

Installation: Sun Fire[™] E2900 Server Installation Service - Australia

1. Scope

This Service provides Customer with installation and configuration of Customer's Sun Fire [™] E2900 system ("Covered System"). This includes site audit, installation planning, system installation specification, installation and configuration of Sun hardware and software, installation verification, and system turnover.

2. Tasks and Deliverables

- **Site Audit.** Sun will review the Customer's environment and installation needs, and document environmental states. Sun may elect to perform this deliverable at Customer's site or via telephone.
- **Installation Planning.** Sun and Customer will plan and document the installation schedule, resources, delivery date and installation date(s). Sun may elect to perform this deliverable at Customer's site or via telephone.
- **System Installation Specification.** Sun will determine the Covered System installation requirements. Customer will acknowledge receipt of the system installation specification from Sun.
- **Installation and Configuration of Sun Hardware and Software. Sun will perform the following installation activities:**
 1. Review the packing list;
 2. Install all internal and external components;
 3. Set SCSI devices for all drives;
 4. Power-up and test all hardware components;
 5. Partition the operating system disk(s) on defined defaults;
 6. Install and configure the Solaris[™] Operating Environment as an NFS file server;
 7. Install all applicable patches;
 8. Configure system hostname, IP address, NIS/NIS+ domain, and netmask as applicable;
 9. Add heterogeneous filesystems support;
 10. Install and configure CDE or NFS mount if remote;
 11. Set up log host and system controller;
 12. Set up standard UNIX mail host and default routes;
 13. Configure as Domain Name Service client.
- **Installation Verification.** Sun will perform level-0 backups and acceptance testing and mail installation data files to the appropriate Sun aliases.
- **System Turnover.** Sun will conduct an installation review and provide system reference documentation detailing the installation.

3. Customer Responsibilities

- Upon Sun's request, Customer will provide Sun with access to Customer's facilities, systems, and operating environment, including root access.
- Customer will supply to Sun the name and telephone number of an employee to act as the designated point of contact for the purpose of delivering this Service.
- Depending upon Customer's proximity to a Sun location, Customer may incur additional travel, accommodation, and per diem expenses.
- Customer will supply Sun with any configuration information that Sun determines is necessary to complete system and software build documentation. This includes, but is not limited to, information about network connectivity and configuration, RAID, LUN, system management services, system and domain naming, and IP configuration.
- This Service includes only the tasks and deliverables described above. Additional configuration and implementation services are available from Sun. Please contact your Sun sales representative for more information on available implementation services.
- Unless otherwise agreed upon between Customer and Sun, installation services will be performed during Sun's normal local nine (9) hour business day, excluding Saturdays, Sundays, and public holidays.

In the event that you purchase the above-described Service from Sun, this Service Listing will be incorporated by reference in and subject to the terms of your services agreement with Sun, and any supplemental license terms accompanying the deliverables. Sun is not obligated to perform the Service described in this Service Listing unless you have an existing services agreement with Sun and have received an Order Confirmation from Sun accepting your purchase order or electronic order for the Services. This Service Listing does not constitute an offer by or invitation to contract with Sun. Service features are subject to availability and may vary by geography. Unless otherwise stated, the Service described in this Service Listing is only available within the above-referenced country. 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. 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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