



Deployment Considerations for Dell-Managed APEX Data Storage Services Instructions

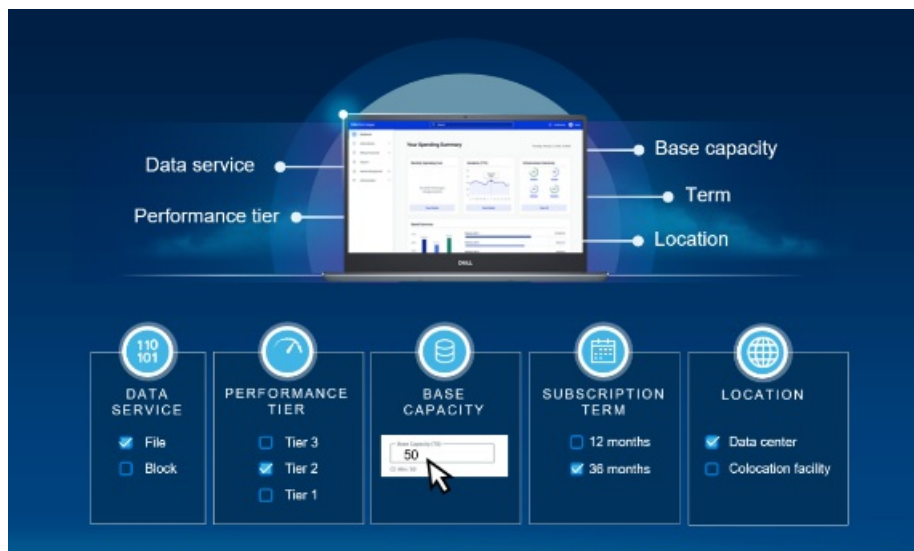
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DEPLOYMENT

Deployment Considerations for Dell-Managed APEX Data Storage Services



Revision history

Table 1. Document revision history

Date	Document revision	Description of changes
September 2022	A02	Updated the document title. Updated the document for On-Premises deployments only. Updated the <i>Deployment considerations for On-Premises Deployments</i> section.
July 2022	A01	Updated the document title. Added the Rack dimensions table in the <i>Deployment consideration</i> section.
May 2022	A00	Initial release.

Deployment considerations for On-Premises Deployments

The following guide includes important information for Dell-managed deployments.

Topics:

- Rack build, shipment, and delivery
- Asset return—Dell responsibilities
- Asset return—Customer responsibilities

Rack build, shipment, and delivery

Summary of the rack build

The rack build process happens at a Dell site, and involves several stages, including:

1. Planning
2. Coordination
3. Physical build
4. Cabling and labeling (Ethernet, InfiniBand, and power cables per unit)

5. Power-up test
6. Configuration

After the rack installation completes, Dell provides a Rack Configuration Document that includes the rack name and unit location of the service offering. Dell ships, delivers, and installs the fully populated rack to your service location.

Rack dimensions

The following rack dimensions are required:

Table 2. Required rack dimensions

APEX rack dimensions	PowerStore block	PowerScale file
Rack width	600 mm (23.6 in)	600 mm (23.6 in)
Rack depth	1050 mm (41.3 in) (with door)	1200 mm (47.2 in) (with door)
Rack Height (unboxed with casters)	42U (1991 mm) (78.4 in)	42U (1991 mm) (78.4 in)
Height in package	2190 mm (86.2 in)	2190 mm (86.2 in)
Maximum weight	1000KG (2200 lb)	1000KG (2200 lb)
Access needed for front (cold aisle)	1200 mm (47.2 in)	1200 mm (47.2 in)
Access needed for rear (hot aisle).	915 mm (36.0 in)	915 mm (36.0 in)

Rack validation and configuration

Rack validation and configuration involves:

- Performing hardware health checks to resolve any amber lights or failed parts
- Checking and flashing the BIOS, BMC, and FCB/FT firmware
- Applying asset tags
- Setting raid arrays
- Testing the networking topology. For example, performing a cable speed test
- Verifying electronic elevation per rack design
- Capturing and creating a MAC address report

Integrated rack shipping

Rack shipping responsibilities, handled by the Dell service provider, include:

- Fully inspecting the rack. Packaging the rack in corner board and wrap the shipping solution for final delivery. This packaging includes the shock pallet, a pallet with high-density foam.
- Loading the rack on an air-ride truck with a hand jack, securing it with load locks, and shipping to your service location.
- All additional services, site requirements, communications, and so forth, must be conveyed to the carrier, in writing, when the pickup request is made.

Integrated rack delivery

1. After arrival at your service location, Dell unloads the packaged rack from the truck, removes the packages and the rack from the shock pallet, and moves the rack into a final position in the data center.
 - a. This procedure does not include structural modification of the data center rack, positioning into an elevated shelf or floor inside the data center, or permanently bolting the rack to existing structures.
 - b. This procedure does not include down stack, moving, and removal of existing hardware or obstacles to accommodate delivery area limitations.
 - c. The logistics carrier leaves the service location after delivery. Any further review or assessment of the service offering is coordinated with Dell directly.
2. Dell disposes of all the packaging materials. This disposal includes removal of the shipping solution after the carrier departs from your service location.
3. You acknowledge the rack delivery completion by signing the Bill of Lading or the manifest forms from the carrier.
4. It is the customer's responsibility to designate the correct rack placement location at the time of the original delivery.

Other provisions

1. Dell may perform all or part of the rack installation services offsite at a Dell or other location.
2. From time to time, Dell may change the location where services are performed and the party performing the services. However, Dell remains responsible to you and the delivery of the service offering.

Asset return—Dell responsibilities

The following section describes an asset return.

Asset return terms

Dell's Logistics Service Provider

The Dell's Logistics Service Provider, acting on instructions from Dell.

Serial number

The unique identifier that is assigned to the service offering hardware by the manufacturer.

Service offering hardware

The hardware provided by Dell for the service offering.

Shipping document

Dell's Logistics Service Provider waybill, bill of lading, or piece-count documentation.

Site

The service location or other location, as agreed to by your company and Dell, for service offering asset recovery.

Scheduling

1. Scheduling a pickup.

Dell assigns Dell's Logistics Service Provider for pickup and return of service offering hardware. Dell's Logistics Service

Provider contacts you to confirm the unit count of the service offering hardware and the pickup schedule at the site. Pickup occurs at a mutually agreeable date during local business hours, Monday through Friday, 8:00am to 5:00pm, local time.

This schedule is typically three business days after the date of contact, but no later than 30 days from the end of the Subscription Term or Monthly Renewal Terms, as applicable.

2. Changes and cancellations.

You must provide two business days' notice before the scheduled date for the Asset Return or you might incur additional fees.

Pickup and return to Dell

Dell's Logistics Service Provider shall:

1. After arrival, contact the Site Representative and go to the pickup site.
2. Record the unique serial number and service tag number for each unit of the service offering hardware. Record the number of units of the service offering hardware removed from the site.
3. Bulk package the service offering hardware using pallets, slip sheets, and shrink wrap.

NOTE: The service offering hardware is not individually boxed. For more information, see Asset Return Customer Responsibilities.

Asset return—Customer responsibilities

General information

CAUTION: You must backup any data you want to retain before you return the APEX system to Dell. Dell does not perform restoration of any data or software from the APEX system.

Pickup

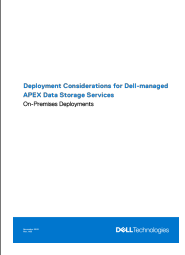
Your responsibilities include:

1. Contact Dell or your Customer Success Manager for the appropriate approval and return authorization.
2. Contact Dell or your Customer Success Manager before asset return so Dell can perform data sanitization if you purchased that service.
3. Declare at the time of pickup scheduling any site access issues, security restrictions, union labor requests, certificate of insurance requirements, dock restrictions, or time restrictions.
4. Remove all confidential, proprietary, sensitive, or other nonpublic data, and any third-party software not included in the Service Offering Description from all service offering hardware.
5. Uninstall any seismic bolts, if installed, from the rack.
6. Take the service offering hardware off the network and power off the service offering hardware to be removed.
7. Remove from the service offering any hardware that is not a part of the service offering hardware and retain all loose data storage media.
8. Verify that the service offering hardware contains only system hardware and no other products. For example, other products might include appliances, office equipment, biohazard waste, biohazard equipment, materials, packaging, or boxes.

9. Verify that the service-offering hardware is complete and properly assembled including any service-offering hardware that has been disassembled. For example, hard drives, memory, or batteries missing from the system may be reduced or eliminated.
10. Decommission the service offering hardware and clearly segregate it from the equipment not for pickup.
11. Provide a site representative to direct Dell's Logistics Service Provider to the service offering hardware to ensure that the Dell's Logistics Service Provider removes the correct equipment.

Deployment considerations for On-Premises Deployments

Documents / Resources

	<p>DELL Deployment Considerations for Dell-Managed APEX Data Storage Services [pdf] Instructions</p> <p>Deployment Considerations for Dell-Managed APEX Data Storage Services, Deployment Considerations, Considerations for Dell-Managed APEX Data Storage Services, Dell-Managed APEX Data Storage Services, APEX Data Storage Services, Storage Services Considerations</p>
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