



Fact Sheet PRIMERGY® Hardware Installation

With optional operating system installation on select models

To succeed in today's highly demanding business environments, you depend upon your IT resources as never before. At Fujitsu, we understand the technological challenges you face every day; after all, we've been providing enterprise solutions for over thirty years.

As the industry has matured, so have we and as a result we've already managed the learning curve most new companies are currently facing. You can benefit from our experience in blending multiple technologies: mobile platforms, desktop solutions, and enterprise-level systems.

Our Enterprise Service and Support group provides fast, accurate problem identification and resolution, allowing you to get back online as quickly as possible.

PRIMERGY server hardware installation

- Available on all models

PRIMERGY server eligibility for operating system installation

PRIMERGY Tower Servers	PRIMERGY Rack Servers
TX120 S1	RX100 S5
TX150 S6	RX200 S4
TX200 S4	RX300 S4
TX300 S4	RX330 S1

The Benefits

- Timely delivery of service
- Installation planning based on the Fujitsu Systems Assurance Process
- Installation by an Fujitsu Field Engineer providing on site expertise
- Verification of configuration and functionality of hardware
- Shorten time to ROI

Operating system eligibility

- Microsoft® Windows Server® 2003
- Microsoft® Windows Server® 2008
- Red Hat Enterprise Server 5

PRIMERGY installation service description

The Fujitsu installation service will include the following:

- A Fujitsu Field Engineer will complete our time-tested System Assurance process. This process is designed to allow a complete installation to customer and Fujitsu specifications.
- Unpack server
- Visually inspect all product components
- Install all hardware components purchased from Fujitsu
- Connect peripherals (monitor, mouse, and keyboard to server and iRMC where applicable) and to the rack server if required
- Update all firmware to the latest supported level
- Run hardware diagnostics



Overview

- Outstanding customer support and technical service plans
- Quick solutions to minimize downtime
- Top-notch System Engineers, knowledgeable in a variety of technologies
- Variety of service plans
- Comprehensive post-warranty plans

- Verify configuration and functionality of hardware
- Install one Ethernet interface to server
- Configure Integrated Remote Management Controller (iRMC)
- Consolidate all packing material for removal by customer
- Provide customer with orientation on the PRIMERGY Product including firmware update processes
- Provide customer information on Fujitsu Service
- Provide customer with Systems Assurance Completion Package
- Install operating system*
- Install ServerView agents and ServerViewRAID tool*

Customer pre-installation responsibilities

The customer is responsible to:

- Complete Systems Assurance Process prior to Installation Service
- Ensure that all implementation prerequisites have been provided (for example IP addresses)
- Uncrate and deliver product to service location
- Provide site access for Fujitsu Field Engineer
- Assign a designated person to resolve any questions or issues discovered during the Installation Service

- Be responsible for all data backup and restore operations
- All OS media and License keys must be provided at the time of the installation to the Technical Specialist*

PRIMERGY Installation Restrictions

The following activities are excluded from this service. There may be additional limitations not documented below:

- Service deployment on hardware and/or software not supported in the PRIMERGY Support Matrix
- Resolution of hardware-related problems on products not covered by a Fujitsu support contract
- Planning and implementation of a solution outside the purchased product
- Reconfiguration of a factory-racked and configured solution
- Reconfiguration of the customer’s existing IT infrastructure
- Any services not clearly specified in this document. Installation of software products as part of basic hardware installation, except as specifically agreed upon during a Systems Assurance process.

* Applicable to Operating System option

Note: Complex Planning or Implementation Services are available through the purchase of Fujitsu Professional Services offerings.

About Fujitsu America

Fujitsu America, Inc., is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings and solutions, including consulting, systems integration, managed services, outsourcing and cloud services for infrastructure, platforms and applications; data center and field services; and server, storage, software and mobile/tablet technologies. For more information, please visit: <http://solutions.us.fujitsu.com/> and <http://twitter.com/fujitsuamerica>

Fujitsu platform solutions

In addition to Fujitsu PRIMERGY servers, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures

As a global IT infrastructure provider, Fujitsu offers a complete range of servers designed to fill any role in today's business. Whether your business requires affordable entry-level servers, compact and scalable blade systems, or advanced multiprocessor servers capable of handling the most demanding data center applications, the PRIMERGY® line delivers Intel® Architecture servers with the rock-solid reliability and industry-leading performance you need.

PRIMERGY Servers

www.fujitsu.com/global/services/computing/

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

Software

www.fujitsu.com/software/

- Interstage:
Application infrastructure software
- Systemwalker:
System management software

More information

For more information, please visit:
<http://solutions.us.fujitsu.com/>

For Information on our Intel based PRIMERGY Servers:

<http://solutions.us.fujitsu.com/www/content/products/servers/primergy/index.php>

For Information on our Enterprise Storage:

<http://solutions.us.fujitsu.com/www/content/products/storage/ETERNUS/index.php>

For Information on our SPARC® Enterprise Servers:

http://solutions.us.fujitsu.com/www/products_sparc.shtml?products/servers/sparc/index

For Information on the new PRIMEQUEST® Servers:

<http://solutions.us.fujitsu.com/www/content/products/servers/primequest/>

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:
www.fujitsu.com/global/about/environment/



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