

# EMC Implementation for Celerra CIFS QuickStart - CTL-EMC-BAS-IMCIFS

This Avnet Technology Solutions *Service Brief* details the *EMC Implementation for Celerra® CIFS QuickStart* service. This engagement provides validation of installed hardware and configuration of up to six CIFS shares on a Celerra operating with a dedicated CLARiiON® array.

## Project Scope

Experienced Avnet Professional Services personnel work closely with Customer staff and perform the engagement. During this engagement, Avnet:

- Meets with the Customer to ensure that the environment and operational implementation requirements (hardware, software, and infrastructure) are met, and provide the Customer with a list of required or beneficial updates.
- Plans and schedules the engagement's configuration tasks.
- Performs the *EMC Implementation for Celerra CIFS QuickStart* within the Customer's environment as defined in this *Service Brief*.
- Configures a maximum of two network interfaces on one Data Mover.
- Configures up to six file systems via Celerra Manager.
- Configures up to six CIFS shares.
- Implements internal Usermapper on single Data Mover.
- Integrates AD Authentication protocol.
- Configures CIFS file access protocol.
- Implements up to two Celerra CIFS servers validated within a single Windows domain (Windows 2000/2003 or NT 4.0), if necessary. These servers must be newly created servers. No migration of existing servers is assumed.
- Configures Name Resolution Protocol for the Data Mover and Control Station (DNS as required).
- Configures SnapSure checkpoints, for a maximum of six file systems (if licensed) with one snap per day (optional).
- Enables Quotas for up to six file systems (optional).
- Implements File System Full Notification through Celerra Manager.
- Verifies the installation and configuration results.
- Reviews the acceptance requirements with Customer-assigned resource(s).
- Provides the applicable documentation to the Customer.

- Conducts a basic product *Functional Overview* to familiarize the customer with the implemented *Celerra*, demonstrating the normal operations as installed in the customer's environment.

**Note:** Such *Functional Overview* relates to the customer's storage environment and is not a substitute for the formal EMC product Customer Education courses available. Avnet strongly encourages attendance at EMC Customer Education classes to gain further insight into the product architecture and its integration.

### Deliverables

The following EMC<sup>®</sup> *Implementation for Celerra CIFS QuickStart* deliverables are provided:

- A *Project Plan* detailing the engagement.
- A *Configuration Guide* that describes the implementation.
- An integrated and operational *Celerra*.
- Overview session using *Celerra Manager*.

### Avnet Staffing

Avnet provides experienced Professional Services personnel to perform the tasks listed above.

### Customer Responsibilities

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges to perform this service.
- Make appropriate system maintenance window(s) available for Avnet (or authorized agents) as needed to prepare equipment.
- Ensure all environment and operational requirements are met prior to implementation.
- Provide access to the Customer's systems and networks as necessary to perform the services during normal business hours, or at mutually agreed times.
- Provide support from technical support teams for all vendors and third parties as necessary.
- Assume all responsibility for external network connectivity, performance, and configuration issues.
- Verify the equipment location (work site) is prepared to perform the engagement services.
- Provide basic configuration information for network and authentication requirements.

- Provide installed and tested power, network, and telephone connections.

### Engagement Duration

- The anticipated engagement start date is within two (2) weeks or an agreed upon start date after receipt and approval by Avnet of the Customer's purchase order for this engagement.
- Avnet expects to complete this engagement within *1-1/2 days* after the actual start date (based on performance on consecutive days during Avnet's normal business hours). Unless otherwise specified or agreed by Avnet, service is performed on consecutive days.

### Engagement Scope Exclusions/Changes

Any additions or changes to engagement scope must be stated in a separate Avnet *Statement of Work* detailing the changes, and the impact on pricing, and schedule. Such changes include, but are not limited to:

- Any additional hardware configuration not listed in this document.
- Modification of the customer's application software.
- Development of custom solutions including scripting.
- *Celerra Startup Assistant (CSA)*.
- Enabling of Multiple protocols (CIFS, NFS, and iSCSI).
- *Celerra Event Enabler (CEE)* installation, which includes CAVA and CEPA.
- *Network Data Management Protocol (NDMP)*.
- Installation of any advanced networking features (FSN, Trunking, and LCAP).
- *Advanced Celerra Features* (such as *Celerra Replicator*, *Filemover*, *WideLinks*, *MPFS*, *autoextension*, *Usermapper*, *virtual provisioning*, etc.)
- Application integration or scripting.
- Migration of existing Servers/Data.

**Fixed Bid Engagement Fee and Invoicing Schedule**

- The engagement is delivered on consecutive days during normal business hours (9:00 A.M.–5:30 P.M. local time, M–F, excluding local holidays).
- Invoices are issued upon Avnet’s receipt and approval of the Customer’s purchase order.
- Customer authorizes Avnet to invoice for and shall pay additional amounts related to performance outside normal business hours or consecutive days, and reimbursement of travel-related expenses.