

Services Offering Description

REF-DMZ-PP

TPAM Hardware Upgrade/Refresh per Appliance

The TPAM Hardware Upgrade/Refresh per Appliance consists of all the following Project Deliverables below:

Planned Activities

Activity	Project Deliverables
Defined Phase 1	<ul style="list-style-type: none">• Quest will provide a return merchandise authorization (RMA) to the customer per appliance and a prepaid shipping label to return the appliance.
Defined Phase 2	<ul style="list-style-type: none">• Reimage the appliance• Upgrade the integrated Dell Remote Access Controller (iDRAC) to the latest version as listed below:<ul style="list-style-type: none">○ Dell 320 iDRAC 7, v2.52.52.52○ Dell 420 iDRAC 7 v 2.52.52.52○ Dell 330 iDRAC 8 v2.52.52.52○ Dell 430 iDRAC 8 v2.60.60.60• Add memory to the appliance to meet current memory specifications.<ul style="list-style-type: none">○ 8GB for Standard Appliance○ 32GB for Enterprise Appliance
Defined Phase 3 ...	<ul style="list-style-type: none">• Quest will ship the appliance back to the customer.

Prerequisites and Assumptions

- Upon receipt of the RMA, customer will return the appliance to Quest with hard drives intact. Receipt of the appliance without hard drives will result in additional charges to the customer, which shall be separately quoted and invoiced.
- Customer will confirm the version of TPAM to be installed on the device to match their current environment.
- *IMPORTANT – all data from the appliance will be wiped upon receipt as part of the reimaging process.