

EMC PRODUCT WARRANTY AND MAINTENANCE TABLE

The table below sets forth EMC Product-specific warranty and maintenance terms and information. Each Product identified as Equipment also includes its related operating system, operating environment or microcode (also defined in many contracts as “Core Software”), if any, unless the table indicates that such operating system is licensed as a separate Product. Any EMC Software that is licensed as a separate Product and is not specifically identified on this table is governed by the terms stated at the row entitled “Software.”

EMC recommends that you locate Products on the following table by simultaneously pressing the “Control” key and the letter “F” key to activate the “Find” feature, and then typing in the name of the applicable Product.

Product	Standard Warranty Period and Support Option	Support Option Upgrade during Warranty Period	* Initial Product Installation	Support Options during Maintenance Period	Customer-Performed Tasks 1	Designated Customer-Replaceable Units (CRUs) 2
AlphaStor Software	90 days; defective media replacement Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium, Enhanced	Installation of subsequent Software Releases	None
ApplicationXtender Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
Atmos Equipment	1 year; Basic	Premium, Enhanced	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Replacement of designated CRUs.	Cooling units, disk-array enclosures (DAE), disk drives, Ethernet switches, logical control cards, power supplies, servers
Atmos Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
Autograph Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Basic	Installation of subsequent Software Releases	None
AutoStart Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
AutoSwap Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None

AVALONidm Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
Avamar Data Store	2 years; Enhanced	Premium	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium, Enhanced	Replacement of the designated CRUs	Power Supply, Disk Drives, Data Store Node, Utility Node, Accelerator Node
Avamar Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium, Enhanced	Installation of subsequent Software Releases	None
Backup Manager for SharePoint Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium, Enhanced	Installation of subsequent Software Releases	None
Blade Logic Brand Software	No longer available for sale. Maintenance only.	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
Captiva Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
Catalog Solution Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Celerra Family Equipment (excluding NX4, NS20, NS-120, NS-480, NS-960, NS-G8 and NS-G2)	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Celerra NX4 Equipment	3 Years; Enhanced	Premium	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Premium	Replacement of Designated CRUs	Power/Cooling Module (in Processor Enclosures, and in Disk Array Enclosures), Blade, Storage Processor (SP), SP DIMM memory, SP I/O Module, SFP Transceiver, Standby Power Supply, Link Control Card, and Disk
Celerra NS20 Equipment	3 Years; Enhanced	Premium	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Premium	Replacement of Designated CRUs	Power/Cooling Module (in Processor Enclosures), SFP Transceiver Module, Disk

Celerra NS-120 and NS-480 Equipment	3 Years; Enhanced	Premium	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Premium	Replacement of Designated CRUs	Power/Cooling Module (in Processor Enclosures), Blade, Management I/O Module (in Storage Processor Enclosure), SFP Transceiver, Standby Power Supply, and Disk
Celerra NS-960 and NS-G8 Equipment	3 Years; Enhanced	Premium	Installation not included. Requires separate purchase by Customer from EMC	Enhanced, Premium	Replacement of Designated CRUs	SFP Transceivers, X-Blade Enclosure Power Supply, X-Blade Enclosure Fan, Storage Processor Enclosure Power Supply, Storage Processor Enclosure Fan, and Disk
Celerra NS-G2 Equipment	3 Years; Enhanced	Premium	Installation not included. Requires separate purchase by customer from EMC	Enhanced, Premium	Replacement of Designated CRUs	Power/Cooling Module (in Processor Enclosures), Fan Blade, Management I/O Module (in Storage Processor Enclosure), SFP Transceiver, Standby Power Supply, and Disk
Celerra Manager Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	None	None
Celerra Replicator Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	None	None
CLARiiON AX100 and AX100i Equipment	No longer available for sale. Maintenance only	Enhanced	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Basic	Replacement of designated CRUs. Installation of AX100 Core Software and system based Software Releases	All components
CLARiiON AX150 Equipment	1 year; Basic	Enhanced	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Basic	Replacement of designated CRUs. Installation of AX150 Core Software and system based Software Releases	All components
CLARiiON AX150/150i - EMC Insignia Equipment	1 year; Basic	Enhanced	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Basic	Replacement of designated CRUs Installation of AX150/150i Core Software and system based Software Releases	All components
CLARiiON AX4 series Equipment	3 Years; Enhanced	Premium	Performed by Customer or may be available for separate purchase	Premium, Enhanced	Replacement of designated CRUs Installation of AX4 Core Software and system based Software Releases	All components

CLARiiON CX200 Equipment	No longer available for sale. Maintenance only.	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
CLARiiON CX300 Equipment	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium, Enhanced	Replacement of designated CRUs	Disk drives
CLARiiON CX400/600 Equipment	No longer available for sale. Maintenance only.	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
CLARiiON CX500/700 Equipment	No longer available for sale. Maintenance only.	Not Applicable	Performed by EMC and included in Product Purchase	Premium, Enhanced	Replacement of designated CRUs	Disk drives
CLARiiON CX3-series Equipment	3 Years; Enhanced	Premium	Performed by EMC and included in Product Purchase	Premium, Enhanced	Replacement of designated CRUs Installation of CX3-Series Core Software and system based Software Releases	Power supply, cooling units, Small Form Factor Pluggable Transceivers, disk drives per approval of Disk Replacement Utility (DRU) tool
CLARiiON CX4-series Equipment	3 Years; Enhanced	Premium	Performed by Customer or may be available for separate purchase	Premium, Enhanced	Replacement of designated CRUs Installation of CX4-Series system based Software Releases	Power supply, cooling units, Small Form Factor Pluggable Transceivers, disk drives per approval of Disk Replacement Utility (DRU) tool
CLARiiON FC45xx/4700/4700-2 Equipment	No longer available for sale. Maintenance only	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Connectrix Family Equipment (Except Connectrix B-Series switches)	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Connectrix B-Series Switches; DS-300B, DS-5100B, DS-5300B, MP-7500B	3 Years; Enhanced	Premium	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Premium	Replacement of Designated CRUs	Power Supplies, Fans, Optics and the complete switch when applicable
Connectrix B-Series; ES-5832B	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Connectrix B-Series Family Switches; DS-220B, DS-4900B, DS-5000B, DS-8B3, DS-16B3, DS-32B, DS-24M2, DS-32M2, DS-4400M, DS-4700M, MP-1620M, MP-2640M, DS-4100B	No longer available for sale. Maintenance only.	Not Applicable	Performed by EMC and included in Product Purchase	Enhanced, Premium	Replacement of Designated CRUs	Power Supplies, Fans, Optics and the complete switch when applicable
CopyPoint software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
DatabaseXtender Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None

Data Domain System	1 year HW only, Data Domain Platinum. SW (DDOS) 90 day; defective media replacement – Support for DDOS during warranty available with purchase of a maintenance support option	Data Domain Platinum Plus Note: a datasheet for Data Domain support is located at my.datadomain.com/download/Support_Offerings.pdf	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Data Domain Platinum Plus, Data Domain Platinum Note: a datasheet for Data Domain support is located at my.datadomain.com/download/Support_Offerings.pdf	Replacement of designated CRUs, installation of subsequent Software Releases	Power supply, disk drives, SAS controller on ES20
Data Domain Software	90 day; defective media replacement – Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Data Domain Platinum Note: a datasheet for Data Domain support is located at my.datadomain.com/download/Support_Offerings.pdf	Installation of subsequent Software Releases	None
DiskXtender Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium, Enhanced	Installation of subsequent Software Releases	None
Documentum Family Software (except ApplicationXtender)	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
EmailXtender Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
EMC Backup Advisor Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium, Enhanced	Installation of subsequent Software Releases	None
EMC Data Protection Advisor	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium, Enhanced	Installation of subsequent Software Releases	None
EMC Centera Family Equipment	2 Years, Enhanced	Premium	Performed by EMC and included in Product Purchase	Premium, Enhanced	Resetting of modems and nodes	None
EMC ControlCenter Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option		Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
EMC Disk Library Family Equipment (except for DL1500, DL3000, and 3D 4000)	2 years; Premium	Not Applicable	Installation must be performed by EMC and is included as a mandatory line item on all purchase orders	Premium	None	None
EMC Disk Library DL1500, DL3000, and 3D 4000 Family Equipment	3 years; Enhanced	Premium	Installation must be performed by EMC and is included as a mandatory line item on all purchase orders	Premium	None	None
EMC Geographically Dispersed Disaster Restart Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None

EMC Ionix Application Discovery Manager - Equipment	1 year; Enhanced	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Installation of subsequent Software Releases	None
EMC Ionix Application Discovery Manager - Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
EMC Ionix Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
EMC IT Compliance Analyzer-Application Addition Equipment	No longer available for sale. Maintenance only.	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
EMC Rainfinity Appliance Equipment	1 year; Enhanced	Premium (applies only to qualifying models specified by EMC in the product quote)	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Premium (applies only to qualifying models specified by EMC in the maintenance quote)	Replacement of the designated CRUs. Installation of subsequent Software Releases	Disk drives and power supply
EMC Rainfinity Appliance Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Premium (applies only to qualifying models specified by EMC in the maintenance quote)	Installation of subsequent Software Releases	
EMC Smarts Application Discovery Manager Appliance Equipment (nLayers)	1 year; Enhanced	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Installation of subsequent Software Releases	None
EMC Smarts Application Discovery Manager Appliance Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
EMC Smarts Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
EMC Voyence Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
Enginuity operating environment for Symmetrix V-Max family	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Enginuity operating environment for Symmetrix DMX family	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
eRoom software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
HomeBase Software	90 days; defective media replacement - Support during warranty available with purchase	Not Applicable	Installation not included. Strongly recommended for separate purchase	Enhanced	Installation of subsequent Software Releases	None

	of a maintenance support option		by Customer from EMC			
InfoMover	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Informative Graphics Brava! WebKit Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
Infra Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
Invista Equipment	2 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
IT Compliance Analyzer Application Edition Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
IT Performance Reporter Network Edition Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
IT Process Centre Request Management Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Basic	Installation of subsequent Software Releases	None
Kofax Ascent Capture Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced	Installation of subsequent Software Releases	None
MirrorView Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Navisphere Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
NetWin 110 Equipment	No longer available for sale. Maintenance only	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Support level as identified at EMC Product Maintenance NetWin 110	Replacement of the designated CRU	All components
NetWin 200 Equipment	No longer available for sale. Maintenance only	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Support level as identified at EMC Product Maintenance NetWin 200	Replacement of the designated CRU	All components
NetWorker Family Software (except for NetWorker Fast Start)	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium, Enhanced.	Installation of subsequent Software Releases	None

NetWorker Fast Start	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Basic, Enhanced	Installation of subsequent Software Releases	None
Open Migrator/LM Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Open Replicator For Symmetrix Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Performance Essential	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
PowerPath Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
RecoverPoint Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium	None	None
RecoverPoint Equipment	1 year; Premium	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium	None	None
Replication Manager Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Strongly recommended for separate purchase by Customer from EMC	Premium	Installation of subsequent Software Releases	None
RepliStor Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
SAN Copy Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
SnapView Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Software (Application, Enhanced Feature and/or Enterprise Storage Software) not listed with its own warranty or maintenance Support Options on this table	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Basic	Installation of subsequent Software Releases	None

SourceOne	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced	Installation of subsequent Software Releases	None
SRDF Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Symmetrix DMX Family Equipment (excluding Symmetrix V-Max)	3 Years; Premium (Prior to August 10, 2009: 2 Years; Premium)	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Symmetrix V-Max Family Equipment (operating environment licensed separately)	3 Years; Premium	Not Applicable	Performed by EMC and included in Product Purchase	Premium	None	None
Symmetrix Management Console Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Symmetrix Manager Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Symmetrix Optimizer Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
Telestream Flip Factory Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
TeraSAM Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
TimeFinder Family Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
ViewPoint Software for SAP	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced,	Installation of subsequent Software Releases	None
VisualSRM Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None
VSAM Assist Software	90 days; defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None

Web Publisher Portlets Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
Woodwing Smart Connection Enterprise Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium, Enhanced, Basic	Installation of subsequent Software Releases	None
X-Hive Family Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Basic	Installation of subsequent Software Releases	None
xPression Family Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Enhanced, Basic	Installation of subsequent Software Releases	None
z/OS Storage Manager Software	90 days: defective media replacement - Support during warranty available with purchase of a maintenance support option	Not Applicable	Installation not included. Performed by Customer or may be available for separate purchase	Premium	Installation of subsequent Software Releases	None

* Installation services may be offered by EMC or an authorized service partner.

1. Customer-Performed Tasks:

Customer-Performed Tasks are product support tasks that Customer is authorized by EMC to perform and will not be performed by EMC as part of the Product warranty or maintenance. EMC will provide diagnostic tools and documentation to enable Customer to perform replacement of designated CRUs and other service tasks.

2. Customer Replaceable Units (CRUs):

CRUs are specific assemblies, components or individual parts of designated EMC equipment that Customer is authorized by EMC to self-replace. In the event of a failure or technical issue, Customer may remove and replace a CRU by using EMC provided diagnostic tools and/or documentation. Assemblies or components not designated as CRUs must be serviced and/or replaced by EMC or an EMC authorized service partner.

EMC², EMC, EMC Centera, EMC ControlCenter, AlphaStor, ApplicationXtender, Atmos, AutoStart, AutoSwap, AVALONidm, Avamar, Captiva, Catalog Solution, Celerra, Centera, CentraStar, CLARiiON, Connectrix, CopyCross, CopyPoint, Dantz, DatabaseXtender, DiskXtender, Documentum, EDM, EmailXtender, eRoom, InfoMover, Invista, Ionix, Legato, MirrorView, Navisphere, NetWin, nLayers, Powerlink, Rainfinity, RepliStor, Retrospect, SAN Copy, SAN Manager, Smarts, SnapView/IP, SRDF, Symmetrix, Symmetrix DMX, TimeFinder, VisualSAN, VisualSRM, VSAM-Assist, where information lives, and Xtender are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners. © 2003, 2004, 2005, 2006, 2007, 2008, 2009 EMC Corporation. All rights reserved. H4276.22
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