Dynamic Solutions International
Support Handbook

June 2018

Phone: 303-754-2001
Website: www.dynamicsolutions.com

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Introduction

Dynamic Solutions International (DSI) takes pride in providing customers with swift, focused, and courteous service that is just a click or phone call away. From critical issues to "how to" questions, our Technical Support engineers are ready to assure the success of your company's solution.

To provide the best support possible, our Technical Support engineers work closely with fellow DSI experts representing Development, Storage Architecture, and Quality Assurance and have a full understanding of many different types of hardware and software.

DSI offers comprehensive technical support and troubleshooting assistance services for customers, partners, and distributors (the "customer") that purchase DSI products.

We have created this Handbook to help you quickly get the information you need for working with DSI support.

Access to support

For Customers who have purchased a support maintenance agreement from a DSI partner or reseller should follow the procedures provided by that entity.

DSI provides 24 x 7 x 365 access to customer support for your DSI products using a variety of methods including:

1. Direct telephone support

2. Email support

3. DSI support web site

For Customers who have purchased a support maintenance agreement from a DSI partner or reseller should follow the procedures provided by that entity.

Direct telephone Support

Customers may request support by telephone 24 x 7 x 365 using the following numbers:

For United States and Canada
- Dial: +1 800-332-9020

For Europe, Latin America, Asia Pacific (APAC)
- Dial: +1 303-754-2001

Normal Business Hours Telephone Support

DSI provides direct telephone access to our technical support engineers during normal business hours between 8:00 AM and 5:00 PM US Mountain Time (UTC−7), Monday through Friday excluding DSI company holidays.

Non-Business After-Hours Telephone Support

In addition, DSI also maintains a technical support hotline for mission critical and emergency incidents for after-hours, weekends and holiday support. Access to the after-hours telephone support requires verification through a customer answering service which will forward your call onto the appropriate DSI on-call engineer.

When contacting after hour telephone support be prepared to provide the following:

- Company name, phone, and email address
- Site where problem has occurred
- DSI software product(s): Version and build number(s)
- Issue description: Area, symptoms, start/end date/time, etc.
- Impact assessment: Current condition, functional impact, business impact, urgency

Email support

Customers may also contact DSI to request support by submitting an email to the following address:

support@dynamicsolutions.com

DSI Support Web Site

The DSI Customer Support Web Site is can be used for a variety of different functions including:

- Submission of trouble tickets
- Viewing status of previously submitted support tickets
- Downloading product updates, security updates and patches
- Downloading documentation and release notes

Registration

In order to submit trouble tickets through the DSI Customer Support Web Site customers must first create an account by submitting a registration request to DSI. To register, type http://support.dynamicsolutions.com into your browser's address field. Click on Login in the upper right hand corner and then click on the "***Need An Account? Sign Up***" link.

Opening Trouble Tickets

Customers may submit trouble tickets directly to the support team using the Open Trouble Ticket option. To open a trouble ticket you must first register and then specify the following:

1. Type of Product
2. Short description of problem
3. Detailed description of problem

Upon submission a DSI Support Engineer will be assigned and contact you vial email or phone to assist in resolution of the reported problem.

Viewing Previously Opened Trouble Tickets

Customers have the ability to view the status of previously submitted trouble tickets regardless of the manner in which they were submitted (by phone, email or support web site). To view previously submitted tickets again requires registration. Then go to the Open Trouble Ticket page and previously submitted tickets will be listed at the bottom of the page.

Downloading Files

DSI provides the ability for customers to download product updates and patches as well as documentation and release notes. Most information is readily accessible without having to first register however there are some files such as VTL patches that may first require registration before having access.

Third-party support

DSI acknowledges that customers work with other vendors and we are committed to finding a   quick resolution by working collaboratively with other third party support organizations.

We will ask that our customers log a case with the other vendor so they can troubleshoot the issue with their product.

Support Escalation Policy

Each trouble ticket when submitted to DSI support is assigned a severity level base on the following criteria:

Priority Code	Definition	Examples	Initial Response
Critical	Customer or workgroup cannot perform normal job functions or performance is severely degraded	System Down, or seriously degraded Data unavailable Workaround unavailable Critical resource unavailable and could cause significant financial impact to the customer	Within 1 hour
High	Major Functionality Impact Degraded level of service, immediate workaround required	Major system function is unavailable or degraded Repeated failures Problem is time sensitive but not causing an immediate work stoppage No workaround is available and operation can continue in a restricted fashion	Within 2 hours
Medium	Issue has affected or will affect customer productivity Workaround exists but problem must be fixed	Failure in software component that is non-critical Failure in redundant component Problem affects some users	Within 8 hours
Low	Little or no impact to normal operations	"How to" questions Documentation issues Enhancement requests	Next business day

For a *Critical* event or when it has not been possible to close a support case using normal procedures, it may be necessary to request an escalation. This can be done by placing a call to DSI Support at 303-754-2001. Ask to speak with the on duty Support Manager who will review the case with the support engineer, engage other DSI resources as necessary, devise an updated action plan, and communicate the plan to the requestor.

Product Support Policy

DSI strives to be a technology leader. As technology evolves, so do the products and services we offer to our customers. To provide our customers with the most innovative solutions available, DSI product maintenance is available for any product licensed from DSI.

Maintenance and Technical Support Agreement entitles customers to patches and minor updates for their products.

Typically, DSI provides the following support services for a Generally Available (GA) release in conjunction with your maintenance contract terms:

- Updates, patches, and bug fixes (downloadable from the DSI Customer Support portal).
- Troubleshooting, diagnostics, and workarounds (provided by DSI Technical Support professionals).

Maintenance and Technical Support can be purchased for a minimum of one year at a time. Contact your DSI Sales representative for information on available support plans and pricing.

Notes:

- Upgrades that require updates to the customer's operating system or data structure may require assistance from Professional Services, which is available for an additional cost. Contact your DSI Sales representative for details.
- If you are using the latest shipping version of a DSI solution but *do not* have a maintenance contract in place, you must purchase maintenance for the period of time during which you have not had a maintenance contract (retroactively to the date of purchase or renewal from the date on which a maintenance contract expired).

EOS/EOL Policy

When a new version of a DSI product becomes generally available (GA), DSI will communicate End of Sale (EOS) and End of Life (EOL) dates for previous versions and releases.

In the EOS phase, all general support listed above is available, but new updates or patches will no longer be made generally available.

Once a product reaches the EOL phase, support includes only previously released patches and online resources located on the DSI Customer Support portal.

While the actual EOS/EOL dates vary for each product, the timeline below shows a typical lifecycle for a product.
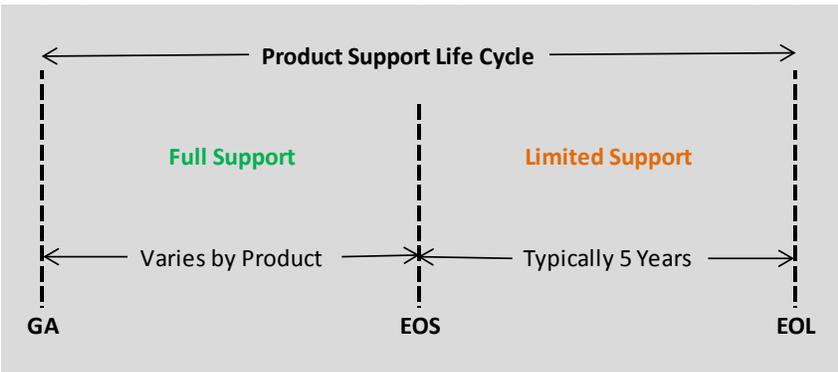
Hardware Support

Hardware support for DSI Products is available to Customers in two different manners.

Customers who purchase a hardware support agreement from a DSI partner or reseller should follow the hardware support procedures as provided by their partner or reseller.

For Customers who purchase a hardware support agreement directly from DSI the following restrictions apply:

On-site response

When a Customer submits a ticket for a hardware problem, a DSI Technical Support representative will assist the Customer by phone using a series of troubleshooting steps to help diagnose the issue. On-site service is provided by a third party, coordinated by DSI. If the DSI representative determines that the hardware should be addressed on-site, the representative will contact the authorized on-site service vendor hardware support provider on your behalf, or refer you to the on-site service vendor.

If all applicable terms and conditions in the support policy defined in this Handbook have been fulfilled, the authorized on-site service vendor will dispatch a service technician to the Customer's business location, pursuant to the severity level assigned to the ticket and level of purchased maintenance service.

For regions and countries where 4-hour or next-business-day service is not available, on-site parts replacement will be performed on a best-effort basis.

Contact your DSI Sales representative to confirm the service level offered in your area.

Parts Service

Parts service provides parts required by a technician for on-site repairs, as well as parts that will be installed by the Customer.

The authorized support vendor currently stocks parts in various locations throughout the world. If a part that is needed to repair the supported product cannot be provided from a vendor facility near the Customer's location and must be transferred from another facility, response times may be impacted.

If the DSI representative determines that it is necessary to return an entire system, the representative will advise the customer how to proceed.

Firmware Updates

For all hardware, support includes maintenance software updates and the introduction of new features to firmware. Customers perform all firmware upgrades according to procedures provided by DSI. Assistance is available upon request.

Customer Data Backup Responsibilities

Customer must complete a backup of all existing data and programs on all affected systems prior to the delivery of any hardware service.

DSI WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of the services or support or any act or omission, including negligence, by DSI or a third-party service provider.

Important additional information for all hardware services

1. **Assignment.** DSI may assign this service and/or service description to qualified third-party service providers.

2. **Whole unit replacement.** If the representative determines that the supported product is one that should be replaced as a whole unit, DSI reserves the right to have a whole replacement unit sent to the Customer. If an on-site technician delivers a replacement unit to the Customer, the Customer must relinquish the defective system or component thereof to the technician. If Customer does not relinquish the defective unit to the on-site technician as required above, or if (in the event the replacement unit was not delivered in person by an on-site technician) the defective unit is not returned within ten (10) days, Customer agrees to pay DSI for the replacement unit upon receipt of invoice. If Customer fails to pay such invoice within ten (10) days after receipt, in addition to any other legal rights and remedies available to DSI, DSI may terminate this hardware service upon notice.

3. **Cancellation.** DSI may cancel this service at any time during the service term for any of the following reasons.

• Customer fails to pay the total price for this service in accordance with the invoice terms;

• Customer refuses to cooperate with the assisting Technical Support representative or on-site technician; or

• Customer fails to abide by all of the terms and conditions set forth in this support policy.

   If DSI cancels this service, DSI will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date DSI sends notice of cancellation to Customer, unless state law requires other cancellation provisions that may not be varied by agreement. IF DSI CANCELS THIS SERVICE PURSUANT TO THIS PARAGRAPH, CUSTOMER SHALL NOT BE ENTITLED TO ANY REFUND OF FEES PAID OR DUE TO DSI.

4. **Relocation.** This service is not available at all locations. DSI's obligation to supply the services to relocated supported products is subject to local service availability and may be subject to additional fees, and to inspection and recertification of the relocated supported products at DSI's then current time and materials consulting rates. Customer will provide DSI's with sufficient and safe access to Customer's facilities at no cost to DSI's for DSI's to fulfill service obligations.

5. **Support limitations.** DSI is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the supported product was designed.

6. **Service parts ownership.** Service parts ownership. All DSI service parts removed from the supported product and returned to DSI become the property of DSI. Customer must pay DSI at the current retail price(s) for any service parts removed from the system and retained by Customer (except for hard drives from systems covered by Keep Your Hard Drive service) if Customer has received replacement parts from DSI. The authorized service vendor uses new and reconditioned parts made by various manufacturers in performing warranty repairs.

7. **Optional services.** Optional services (including point-of–need support, installation, consulting, managed, and professional, support or training services) may be available for purchase from DSI and will vary by Customer location. Optional services may require a separate agreement with DSI and are charged according to then-current Professional Services rates. In the absence of such agreement, optional services are provided pursuant to this Agreement.

8. **Term and renewal.** Customer will receive Services for the term indicated on Customer's DSI invoice. Prior to the expiration of the service term, Customer may be entitled to extend the term depending on available options then in effect and in accordance with DSI's then-current procedures. In addition, DSI may, at its option, propose to renew this service by sending Customer an invoice to renew the service. Customer may, at its option (where permitted by law), agree to such renewal of the service by paying such invoice by the due date. Payment of renewal invoices shall indicate Customer's agreement to extend the term of this service. By renewing this service, Customer

agrees that the then-current terms will apply to the renewal period. If Customer elects not to pay a renewal invoice, service will be discontinued as of the expiration date set forth on the original or last paid Customer invoice.

9. **Transfer of service.** Subject to the limitations set forth in this Support Policy, Customer may transfer this service to a third party who purchases Customer's entire supported product before the expiration of the then-current service term, provided Customer is the original purchaser of the supported product and this service, or Customer purchased the supported product and this service from its original owner (or a previous transferee) and complied with all the transfer procedures. A transfer fee may apply. The third party must purchase valid support from DSI.

   Please note that if Customer or Customer's transferee moves the supported product to a geographic location in which this service is not available or not available at the same price as Customer paid for this service, Customer may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer chooses not to pay such additional charges, Customer's service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.

Support Exceptions

DSI Support Maintenance Agreements do not include:

- Activities such as installation, de-installation, relocation, preventative maintenance, training assistance, remote administration, or any activities or services not expressly described in this Handbook.

- Accessories, supply items, media replacement, operating supplies, peripherals, or parts such as batteries, frames, and covers or support thereon.

- Third-party hardware and software product support.

- Support for hardware and/or software pre-installed or post-installed by the Customer.

- Support for equipment damaged by act of nature (such as but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes), misuse, accident, abuse of supported hardware or components (such as, but not limited to, use of incorrect line voltages, use of incorrect fuses, use of incompatible devices or accessories, improper or insufficient ventilation, or failure to follow operating instructions), modification, unsuitable physical or operating environment, improper maintenance by the Customer (or Customer's agent), moving the supported hardware, removal or alteration of equipment or parts identification labels, or failure caused by a product for which DSI is not responsible.

- Spyware/virus removal or data backup services.

- Advanced wireless, networking or remote installation, setup, optimization, and configuration of applications beyond those described in this Handbook.

- Scripting, programming, database design/implementation, Web development, or recompiled kernels.

Customer Responsibilities

- **Authority to grant access.** Customer represents and warrants that the Customer, DSI, and if applicable the DSI-authorized support vendor will have access to and use of the supported product, the data on it, and all hardware and software components included in it, for   the purpose of providing these services. If the Customer does not already have that permission, it is the Customer's responsibility to obtain it, at the Customer's expense, prior to asking DSI   to perform these services.
- **Cooperating with DSI Technical Support and on-site technician.** Customer agrees to cooperate with and follow the instructions given by the DSI Technical Support representative.
- **Supported releases.** Customer must maintain software and supported hardware at required levels as specified in product release notes. Customer must also ensure installation of remedial

replacement parts, patches, software updates, or subsequent releases as directed by DSI in order to keep the supported hardware eligible for this service.

- **Third-party warranties.** This support agreement may require that DSI Technical Support or the on-site technician access hardware or software that is not manufactured by DSI. Some manufacturer's warranties may become void if DSI or anyone other than the original manufacturer performs work on their products. It is the Customer's responsibility to ensure that DSI and/or its authorized on-site service vendor do not affect such warranties or, if it does, that the effect will be acceptable to the Customer. DSI and DSI'S AUTHORIZED RESELLERS DO NOT TAKE RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT DSI SERVICE MAY HAVE ON THOSE WARRANTIES.

- **Onsite obligations.** Where service requires on-site performance, the Customer must provide free, safe and sufficient access to the Customer's facilities and the supported product(s). Sufficient access includes ample working space, electricity and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to DSI) if the Supported Product does not already include those items.

Note: If the Customer fails to comply with the responsibilities and terms outlined in this support policy, then DSI is not obligated to provide the service.

Changes to the DSI Solution Environment

After a DSI product deployment has been completed, the flexibility and open architecture of DSI solutions allow customers to make changes to their environment. To ensure that hardware/ software conflicts do not arise, DSI Technical Support professionals are available to help with any potential change(s) to the customer's storage or SAN infrastructure, even if these changes appear to be unrelated to the DSI solution. **This assistance is not a part of maintenance service and will be charged at standard DSI Professional Services rates**.

While most changes are simple, require no downtime, and do not impact the environment, other changes may be more involved. If not performed properly, modifications such as the addition of new storage, the changing of storage devices below the appliance or in the "downstream" SAN, and any adjustments to the Fibre Channel or Ethernet switches to which the VTL(s) connect(s) can adversely affect the production environment and could cause data corruption or loss of data.

Any issues arising from changes made without the input of DSI Technical Support professionals are not covered under the DSI support agreement.

Customers should follow the steps below when enacting the types of changes that affect the DSI solution. In this way, DSI and the customer can be sure all changes are made in the correct order, reducing or eliminating the need for downtime to the production environment, and minimizing the possibility of data loss or corruption.

Planning

1. When planning a change, the customer should notify DSI Technical Support at least one week before the planned change and provide the following:

    a. A Microsoft Visio diagram or other picture representation of the current SAN, including all storage and servers currently managed by the DSI system and any storage or servers not yet migrated to this environment.

    b. A spreadsheet detailing the current port number(s) and cabling, both source and destination, of all IP and Fibre Channel ports in the DSI SAN infrastructure, as well as the other storage and servers to be migrated into the DSI SAN infrastructure. This map should also include all open ports in both IP and Fibre Channel switches, servers, controllers, and DSI VTLs.

    c. Complete information about all DSI VTLs and technology in the environment, including X-ray of DSI software products, even if it appears as if these systems may not be involved with the current change information.

    d. A detailed Visio diagram or picture representation of the final design desired.

2. DSI and the customer will then work together on a step-by-step plan for how to arrive at the final solution. This step-by-step plan will cover the systematic changes, will ensure maximum uptime, will minimize any possibility of data loss or corruption, and will include checkpoints and contingency plans if necessary. The cabling and system changes will be detailed and incorporated into the cabling spreadsheets so the final picture and spreadsheet, once the process is complete, are identical both logically and physically.

3. The time of the proposed changes should be agreed upon between DSI and the customer to ensure the proper support personnel are available.

Deployment

1. The customer should notify DSI Technical Support at the start of the change process.

2. If any issues arise during the process, the customer should notify DSI Technical Support member and let them know immediately what step is not progressing as expected so that support can assist with the technical issue, before:

   - Additional steps are performed
   - The process is reversed, or
   - The contingency plan is initiated.

Post-deployment

1. Once the step-by-step procedure is completed successfully, the customer should notify DSI Technical Support by providing the final Visio diagram or picture representation and cabling spreadsheet. This confirms that, if the process was changed during the deployment phase, any differences between what was deployed and what was planned are reflected accurately.

2. The customer should also provide X-ray information from all DSI VTLs and technology to DSI Technical Support. This alerts DSI that all the changes were completed successfully and provides current and accurate information for follow-up changes and future technical support calls.

About Dynamic Solutions

For nearly 45 years, Dynamic Solutions International (DSI) has quietly set the standard for data storage and security. From mid-sized companies to large corporations, more than 2,000 customers and counting have trusted DSI to navigate the fads, trends and true innovations of the IT landscape.

DSI's sterling reputation is built on our ability to deliver ease, efficiency and lasting peace of mind. Our mission has always been to provide our clients with complete solutions that combine world-class hardware and software with exceptional service and support, so your information is both safer and easier to manage.

We believe that strong relationships and innovation go hand-in-hand. For decades, we have worked faithfully with our customers to understand their needs, and we maintain vigilance with our industry partners to anticipate the demands of a rapidly changing field. This commitment to teamwork – to always doing the right thing for our clients – is what drives our steady approach to innovation and enduring excellence.