

CentricStor Virtual Tape Appliance (VTA)

Appendix to the SolutionContract data sheet

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Brief description

The Technical Appendix for CentricStor supplements the data sheet "SolutionContract" for the components under contract and describes the specific services for the CentricStor models VTA and SBU / VTC.

Range of services

The SolutionContract for CentricStor covers the following components:

- the complete CentricStor hardware installed in the CentricStor racks,
- the CentricStor internal LAN and SAN,
- the firmware belonging to these components,
- and the CentricStor embedded software including the operating systems required as a basis.

External LAN and SAN components, connected libraries and connection software of other manufacturers, required to operate the VTA infrastructure, are not part of the SolutionContract. The contractor diagnoses errors in these products and, providing the products are covered by the customer contract, these errors are reported to the respective service provider. The contractor monitors fault processing and, after successful troubleshooting, checks the functionality of the infrastructure.

All hardware components which are not redundant in the infrastructure are considered as critical components by the SolutionContract data sheet.

Proactive services

Proactive services cover the services described in the data sheet as well as the following:

- AutoCall function: this function reports immediately via Teleservice any warnings and errors detected by CentricStor to the contractor.
- Prophylactic provision of correction versions and single corrections for firmware and CentricStor software.

Reactive services

The reactive services for CentricStor infrastructures are as follows:

■ Remote diagnosis

Error diagnosis is remote via a tool chosen by the contractor. The cooperation obligations for remote access must be met by the customer (see requirements in the data sheet SolutionContract).

■ Measures for hardware component faults

A fault is eliminated via Teleservice or universal Teleservice and/or by an on-site service engineer should it be necessary to replace hardware.

If the contractor detects faults in components from other manufacturers, which are required to operate the CentricStor infrastructure, the contractor will forward such faults to the respective third party named by the customer, especially if the manufacturer of external components is involved.

If CentricStor software (embedded software) needs to be installed during troubleshooting, this will be carried out within the contractually defined recovery period (ex factory status).

The installation of the customer configuration and the rebuild of the RAID systems are carried out outside the recovery time. If required, the customer configuration image is provided by the customer.

■ Measures for software component faults

Problem processing covers the CentricStor software on the processors belonging to CentricStor. A service specialist is available on a remote basis within the agreed response time and according to the selected service level and service time.

If required for troubleshooting purposes, the contractor will contact the respective service provider for non-CentricStor system components, in order to send the fault and monitor processing provided there is a valid service contract exists for these components.

This is especially valid for errors in software used to connect CentricStor to the different operating and archiving systems.

Software maintenance

On request, the contractor provides software versions with the new functions for the CentricStor embedded software and respective operating systems. The provision of the new version is free of charge within the first 3 years after the delivery of the CentricStor. The installation of the software through a for CentricStor certified technician will be charged to the customer.

The contractor provides software correction versions for the CentricStor embedded software and the respective operating systems and installs them in order to eliminate serious errors.

New versions, correction versions and patches may only be installed by service engineers authorized by the contractor.

Operating status after troubleshooting

After troubleshooting, the contractor must prove the functionality of all components required to operate the CentricStor infrastructure (incl. embedded CentricStor software, firmware and BIOS) and also their internal communication capability. To do so, error-free runs of the product-specific test routines and operating system commands are required. When troubleshooting has been successful, the system has the following status:

The CentricStor system processes incoming I/O requests according to definitions and operates the real libraries and tapes drives correctly.

All relevant CentricStor processes function error-free (e.g. proven by process logging).

Optional services

The customer can order the following additive services separately:

- Disaster recovery services
- Analysis of the data backup concept including data backup software and processes (e.g. reclaiming, spare tape administration)

Requirements

The requirements defined in the data sheet "SolutionContract" are valid.

Recommendations / remarks

The customer can only sign service contracts for the hardware and software components released by the contractor.