

PRODUCT LIMITATIONS: HARDWARE MAINTENANCE SERVICES

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Labor Only

Park Place assumes the devices we are providing labor only for are under an OEM support contract. If these devices are not under an OEM contract, then Park Place will only perform labor services with the expectation that customer will be providing the parts and / or remote technical assistance.

Park Place is responsible for providing FE (Smart Hands only) as part of the Labor Only SLA. Park Place is not responsible for providing any parts, software updates or configuration decisions on devices with the Labor Only SLA. Any configuration assistance will be made through OEM support tier 3 resources or customer tier 3 resources.

The SLA for the Labor Only SLS is Next Business Day (NBD).

Networking

Cisco: Catalyst 9K series

Park Place RMAs will only have base license features; any DNA license transfer is the responsibility of the end-user, and end-user must follow the process Cisco has in place for Rehosting DNA relicensing to an RMA. Park Place can assist with Rehosting of DNA licenses with customer logged in under their credentials.

Cisco Nexus 9K: Application Centric Infrastructure (ACI)

Nexus switches running as part of a Cisco's ACI fabric are ineligible for coverage due to the extremely proprietary and software-dependent nature of ACI. This includes the APIC servers / clusters associated with ACI infrastructure.

Cisco: Nexus 5K and 6K Series

These devices are license enforced. PPT can only fully support customers running base licensing or if sparing with appropriate licensing can be obtained. If the unit with base licensing and feature sets fails, PPT can't supply a new license or license transfer. The license is Product Activation Key (PAK) driven and license can only be installed on a Host-ID (serial # of chassis) that is entitled to the end user.

Cisco: Nexus 7K Series

N7K's Running Legacy SW (Earlier than 8.4(2)):

Nexus 7K Running Base Licensing (none) Only - If a Nexus 7K is running without any additional optional advanced feature licenses, then PPT can fully support all aspects of the N7K.

Nexus 7K Running Redundant Supervisor Card - In a dual supervisor system if a redundant supervisor engine fails, PPT can replace it even if it does have advanced licensing. This is because the licensing is tied to the chassis serial number and not any of the line cards/supervisors.

Cisco: MDS SAN Switching

These devices are license enforced. PPT can only fully support customers running base licensing. If the unit with base licensing and feature sets fails, PPT can't supply a new license or license transfer.

Cisco: ASR and Juniper Modular Aggregation Routers

Product Families: Cisco ASR-1000 & 9000 Series Modular Routers and Juniper MX240/480/960/10000 Series Modular Routers. Since line cards and other elements of these routers are separately chargeable under support, Park Place reserves the right to separately charge the Customer for the materials expense of any undisclosed chargeable components such as line cards that aren't disclosed prior to quoting.

Cisco: ISR Routing

Legacy Licensing: Cisco Routers using UCS modules, IPS Feature License, and/or other advanced license features not part of a bundle (such as ISR4000 routers using HSEC or Internal Service licenses) are not eligible for coverage.

DNA and Smart Licensing: If devices have licensing via Smart licensing, then all Smart Licensing can be transferred to the replacement device. Smart License transfer is the responsibility of the end-user.

Cisco: Catalyst 1200 and 1300

Park Place provides support for the Catalyst 1200 and 1300 series switches. PPT does not provide support for the Cisco Business Dashboard (CBD).

Cisco-Meraki: All

Park Place will provide RMA hardware replacements with unclaimed Meraki serials. Park Place can assist customer with Re-Claiming Meraki serials in customer's Meraki portal, with customer logged in under their credentials. Customer is required to have Meraki licensing to activate and use replacement hardware.

Meraki licensing comes with software updates and Technical Assistance Center (TAC) support and customer should obtain this thru Meraki. Park Place provides RMA support and / or Field Engineering (FE) support.

Park Place cannot guarantee that legacy hardware products will be able to connect to the management software indefinitely following the End of Support Date (EOST).

Security Appliances – Cisco ASA & FirePower, Palo Alto, Fortinet & Juniper

Support for Security Appliances is limited to hardware RMA and base operating system support only. Any subscription services, license transfers or license requirements are the responsibility of the Customer.

InfiniBand: Mellanox/NVIDIA

Customer is responsible for all backup and restoration of license, firmware, settings, and data following Park Place Technologies replacement of any components consisting in their InfiniBand switches. Line cards for chassis-based systems should be disclosed before contract issue or at the time of quoting as pricing for some models are subject to change based on certain configurations.

Access Points: All OEMS

Field Engineer Onsite - If any AP device requires a ladder for replacement, the customer is responsible for replacement and PPT will not dispatch a Field Engineer with a ladder.

Juniper: All

Park Place Juniper RMAs will likely not have licensing. Any Juniper license transfers or requirements are the responsibility of the Customer.

Fortinet: Switches

Park Place Fortinet RMAs will likely not have licensing. Any Fortinet license transfers or requirements are the responsibility of the Customer.

F5: All

Park Place will restore the defective device back to pre-failure operation with base software and standard

licensing. Any advanced software from base or higher than standard licensing should be disclosed before contract issue or at the time of quoting.

Arista:

Park Place Arista RMAs will likely not have licensing. Any Arista license transfers or requirements are the responsibility of the Customer. Park Place makes no guarantees with respect to license features, CloudVision, and/or services running on devices where Park Place has performed a replacement with Park Place provided sparing.

SFPs:

PPT reserves the right to exclude SFPs from maintenance coverage unless they are identified prior to quoting. For any undisclosed SFPs, and if customer requests Park Place to provide the SFP replacement, then Park Place reserves the right to separately charge the Customer for the materials expense related to the replacement.”

Storage

- Dell EMC XIO

Prior to terminating the maintenance relationship with Dell-EMC, it is highly recommended for Customers upgrade their XIOS to V4.0.27-1.

The upgrade includes features which dramatically improve the service experience, including a BBU life-cycle counter and critical microcode fixes.

Should a customer opt to not upgrade the XIOS, below are the risks to be aware of:

BBU lifecycle test cannot be run on older versions. Therefore, BBU will have an undetermined life expectancy unless XIOS is upgraded to V4.0.27-1.

To mitigate the risk of downtime, it is highly recommended that PPT replace the batteries prior to contract start date should a customer opt to not upgrade the XIOS to V4.0.27-1. Parts and labor costs will be covered in the overall maintenance contract.

- IBM Storwize

OS DISCLAIMER: "Cannot support Storwize equipment unless system is running OS 7.4.x or higher.

- HPE 3PAR – All 3PARs running OS version v3.2.2 and newer & SP v5.0 and newer.
Strong password restrictions could apply, [click here](#) for more details.

- IBM XIV

Park Place support for IBM XIV (Gen2 & Gen3) is limited to major hardware component replacements only (disks, modules, UPSs, batteries, ATS).

No support can be provided for the XIV software or OS. No support can be provided should the storage become unavailable due to a hard down/unavailability scenario consistent with an unclean shutdown or a cluster-wide OS failure.

- IBM FlashSystem A9000/R

The customer is responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components in the IBM FlashSystem A9000 and A9000R Arrays.

Prior to acceptance of this support agreement, "Customer" agrees to engage IBM TSMO, accept IBM's terms and conditions, download the IBM Technician Assistant (TA) tool and store the tool in an accessible location for any service requirements of the FlashSystem A9000 / A9000R.

- HPE Nimble (CS/AF/HF)

The customer is responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components in the HPE Nimble CS, SF, AF, or HF Series Storage. Strong Password restrictions apply, [click here](#) for details.

PRODUCT LIMITATIONS

Nimble – “Parts Only” request for Controllers – MUST have a PPT/CP FE onsite.

Nimble – “Parts Only” requests for Disks & Power Supplies can be facilitated as normal.”

- Dell Compellent SC9000

The customer needs to make a backup of the firmware in each SC9000 system. This backup will include licenses. The customer must also register their systems with Dell's Digital Locker to have access to firmware and licenses for their SC9000 systems.

- Dell PowerVault NX “30” Series

The customer is responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components in the Dell EMC PowerVault NX3x30 & NX430 Storage Arrays.

The customer's system must have a vFlash SD Card installed and the Server Profile backed up to the vFlash Card. Validation of this backup is required prior to acceptance of the support agreement. If vFlash Card is not present or the customer needs assistance with the Server Profile Backup, PPT can provide for a nominal fee in addition to the maintenance fees.

- NetApp FAS/AFF/V-Series

Controller replacement is on a best effort basis and may not meet the requested SLA due to the controllers needing to be re-flashed in the PPT Lab prior to replacement. This applies to all arrays running ONTAP 8.2 or higher. The customer is responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components.

- NetApp E & EF-Series

The customer is responsible for all backup and restoration of licenses, firmware, configuration settings, and data following Park Place's replacement of any components in NetApp E and EF-Series arrays. The minimum SANtricity code level required for E28xx, E57xx Series, and EF570 is 11.80.1R1 or higher. "IC" Import Controlled controllers are NOT supported. These are specifically made for countries where encryption is not allowed such as Russia or China. IC controllers cannot be intermixed with non-IC controllers. These can be identified in the configuration file. The replacement part number will have an - IC on the end.

- Dell PowerProtect DD

The customer is responsible for the backup and restoration of licenses, settings and data following Park Place replacement of any components in the Dell PowerProtect Data Domain Storage.

Please note that in the event of a head or chassis swap, Park Place Field and Advanced Engineers will require remote access to the array. Should there be any interruptions in communications, there will be a delay in restoration of the device. Should the Park Place engineering team be unsuccessful in completing this procedure, Dell EMC may need to be engaged to resolve the issue.

- Dell Unity XT

The customer is responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components in the Dell EMC Unity XT Series Storage.

Park Place is not responsible for restoration or data loss for any pre-existing issues or known issues

within the Unity XT environment, such as double-faulted dynamic pools and “dirty” cache.

- IBM TS7xxx Virtual Tape Grids

Customer is responsible for the backup and restoration of licenses, settings and data following PPT's replacement of any components in the IBM TS77xx Tape Systems. PPT support does not include coverage for Grid configurations. Customer is responsible for any Grid management, configuration and associated software licenses.

All attached tape options must be identified and quoted separately.

Cloud-based solutions are not supported.

- What is a Grid?

Grid Environments are used for distributed data or Disaster Recovery (DR) Solutions. A Grid is taking 2 to 8 of those TS77xx VTS units/nodes and performing real time data replication between multiple units/nodes in multiple locations using Proprietary IBM Software via networked connections.

- Challenges of TPM (Third Party Maintenance) Support of IBM VTS Grid Environments

OEM (Original Equipment Manufacturer) proprietary tools and utilities are required to diagnose and analyze copy failures, copy backups, or performance problems causing distributed or composite virtual tape library problems across the Grid. These types of problems would require OEM intervention via a Time and Materials (T&M) ticket to properly resolve. The OEM does not provide authorization or access to any third-party maintenance provider to these tools. These tools are owned and used exclusively by the OEM.

- Example Situation

By OEM design certain service procedures and grid recovery actions require the use of OEM proprietary tools and OEM software manipulation. There may be delays getting OEM engagement due to their T&M policies, which may result in operating in a degraded state until OEM engagement.

- OEM T&M Support Guidance

OEM T&M service is at the sole discretion of the OEM and available Monday to Friday within normal business hours. The OEM requires that the request for T&M service be made from the System Owner. The OEM may decline to service Systems that have reached or passed End of Life/End of Service Life (EOL/EOSL). The OEM is not under any obligation to respond to or be held to any time frame or constraints. This information is offered for guidance only.

- Facts

No TPM has access into a clients Grid Environment/Grid Software.

No TPM has access to OEM Proprietary tools for resolving problems within the Grid Software or Environment.

- Statements Related to Service and Specific Exclusions to PPT Service:

Exclusion: Remediation of Grid Performance Issues.

PRODUCT LIMITATIONS

Exclusion: Issues with Data Copies and the analysis of any issues related to Backups, Replication or Virtual Volume Management and Grid Communication.

Data and the Protection of the Data remains the exclusive responsibility of the Client/System Owner.
Exclusion: Post Hardware Remediation, during Service reparation, when a Unit/Node is not accepted back into the Grid.

Exclusion: The cost of OEM T&M engagement.

PPT will be exclusively responsible for The Monitoring and Hardware Remediation of the TS77xx/VTs System on the express understanding that PPT and No Other TPM have access into the Grid Environment/Grid Software.

- HPE StoreOnce
Strong Password restrictions apply, [click here](#) for details.
- HPE LeftHand/StoreVirtual
Strong Password restrictions apply, [click here](#) for details.
- HPE Primera
The customer is responsible for the virtualization software, software images, encryption keys/settings, backups and restoration of licenses, settings, and data before and following Park Place replacement of any components in the HPE Primera 600 Storage. Strong Password restrictions apply, [click here](#) for details.
- HPE Alletra 5000 & 6000 Series
The customer is responsible for the management, backup and restoration of licensing, firmware, software, and user data following Park Place replacement of any components in the HPE Alletra 5000 & 6000 Series Arrays unless supported by a FULL managed services agreement with Park Place. The HPE Alletra 5000 & 6000 Series Arrays rely heavily on HPE's cloud-based management software.

For new products within the original equipment manufacturers (OEM's) warranty period, the customer authorizes Park Place Technologies as an agent to replenish defective, non-media bearing components and devices. If Park Place identifies a firmware issue that has no remediation through hardware replacement, the customer must engage the OEM directly for resolution.

In the rare instance where root access or an nsupport password is required, the customer will need to initiate a time and materials (T&M) engagement with HPE. These instances include but are not limited to: Root user access, Factory default or Operating System software reset or a catastrophic failure to both controllers. For specific details, please refer to Park Place Technologies Strong Password document.

Minimum OS Versions Supported:
If using v5: 5.2.1.1100 and above
If using v6: 6.1.1.300 and above

PRODUCT LIMITATIONS**Controller Image:**

Due to proprietary limitations, Park Place Technologies does not obtain and/or distribute copies of the bootloader image residing in the controller USB. If the bootloader becomes corrupt, downtime may be required in order to complete the repair.

- **Dell PowerStore**

The customer is responsible for the virtualization software, software images, encryption keys/settings, backups and restoration of licenses, settings, and data before and following Park Place replacement of any components in the Dell PowerStore Storage. The customer must have PowerStoreOS version 3.x.x.x or higher running to be eligible for support by Park Place Technologies, Inc.

- **Dell PowerScale**

The customer is responsible for the virtualization software, software images, encryption keys/settings, backups and restoration of licenses, settings, and data before and following Park Place replacement of any components in the Dell PowerScale Storage.

All PowerScale nodes require the OneFS operating system at the following minimum version revisions for the applicable arrays:

Models

F200 and F600

F900

A300, A3000, H700 & H7000

OneFS Version minimum

OneFS_v9.0.0.0 or newer

OneFS_v9.2.0.0 or newer

OneFS_v9.2.1.0 or newer

Server

- Dell PowerEdge (OEMR XL)
Dell PowerEdge OEMR XL servers/appliances are based on standard Dell PowerEdge server hardware, however OEMR XL servers have a customized System identity and potentially bespoke firmware, it is the customers responsibility to have a copy of the System identity and firmware files. Park Place cannot accept liability for “functionality” issues after parts replacement if it relates to the System identity or firmware, these issues will be classed as Out of Scope for the hardware maintenance support agreement. This can be verified by running the Dell Service Tag.
 - IBM Power Servers
Customer may incur additional charges for logical partitions associated with system if not identified prior to quote completion or if service issue occurs after inception of contract.
 - IBM z Mainframes (zSeries)
See Mainframe Addendum write up that needs to go out with all mainframe quotes
 - HPE Superdome 2
Park Place Technologies support for HPE Superdome 2 equipment is for Firmware revision level of 4.2.36 or higher
 - HPE Superdome X
Park Place Technologies support for HPE Superdome X equipment is for Firmware revision level of 8.8.xxx or higher
 - HPE Synergy
Customer is responsible for all backup and restoration of licenses, settings, and data following Park Place Technologies replacement of any components. Customer should download and maintain an archive of the latest and/or current version of the Synergy Support Pack and any updates in between.
 - Sun / Oracle xSeries
Park Place Technologies support for Sun / Oracle xSeries servers does not include the following product families: Exadata / Exalytics / Exalogic / Object Database Appliances (ODA) / Big Data Base Application (BDA).
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HyperConverged

- **HPE SimpliVity**
The customer is responsible for the virtualization software, software images, encryption keys/settings, backups and restoration of licenses, settings, and data before and following Park Place replacement of any components in the HPE SimpliVity. The customer must have a copy of the SimpliVity Support Pack (SVTSP) aligned to the running environment of their infrastructure.
- **Vblock**
Park Place Technologies support for EMC VBlock equipment is limited to HW break/fix support for individual VBlock HW components. Park Place cannot support the VCE SW or configurations within the VBlock. Customer should obtain this support from VCE or the OEM(s) directly and/or should lock the configuration and software/firmware version of all components.
- **Dell VxRail**
The customer is responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components in their Dell VxRail nodes. See VxRail node backup procedure document.
- **Nutanix (NX)**
The customer is responsible for all backup and restoration of licenses, clusters, VMs and data following Park Place replacement of any components in the Nutanix NX Servers, exception being is covered by a managed services agreement with Park Place.

The customer is also responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components in the Nutanix NX Servers.

Support for Nutanix NX Servers is subject to spares availability following complete product discovery. Nutanix NX Servers are based upon Supermicro servers and compute nodes. For comprehensive support, specifically for disk drives requiring discovery and replacement a Supermicro DataCenter Management Suite per Node License Key (SFT-DCMS-SINGLE) needs to be loaded on each compute node/server.