Lenovo EveryScale
Hardware Installation Services – Statement of Work

Lenovo offers onsite hardware installation services for the Lenovo Scalable Infrastructure Solution (LeSI). These services provide basic hardware installation of the new solution purchased from Lenovo or an authorized Lenovo Business partner and extend from the physical setup of Lenovo EveryScale rack cabinets with machine type 1410 to the inter-rack-cabling between them.

What is included with the standard (full) installation:

Lenovo will dispatch an onsite technician to perform the physical rack and stack installation.

Before the physical installation, Lenovo will schedule the installation appointment with customer.

Once onsite at agreed time and date, the Lenovo technician will:

- Verify receipt and condition of all boxes and components
- Reviews Bill of Materials (BOM)
- Verify the customer environment is ready for the solution to be installed
- Unpack and visually inspect hardware for damage
- Install the equipment at the customer location as part of the EveryScale rack setup services:
    - Perform Asset Inventory
    - Place rack into final position and fixate
    - Re-install rack components that were removed for shipping
    - Install and route power cables from in-rack power distribution units to customer power
    - Connect the equipment to customer-supplied power if allowed by local regulation
- Install the solution cabling at the customer location as part of the EveryScale networking services:
    - Install and route data cables in-between racks completing solution network based on manufacturing provided guidance.
    - Install and route data cables from customer provided network
    - Connect the equipment to customer-supplied network
- Ensure the equipment is operational: Power on equipment and confirm server(s) and switches powers on, check for green lights and obvious issues
- Perform operation verification and hand over to the customer
- Remove packaging and other waste materials post-installation to a customer designated area for either disposal or pickup
- Provides completion form for customer to authorize
- If a hardware failure occurs during the installation, Lenovo will open a Service Call.

Installation services and deliverables do not include:
- Installation of any Operating System (Servers)
- Data validations, migration, snapshots (Servers)
- Configuration as it relates to OS clustering, redundancy, failover (Servers)

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- o Configuration of any non-SAN switch [for dedicated iSCSI or Fibre Channel Storage connectivity] (Storage)
- o Network topology or performance assessment (Networking Switches)
- o Onsite physical installation of access points (Networking Switches)
- o Onsite Data and other Cable labeling
- o Opening Service calls for any failure which occurred after the installation
- o Movement of equipment within the data center that has not been specifically requested and included in this SOW
- o Management and disposal of the packaging waste depending on local regulation working with Lenovo customer fulfillment for pickup
- o Modification of data center infrastructure or structural building.

Customer responsibilities:
- Provide a safe environment for the Lenovo technicians to work in, ensuring all government and site guidelines for health and safety are followed
- Complete the Lenovo-supplied pre-installation checklist. Contact your local PM for assistance. Their contact information can be found at the following link: https://download.lenovo.com/pccbbs/thinkservers/hw_pre_installation_checklist_contacts.pdf
- Move equipment from a loading dock to the final installation location / room and depalletize it at delivery.
- Provide compatible power for the equipment to be installed
- Enable remote services for Lenovo to facilitate installation, including:
    - Opening appropriate network ports (e.g., TCP/22 (SSH), TCP/80 (HTTP), TCO/443 (HTTPS), etc.) between the servers(s) at the customers location and Lenovo
    - And where necessary, making Firewall configuration changes, to enable connectivity
  Note - Screen-sharing services (e.g., GoToMeeting, WebEx etc.) are strongly discouraged for remote service delivery but are acceptable for feature demonstration and knowledge transfer.
- Provide adequate physical space for the equipment to be installed
- Provide adequate physical space for the cabling to be routed (e.g., overhead trays or underfloor space)
- Provide access to designated network end points if connection to local network equipment is needed
- Provide a designated contact for the installing technician
- Confirm installation scheduling
- Supply hostname and IP address details to configure the management network (IMM/XCC) ahead of manufacturing.
- Installation Services of equipment over 18 Kg requires customer to provide certified safe for use lift tools.

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