

Sun StorageTek Automated Cartridge Systems Library Software Upgrade Service
Part Number: WW-PS-ACSU1
United Arab Emirates

1. Scope

This Service provides Customer with Automated Cartridge System Library Software (ACSLs) software upgrade services to a newer revision of ACSLS. 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 document:
 - Verify Sun StorageTek tape library and Sun server hardware are installed and fully operational.
 - Verify all necessary software is licensed and on-site including, but not limited to ACSLS software.
 - Required license keys have been obtained and are on-site for third party software.
 - Validate availability of network connectivity.
 - 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:
 - Export ACSLS database to a pre-determined location.
 - Upgrade and configure ACSLS software.
 - Upgrade and configure Libattach software, if required for ACSLS connectivity to Windows-based backup hosts.
 - Import ACSLS database back to where it originally resided.
 - Test and validate ACSLS functionality and library connectivity.
 - Integrate the Customer's backup and recovery environment for the ACSLS server to communicate with the library and drives .
 - Setup client access controls, if required.
- **ACSLs Functionality Testing.**
 - Verify library communications.
 - Verify communications between Customer backup and recovery environment with ACSLS software and 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 two (2) hours of informal training for up to three (3) Customer personnel.
 - Product functionality review.
 - Documentation transfer and review to Customer.

- **Service Closure.** Sun will conduct a formal meeting with Customer to review the tasks and deliverables 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 deliverables set forth in this SOW. 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.** 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.** All Library hardware is installed and working as necessary for ACSLS Implementation.
- **Software and firmware levels.** 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.** Enough fiber channel and/or internet protocol ports are installed and available on all switch(es)/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.** 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.** 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.** 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 containing ACSLS software only.

4. Additional Provisions.

- **Services does not include:**
 - No ACSLS Server modifications beyond the ACSLS software upgrade are being done as part of this engagement.
 - No changes to the existing library connected to the existing ACSLS Server are being done as part of this engagement.
 - Existing ACSLS Server is at Solaris Operating Environment version 8.X and above.
 - ACSLS integration to the customers back-up and recovery environment

This Service is subject to your existing services agreement with Sun that governs the delivery of Services. If you do not have a services agreement with Sun that would govern the delivery of Services, then Sun's delivery of Services shall be subject to the terms located at www.sun.com/sales/salesterms. This Service Listing or SOW does not constitute an offer by Sun. The Services described above are subject to availability and unless otherwise stated, are only available within the above-referenced country. Any reference to "Customer" in this Service Listing entitled to receive the Services.

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