

DELL Service Terms for APEX Hybrid Cloud with Subscription User Guide

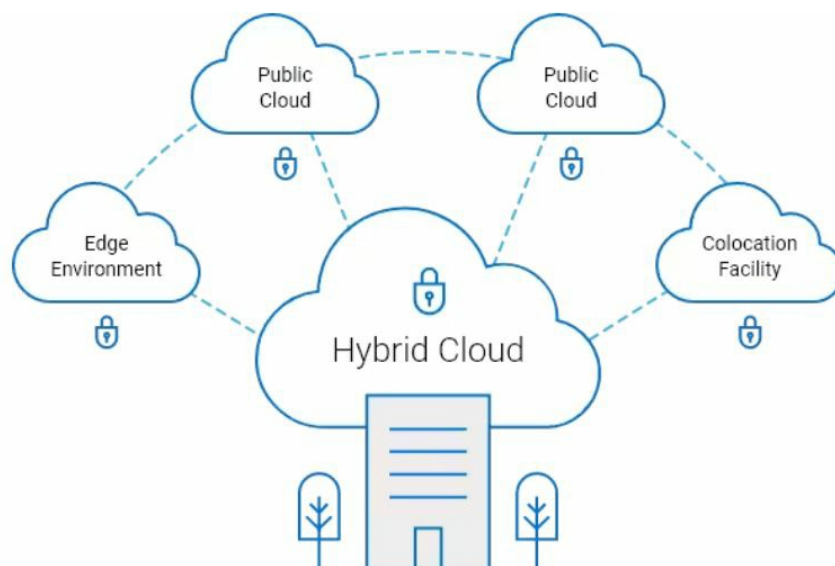
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DELL Service Terms for APEX Hybrid Cloud with Subscription



Product Information

- Product Name: APEX Hybrid Cloud with Subscription
- Version: September 2022 Rev.
- Copyright: Dell

Overall Scope of Service

The APEX Hybrid Cloud with Subscription service includes the following support features:

1. Rack Integration:
 - Planning, coordination, physical installation, cabling, and labeling of the Subscription Offering in the data center server cabinet.
 - Power-up test and configuration of the Subscription Offering.
 - Delivery of the Subscription Offering.
2. Deployment:
 - Deployment of the Subscription Offering at the Site.
3. Asset Return:
 - Scheduling pick-up of the APEX System and return to Dell.

Rack Integration

The Rack Integration service includes the following tasks:

1. Validation & Configuration:
 - Perform equipment health checks, including checking for amber lights or failed parts.
 - Check/Flash BIOS, BMC, FCB/FT firmware.
 - Apply asset tagging.
 - Perform network topology testing, including cable speed test.
 - Reconfigure the RASR image if applicable.
 - Electronically verify elevation per rack design.
 - Capture/Create MAC address report.
2. Integration of Equipment into Rack:
 - Unpack all Equipment and inspect them before installation.
 - Perform initial system power-on and boot of all Equipment to ensure no amber lights or other fault indicators are visible.
 - Continue integration tasks and configurations per the Rack Configuration Document.
 - Mount the chassis and switches, including rack-related Equipment such as rails, brackets, and trays.
 - Rack Name / Label
 - Server Type / Label
 - Service Tag Numbers
 - MAC Addresses
 - Rack Unit Location
3. Shipping of the integrated rack:
 - Fully inspect rack.
 - Package rack in corner board and wrap shipping solution for final delivery, including the shock pallet

(pallet with high-density foam).

- Load rack on an air ride truck with a hand jack, secure with load locks, and ship to Customer's Site.

4. Delivery of the integrated rack:

- Upon arrival at the Customer's Site, Dell will unload the packaged rack from the truck, un-package and de-palletize the rack from the shock pallet, and move the rack into a final position in the data center.
- Dell will dispose of all packaging materials, including the removal of the shipping solution upon the carrier's departure from the Customer's Site.

5. Rack Integration Completion:

- The customer will acknowledge by signing the Bill of Lading (BOL) or manifest forms of Dell's carrier.

6. Other Provisions:

- Dell may perform all or part of the rack integration services off-site at Dell's or other locations.
- From time to time, Dell may change the location where services are performed and/or the party performing the services; provided however, Dell shall remain responsible to Customer for the delivery of the Subscription Offering.

Product Usage Instructions

To utilize the APEX Hybrid Cloud with Subscription service, please follow these instructions:

1. Rack Integration:

- Ensure that the planning and coordination for rack integration are completed.
- Make sure to provide the necessary physical installation, cabling, and labeling information for the Subscription Offering in the data center server cabinet.
- Perform a power-up test and configure the Subscription Offering as per the provided instructions.
- Ensure that the Subscription Offering is delivered to the designated location.

2. Deployment:

- Follow the provided instructions for deploying the Subscription Offering at the Site.

3. Asset Return:

- Schedule a pick-up of the APEX System for return to Dell as per the provided instructions.

Please refer to the user manual for detailed instructions on each task involved in Rack Integration, including validation & configuration, integration of equipment into the rack, shipping of the integrated rack, delivery of the integrated rack, and rack integration completion.

Overall Scope of Service

The support features include:

1. Rack integration, including:

- Planning, coordination, physical installation, cabling and labeling (Ethernet & Power cables per unit), power-up test, configuration of the Subscription Offering in the data center server cabinet, and delivery of the Subscription Offering.
- Further information, details, and applicable terms are in Rack Integration.

2. Deployment, including:

- Deployment of the Subscription Offering at the Site.
- Further information, details, and applicable terms are in Additional Information regarding the deployment

3. ProSupport Plus for Enterprise with Mission Critical support, including:

- Access to specialized technical support from Dell for troubleshooting assistance with the Subscription Offering.
- On-site dispatch of a technician and/or delivery of replacement parts to the Customer's Site to address issues with the Subscription Offering.
- Access to a remote Service Account Manager (SAM).
- Collaborative Assistance if issues arise with an eligible third-party vendor's products.
- System Software Support for the Subscription Offering from Dell.
- Further information, details, and applicable terms and conditions are at this link:

https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/prosupport-plus-for-enterprise-sd-EN.pdf

4. Asset Return, including:

- Scheduling pick-up of the APEX System and return to Dell.
- Further information, details, and applicable terms are in Asset Return.

Rack Integration

1. Summary of Rack Integration

- The objective is to provide for the planning, coordination, physical installation, cabling and labeling (Ethernet & Power cables per unit), power-up test, and configuration of the Subscription Offering into the data center server cabinet. After completion, Dell will provide a document that includes the rack name, server type, service tag, and rack unit location of the Subscription Offering ("Rack Configuration Document"). Dell will then ship and deliver the fully populated Subscription Offering to the Customer's Site. Delivery includes inside delivery at the Site.

2. Validation & Configuration includes:

- Perform Equipment health check (i.e. amber lights or failed parts)
- Check/Flash BIOS, BMC, FCB/FT firmware
- Apply asset tagging
- Network topology testing (i.e. cable speed test)
- Including reconfiguration of the RASR image, if applicable.
- Electronically verify elevation per rack design
- Capture/Create MAC address report

3. Integration of Equipment into rack includes:

- Unpack all Equipment and inspect all before installation.
- Perform initial system power-on and boot of all Equipment to ensure no amber lights or other fault indicators are visible.
- Review and continue all integration tasks and configurations per the Rack Configuration Document.
 - Mount the chassis and switches:
- Mount rack-related Equipment (such as rails, brackets, and tray) onto the rack.
- Mount the servers into the rack.
- Reinstall any components that were removed in the steps above.
 - Install PDU(s) onto the rack, as needed for the proper power configuration of the server.
 - Install and route power cables to the server.
 - Install and route network cables to the servers.
 - Label all network and power cables, per device. Label rack and all other Equipment, as required.

- Organize, group, and bind cables in an orderly fashion to allow for easy access to the servers and switches.
 - Configure the BMC and BIOS settings.
 - Perform full server/rack validation,
 - Upon completion, Dell will update the Rack Configuration Document with the following information.
 - Rack Name / Label
 - Server Type / Label
 - Service Tag Numbers
 - MAC Addresses
 - Rack Unit Location
4. Shipping of the integrated rack includes:
- Fully inspect rack. Package rack in corner board and wrap shipping solution for final delivery to include the shock pallet (pallet with high-density foam).
 - Load rack on an “air ride” truck with hand jack, secure with load locks, and ship to Customer’s Site.
5. Delivery of the integrated rack includes:
- Upon arrival at the Customer’s Site, Dell will unload the packaged rack from the truck, un-package and de-palletize the rack from the shock pallet and move the rack into a final position in the data center.
 - This does not include structural modification of the data center rack, positioning into elevated shelf or flooring inside the data center, or permanently attaching the rack to existing structures (bolting).
 - Does not include down stack, moving, and/or removal of existing Equipment or obstacles to accommodate delivery area limitations.
 - The logistics carrier will leave the Site after delivery, and any further review or assessment by the Customer of the Subscription Offering will be coordinated with Dell directly.
 - Dell will dispose of all packaging materials. This includes the removal of the shipping solution upon the carrier’s departure from the Customer’s Site.
6. Rack Integration Completion
- The customer will acknowledge by signing the Bill of Lading (BOL) or manifest forms of Dell’s carrier.
7. Other Provisions are:
- Dell may perform all or part of the rack integration services off-site at Dell’s or other locations.
 - From time to time, Dell may change the location where services are performed and/or the party performing the services; provided however, Dell shall remain responsible to Customer for the delivery of the Subscription Offering.

Additional Information regarding deployment

1. Dell deployment steps are :
- Hold planning sessions with Customers to create the deployment plan
 - Work with the Customer to uplink the APEX switches to the Customer core/border
 - Build and configure the VCF environment per the plan
 - Apply software licenses, as available
 - Configure secure remote connectivity for hardware alerting and automated phone-home.
 - Verify cluster health is good, and error-free
 - Conduct a brief knowledge transfer session with the Customer

2. Components installed and limits

- Standard or consolidated VCF architecture, per Customer preference
- SDDC Manager
- VI Workload Domains, as applicable
- vCenter and Platform Services Controllers
- NSX-T
 - NSX Data Center for the Management Domain:
 - An Edge Cluster with one (1) Tier 0 and one (1) Tier 1 Gateway
 - NSX Data Center for the Compute Domain (VCF 4. x with AVN only):
 - A basic configuration of an Edge Cluster on two (2) or four (4) Edge VMs
 - One (1) Tier 0 and one (1) Tier 1 Gateway
 - One (1) segment to enable network connectivity from a test Guest VM to the customer network
- For instances with no vSAN Storage type, if applicable:
 - For Fibre-channel connectivity, the Customer must provision and present to the cluster (FC zoning + storage provisioning) one volume with 900GB of free space.

3. Excluded from Subscription Offering Deployment:

- Any configuration of non-Dell-provided equipment
- Installation, configuration, migration, or testing of VMs, hosts, or other workloads
- Any configuration of client computers
- Configuration of client or VM networks
- Custom certificate replacement
- NSX tuning
- VMware Workspace ONE Access
- VMware vRealize Suite
- VMware Horizon
- vSAN Data at Rest Encryption
- Region B (DR site)
- Stretched-cluster
- Any extra add-on options or services such as Disaster Recovery (DR) with either RP4VM or vSphere replication, etc.
- Network topology or performance assessment
- Configuration of any Storage arrays and fiber channel switches.

Asset Return

1. Definitions and Terms

- As used in this document, the following definitions will apply:
- “Dell’s Logistics Provider” means the logistics provider acting on instructions from Dell.
- “Serial Number” means the unique identifier assigned to a unit of the APEX System by the manufacturer.
- “Shipping Document” means Dell’s Logistics Providers’ waybill, bill of lading, or piece count documentation.

2. Scheduling. Pick up.

- Scheduling Pick up. Dell will assign Dell’s Logistics Provider to the pick up and return of the APEX

System. Dell's Logistics Provider will contact the Customer to confirm the unit count of the APEX System and schedule for pick up at the Site. Pick-up will occur at a mutually agreeable date during local business hours, Monday – Friday 8:00 am to 5:00 pm (local time). This 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 Term(s), as applicable.

3. Changes/Cancellations

- The customer must provide two (2) business days' notice before the scheduled date for Asset Return or may incur additional fees.

4. Pick Up and Return to Dell

- Dell's Logistics Provider shall:
 - Upon arrival, contact the Customer's site representative and proceed to the pick-up Site;
 - Record a unique serial number/service tag number for each unit of APEX System and record the number of units of APEX System being removed from the Site;
 - Bulk package the APEX System using pallets, slip sheets, and shrink wrap (Note: the APEX System will not be individually boxed – see Customer Responsibilities);
 - Provide the Customer with a Shipping Document for signature before leaving the Site.

5. Asset Return Customer Responsibilities

- **General:** THE CUSTOMER SHALL BACK UP ANY DATA THE CUSTOMER DESIRES TO RETAIN before APEX SYSTEM BEING MADE AVAILABLE TO DELL. Dell does not perform restoration of any data or software from the APEX System.
- **Pick Up:** Before picking up of the APEX System, the Customer shall:
 - Have contacted Dell or their Services Delivery Manager for appropriate approval/return authorization;
 - Declare, at the time of pick-up scheduling, any Site access issues, security restrictions, union labor requests, certificate of insurance requirements, dock restrictions, or time restrictions;
 - Remove all confidential, proprietary, sensitive, or other non-public data and any third-party software not included in Section 1.1. An of the Service Offering Description from any APEX Systems;
 - Uninstall seismic bolt, if it is installed, from rack;
 - Take the APEX System off-the network and power down the APEX System to be removed;
 - Remove from APEX System and retain all loose data storage media;
 - Verify APEX System contains only computer hardware and no other products such as appliances, office equipment, biohazard waste, biohazard equipment, materials, packaging, or boxes;
 - Verify APEX System is complete and properly assembled as the value for APEX System that has been disassembled (for example, hard drives, memory, or batteries missing from the system) may be reduced or eliminated;
 - Decommission the APEX System and separate such APEX System from other equipment not for pick up; and
 - Provide a Site representative to direct Dell's Logistics Provider to the APEX System to ensure the correct equipment is removed by Dell's Logistics Provider.

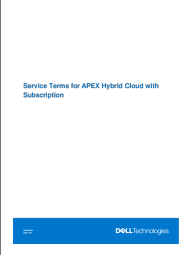
6. Customer Data Removal and Data Back-Up Obligation

- The Customer represents and warrants that Customer has removed all confidential, proprietary, sensitive, or other non-public data from the APEX System before Dell retaking possession as described in Section 5 (Business Operations) of this Service Offering Description.
- Dell will not have any responsibility for any restoration of data or software on the APEX System. The

customer must back up its data before Dell performs any remedial, upgrade, or other work on the Subscription Offering. If applicable law prohibits exclusion of liability for lost data, then Dell will only be liable for the cost of the typical effort to recover the lost data from the Customer's last available backup.

- If Customer breaches any of its obligations or warranties outlined in this document, Dell shall not be liable for any damages resulting from the Customer's breach. Alternatively, the Customer may incur additional fees and expenses for any resulting additional time or materials, loss, or damage incurred by Dell or its providers.

Documents / Resources

	<p>DELL Service Terms for APEX Hybrid Cloud with Subscription [pdf] User Guide Service Terms for APEX Hybrid Cloud with Subscription, Service, Terms for APEX Hybrid Cloud with Subscription, Hybrid Cloud with Subscription, Cloud with Subscription, Subscription</p>
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