

Sun SAN Router Installation Service Venezuela

1. Scope

This Service provides Customer with installation and configuration of one Sun-sold SAN Router (“Covered System”) for either iSCSI connected storage or iFCP connection between two SAN Routers.

2. Tasks and Deliverables

- **Installation Planning.** Sun and Customer will work together to plan the installation schedule, resources, delivery date, installation date(s), and to create installation documentation.
- **Site Audit.** Sun will review and document Customer environment prior to developing System Installation Specification.
- **System Installation Specification.** Sun will determine the Covered System Installation Specification based upon the Site Audit and information set forth in the Customer-completed SAN Router Planning Document.
- **Installation and Configuration of Sun Product.** Sun will perform the following install activities during one site visit:
 - Install and configure Covered System equipment per System Installation Specification, which will include:
 - placement in cabinet or rack with shelves;
 - power up;
 - connect SFP (GBICs) to Covered System;
 - connect IP connection;
 - assign IP address, gateway, netmask;
 - load firmware to router; and
 - configure domain ID, ports, Sanvergence software
 - Install Solaris (TM) Operating Environment patches, if applicable, on Sun servers.
- **Configurations.** Covered Systems' physical and logical configurations are limited to one usage:
 - iSCSI connected storage or
 - iFCP connection between two SAN Routers
- **Installation Verification.** Sun will verify connectivity for the Covered System based on the chosen usage:
 - iSCSI: connection to a single Host and to one Fibre Channel target device;
 - iFCP: connection between the SAN Routers and to a management IP network
- **System Turnover.** Sun will provide system reference documentation detailing the installation and provide an installation report for Customer's signature.

This Service includes only the basic configuration activities described above. For additional configuration and implementation services including, but not limited to, storage area network (SAN) architecture and implementation, Data Replication

assessment and implementation, server file system or volume management implementation, and implementation of optional software packages, please contact your Sun sales representative.

Unless otherwise expressly agreed upon between Customer and Sun, installation services will be performed during normal Sun business hours, excluding Saturdays, Sundays and public holidays.

This service may not be available or may include additional charges, including additional travel, accommodation, and per diem expenses, depending upon the Customer's proximity to a Sun location or in the event that Sun determines that additional on-site visits are required. Please contact your Sun sales representative for more details regarding availability.

3. Customer Responsibilities

- Upon Sun's request, Customer will provide Sun with access to Customer's facilities, systems, cabinet or rack with shelves, 2 console cables, redundant power, the transport network, fiber connections, network cables, and SAN Router Management software.
- Customer will supply Sun with configuration information necessary to complete the System Installation Specification, including but not limited to IP addresses, port numbers, switch connectivity and zoning, VLANs, link types, fiber types, protocols, equipment make/models and device names, by completing to Sun's satisfaction and returning to Sun prior to commencement of service the "SAN Router Planning Document."
- Customer will remove the switches from the boxes and inspect for any visible damage or missing items.
- Customer will connect fiber, serial, SCSI, ethernet or other appropriate Sun-supplied cabling from Covered System equipment to Customer servers and storage systems before the installation. Installation of cabling may be declined by Sun or subject to additional time and materials charges.

During Installation Verification, the Customer will oversee the connectivity and verification of communication between locations and visibility on the managed IP network for an iFCP configuration. The Customer will oversee the connectivity and verification of communication between the Covered System and the Host and between the Covered System and the array or tape for an iSCSI configuration.

- Customer will supply to Sun the name, email address and telephone number(s) of an employee to act as the designated point of contact for the purposes of this Service.

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.

Last Revised: November 2008