

HARDWARE MAINTENANCE SERVICES PRODUCT DETAILS

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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.

Juniper-MIST: Access points and EX Switches

Any MIST license transfer is the responsibility of the end-user, and end-user must follow the process HPE-Juniper has in place for Rehosting MIST relicensing to an RMA. Park Place can assist with Rehosting of MIST licenses with customer logged in under their credentials.

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.

Brocade SAN / Dell Connectrix B-series / HPe B 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 running FOS 8 or earlier versions. Any licensing or license transfers are the responsibility of the customer. Park Place Technologies is not responsible for OS (Fabric manager) support which includes assistance with configurations, firmware updates, license transfers, or any SAN related issue.

Security Appliances – Cisco ASA & FirePower, Palo Alto, [CheckPoint], 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.

Storage

Dell Compellent FS

Minimum FluidFS requirement of 6.x. to support.

Dell Compellent SC

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 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.

Dell PowerVault NX

The customer is responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components in the Dell PowerVault NX NAS appliances.

Dell PowerVault ME

The customer is responsible for all backups and restoration of licenses, settings, and data before and following Park Place replacement of any components in the Dell PowerVault ME Series Storage.

Dell (EMC) Isilon/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 Isilon/PowerScale Storage.

Dell (EMC) PowerProtect DD Series

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 Technical Support 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 may need to be engaged to resolve the issue.

Support for Dell PowerProtect appliances is reliant upon PowerProtect system board spares availability.

The customer must create and maintain a server profile backup in the event a system board replacement is required.

Tasks that require BASH access on arrays running DDOS versions 6.2 or higher may have limitations with maintenance and Technical Support (TS) may require OEM engagement.

Dell (EMC) Unity

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 Series Storage.

Park Place is not responsible for restoration or data loss for any pre-existing issues or known issues within the Unity environment, such as double-faulted dynamic pools and “dirty” cache.

Dell (EMC) XtremIO

Minimum code levels required. X1 is 4.0.31 or higher. X2 is 6.4.0 or higher.

Dell PowerMax

The customer is responsible for all backup and restoration of licensing, firmware, software and user data, including any hard drive/RAID controller encryption keys, settings, and passwords following Park Place replacement of any components.

HPE 3PAR

Strong password restrictions apply to all 3PAR arrays running OS 3.2.2 or higher, and SP v5.0 and higher. Click [here](#) for Strong Passwords Support Capabilities Document.

HPE Alletra 4000 Series

The customer is responsible for all backup and restoration of licensing, firmware, software and user data, including any settings, and passwords following Park Place replacement of any components in the HPE Alletra 4100 Series Storage Server unless supported by a managed services agreement with Park Place.

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. Customers must be capable of creating and restoring snapshot images independent of or through retention of support for this cloud-based 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

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.

Additional Support Documents:

[HPE Alletra Strong Password Support Capabilities Document](#)

HPE Modular Smart Array (MSA)

The customer is responsible for all backup and restoration of licensing, firmware, software and user data, including any settings, and passwords following Park Place replacement of any components in the HPE MSA Storage Array unless supported by a managed services agreement with Park Place.

HPE Nimble

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, HF, or AF Series Storage.

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.

Strong Password restrictions apply click [here](#) for Strong Passwords Support Capabilities Document.

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 Strong Passwords Support Capabilities Document.

HPE StoreEasy

The customer is responsible for all backup and restoration of licensing, firmware, software (including OS) and user data, including any hard drive/RAID controller encryption keys, settings and passwords following Park Place replacement of any components in the HPE StoreEasy appliance.

Specific customer backup requirements are:

- Quick Restore CD Download
- Windows License Key
- RAID Controller Encryption Keys

HPE StoreOnce

The customer is responsible for all backup and restoration of licensing, firmware, software and user data, including any hard drive/RAID controller encryption keys, settings, and passwords following Park Place replacement of any components in the HPE StoreOnce appliance.

Strong Password restrictions apply click [here](#) for Strong Passwords Support Capabilities Document.

Click [here](#) for StoreOnce Drawer Statement Document.

HPE StoreVirtual/Lefthand

Strong Password restrictions apply click [here](#) for Strong Passwords Support Capabilities Document.

IBM DS8000

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 IBM DS8xxx Storage Arrays.

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.

[IBM TA Tool Process](#)

IBM Storwize

IBM Storwize OS needs to be at 7.4.x or higher.

[IBM V7000 Unified Support Caveat](#)

IBM TS7700 VTS

The customer is responsible for the backup and restoration of licenses, settings and data following Park Place replacement of any components in the IBM TS77xx Tape System. Park Place support does not include coverage for Grid configurations. The 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.

[IBM TS7xxx Grid Disclaimer](#)

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.

Lenovo S-Series

The customer is responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components.

Lenovo ThinkSystem DE Series

The customer is responsible for all backup and restoration of licensing, firmware, software and user data, including any settings, and passwords following Park Place replacement of any components in the Lenovo ThinkSystem DE Series Storage unless supported by a managed services agreement with Park Place.

Lenovo ThinkSystem DS Series

The customer is responsible for all backup and restoration of licenses, settings and data following Park Place replacement of any components.

NetApp FAS/AFF/ASA/V-Series

Controller replacement is on a best effort basis and may not meet the requested SLA. This is 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.

Minimum ONTAP code levels required for AFF A400, AFF C400, ASA A400, ASA C400, FAS8300, and FAS8700 is 9.16.1P7 - SP F/W 13.12 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.

Oracle SL Disclaimer

Oracle StorageTek SL8500 HBK Cards and Oracle StorageTek SL3000 PUK Cards are expressly excluded from the scope of support services provided under this Agreement. This exclusion applies solely to the specified HBK and PUK card components and does not otherwise limit, modify, or reduce support coverage for any other supported hardware components of the applicable library systems.

Any incident, outage, service degradation, performance issue, or failure that is directly or indirectly caused by, attributable to, or dependent upon an excluded HBK or PUK card shall be outside the scope of this Agreement. Service Level Agreement (SLA) response, restoration, resolution, uptime, availability, and performance commitments shall not apply to such incidents, nor to any resulting impact on the supported system.

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).

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 system image, licensing, firmware, software and user data, including any hard drive/RAID controller encryption keys, settings, and passwords following Park Place replacement of any components in the Dell VxRail Appliance unless supported by a managed services agreement with Park Place.

Dell VxFlex/PowerFlex

The customer is responsible for all backup and restoration of licensing, firmware, software, settings, and node/cluster rebuild following Park Place replacement of any components or full nodes of the Dell VxFlex/PowerFlex products.

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.

