

Technical Appendix

SV Virtual-IO Manager

Appendix to the datasheet "Support Pack Software"

INTRODUCTION

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

- SV VIOM (U15000-C311), Server Single License
- SV VIOM (U15000-C312), License Bundle (8x) for BX400
- SV VIOM (U15000-C313), License Bundle (18x) for BX900

Fujitsu Technology Solutions (FTS) is hereinafter referred to as the "software manufacturer".

Support Pack Software is available for SV Virtual-IO Manager with service times 9x5 and 24x7 and a service period of 12 or 36 months.

SCOPE OF SERVICE

The services described in the Support Pack Software datasheet are valid.

The following special features apply for SV Virtual-IO Manager:

Support Pack Software includes also the following services:

- Check for configuration consistency if required as part of error elimination
- Problem analysis and reproduction, as required

SERVICE PERIOD, REINSTATEMENT

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.

LIFECYCLE POLICY

The software manufacturer maintains a "Lifecycle Policy" for SV Virtual-IO Manager as part of which the End of Support is announced for the products or product versions which reach the end of their lifecycle (see Remarks).

Fujitsu offers restricted support for software versions after their End of Support until the end-of-service is reached. However, escalating suspected or diagnosed product errors to the software manufacturer after the End of Support for the product or product version is not possible and is excluded from the scope of service.

REMARKS

According to the "Lifecycle Policy" of the software manufacturer the customer is responsible for the up-to-datedness of the contracted software products.

Release Concept

SV VIOM is a software product developed and licensed by Fujitsu Technology Solutions (FTS).

Releases of SV VIOM are termed <major version>.<minor version>.<build>.

Example: 3.3.2

3 -> major version number

3.3 -> minor version number

3.3.2 -> build number

- In case of a mere error correction, the build number will be increased (e.g. 3.3.2->3.3.3)
- If the new release in addition includes functional enhancements, the minor number will be increased (3.3.2->3.4.0)
- If the new release includes substantial enhancements, the major number will be increased (e.g. 3.3.2-> 4.0.0)

By default, all bug fixes will be carried out on the most current build of the most current released version e.g. 3.3.2. This will result in a new release incrementing the build number, i.e., 3.3.3.

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Technical Appendix SV Virtual-I/O Manager

For a period of 18 months following the release of a new major version, and on special customer request, bug fixes can be made available based on the latest release of the previous major version.

Example:

If 3.3.2 is the most currently released version and 2.3.8 the latest release of the last major version, 2.3.8 could have a bug fixed which would result in the release of 2.3.9.

In this sense, "supported versions" are

- the latest build of the current major version and
- the latest build of the previous major version for a time period of 18 months after release of a new one

In addition, the most recent version <major>. <minor> will be provided on the ServerView DVD which is distributed with new hardware or can be ordered separately.

Software corrections as well as new software versions are available in the Internet via the following link Internet Support Web Portal:

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

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FUJITSU Technology Solutions GmbH
Address: Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany
Website: <http://www.fujitsu.com/fts>
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Page 2 of 2