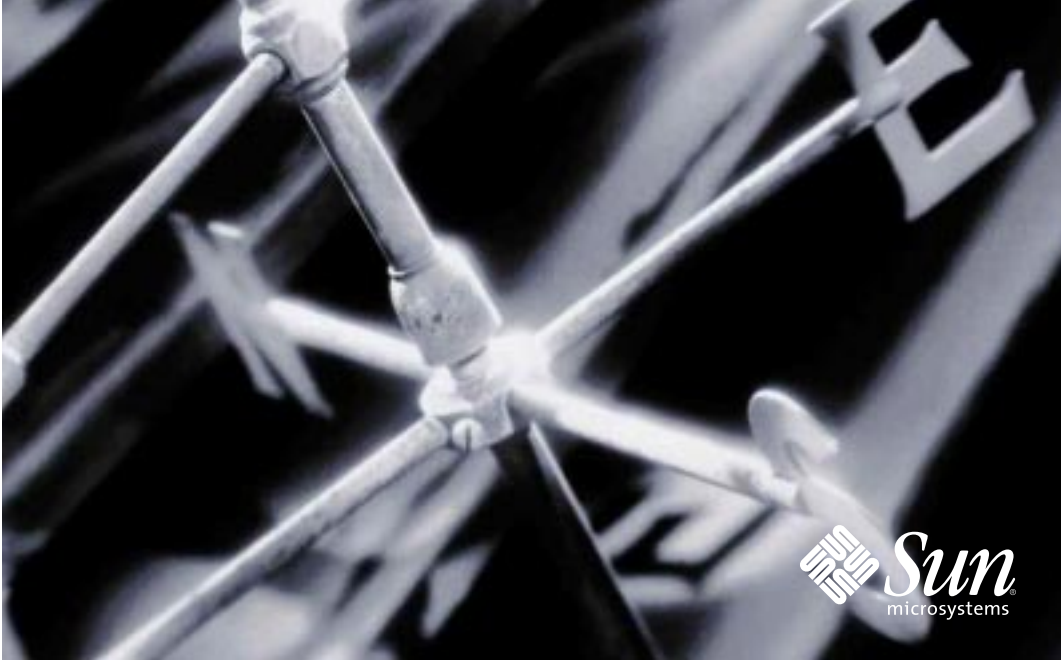


SUN MICROSYSTEMS ENTERPRISE SERVICES

# YOUR GUIDE

TO SUNSPECTRUM<sup>SM</sup> SUPPORT



**SUN CONTACT NUMBERS**

ACCOUNT MANAGER \_\_\_\_\_ Phone \_\_\_\_\_

LOCAL CUSTOMER  
SERVICE MANAGER \_\_\_\_\_ Phone \_\_\_\_\_

SERVICES SALES  
REPRESENTATIVE \_\_\_\_\_ Phone \_\_\_\_\_

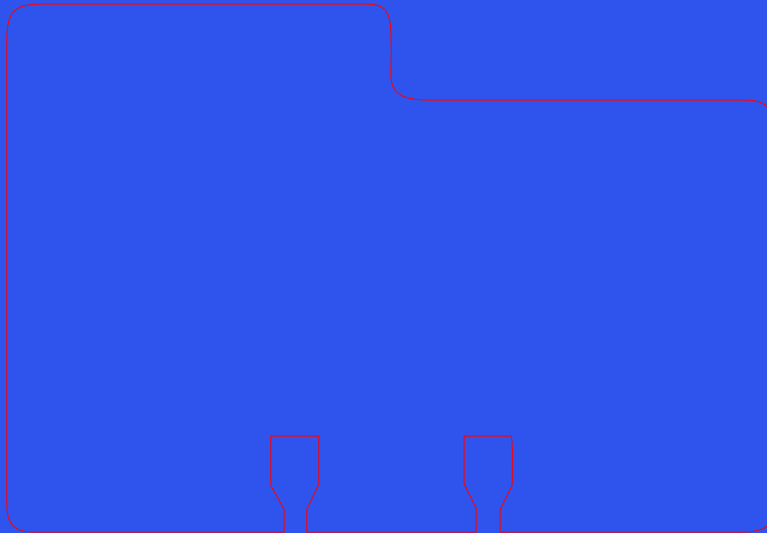
OTHER \_\_\_\_\_ Phone \_\_\_\_\_

**TO PLACE A SERVICE REQUEST, CALL**

**1-800-USA-4SUN**

(1-800-722-4SUN in Canada)

**YOUR SUN SUPPORT QUICK REFERENCE CARD**



# CONTENTS

	PAGE
INTRODUCING SUNSPECTRUM SUPPORT	4
GETTING THE INFORMATION YOU NEED	7
REQUESTING SERVICE FROM SUN	9
EXPEDITING PROBLEM RESOLUTION	12
SOFTWARE ENHANCEMENTS AND PATCHES	14
OTHER SERVICES FROM SUN MICROSYSTEMS	16

*Note: If you are a SunSpectrum<sup>SM</sup> Platinum<sup>SM</sup> or SunSpectrum<sup>SM</sup> Gold<sup>SM</sup> customer, we will develop an account support plan for you including additional personalized, proactive services not discussed in this guide.*

# INTRODUCING

## SUNSPECTRUM SUPPORT

Congratulations on your purchase of a Sun™ systems support package. With system availability requirements soaring, support is every bit as important as choosing the right IT platform. To help you meet your availability objectives, Sun built the world's largest UNIX® training and support organization.

Following is an overview of our systems support programs. Keep in mind that, as your business requirements evolve, Sun makes it easy to move to more proactive, more responsive support. Simply contact your Sun Enterprise Services Sales Representative or Sun Authorized Reseller if you would like to upgrade your service to a higher level.

### **SUNSPECTRUM<sup>SM</sup> PLATINUM<sup>SM</sup>**

Our premier service program, SunSpectrum Platinum is designed for enterprises that demand maximum system availability and value from their Sun solutions. Designed to support mission-critical environments, this program focuses on failure prevention, rapid recovery, and technical services planning. An assigned account management team provides a long list of services to proactively help ensure system availability. In addition, you receive assistance from Sun's most senior product support specialists and onsite hardware support, delivered within 2 hours of your call, 7 days a week, 24 hours a day.

### **SUNSPECTRUM<sup>SM</sup> GOLD<sup>SM</sup>**

Designed to support key business systems, SunSpectrum Gold combines proactive services that help you avoid downtime with outstanding responsiveness to your technical issues. Key services provided by this program include remote systems monitoring, around-the-clock telephone assistance, access to Sun's mission-critical support process, our SunVIP<sup>SM</sup> multivendor software support service, and onsite hardware support from 8:00 a.m. to 8:00 p.m., local time, on weekdays.

### **SUNSPECTRUM<sup>SM</sup> SILVER<sup>SM</sup>**

Offering basic onsite service and telephone support for your Sun hardware, software, and networking products, SunSpectrum Silver lets you take advantage of Sun's UNIX expertise at a low cost. On weekdays, telephone support is provided from 8:00 a.m. to 8:00 p.m., local time, and onsite hardware service is available from 8:00 a.m. to 5:00 p.m., local time.



## SUNSPECTRUM<sup>SM</sup> BRONZE<sup>SM</sup>

Designed to support customers who have in-house technical resources allocated to systems support, SunSpectrum Bronze offers backup assistance and parts replacement. You will also have access to the SunSolve<sup>SM</sup> technical knowledge database to assist you in troubleshooting issues in your own timeframe.

### SOFTWARE ONLY SUPPORT

Offering software phone support and enhancement releases for all products listed on your software support agreement, this program provides complete support for any Sun software product.

For additional information, please contact your Sun Enterprise Services Sales Representative, Sun Authorized Reseller, or local Sun Customer Service Manager.

STANDARD FEATURES	PLATINUM	GOLD	SILVER	BRONZE	SOFTWARE ONLY
Customized system availability guarantee	<i>Upon request</i>				
Skills assessment and curriculum planning	Yes				
Installation service	Yes				
Software release planning	Yes				
Software patch management	Yes				
Field change order management	Yes				
Account management	Yes	Yes			
Account reviews	<i>Monthly</i>	<i>Semi-annual</i>			
Personalized account support plan	Yes	Yes			
Remote systems monitoring	Yes	Yes			
SunVIP multivendor software assistance	Yes	Yes			
Onsite hardware service	<i>2-hour response 7x24 coverage</i>	<i>4-hour response 8-8, M-F coverage</i>	<i>4-hour response 8-5, M-F coverage</i>		
Parts delivery	<i>Same-day</i>	<i>Same-day</i>	<i>Same-day</i>	<i>Second-day</i>	
Access to mission-critical support process	<i>All calls</i>	<i>Urgent calls</i>			
Telephone support	<i>7x24 coverage</i>	<i>7x24 coverage</i>	<i>8-8, M-F coverage</i>	<i>8-5, M-F coverage</i>	<i>8-5, M-F coverage</i>
Customer-defined response time	Yes	Yes	Yes		Yes
Remote dial-in analysis	Yes	Yes	Yes	Yes	Yes
SunSolve knowledge database license	Yes	Yes	Yes	Yes	Yes
Software patches and maintenance releases	Yes	Yes	Yes	Yes	Yes
Software enhancements	Yes	Yes	Yes	Yes	Yes
InfoExpress software upgrade information service	Yes	Yes	Yes	Yes	Yes
OPTIONAL FEATURES					
2-hour onsite response		<i>Option</i>	<i>Option</i>		
Additional onsite coverage hours		<i>Option</i>	<i>Option</i>		
7x24 telephone coverage			<i>Option</i>	<i>Option</i>	<i>Option</i>
Same-day parts delivery				<i>Option</i>	
Parts inventory onsite	<i>Option</i>	<i>Option</i>	<i>Option</i>	<i>Option</i>	
Unbundled software enhancements	<i>Option</i>	<i>Option</i>	<i>Option</i>	<i>Option</i>	<i>Option</i>
Additional technical contacts	<i>Option</i>	<i>Option</i>	<i>Option</i>	<i>Option</i>	<i>Option</i>

# GETTING

## THE INFORMATION YOU NEED

As part of your Sun support agreement, you will have complete access to SunSolve<sup>SM</sup>. SunSolve is an extensive knowledge database of the latest support solutions including symptoms and resolutions, patch descriptions, Solaris release information, technical papers, and frequently asked questions (FAQs).

For your convenience, this information resource is available online, on CD-ROM, and by fax.

### **SUNSOLVE ONLINE<sup>SM</sup>**

Updated nightly, SunSolve Online provides timely, up-to-date technical information. To access SunSolve Online, point your Internet browser to <http://sunsolve.sun.com>. To register, simply click on the "Register" link and follow the instructions. Once registered, you will have access to a wealth of information. Advanced search capabilities help you quickly locate the information you need.

### **SUNSOLVE CD-ROM<sup>SM</sup>**

The SunSolve CD provides a graphical user interface that makes it easy to search for and view information. On request, the SunSolve CD can be sent to your organization's primary contact. The CD is released every six weeks, and may be shared over your network by any system covered by a Sun support agreement. To obtain a copy, simply place a service request through 1-800-USA-4SUN (1-800-722-4SUN in Canada).

### **SUNSOLVE FAX<sup>SM</sup>**

For those who do not have access to SunSolve Online or SunSolve CD-ROM, SunSolve Fax provides an excellent alternative. The information you need can be faxed to the machine of your choice. To access the SunSolve Fax service, call 1-800-USA-4SUN (1-800-722-4SUN in Canada) and select the “SunSolve Fax” option from the menu. After selecting your category of interest, a list of articles will be sent to your fax machine within a few minutes. To select desired documents, call SunSolve Fax again, select the “request article numbers” option and then, when prompted, enter the desired article numbers. Your requested documents will be sent to your fax machine within a few minutes.

### **SUNSOLVE EARLYNOTIFIER<sup>SM</sup> SERVICE**

Utilizing the SunSolve knowledge database, this proactive service sends you monthly e-mail messages containing new technical information within SunSolve that may be useful to you. To sign up, log in to SunSolve Online and click on the “EarlyNotifier” link.





# REQUESTING SERVICE FROM SUN

Within the hours defined by your Sun support agreement (see page 6 for standard coverage hours), you are entitled to unlimited support from our Solution Center. Service requests may be made by telephone, by e-mail, or through Sun's Internet web site.

## **Before Placing a Request**

To fulfill your request quickly, please have the following information ready before contacting the Solution Center:

- *Sun ServiceID and PIN*
- *Contract number*
- *Application software version number*
- *Solaris™ operating environment release number*
- *System serial number (for hardware calls)*
- *Description of the problem and corrective actions already taken*

## **Establishing a Sun ServiceID and PIN**

To receive support, each technical contact person within your company will first need a Sun ServiceID and PIN. To obtain this information, call 1-800-USA-4SUN (1-800-722-4SUN in Canada), then follow the prompts to speak to a customer service representative regarding an existing service contract. Technical support from the Sun Solution Center is designated for one primary contact and two alternate contacts. As a program option, you may add technical contacts as needed for an additional fee.

### **BY TELEPHONE**

The Sun Solution Center can be reached toll-free at 1-800-USA-4SUN (1-800-722-4SUN in Canada). Simply dial the number and follow the prompts to place a service request.

### **ONLINE**

Non-critical service requests or questions may be submitted electronically from within the SunSolve Online web site. To place a service request through SunSolve Online, simply log in to SunSolve and click on the SunCourier™ link. You will be presented with a service request form. You may attach key files or cut and paste error messages directly into the problem description. Once your request is received, we will acknowledge it by sending you a service order number. An engineer will then respond within the contractual response time after your message is received.

### **E-MAIL**

If you do not have access to the web, Sun provides the capability to communicate non-critical service requests or questions using standard electronic mail. To learn more about this option, send an e-mail to [netrequest@sun.com](mailto:netrequest@sun.com). Upon receipt of your message, we will respond, by e-mail, with further instructions.



### Checking the Status of a Service Request

When your service request is created, you will be given a service order number. This number is used within Sun to track your service request from origination to closure. To check the status of an ongoing service order, simply contact the Solution Center at 1-800-USA-4SUN (1-800-722-4SUN in Canada) as you would to place a service request. After entering your Sun ServiceID and PIN, select the option to check the status of an existing service order. Have your service order number ready to help us expedite your call.

### Customer-Defined Response Times

If you have a SunSpectrum Platinum, Gold, or Silver support agreement or a Software Only support agreement, your contract entitles you to set the priority of your service call.

	PLATINUM		GOLD
<b>LEVEL 1: URGENT</b> SYSTEM DOWN OR UNUSABLE	<i>Phone: Live Transfer</i> <i>Onsite: Within 2 hours</i>		<i>Phone: Live Transfer</i> <i>Onsite: Within 4 hours</i>
<b>LEVEL 2: SERIOUS</b> SYSTEM SERIOUSLY IMPAIRED	<i>Phone: Live Transfer</i> <i>Onsite: Within 4 hours</i>		<i>Phone: Within 2 hours</i> <i>Onsite: Next business day</i>
<b>LEVEL 3: NOT CRITICAL</b> GENERAL INQUIRIES	<i>Phone: Live Transfer</i> <i>Onsite: Your convenience</i>		<i>Phone: Within 4 hours</i> <i>Onsite: Your convenience</i>
	SILVER	BRONZE	SOFTWARE ONLY
<b>LEVEL 1: URGENT</b> SYSTEM DOWN OR UNUSABLE	<i>Phone: Live Transfer</i> <i>Onsite: Within 4 hours</i>	<i>Phone: Within 4 hours</i> <i>Onsite: N/A</i>	<i>Phone: Live Transfer</i> <i>Onsite: N/A</i>
<b>LEVEL 2: SERIOUS</b> SYSTEM SERIOUSLY IMPAIRED	<i>Phone: Within 2 hours</i> <i>Onsite: Next business day</i>	<i>Phone: Within 4 hours</i> <i>Onsite: N/A</i>	<i>Phone: Within 2 hours</i> <i>Onsite: N/A</i>
<b>LEVEL 3: NOT CRITICAL</b> GENERAL INQUIRIES	<i>Phone: Within 4 hours</i> <i>Onsite: Your convenience</i>	<i>Phone: Within 4 hours</i> <i>Onsite: N/A</i>	<i>Phone: Within 4 hours</i> <i>Onsite: N/A</i>

Telephone support and onsite service are provided during the days and hours defined by your Sun support contract. All response times are measured in contract coverage hours and are average response times.

# EXPEDITING

## PROBLEM RESOLUTION

Sun's support engineers are among the most experienced UNIX experts in the industry. Working with you, they can quickly resolve the vast majority of service requests. When a problem is particularly complex, Sun may utilize remote dial-in analysis, may call in additional Sun engineering resources, or may even work directly with other software vendors to expedite resolution.

### **Remote Dial-In Analysis**

Remote Dial-In Analysis enables us, with your permission, to dial into your system via a modem to troubleshoot and diagnose system problems in real time. Our support engineers can analyze hardware and software remotely by checking patch status, analyzing message files, or checking configurations of add-on hardware products. Secure dial-in communication, which ensures authorized access, is available by using a Sun-qualified dial-back modem available from Sun Microsystems.

For additional information or to order a Remote Dial-In Analysis kit\*, place a service request to 1-800-USA-4SUN (1-800-722-4SUN in Canada).

### **Support Escalation**

If, at any time, the agreed-upon timetable is not being met, you or a Sun representative may request that additional resources be employed to expedite resolution. Sun has defined the escalation process outlined on the next page to ensure that everything possible is done to solve the problem.

**The Escalation Process:**

- You or Sun requests support escalation
- Sun works with you to define an action plan
- Sun coordinates additional technical resources (i.e., escalation team)
- Escalation team works with you to identify a solution
- The solution is implemented
- Sun follows up to ensure that the fix is successful

**SunVIP<sup>SM</sup> Multivendor Software Support**

If you are a SunSpectrum Platinum or Gold customer, Sun provides innovative multivendor software support as part of your agreement. To help eliminate the fingerpointing that can occur between vendors, Sun Microsystems initiated the Sun Vendor Integration Program (SunVIP).

The SunVIP program is built on a series of agreements made between Sun and our key independent software vendors (ISVs). If you suspect that the problem you are experiencing is caused by an ISV product, then you would contact the ISV directly. If, however, a problem is reported on a Sun product and the Sun support engineer determines the actual root cause of the problem to be another vendor’s software, Sun will initiate contact with the software provider. Together, Sun and the software vendor will work collaboratively to expedite problem resolution. Current SunVIP partners include:

BUSINESS APPLICATIONS	DATABASE SOFTWARE	SYSTEMS MANAGEMENT SOFTWARE
SAP AG	Oracle Corporation	Computer Associates Int’l, Inc.
Oracle Corporation	Informix Software, Inc.	Tivoli Systems, Inc.
Baan Company	Sybase, Inc.	
PeopleSoft, Inc.	SAS Institute, Inc.	<b>MIDDLEWARE SOLUTIONS</b>
Netscape Communications, Inc.		BEA Systems, Inc.
Lotus Development Corporation		

*\*Sun-qualified secure dial-back modem is currently provided at no charge to SunSpectrum Platinum and Gold customers .*

# SOFTWARE

## ENHANCEMENTS AND PATCHES

Our support keeps your systems current with new software releases and access to available patches and maintenance releases for the Solaris™ operating environment and any additional licensed and supported unbundled software.

### **SUNSPECTRUM INFOEXPRESS™**

The SunSpectrum InfoExpress newsletter was created to ensure that you have complete information about major new software releases. This valuable communiqué gives you all the information you need to make decisions about how to apply new releases to your existing environment.

### **SOLARIS ENHANCEMENT RELEASES**

As part of your Sun support agreement, you will receive the latest Solaris software enhancements and documentation on CD-ROM. Additionally, you will be informed of 2-3 minor releases per year which you may receive upon request. Sun's enhancement releases may include additional features and functionality, plus support for new hardware platforms.

## SOFTWARE PATCHES

Software patches can be requested online, by CD-ROM, or by telephone. To request a patch using SunSolve Online, simply click on the “Patch Access” link and follow instructions. To obtain a patch using the SunSolve CD-ROM, follow the instructions in the SunSolve CD booklet or use “Get Patch” from SunSolve Online through the CD installation: % sunsolve -server SunSolveOnline\_server\_name.

You may also request a patch by telephone. Call 1-800-USA-4SUN (1-800-722-4SUN in Canada), place a technical support service request, and select the option for patch requests. Software patches can be sent via e-mail, 4mm tape, 8mm tape, CD-ROM (SunSolve), or 3.5-inch floppy disk. To keep you well advised of the latest patches, a weekly report detailing newly released patches can also be e-mailed to you.



# OTHER SERVICES

## FROM SUN MICROSYSTEMS

### To Optimize your IT Environment

Sun can help you to quickly design, implement, and manage technology solutions. We work closely with you to understand your business vision and map your goals to clearly defined technology objectives. Then we help you quickly move through the project life cycle. Sun achieves successful and repeatable results by focusing on our core competencies:

- building robust enterprise computing infrastructures and
- exploiting Internet and Java™ technologies to enable breakaway business strategies

### To Install or Relocate Systems

SunStart<sup>SM</sup> Installation and Configuration Services provide support above and beyond our basic installation service. DeskStart<sup>SM</sup> and ServerStart<sup>SM</sup> Services include a site preparation review, verification and installation of hardware, installation of the Solaris operating environment, configuration and customization, a tutorial, and hardcopy user reference materials. Sun also offers comprehensive installation services for Sun data storage products.

If you are relocating, our SunMOVES<sup>SM</sup> Service delivers a one-call solution that helps you move your systems quickly and safely. This service includes a site survey, de-installation, packaging, transportation, re-installation, acceptance testing, and, if requested, insurance to cover your equipment during the move.



### **To Help You Get the Most of Your Employees**

Technical resources are at a premium. Sun can help you get the most of your employees and the most of your technology investment through our extensive technical training capabilities. We offer a wide variety of courses covering system administration, Java technology, the Internet, intranets, client/server, security, distributed databases, rapid application development, data warehousing, and programming. Sun trains over 100,000 students per year and all course materials are developed and continuously updated by technology experts.

For more information about Sun's professional services, support services, and educational services, please contact your Sun Enterprise Services Sales Representative, your Sun Authorized Reseller, or visit us on the Internet at [www.sun.com/service](http://www.sun.com/service).



**ENTERPRISE SERVICES**

**SUN MICROSYSTEMS, INC.**, 500 ELDORADO BLVD., BROOMFIELD, CO 80021 USA  
PHONE: 800 422-8020 INTERNET: [www.sun.com/service](http://www.sun.com/service)



THE NETWORK IS THE COMPUTER™

**CANADA:** 1-800-737-3892 **UNITED STATES:** ATLANTA (770) 360-6400 • BOSTON (978) 442-0000 • CHICAGO (630) 285-8700 • DALLAS (972) 788-1951  
DENVER (303) 796-7100 • DETROIT (248) 352-7070 • LOS ANGELES (310) 348-8649 • NEW YORK (212) 558-9200 • PORTLAND (503) 641-315 • SAN FRANCISCO  
(415) 781-8140 • WASHINGTON D.C. (703) 204-4100

© 1998 Sun Microsystems, Inc. All rights reserved. Sun, Sun Microsystems, the Sun logo, SunSpectrum, SunSpectrum Platinum, SunSpectrum Gold, SunSpectrum Silver, SunSpectrum Bronze, SunSpectrum InfoExpress, Solaris, SunCourier, SunVIP, SunSolve, SunSolve Online, SunSolve CD-ROM, SunSolve Fax, SunSolve EarlyNotifier, SunStart, Desk, ServerStart and SunMoves are trademarks or registered trademarks of Sun Microsystems, Inc., in the United States and other countries. UNIX is a registered trademark in the United States and other countries, exclusively licensed through X/Open Company, Ltd.

LFC7.1 PRINTED IN USA 11/98 SE645-0/4K