of the software product.

### SOFTWARE CORRECTIONS AND PATCHES

A software correction might be a single patch or group of patches and may include minor functional enhancements.

The software correction service includes:

- Provision of the latest software correction version of the applicable ServerView Resource Orchestrator release
- Delivery of the latest patch for the ServerView Resource Orchestrator version in use, on request

### NEW SOFTWARE VERSIONS (UPDATES/UPGRADES)

A software upgrade constitutes the enhancement in performance of two consecutive versions of a software product; e.g. from Resource Orchestrator V2.3 to Resource Orchestrator V3.0. On request, Resource Orchestrator upgrades will be provided, if they are released for the applicable hardware platform. The upgrade includes the media kit for the new software release as well as the right to use it.

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