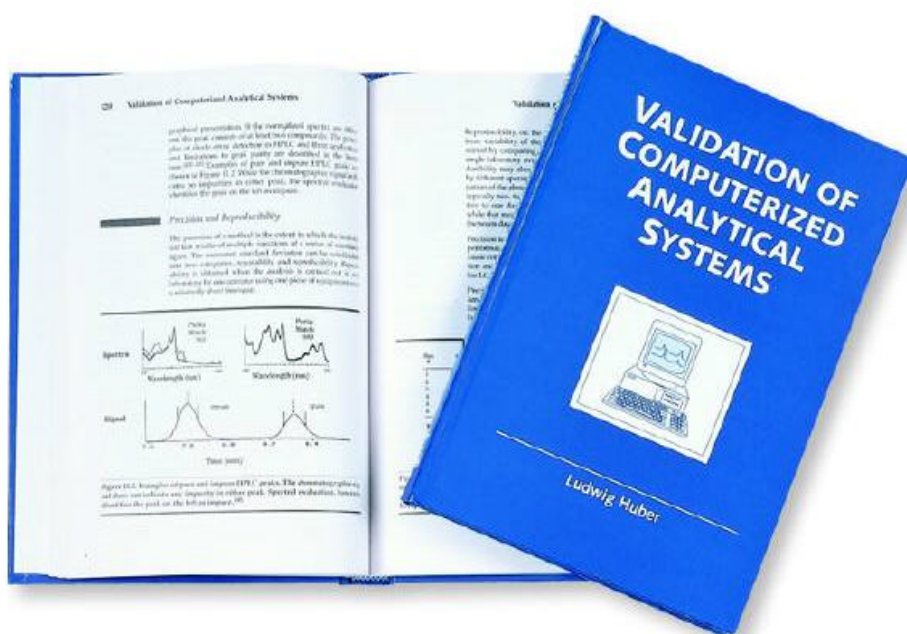


# ChemStore Next Day Application Server Software Recovery Service

## Technical Note

Network Data Systems

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### Introduction

Agilent LSCA ChemStore Next Day Application Server Software support provides you with a guaranteed Next Day response time for recovering your application software and database on your ChemStore Server by a Agilent Network Data System Specialist. Two annual site visits of an Agilent Network Data System specialist provide you with the necessary support to maintain your system and to keep your back up and recovery concept up to date.



**Agilent Technologies**

### **Pre-Requisite**

- Agilent Back Up and Disaster Recovery Service or equivalent
- Guaranteed 6 hour call-to-repair service contract with hardware material provider
- Agilent approved system administrator at customer site
- assigned to Network Data System.
- Approved Agilent NDS Site

### **Service Description**

The following up to date information is kept at Agilent premises in order to provide you with optimal assistance in case of system failure:

In case of failure of the server hardware you are granted high priority access to our call center including

- Unique system handle for system identification
- Specific call handling process for registration, call qualification and scheduling of on-site engineer
- Up to date information on customer system configuration on-line available at Agilent Customer Contact Center.
- Data system recovery through certified Agilent Network Data System Specialist starting the next working day.
- Two annual site visits by Agilent Network Data System Specialist for system, database and back up concept maintenance.

In addition, the service includes two planned annual visits to check:

- Oracle Tablespaces
- Oracle segments
- Oracle files
- Disc space Logfiles
- Status review of the back up and recovery concept

### **Call Submission**

The Call Submission may take place exclusively through the assigned

Network Data System Administrator to the local Customer Contact Center. Successful call handling can only be guaranteed if the specific system handle is reported to the Agilent Representative at the time of the call submission!

### **Coverage hours**

Call submission, call qualification and on-site system recovery is done during standard business hours.

### **Language Support**

Call submission in local language. Call qualification and on-site system recovery in local language on best effort base but depending on resource availability is guaranteed in English only.

### **Response Time**

In case of server data system recovery needs, a qualified Agilent engineer is scheduled for the next working day at your site. Typical exceptions may be:

- Scheduled recovery at agreed date later than next day.
- Delay of on-site caused by delayed hardware availability (must be reported to the Agilent Customer Contact Center the day prior to the visit latest!)

### **Service Extension**

As an option, Agilent offers the extension of this service to include HP® Server Hardware Coverage with the one of the following services:

- 6 hours call to repair hardware support
- HP Critical Systems Support®

If the server does have a coverage with either of the services above, Agilent will coordinate hardware and software support activities through either the Agilent Customer Contact Center or the HP Response Center.

Please note that HP only guarantees comprehensive and predictive

hardware support if remote access to the server is granted.

### **Your Responsibilities**

In order to ensure a successful recovery, the following provisions are necessary from your side:

1. Calls are submitted through the assigned System Administrator to the local Customer Contact Center.
2. Correct System Handle is reported at the time of call registration.
3. Assigned System Administrator is available for call qualification and during on-site visit of Agilent Engineer. The System Administrator must be able to provide system support assistance in English language.
4. Back up media and recovery tool is available at the time of on-site visit of Agilent Engineer.
5. Hardware and basic operating system is ready at the time of the on-site visit.

### **Service Limitations**

Agilent may delay the system recovery activities if one or more of the above conditions are not met. Agilent may invoice accrued costs due to the late reporting of unavailable hardware repair or other provisions listed but not met above.

### **Services not covered:**

The following services are not eligible under the contract and may be purchased on trade base:

- Hardware Repair of computer or analytical hardware (if not covered in additional contract for HP hardware)
- Recovery of clients Installation
- Qualification and Operational Qualification after system recovery.
- Network System recovery.
- Recovery of data such as chromatograms and methods lost since the last back up.

- Resolution of Hardware and Software incompatibilities on servers and clients.
- Application and operational support.

### **Ordering Information**

ChemStore Next Day Application Server Software Recovery may be purchased upfront or on contractual base for a 12-month period.

### **Order Number**

H2607A: ChemStore Next Day Application Server Software Recovery:

### **For more information**

For more information on Agilent Network Data Systems contact the Support Sales Representative at your next Agilent Office.



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