

FlexFrame™ for Oracle

Appendix to the “SolutionContract” data sheet

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Brief description

The Technical Appendix supplements the data sheet “SolutionContract” and describes the specific services for:

FlexFrame™ for Oracle Version 2.0

The contracted FlexFrame components are listed on the service schedule.

Range of services

The SolutionContract comprises the following hardware and software elements in the FlexFrame infrastructure:

- the FlexFrame software
- the hardware of the control center including firmware and the operating system Linux
- the Intel-based application nodes including firmware and the operating system Linux
- the peripherals (keyboard, mouse, etc. only as part of the standard warranty) required for operation

Critical hardware components in the sense of the data sheet “SolutionContract” are the control centers.

For other infrastructure elements, such as:

- the storage systems released for FlexFrame
- the network components released for FlexFrame

the contractor will forward faults to the respective third party named by the customer.

The service for these elements is not part of the SolutionContract for FlexFrame.

The hardware on-site arrival times for these elements are based on the local availability of the services for the respective products.

Proactive services

The following proactive services described in the data sheet are available for FlexFrame for Oracle.

- System Health Check
for the components described in the service range
- Patch Management
Patch Management provides information on a proactive basis about new corrections for the software components used by the customer and, if required, makes them available.

Reactive services

The reactive services described in the data sheet are available for FlexFrame.

Measures for faults due to hardware errors:

- Telephone consulting or remote support for the system administrator
- Remote diagnostics and, if required, log into the affected system
- Evaluation of the error or message files
- Provide error elimination support or for error workaround
- If required, system reboot, error diagnostics
- If hardware must be replaced, the fault is eliminated by an engineer on-site. Depending on the selected service level and the service time, the engineer is on-site with the spare part within the agreed response time / recovery time. The appropriate service levels and service times are defined in the service schedule.
- If faults in components from other manufacturers, which are required to operate the FlexFrame infrastructure, are detected by the contractor, the contractor will forward such faults to the respective third party named by the customer, particularly to the manufacturer of external components.

Measures for faults due to software errors

Problem processing refers to the software described in this Appendix, and not to external software components, e.g. to external servers. Depending on the selected service level and the service time, a service specialist is available remote within the agreed response time for the following activities:

- Telephone consulting or remote support for the system administrator
- Remote diagnostics and, if required, log into the affected system
- Evaluation of the error or message files
- Provide error elimination support or for error workaround
- Check whether the software is up-to-date and consistent and, if necessary, transfer and install patch corrections
- If required, system reboot, error diagnostics

The appropriate service levels and service times can be found in the system certificate.

Escalations

If an error cannot be directly eliminated, the call is escalated to Fujitsu Siemens Computers' development group and if applicable to the Linux distributor. The contractor, in cooperation with the above parties, attempts to eliminate the error or find a workaround. For this purpose, fixed response times are agreed with the suppliers of the infrastructure elements.

As a result of using Open Source software, error elimination cannot be promised in a binding manner. A contractual obligation to that effect therefore does not exist.

Software maintenance

Provision of correction versions

Software corrections for

- FlexFrame software are provided during the contract period of the SolutionContract
- Linux can be downloaded during the contract period from the distributor's web site or are included in the correction versions of FlexFrame, respectively.

Provision of software versions with new functions

New software versions for

- FlexFrame software is provided during the contract period of the SolutionContract.
- Linux can be downloaded during the contract period from the distributor's web site or are included in the new versions of FlexFrame, respectively.

The installation of new correction versions and new versions is not an integral part of SolutionContract.

Operating status after hardware troubleshooting

After successful hardware troubleshooting, the functionality of all hardware components required for operating the FlexFrame Infrastructure (including firmware and BIOS) and their internal communication is tested and proven via an error-free run of product-specific test routines and operating system commands.

The installation of the customer configuration is outside the recovery time. The customer configuration image is provided by the customer.

Prerequisites

The service is only for released hardware and software components available.

The customer must register in the web of the Linux distributor.

The prerequisites defined in the data sheet "SolutionContract" apply.

Remarks

The customer installs the released correction version for the supported software versions.

The support languages are German and English.