



## Service Description: OpS Essentials

# Xcellis WFD/WFE Solution On-Site Subscription Assessments

## Model #: SXCBB-SDCE-SS10

This document describes the fixed price Quantum OpS Essentials on-site subscription assessment service for One Xcellis Workflow Director/extender and associated QXS Storage.

**Related Documents:** This document should be read in conjunction with, and governed by, the following documents also posted at <https://www.quantum.com/service-policies>: (1) Sales and Support Terms and Conditions; (2) Quantum Support FAQ; (3) your applicable legal terms and conditions (see below). All capitalized terms in this description have the meaning ascribed to them in your Master Agreement (defined below), Product Reseller Agreement or Quantum's standard Sales and Support Terms and Conditions, if you do not have either a Master Agreement or a Product Reseller Agreement.

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## General Information

- This service review is described below and consists of a quarterly assessment of the Quantum Xcellis workflow director/extender with associated QXS Storage.
- Services described will be provided during normal business hours from 8:00AM to 5:00PM, Monday to Friday (excluding Quantum holidays). These services are provided on-site and require access to your Xcellis workflow director/extender and associated QXS Storage.
- Services are scheduled with a minimum of a 14-day lead-time. Shorter lead-times may be accommodated subject to resource availability.
- This service is to provide an efficient and comprehensive review of your Xcellis workflow director / extender and associated QXS Storage.

## Scope of Service

Each Quarterly assessment of this annual service will require several business days to complete. This will include detailed analysis of Xcellis Workflow Director or extender, QXS storage review, and system logs. Within 7-10 business days after completion of assessment, Quantum will deliver a formal report outlining the results, findings, and any recommended actions. Quantum will be available to consult with your representative to discuss any questions.

## Customer's Responsibilities

- You will provide access to Quantum equipment covered by this service.
- You will provide access to the necessary logs requested by Quantum to execute the work required.
- You will provide required support in deploying proactive fixes/recommendations.

## Quantum Responsibilities

- Quantum will provide the appropriate technical resource to complete the Ops Essentials review
- Quantum will adhere to customer's operational and security parameters.
- Quantum will perform the proactive assessment based on the table below, on the agreed time schedule.
- Quantum will be available for consultation to discuss any of the findings or recommendations.

## Services to Be Provided by Quantum

### OpS Essential Xcellis Workflow Director/Extender and associate QXS Storage

1	Initial call with you to review the activity and schedule the work. This call will include: discussion on how to access the Xcellis Workflow Director/Extender solution and logs required; the timeline for
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completion and tentative schedule for the final report; and review of any findings and recommendations. Key areas of the assessment listed in sections 2-7, below.

## 2 Configuration Assessment

- Connection to the system to review system configuration via the WebGUI.
- Retrieve system logs and support data
- Run a manual backup to capture all current configurations and database entries.
- Review previous assessments (if any) and verify recent changes.

## 3 Software Assessment

- Analyze StorNext logs; look for errors and signatures of known StorNext Product Alerts and Bulletins.
- Check the system load and current configuration.
- Evaluate the cvlogs for all of the StorNext file systems.
- Confirm/Suggest second copy of backups.
- Verify that backups are running properly.

## 4 Capacity Optimization

- Check for excessive file and free space fragmentation.
- Evaluate the StorNext log sizes and provide information on the StorNext log rolling script if needed.

## 5 Hardware Assessment

- Verify logs for any potential silent/impending hardware issues.
- Provide recommendation to upgrade firmware if applicable.

## 6 Performance Evaluation

- Run the StorNext Health Check function from the GUI and evaluate the results.
- Test failover function is working properly (as per customer requirement).
- Test client connectivity after a failover and fail back.
- Review qstat logs.

## 7 Reporting and Consultation

- Provide all findings and recommendations from this analysis to you in a formal report and
- Consult with you on action plans, as necessary.