

Sun StorageTek Automated Cartridge Systems Library Software Installation and Implementation for High Availability Installations Service

India

1. Scope

This Service provides Customer with installation and configuration of the Automated Cartridge System Library Software (ACSL) High Availability (HA) library control software, testing of utilities and configuration of the StorageTek library in the customer's operating environment. This Service is a fixed price and fixed scope service with tasks and deliverable's as defined in this Service Listing.

2. Sun's Tasks and Deliverable's

- **Service Initiation.** Conduct a project kick-off meeting with stakeholders to :
 - Verify and document Sun StorageTek tape library and Sun server hardware are installed and fully operational.
 - Verify and document all necessary software is licensed and on-site including, but not limited to ACSLS software.
 - Verify and document all required license keys have been obtained and are on-site for third party software.
 - Validate availability of network connectivity.
 - List required cabling necessary to connect ACSLS server to the tape library at time of implementation.
 - Establish roles, responsibilities, and implementation schedule.
 - Establish a mutually agreed list of tests and results for completion. Scope of testing will not exceed basic product functionality which includes read and write to tape functionality and tape movement within the library.
- **Implementation.** Sun will perform the following implementation tasks:
 - 2 ACSLS Servers
 - Install and configure Veritas Foundation Suite HA
 - Install and configure current version of Sun Solaris(TM) Operating System (Solaris OS) and appropriate patches
 - Install and configure ACSLS software
 - Integration into client's back-up application
 - Set up client communications with ACSLS Servers
 - Set up client access controls
- **Functional Testing.**
 - Verify library communications are working to product specifications.
 - Verify communications between Customer backup and recovery environment and ACSLS and tape library.
 - Execute and document other tests as mutually agreed upon with Customer at kickoff meeting.

- **Knowledge Transfer.**
 - Near the end of the engagement, up to four (4) hours of informal training for up to three (3) Customer personnel.
 - Product functionality & testing review.
 - Documentation review.
 - Operational training.

- **Service Closure.** Sun will conduct a formal meeting with Customer to review the tasks and deliverable's for this Service which Sun completed, obtain Customer sign-off on the Service Completion Form. Any outstanding issues will be reviewed at this time.
 - **Service Completion Form.** Customer will sign Sun's service completion form provided Sun has completed all tasks and provided all deliverable's set forth in this Service Listing. Customer's failure to sign the Service Completion Form has no bearing on acceptance of the Service.

- **Other Deliverable's.**
 - Detailed Test Plan:
 - The testing will provide baseline functionality and performance results.
 - Test results as agreed to in the project kick-off meeting will be reviewed by Sun and Customer.
 - The scope of the test plan will not exceed the basic product capabilities.
 - An engineering diagram of Customer's solution that documents the implementation configuration at the time of Service completion for future support and troubleshooting.
 - Technical configuration document that documents the system configuration(s) at the time of Service completion (firmware, operating system level, host bus adapter settings, and other details as mutually agreed upon in the kick-off meeting).

3. Customer Responsibilities

- **System down time.** Customer will ensure system down time will be available upon reasonable notice to allow installation of ACSLS Hardware and Software components required for completion of this project.
- **Hardware installation.** Customer will ensure all library hardware is installed and working as necessary for ACSLS Implementation.
- **Software and firmware levels.** Customer will ensure all host systems are at an OS patch level supported by Sun, host bus adaptor vendors, disk controller vendors, and switch vendors.
- **Availability of ports.** Customer will ensure enough fiber channel and/or internet protocol ports are installed and available on all switch(s)/router(s) to support this solution if applicable.
- **Network configuration documentation.** Customer will provide a copy of the network configuration for host server and storage systems.

- **Backup design documentation.** Customer will provide backup strategies and design validation has already been performed by the Customer and results are documented.
- **Backup of current data.** Customer has current backup copies of the ACSLS database; copies of this data will be available for all systems connected to this solution prior to any implementation services beginning.
- **Access to personnel and facilities.** Customer is responsible for providing access to management, staff, data center, and resources identified to complete work activities. This includes, but is not limited to, network access, system access, electrical requirements, cabling, and appropriate service area floor space.
- **Backup server and application configuration.** Customer is responsible for their backup software server and application configuration.
- **Integration of ACSLS into backup environment.** Customer is responsible for integrating ACSLS with their backup and recovery environment.
- **Attached hardware and software.** Customer is responsible for the performance of all attached hardware, software and operating systems running on attached hardware, cable and connections, terminals, data integrity and security.
- **Notification of special conditions.** Customer will notifying Sun of any system, application, or equipment modifications known to be potential problems, or deviations from industry standard practices.
- **Third party software licenses.** Customer will have current valid and fully supported software licenses for all software products associated with Services provided herein and not provided by Sun under this Service Listing.
- **Third party products.** Customer will execute all applicable agreements and have possession of and accessibility to all required third party products by the project start date.
- **Project coordinator.** Customer will designate a Project Coordinator who will interface with the Delivery Consultant or Project Manager and be empowered to facilitate project activities or action when requested as agreed to in the kick-off meeting.
- **ACSLs server.** Customer will provide a stand alone Sun Server (ACSLs Server) with no applications running on it.
- **OS.** Solaris Operating Environment version 8.X and above.
- **Tape drive zoning.** Customer is responsible for tape drive zoning, if applicable.
- **SAN configuration.** Customer will provide a copy of the current tape SAN configuration, if applicable

4. Additional Provisions.

- **Services does not include:**
 - Switch or router implementations.
 - Data migrations.
 - Assessment and design.
 - ACSLS integration to the customers back-up and recovery environment.

In the event that Customer purchases the above-described Services from Sun, this Service Listing or SOW is incorporated by reference in and subject to the terms of the current

agreement under which Customer may order products and services from Sun ("Agreement") or, if there is none and the Services are nevertheless delivered by Sun, the delivery of those Services will be governed by the Sun General Terms and its Purchasing Exhibit together with all applicable Appendices thereto. Sun is not obligated to perform the Services described in this Service Listing or SOW unless Customer has an Agreement with Sun and has received an order confirmation from Sun accepting Customer's purchase order or electronic order for the Services. This Service Listing or SOW does not constitute an offer by or invitation to contract with Sun. The Services described above are subject to availability and unless otherwise stated, are only available within the above-referenced country or geography. Any reference to "Customer" in this Service Listing refers to the party that enters into the Agreement with Sun. Such party may be referred to in the Agreement as "Company," "Customer" or other appropriate term.

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