	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 1 of 47

Table of Contents

TABLE OF CONTENTS	1
1. INTRODUCTION	3
2. PRODUCT/PROGRAM DESCRIPTION	3
3. PRODUCT SERVICE OFFERINGS	5
4. SUPPORT MODEL DETAILS	6
4.1. SUPPORT MODEL SUMMARY	6
4.2. REQUEST TYPES	7
4.3. SUPPORT MODEL FLOW	7
4.4. FIRST LEVEL SUPPORT/CALL HANDLING (GSC, CDS)	9
4.5. TECHNICAL SUPPORT (EPS)	9
4.6. FIELD SERVICE (QFE/TPM)	10
4.7. ESCALATIONS (LIBRARY SUSTAINING ENGINEERING)	10
4.8. DOA/DEFECTIVE/MISSING/INCORRECT PART REPLACEMENT	11
5. THIRD PARTY MAINTAINERS (TPMS)	11
6. QUANTUM AUTHORIZED PARTNERS	11
7. THIRD PARTY COMPANIES	11
8. INSTALLATION & INTEGRATION	11
9. LICENSING	12
10. UPGRADES	12
11. FRU/CRUS	12
11.1. FRU/CRU FIELD STOCKING STRATEGY	13
11.2. FRU/CRU LIST (LOGISTICS PARTS CATALOG)	13
12. SERVICEABILITY FEATURES	14
13. SPECIAL TOOLS	14
14. TRAINING STRATEGY	14
15. BUSINESS SYSTEMS	16
15.1. SERIAL NUMBER AND IB VISIBILITY	16
15.2. SERVICE OFFERING PART NUMBERS	16
APPENDIX A: SCALAR I2000/I6000 SERVICE OFFERINGS	17
APPENDIX B: THIRD PARTY MAINTAINERS (TPMS)	38
APPENDIX C: QUANTUM AUTHORIZED PARTNERS	39
AUTHORIZED SERVICE PROVIDERS (ASP)	39
AUTHORIZED FIRST CALL PROVIDERS (AFCP)	42
APPENDIX D: QUANTUM BRANDED SCALAR I6000 I12 AFFECTED COMPONENTS RELEASE STRATEGY	44

Quantum

Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B


Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 2 of 47



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	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 3 of 47

1. Introduction

The purpose of this document is to outline the activities of the Global Services team for the **Quantum Scalar i2000 and i6000** products.

Reference Documents (refer to CSweb and/or AGILE for most recent versions)

Document No.	Description
5502173	Oracle Service User's Manual
QW00665	DOA Replacements Process
QW00715	Quantum Service Request Call Flow Processes
QW00877	Customer Service, Ordering parts Choice Logistics Online Portal/Phone Orders, US

2. Product/Program Description

The Scalar i6000 is Quantum's Enterprise Tape Library product. Initially released as the Scalar i2000, the product was later re-branded as the Scalar i6000. The main difference between the Scalar i2000 and Scalar i6000 products is related to features supported. Some features (for example, LTO5 and later drives) are supported on Scalar i6000 only. It is possible to upgrade a Scalar i2000 library to a Scalar i6000 (this requires the purchase of a Scalar i6000 Upgrade Kit).

There have been many hardware and feature changes during the life of the Scalar i2000 and Scalar i6000 products. Below is a summary of major changes from the product's launch to the current date. The product will continue to evolve.

In June 2015 with the i12.2.1 release, new Series 3 modules were released for the Control Module (CM3), Drive Ready Expansion Module (DREM3) and Storage Expansion Module (SEM3). These new modules are capable of a higher number of drive support than the previous modules:

- CM3: Supports up to 18 tape drives.
- DREM3: Supports up to 24 tape drives.
- SEM3: Does not support tape drives but can be converted to a DREM3.
- RPM (DREM3): Still supports 12 drives, no expanded drive support.

The Series 3 modules can be mixed and matched with older modules. However, the CM3 and DREM3 increased drive support requires gen2 robotics, gen2 electronics and minimum i12.2 code. If these gen2 and code requirements are not met, the CM3 and DREM3 can still be used but will operate in 12 drive mode. Series 2 and earlier modules cannot be converted to Series 3 modules.

Date	Release	Release Note PN	Summary list of features
6/2003	GA Standard Lib	6-00424-01	4 frame LTO only
12/2003	M1 Advanced	6-00424-06	Channel zoning



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03


Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 4 of 47

	Lib		Drive log through FC blade 16 partition
7/2004	M2	6-00424-09	Multi-media picker for DLT IVT
6/2005	i3	6-00424-14	8 frames LTO3 Mixed Media Drive Utilization Reporting Command History Log VT
1/2006	i4	6-00424-18	96 drive (increased from 48) Media Integrity Analysis
Summer 2006	n/a	n/a	Quantum merges with Adic
1/2007	i5	6-00424-27	Up to 8 IE stations Partition Defrag Auto Drive Cleaning (library based) LDAP
6/2007	i6	6-00424-31	IBM LTO4
10/2008	i7	6-00424-41	HP LTO4 Q-EKM
5/2010	i8	6-66883-01	rebrand to i6K HP LTO5 12 Frame EEB 72 Slot IE Station Aisle Lights Sift/Sort MeDIA Extended IE
12/2011	i10 LA	6-66883-10	Gen 2 Dual Robot LA AMP Active Vault EDLM Unlicensed Expansion Slots Drop DLT support
7/2012	i10.2	6-66883-18	16 frame Webcam
4/2013	i11	6-66883-22	RCU2 MCB2 HDEM Active/Active Robots Drives and IE above frame 8
12/2013	N/A	N/A	Scalar i2000/i6000 manufacturing transitions from a CTO (configure to order) process in-house to a PTO (Pick to Order) at BEI. Some incremental installation impact to Service. Docs updated to reflect new tasks.

	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 5 of 47

6/2015	i12.2.1	6-66883-39	Module Hardware refresh – Roll out of new CM3, DREM3, SEM3 and PM3 modules CM3 supports up to 18 drives DREM3 supports up to 24 drives Web GUI CLX1 replaces LBX CMS (CAN Mode Select) card selects between 12-drive mode and 24-drive mode for DREM3 IEX4
--------	---------	------------	--

The Scalar i6000 supports a capacity-on-demand model. Physical slot capacity is sold separately from licensed slot capacity. Customers must purchase expansion modules, tape drives, slot licenses, and other options as required.


Library installation and configuration service is required with the Scalar i6000. For new libraries add installation and configuration for the base library (Control Module), all expansion modules, all tape drives, and the Web Camera. All other components are factory installed. For upgrading installed libraries add installation and configuration for all hardware components ordered. Installation and configuration quantities must match the hardware quantities.

Refer to the Price Book for a list of Scalar i6000 TLAs.

3. Product Service Offerings

Following are the Service offerings available to Quantum Scalar i6000 customers.

- Standard Warranty
 - 1 Year
- Included Support
 - Service Requests (SRs) can be submitted via Quantum's Online Service Request Form or telephone 7x24x365. SRs will receive a response within four (4) hours.
 - Telephone support will include diagnosis of covered warranty issues and parts replacement.
 - Replacement parts will be shipped to arrive within one business day of Quantum's determination that a replacement part is required. Customer will perform the replacement and return of all identified CRU (Customer Replaceable Unit) components.
 - Identified FRU (Field Replaceable Unit) components will be replaced onsite by a Quantum Field Engineer or Authorized Service Provider, with a next-business-day onsite response.
 - FRU replacement of warranty related failure is the only onsite service provided under the warranty.
 - Service necessary to replace FRUs is provided onsite on a Next Business Day (excluding weekends, evenings and holidays) response following determination, by Quantum, that FRU replacement is the right action to resolve the equipment or operational problem that led to the creation of the Service Request.

	Subject: Service Plan	Document No: 0-13997-03
	Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Revision: B Date: 06/05/2015
Program: Scalar i2000/i6000		

- Support includes the rights for the customer to receive new software releases applicable to registered equipment under this warranty.
- Support Plans
 - Three different levels of support plans are offered: Bronze, NBD Gold and Gold. All of the support plans require the customer to provide remote access when requested.
 - For Gold support plans, CRUs (currently tape drives and power supplies) will be replaced by Quantum Field Engineer (QFE) or a Third Party Maintainer (TPM), unless the customer opts to perform CRU replacement themselves.
 - For Bronze and NBD Gold support plans, CRUs are replaced by the customer.
 - An optional uplift service is offered at the Bronze and NBD Gold levels to have Quantum perform replacement of CRUs.
- Support Renewals
 - Annual renewals are available for the offerings supported by this program.
- Installation Services
 - Quantum Scalar i6000 is not customer installable; thus installation services must be purchased with the product – either from Quantum or from an approved Service Partner.
 - Installation will be performed by QFE or TPM, or a qualified Service Partner.
- Upgrade Services
 - Quantum Scalar i6000 is not customer upgradable; therefore installation services must be purchased with upgrades.
 - Upgrade services will be performed by a QFE/TPM, or a qualified Service Partner.

Refer to [Appendix A: Scalar i2000/i6000 Service Offerings](#) for a complete list of Service Offering PNs.

Comment [DH1]: Should this be Appendix A rather than Appendix E?

4. Support Model Details


4.1. Support Model Summary

Support Model Summary: Enterprise Tape Library Products

- Case Management: Global Service Center (GSC), CDS, Kuala Lumpur
- Technical Support: Enterprise Product Support (EPS)
- Field Service:
 - In QFE-supported areas*:
 - QFE
 - In non-QFE-supported areas:
 - TPM
- Escalations: Library Sustaining Engineering

Comment [DH2]: Believe this was changed to Global Service Center.

*Note: In the US, all areas are TPM-supported unless deemed a critical account, in which case they are supported by a TAM (Technical Account Manager).

	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 7 of 47

- Replacement Part Fulfillment: Tape Drives and Power Supplies are CRUs (Customer Replaceable Units); all other parts are Field Replaceable Units (FRUs).
- Serialization: The Control Module is assigned a standard Quantum-14 serial number, which will be required when opening an SR. This Serial Number can be found via a label on the back wall of the control module, as well as via the local and remote user interfaces.

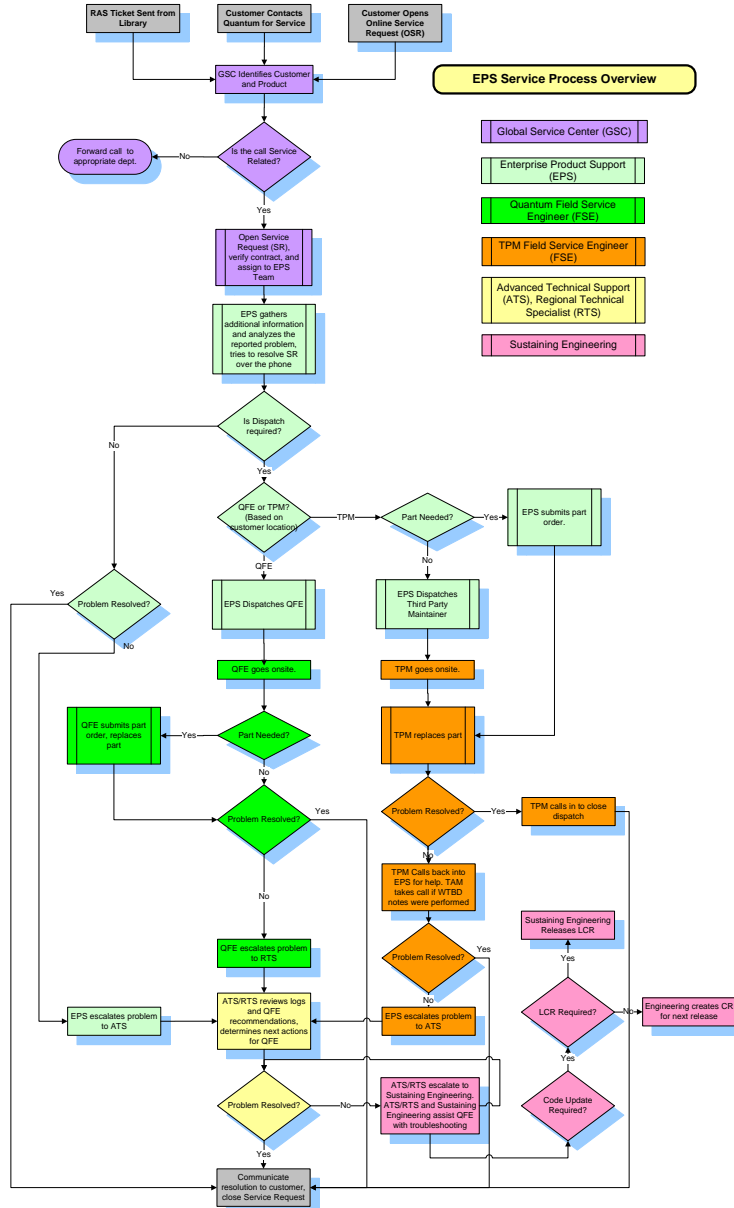
4.2. Request Types


Request for service are received via the following methods:

- PHONE: Call placed to the Quantum Support phone number of 1-800-284-5101. Refer to www.quantum.com/ServiceandSupport/Contacts/ProductSelect/Index.aspx for all call center options worldwide.
- WEB: Submission of an Online Service Request (OSR) via the Quantum Service & Support web page at https://onlineservice.quantum.com/OA_HTML/xxibu/itflogin.jsp
- RAS/phone home emails: Automatically sent back to Quantum Service by the Quantum Scalar i6000.

4.3. Support Model Flow

On the following page is a visual representation of the Quantum Scalar i6000 support model.



	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 9 of 47

4.4. First Level Support/Call Handling (GSC, CDS)

First Call for the Quantum Scalar i2000/i6000 product will be taken by Quantum Global Service Center (GSC) and CDS.

The Global GSC Teams are staffed 24x7x365 and operate in a follow-the-sun model. CDS (Call Dispatch Scholz – Third Party in Germany) covers EMEA 24x7x365 for English, German, French and Spanish in the EMEA region. The US GSC Team covers from 6AM-6PM MST M-F for the Americas and the KL GSC Team covers from 8AM-8PM SGT for the APAC Region and the following languages: English, Mandarin, Cantonese, Korean and Japanese.

SGT (GMT +8)	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8	
GMT	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	
MT (GMT -7)	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
8am-8pm SGT	APAC Call Center																									
7am-6pm GMT	EMEA Call Center																									
6am-6pm MT																										
											Englewood Call Center															

Upon receiving of a request, an Oracle Service Request (SR) will be opened and populated with all the required fields (e.g. customer name, contact info, product serial number, issue, etc.) Then the customer's Quantum Scalar i6000 warranty/contract must be validated and if ACTIVE, the SR will be placed into the EPS team queue.

If the customer does not have an active Quantum Scalar i6000 warranty/contract, the SR will be escalated to Service Sales for the customer to renew their support contract or to purchase support on a time and materials basis.

GSC will also monitor incoming RAS emails. The emails will be sent to the standard RAS inbox of Techsup@quantum.com. GSC will open an SR, attach the email, and then assign to EPS.

GSC will generate library license keys in an emergency situation. License generation is supported by GSC from 6am-6pm MT M-F and outside of these hours, US/EMEA/APAC Tech Support will pick up the responsibility but only for critical issues where a license key is needed to bring up a system.


4.5. Technical Support (EPS)

Technical Support for Scalar i2000/i6000 will be provided by the Enterprise Product Support (EPS) teams.

EPS	Mon 0:00am GMT- Fri 6:00pm MT	Live
	All other times	On-Call

Note: if a customer that buys a special Service Contract (like Black Gold), the Terms and Conditions of that Service Contract taken precedence over the normal Service processes.

During normal operating hours, EPS will utilize the "follow the sun" support model and the phone system will route calls based on the region the calls originated from and by time of day. With this

	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 10 of 47

model, customers are supported by live team members in the North America, EMEA and APAC offices.

The on-call team members will only be utilized outside the normal NA/EMEA/APAC support hours.

Malaysia (GMT +8)	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7
UK (GMT)	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MT (GMT -7)	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9	0	11	12	13	14	15	16	17

8am-8pm SGT	Malaysia Call Center																											
6am-6pm GMT							UK Call Center																					
6am-6pm MT																		Englewood Call Center										

The EPS team will take ownership of SRs placed in their queue. EPS diagnoses the issue and remains the point of contact for customers. Throughout the troubleshooting process, progress must be clearly noted in the SR so that anyone on the team could step in and help at any time. Once issue is resolved, EPS will update the SR with key information (e.g. root cause, resolution code, etc.) and close out the case.

4.6. Field Service (QFE/TPM)

Field Service for FRU replacements on Scalar i2000/i6000 libraries will be provided by QFE* or TPM. CRUs (at the current time including Tape Drives and Power Supplies) will be dispatched to the customer if they have a Bronze or NBD Gold contract. Customers with Gold coverage have the option to replace CRUs themselves, or to have a QFE/TPM dispatched onsite to replace the CRU.

*Note: In the US, all areas are TPM-supported unless deemed a critical account, in which case they are supported by a TAM (Technical Account Manager).

QFE/TPMs dispatched on-site will work together with the EPS team to issue resolution. Ownership of SR at this point will be transferred to QFE to own to closure.


All FRU replacement procedures and diagnostic routines will be made available on CSweb.

4.7. Escalations (Library Sustaining Engineering)

If EPS/QFE have gone through extensive problem isolation and identification but still cannot resolve a Scalar i2000/i6000, then the case can be escalated to Library Sustaining Engineering. EPS will continue to own the case but sustaining will assist until the SR is resolved and closed.

Handled by Library Sustaining Engineering	US Business Hours	Live
	All other times	On-Call (critical system down issues only)

Library Sustaining Engineering will also generate and release Technical Service Bulletins, KB Articles, Product Bulletins, and Product Alerts as required notifying the field and customers of issues and the workaround steps.

	Subject: Service Plan	Document No: 0-13997-03
	Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Revision: B Date: 06/05/2015
Program: Scalar i2000/i6000		Page 11 of 47

Escalations to Library Sustaining Engineering are done as follows:

EPS/ATS/RTS or other Service support engineers will notify Randy Elmer or Darryl Torske for automation or Steve Cooper for Tape Drives. Notification is by email if not urgent and phone call if urgent.

After hours escalations are done with a phone call as emails are non-urgent and addressed next business day. It is also recommended that the Service Manager on call the engineering escalation point to provide details of urgency and to share what the service requirements are for supporting this customer during the off business hours so I can insure proper engineering resources can be identified during the outage.

If required, Library Sustaining Engineering will escalate to 3rd party engineering teams for assistance in resolving the issue.

Field engineers escalate to RTS. TPMs escalate to EPS.

For detailed information on the Quantum escalation process, refer to document QW00715, Quantum Service Request Call Flow Processes.

4.8. DOA/Defective/Missing/Incorrect Part Replacement

Refer to document QW01058 for the process for DOA replacements. Refer to document QW00665 for the process for Missing/Incorrect part replacements.

5. Third Party Maintainers (TPMs)

TPMs will be leveraged to service Scalar i2000/i6000 in non-QFE-supported areas.

6. Quantum Authorized Partners

The Scalar i2000/i6000 product does leverage Authorized Service Providers (ASPs).


7. Third Party Companies

No Third Party Companies (besides TPMs and ASPs) are utilized for Scalar i2000/i6000.

8. Installation & Integration

Scalar i2000/i6000 libraries and components are not customer installable; therefore the customer must purchase Quantum installation service, either from Quantum or from an approved Service Partner.

IMPORTANT: See the Licensing section for important information re: getting the license key for new installations.

	Subject: Service Plan	Document No: 0-13997-03
	Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Revision: B Date: 06/05/2015
Program: Scalar i2000/i6000		Page 12 of 47

9. Licensing

Multiple licensed options are available to Scalar i2000/i6000 customers. However, for this product a **single license key** is generated and is used to enable/disable all licensed options.

IMPORTANT: As part of the CTO to PTO conversion and migration to Benchmark manufacturing, the license key will no longer be generated and applied to the library before shipment. The Installation Coordinators team will now generate the license key for all new installations and upgrades that include licensed options. **Upon installation or upgrade, the QFE/TPM must request an updated license key from the Installation Coordinators team.** Otherwise, only a default of 100 slots of COD will be enabled and a return visit will be required.

At the current time the following are the licensed options on Scalar i2000 and Scalar i6000. Note that not all options are available on Scalar i2000, and many licensed options have firmware version minimums.

- Capacity on Demand (COD)
- Path Failover (nSNW)
- Encryption Key Management (EKM)
- Active Vault
- Partitioning
- Advanced Reporting
- Extended Data Lifecycle Management (EDLM)


10. Upgrades

- Scalar i2000/i6000 library hardware and firmware are not customer upgradable at this time; therefore these upgrades require installation by Quantum a QFE or TPM, or an approved Authorized Service Partner. See important note in the licensing section re: getting an updated license key from the Installation Coordinator.

11. FRU/CRUs

FRUs are defined as field replaceable components that require installation by a formally trained individual. CRUs are defined as Customer Replaceable Components.

At present there are two CRUs defined for Scalar i2000/i6000 - Tape Drives and Power Supplies. All other replaceable parts are classified as FRUs. FRUs for Scalar i2000/i6000 consist of a wide variety of components for each of the major library subsystems, and in some cases for the various hardware generations that the product has used over time.

	Subject: Service Plan	Document No: 0-13997-03
	Product: Scalar i2000/i6000 Tape Library	Revision: B
Program: Scalar i2000/i6000	Service NPI Manager: Bob O'Brien	Date: 06/05/2015
		Page 13 of 47

11.1. FRU/CRU Field Stocking Strategy

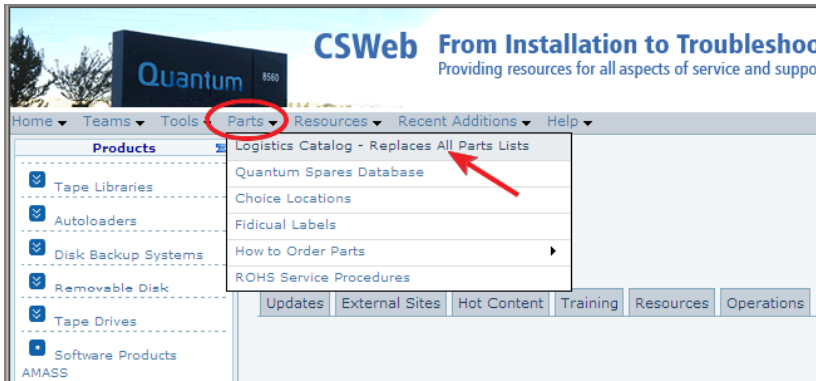
FRUs and CRUs for Scalar i2000/i6000 tape libraries are stocked in Choice Logistics inventory. Some components are stocked in regional depots, and some are stocked in Strategic Stocking Locations or SSLs, located near the customer sites (especially for customers with Gold level contracts).


11.2. FRU/CRU List (Logistics Parts Catalog)

The Logistics Parts Catalog and reference FRU list, available from CSweb, shows the stocking locations for each FRU/CRU. Logistics stocking locations fall into three basic categories: Depot, Regional, and City stocking locations. Depot locations cover a broad range of geographies whereas Regional and City locations are more strategically located close to customers to support warranty and uplifted contracts. Parts from Depot and Regional stocking locations are typically available for next business day delivery.

A number of variables are considered when determining where to stock FRU components through Choice Logistics. These variables include, but are not limited to, warranty contract level and component failure rate. For example, FRUs are typically stocked in cities near customer locations with products carrying Gold level warranty contracts. FRU components with a very low failure rate may be stocked in regional or depot locations since failure is rare and it limits field inventory expense. Inventory is stocked in the Depot/Regional/City locations when a product(s) is installed to support its warranty contract. There is typically a 4-6 weeks logistics setup time associated with stocking field inventory in new/initial locations of installation.

The Parts Catalog (FRU list) and associated documents and trainings can be found on CSWeb.



	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 14 of 47



12. Serviceability Features

The primary serviceability feature for Scalar i2000/i6000 is the RAS (Reliability, Availability and Serviceability) system, which notifies the customer and/or Quantum Technical Support in the case of a service event. The RAS system creates service tickets that can be assigned one of several levels of severity (informational, warning and critical). Each RAS ticket has a set of resolution steps that can guide the customer and/or the QFE/TPM through resolution. RAS tickets for higher severities are also sent to Quantum Technical Support, where an auto-SR-generation system can automatically open Support Requests (SR's) for a specific event. Many times, we can contact the customer before they even know an issue exists.

13. Special Tools

The following tools will be used to provide service and support for Scalar i2000 and i6000.

Hand tools – No additional tools are required for servicing Scalar i6000 outside of what's already noted in the Global Field Service Tool Kit.

Software tools – The following software tools are available to Service for troubleshooting purposes.

- o Service Utility

Special Cables/Interfaces – refer to the Global Field Tool Kit.


14. Training Strategy

The following training materials will be used to provide service and support for Scalar i2000 and i6000.

Classes and Videos:

Scalar i6000 Essential Training (1-0371 Online Self-paced) 3-4 hours

Scalar i6000 HDEM Overview (2-4346 Online Self-paced) 1-2 hours

	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 15 of 47

Scalar i6000 Service Training Part 1 (2-0374 Online Self-paced) 3.5-5.5 hours

Scalar i6000 Service Training Part 2 (2-0375 Classroom) 3 days

Installing an HDEM in an Existing Gen 2 Dual Robot Library (PDF)

12-Frame Expansion training procedure (PDF)

Scalar i6000 User Essentials document (PDF)

Scalar i6000 At a Glance document (PDF)

Installing a Multi-Module Library - Gen2 Dual Robot (PDF)

Installing a Library Larger than 12 Modules (PDF)

Video - HP LTO Stuck Tape Removal

Video - Scalar i6K Drive Replacement

Video - Scalar i6K Management Control Blade Replacement

Video - Scalar i6K MCB Compact Flash Replacement

Video - Scalar i6K FC I/O Blade Replacement

Video - Scalar i6K Power Supply Replacement

Video - Scalar i6K New Drive Firmware via Remote Client

Video - Scalar i6K RCU Replacement

Video - Scalar i6K CMB Replacement

Video - Scalar i6K Hi-Cap Door Replacement

Video - Scalar i6K - Dual Robot FRU Replacement

Video - LTO Tape Inspection

Video - Scalar i6000 HDEM FRU Lower Sensor Replacement

Video - Scalar i6000 HDEM FRU Motor Belt Replacement

Video - Scalar i6000 HDEM FRU Upper Arm Replacement

Documents:

Scalar i6000 Installation Guide

Scalar i6000 Maintenance Guide

Scalar i6000 Planning Guide

Scalar i6000 Robot Handling Instructions

Scalar i6000 Users Guide


Scalar Intelligent Libraries SCSI Reference Guide

Quick Docs:

Pull Logs

Remove Stuck Tapes

Change Picker / Gripper / Robot / Accessor

	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 16 of 47

- Perform Calibration
- Run Demo
- Eject/Remove Magazines
- Unlock Door/IE
- Service Login / Hyperterminal Access
- Check Belt Tension
- Replace MCB/CF
- Replace Drives
- Updating Drive Firmware
- Replace RCU
- Replace CMB
- Replace I/O Blades / EEB

15. Business Systems


15.1. Serial Number and IB Visibility

A single Serial Number is used to document the complete Scalar i2000/i6000 library, and all of its components. The serial number is assigned to the Control Module in manufacturing and follows the library throughout its service life. While expansion modules also have a serial number, these are not used to support the product.

The library (CM) Serial Number is used to open all Service Requests against the library.

15.2. Service Offering Part Numbers

See [Appendix A: Quantum Scalar i6000 Service Offerings](#) for a list of Quantum Scalar i6000 Service offerings. Please always refer to the latest price book for the most current information.

	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 17 of 47

Appendix A: Scalar i2000/i6000 Service Offerings

Model #	Part #	Description	Item Note
SSC6K-NTDX-0001	7-01019-01	Quantum Scalar i2000/i6000 and StorNext AEL6000 Library Tape Drive Module, Onsite Installation and Configuration, zone 1 <i>Required when adding any tape drive to a Scalar i2000/i6000 or StorNext AEL6000, for new libraries and upgrades. Quantity should match the total number of all tape drives ordered. Upgrade orders must include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NEXM-0001	7-00018-129	Quantum Scalar i6000 Expansion Module, Onsite Installation and Configuration, zone 1 <i>Required for all expansion modules, including Storage Expansion Modules, Drive Ready Expansion Modules, and High-Density Expansion Modules. Additional installation charges may apply for options within an expansion module such as redundant power. Quantity must match the quantity of all expansion modules. Upgrade orders must include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NSDN-0001	7-00905-273	Quantum Scalar i6000 Storage Module to Drive Ready Expansion Module Conversion, Onsite Installation and Configuration, zone 1 <i>Installation of hardware conversion kit. Quantity must equal the number of modules being converted. Upgrade orders must include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NNTS-0001	7-00018-117	Quantum Scalar i2000/i6000 Control Module and Drive Ready Expansion Module Upgrade, Native Fibre Channel to Storage Networking Conversion Kit, Installation and Configuration, zone 1 <i>Required for each Native Fibre Channel to Storage Networking Conversion Kit ordered. Quantity must match the quantity of conversion kits ordered. Upgrade orders must include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NCSH-0001	7-00905-279	Quantum Scalar i6000 High-Density Expansion Module Cartridge Scanner, Installation, zone 1 <i>Quantity must equal the number of HDEM scanners being ordered.</i>	



Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 18 of 47

SSC6K-NIES-0241	7-00018-108	Quantum Scalar i6000 Import/Export (I/E) Station, Onsite Installation and Configuration, zone 1 <i>Installation service must be added for each I/E station IN EXCESS of the number of Expansion Module (Storage Expansion, Drive Ready Expansion or High-Density Expansion) on the order. For example, if order includes three I/E stations and one Expansion Module, two installation services must be ordered; if order includes three I/E stations and no Expansion Modules, three installation services must be ordered; if order includes two I/E stations and four Expansion Modules, installation service is not required. If I/E station installation is ordered, the order must also include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NRPC-0001	7-01019-02	Quantum Scalar i2000/i6000 Control Module and Drive Ready Expansion Module Redundant (2N) Power Supply, Onsite Installation, zone 1 <i>Required on all orders with Redundant Power for the Control Module and/or Drive Ready Expansion Module. Quantity should equal the number of Redundant Power options ordered. Upgrade orders must include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NBLN-0001	7-00905-267	Quantum Scalar i6000 Blade, Onsite Installation and Configuration, zone 1 <i>Required for installation of I/O Blades on all orders, Ethernet Expansion Blades (EEBs) and Management Control Blades (MCB2) in existing libraries. Quantity must match the number of blades ordered. Upgrade orders must also include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NRHU-0141	7-00018-126	Quantum Scalar i6000 Module Conversion, Gen1 to Gen2 Robot Hardware, Onsite Installation and Configuration, zone 1 <i>Required for the Gen1 to Gen2 robot hardware conversion. Quantity must match the number of modules currently installed in the library. An out-of-area travel charge may apply. Upgrade orders must include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NELN-0001	7-00905-270	Quantum Scalar i6000 Gen1 to Gen2 Electronics Upgrade, Onsite Installation and Configuration, zone 1 <i>Required for installation of gen2 upgrade. Quantity must match the number of libraries being upgraded. Upgrade orders must include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NDRU-0001	7-00018-123	Quantum Scalar i6000 Dual Robot Upgrade, Onsite Installation and Configuration, zone 1 <i>Required on all orders with the Dual Robot upgrade. Includes installation and configuration of the Left Parking Module with a 2nd generation robot. Upgrade orders must include</i>	



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 19 of 47

		<i>one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-NALK-0001	7-00018-114	Quantum Scalar i6000 Web Camera or Field Upgrade Aisle Light, Onsite Installation, zone 1 <i>WEB CAMERAS: Required for each camera in new library orders or when adding to existing libraries. Quantity must match the quantity of all Web Cameras. Web Camera upgrade orders must include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x). AISLE LIGHTS: Required on all orders with Aisle Lights. Quantity must match the quantity of field upgrade Aisle Lights. Upgrades of existing systems must also include one Base Upgrade Installation and Configuration (SSC6K-NUBN-000x).</i>	
SSC6K-RTSA-NR10	7-00444-09	Quantum Scalar i6000/i2000 Non-Returnable Tape Drive Charge, price per drive, annual, all zones <i>Add this surcharge as another line item per Drive Installed in a Scalar i6000/i2000 at a secure site. This line item should be added whether under warranty or uplift/renewal contract.</i>	
SLBBB-ADSS-0001	7-00476-05	Quantum Dark Site Support Charge, annual, zone 1 <i>Add this surcharge as another line item for customers who have unattended "dark" sites that require additional non-mission critical support visits. Service Contracts is required to add this item.</i>	
SSC2K-ES01-CB11 SSC2K-ES01-BL14	7-10307-04	Quantum Scalar i2000/i6000 Library with 100 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	
SSC2K-ES02-CB11 SSC2K-ES02-BL14	7-10905-01	Quantum Scalar i2000/i6000 Library with 200 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	
SSC2K-ES04-CB11 SSC2K-ES04-BL14	7-10905-29	Quantum Scalar i2000/i6000 Library with 400 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	
SSC2K-ES07-CB11 SSC2K-ES07-BL14	7-10307-07	Quantum Scalar i2000/i6000 Library with 700 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1	



Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 20 of 47

		<i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	
SSC2K-ES15-CB11 SSC2K-ES15-BL14	7-10905-57	Quantum Scalar i2000/i6000 Library with 1,500 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	
SSC2K-ES30-CB11 SSC2K-ES30-BL14	7-10905-85	Quantum Scalar i2000/i6000 Library with 3,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	
SSC2K-ES50-CB11 SSC2K-ES50-BL14	7-10905-113	Quantum Scalar i2000/i6000 Library with 5,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	
SSC2K-ES70-CB11 SSC2K-ES70-BL14	7-10905-215	Quantum Scalar i2000/i6000 Library with 7,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	
SSC6K-ES90-CB11 SSC6K-ES90-BL14	7-10905-308	Quantum Scalar i6000 Library with 9,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	
SSC6K-ESB0-CB11 SSC6K-ESB0-BL14	7-10905-334	Quantum Scalar i6000 Library with 11,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL 1x).</i>	



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 21 of 47

SSC6K-VS00-CB11 SSC6K-VS00-BL14	7-00905-420	Quantum Scalar i2000/i6000 Library with up to 12 Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Bronze, annual, zone 1 <i>Order one per library (up to 12 drives; standard and/or EDLM) if customer would like Quantum to provide onsite installation of CRUs instead of self installation. If library has more than 12 drives, also order one or more CRU installation services (SSC6K-VS12-BL1x) for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12.</i>	
SSCBB-ES01-CB11 SSCBB-ES01-BL14	7-10307-10	Quantum Scalar i2000/i6000 Library, Price Per 100 Slots, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1	
SSC6K-EEMH-CB11 SSC6K-EEMH-BL14	7-10905-282	Quantum Scalar i6000 High-Density Expansion Module, module only, no slots, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per HDEM.</i>	
SLBBN-ETDX-CB11 SLBBN-ETDX-BL14	7-10087-85	Quantum Scalar i2000/i6000 Library, Tape Drive Module, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Price is per tape drive. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS12-BL1x for Scalar i2000/i6000 or SSNDA-VS12-BL1x for AEL6000).</i>	
SSC6K-VS12-CB11 SSC6K-VS12-BL14	7-00905-423	Quantum Scalar i2000/i6000 Library, additional set of 12 or Fewer Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Bronze, annual, zone 1 <i>Order one for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12 if customer would like Quantum to provide onsite installation of CRUs instead of self installation. Service level must match the warranty or service level coverage.</i>	
SSC6K-EDRU-CB11 SSC6K-EDRU-BL14	7-10875-01	Quantum Scalar i6000 Dual Robot, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1	
SSC6K-ECSH-CB11 SSC6K-ECSH-BL14	7-10905-384	Quantum Scalar i6000 High-Density Expansion Module Cartridge Scanner, Bronze Support Plan (5x9xNBD CRU), Extension, annual, zone 1 <i>Order one per HDEM scanner.</i>	
SSC2K-LS01-CD11 SSC2K-LS01-GN14	7-10905-141	Quantum Scalar i2000/i6000 Library with 100 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 22 of 47

SSC2K-LS01-CG11 SSC2K-LS04-GL14	7-10084-97	Quantum Scalar i2000/i6000 Library with 100 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>
SSC2K-LS02-CD11 SSC2K-LS02-GN14	7-10905-147	Quantum Scalar i2000/i6000 Library with 200 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>
SSC2K-LS02-CG11 SSC2K-LS02-GL14	7-10905-04	Quantum Scalar i2000/i6000 Library with 200 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>
SSC2K-LS04-CD11 SSC2K-LS04-GN14	7-10905-153	Quantum Scalar i2000/i6000 Library with 400 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>
SSC2K-LS07-CD11 SSC2K-LS07-GN14	7-10905-159	Quantum Scalar i2000/i6000 Library with 700 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>
SSC2K-LS07-CG11 SSC2K-LS07-GL14	7-10084-52	Quantum Scalar i2000/i6000 Library with 700 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the</i>



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 23 of 47

		<i>no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-LS15-CD11 SSC2K-LS45-GN14	7-10905-165	Quantum Scalar i2000/i6000 Library with 1,500 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC2K-LS15-CG11 SSC2K-LS45-GL14	7-10905-60	Quantum Scalar i2000/i6000 Library with 1,500 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-LS30-CD11 SSC2K-LS30-GN14	7-10905-171	Quantum Scalar i2000/i6000 Library with 3,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC2K-LS30-CG11 SSC2K-LS30-GL14	7-10905-88	Quantum Scalar i2000/i6000 Library with 3,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-LS50-CD11 SSC2K-LS60-GN14	7-10905-177	Quantum Scalar i2000/i6000 Library with 5,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	



Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 24 of 47

SSC2K-LS50-CG11 SSC2K-LS50-GL14	7-10905-116	Quantum Scalar i2000/i6000 Library with 5,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-LS70-CD11 SSC2K-LS70-GN14	7-10905-183	Quantum Scalar i2000/i6000 Library with 7,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC2K-LS70-CG11 SSC2K-LS70-GL14	7-10905-201	Quantum Scalar i2000/i6000 Library with 7,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC6K-LS90-CD11 SSC6K-LS90-GN14	7-10905-315	Quantum Scalar i6000 Library with 9,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC6K-LS90-CG11 SSC6K-LS90-GL14	7-10905-312	Quantum Scalar i6000 Library with 9,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 25 of 47

SSC6K-LSB0-CD11 SSC6K-LSB0-GN14	7-10905-341	Quantum Scalar i6000 Library with 11,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>
SSC6K-LSB0-CG11 SSC6K-LSB0-GL14	7-10905-338	Quantum Scalar i6000 Library with 11,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>
SSC6K-VS00-CD11 SSC6K-VS00-GN14	7-00905-426	Quantum Scalar i2000/i6000 Library with up to 12 Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Next Business Day Gold, annual, zone 1 <i>Order one per library (up to 12 drives; standard and/or EDLM) if customer would like Quantum to provide onsite installation of CRUs instead of self installation. If library has more than 12 drives, also order one or more CRU installation services (SSC6K-VS12-GN1x) for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12.</i>
SSC6K-VS00-CG11 SSC6K-VS00-GL14	7-00905-432	Quantum Scalar i2000/i6000 Library with up to 12 Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Gold, annual, zone 1 <i>Order one per library (up to 12 drives; standard and/or EDLM) if customer would like Quantum to provide onsite installation of CRUs instead of self installation. If library has more than 12 drives, also order one or more CRU installation services (SSC6K-VS12-GL1x) for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12.</i>
SSCBB-LS01-CD11 SSCBB-LS01-GN14	7-10905-195	Quantum Scalar i2000/i6000 and Scalar 10K Library, Price Per 100 Slots, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1
SSCBB-LS01-CG11 SSCBB-LS01-GL14	7-10084-64	Quantum Scalar i2000/i6000 Library, Price Per 100 Slots, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1
SSC6K-LEMH-CD11 SSC6K-LEMH-GN14	7-10905-289	Quantum Scalar i6000 High-Density Expansion Module, module only, no slots, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per HDEM.</i>



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 26 of 47

SSC6K-LEMH-CG11 SSC6K-LEMH-GL14	7-10905-286	Quantum Scalar i6000 High-Density Expansion Module, module only, no slots, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per HDEM.</i>	
SLBBN-LTDX-CD11 SLBBN-LTDX-GN14	7-10905-189	Quantum Scalar i2000/i6000 Library, Tape Drive Module, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Price is per tape drive. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS12-GN1x for Scalar i2000/i6000 or SSNDA-VS12-GN1x for AEL6000).</i>	
SLBBN-LTDX-CG11 SLBBN-LTDX-GL14	7-10087-61	Quantum Scalar i2000/i6000 Library, Tape Drive Module, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Price is per tape drive. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS12-GL1x for Scalar i2000/i6000 or SSNDA-VS12-GL1x for AEL6000). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC6K-VS12-CD11 SSC6K-VS12-GN14	7-00905-429	Quantum Scalar i2000/i6000 Library, additional set of 12 or Fewer Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Next Business Day Gold, annual, zone 1 <i>Order one for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12 if customer would like Quantum to provide onsite installation of CRUs instead of self installation. Service level must match the warranty or service level coverage.</i>	
SSC6K-VS12-CG11 SSC6K-VS12-GL14	7-00905-435	Quantum Scalar i2000/i6000 Library, additional set of 12 or Fewer Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Gold, annual, zone 1 <i>Order one for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12 if customer would like Quantum to provide onsite installation of CRUs instead of self installation. Service level must match the warranty or service level coverage.</i>	
SSC2K-LEKM-BL10	7-00346-03	Quantum Scalar i2000/i6000 Encryption Key Management Solution, Bronze/Silver Software Support Plan (5x9 telephone), Per Drive Uplift, annual, all zones <i>Provides one year of 5x9 telephone support for one Scalar i2000/i6000 SKM- or Q-EKM-Enabled drive. Encryption key management solution support is required for each key-enabled drive, basis, and the contract length and level must match the service contract length and level of the associated library. Order</i>	



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 27 of 47

		<i>this item for libraries with Bronze or Silver support. This uplift must be purchased within 60 days of point of sale or renewal pricing must be used. This service may be purchased for years 1-5.</i>	
SSC2K-LEKM-GL10	7-00346-04	Quantum Scalar i2000/i6000 Encryption Key Management Solution, Gold Software Support Plan (7x24 telephone), Per Drive Uplift, annual, all zones <i>Provides one year of 7x24 telephone support for one Scalar i2000/i6000 SKM- or Q-EKM-Enabled drive. Encryption key management solution support is required for each key-enabled drive, basis, and the contract length and level must match the service contract length and level of the associated library. Order this item for libraries with NBD Gold or Gold support. This uplift must be purchased within 60 days of point of sale or renewal pricing must be used. This service may be purchased for years 1-5.</i>	
SSC6K-LDRU-CD11 SSC6K-LDRU-GN14	7-10875-19	Quantum Scalar i6000 Dual Robot, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1	
SSC6K-LDRU-CG11 SSC6K-LDRU-GL14	7-10875-07	Quantum Scalar i6000 Dual Robot, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1	
SSC6K-LCSH-CD11 SSC6K-LCSH-GN14	7-10905-390	Quantum Scalar i6000 High-Density Expansion Module Cartridge Scanner, Next Business Day Gold Support Plan (7x24xNBD CRU), Uplift, annual, zone 1 <i>Order one per HDEM scanner.</i>	
SSC6K-LCSH-CG11 SSC6K-LCSH-GL14	7-10905-393	Quantum Scalar i6000 High-Density Expansion Module Cartridge Scanner, Gold Support Plan (7x24x4 CRU), Uplift, annual, zone 1 <i>Order one per HDEM scanner.</i>	



Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 28 of 47

SSC2K-RS01-CB11 SSC2K-RS01-BL14	7-10084-76	Quantum Scalar i2000/i6000 Library with 100 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).</i>	
SSC2K-RS01-CD11 SSC2K-RS01-GN14	7-10905-144	Quantum Scalar i2000/i6000 Library with 100 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC2K-RS01-CG11 SSC2K-RS01-GL14	7-10084-79	Quantum Scalar i2000/i6000 Library with 100 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-RS02-CB11 SSC2K-RS02-BL14	7-10905-10	Quantum Scalar i2000/i6000 Library with 200 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).</i>	



Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 29 of 47

SSC2K-RS02-CD11 SSC2K-RS02-GN14	7-10905-150	Quantum Scalar i2000/i6000 Library with 200 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC2K-RS02-CG11 SSC2K-RS02-GL14	7-10905-13	Quantum Scalar i2000/i6000 Library with 200 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-RS04-CB11 SSC2K-RS04-BL14	7-10905-38	Quantum Scalar i2000/i6000 Library with 400 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).</i>	
SSC2K-RS04-CD11 SSC2K-RS04-GN14	7-10905-156	Quantum Scalar i2000/i6000 Library with 400 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	



Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 30 of 47

SSC2K-RS04-CG11 SSC2K-RS04-GL14	7-10905-41	Quantum Scalar i2000/i6000 Library with 400 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-RS07-CB11 SSC2K-RS07-BL14	7-10084-85	Quantum Scalar i2000/i6000 Library with 700 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).</i>	
SSC2K-RS07-CD11 SSC2K-RS07-GN14	7-10905-162	Quantum Scalar i2000/i6000 Library with 700 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC2K-RS07-CG11 SSC2K-RS07-GL14	7-10084-88	Quantum Scalar i2000/i6000 Library with 700 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	



Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 31 of 47

SSC2K-RS15-CB11 SSC2K-RS15-BL14	7-10905-66	Quantum Scalar i2000/i6000 Library with 1,500 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).</i>	
SSC2K-RS15-CD11 SSC2K-RS15-GN14	7-10905-168	Quantum Scalar i2000/i6000 Library with 1,500 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC2K-RS15-CG11 SSC2K-RS15-GL14	7-10905-69	Quantum Scalar i2000/i6000 Library with 1,500 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-RS30-CB11 SSC2K-RS30-BL14	7-10905-94	Quantum Scalar i2000/i6000 Library with 3,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).</i>	
SSC2K-RS30-CD11 SSC2K-RS30-GN14	7-10905-174	Quantum Scalar i2000/i6000 Library with 3,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	



Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 32 of 47

SSC2K-RS30-CG11 SSC2K-RS30-GL14	7-10905-97	Quantum Scalar i2000/i6000 Library with 3,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-RS50-CB11 SSC2K-RS50-BL14	7-10905-122	Quantum Scalar i2000/i6000 Library with 5,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).</i>	
SSC2K-RS50-CD11 SSC2K-RS50-GN14	7-10905-180	Quantum Scalar i2000/i6000 Library with 5,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC2K-RS50-CG11 SSC2K-RS50-GL14	7-10905-125	Quantum Scalar i2000/i6000 Library with 5,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC2K-RS70-CB11 SSC2K-RS70-BL14	7-10905-218	Quantum Scalar i2000/i6000 Library with 7,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).</i>	
SSC2K-RS70-CD11 SSC2K-RS70-GN14	7-10905-186	Quantum Scalar i2000/i6000 Library with 7,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-</i>	



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 33 of 47

		VS00-GN1x).	
SSC2K-RS70-CG11 SSC2K-RS70-GL14	7-10905-204	Quantum Scalar i2000/i6000 Library with 7,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.	
SSC6K-RS90-CB11 SSC6K-RS90-BL14	7-10905-321	Quantum Scalar i6000 Library with 9,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).	
SSC6K-RS90-CD11 SSC6K-RS90-GN14	7-10905-328	Quantum Scalar i6000 Library with 9,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).	
SSC6K-RS90-CG11 SSC6K-RS90-GL14	7-10905-325	Quantum Scalar i6000 Library with 9,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.	
SSC6K-RSB0-CB11 SSC6K-RSB0-BL14	7-10905-347	Quantum Scalar i6000 Library with 11,000 Slots, No Drives, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 Price is per library. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-BL1x).	
SSC6K-RSB0-CD11 SSC6K-RSB0-GN14	7-10905-354	Quantum Scalar i6000 Library with 11,000 Slots, No Drives, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1	



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 34 of 47

		<i>Price is per library. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS00-GN1x).</i>	
SSC6K-RSB0-CG11 SSC6K-RSB0-GL14	7-10905-351	Quantum Scalar i6000 Library with 11,000 Slots, No Drives, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per library. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS00-GL1x). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>	
SSC6K-VS00-CB11 SSC6K-VS00-BL14	7-00905-420	Quantum Scalar i2000/i6000 Library with up to 12 Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Bronze, annual, zone 1 <i>Order one per library (up to 12 drives; standard and/or EDLM) if customer would like Quantum to provide onsite installation of CRUs instead of self installation. If library has more than 12 drives, also order one or more CRU installation services (SSC6K-VS12-BL1x) for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12.</i>	
SSC6K-VS00-CD11 SSC6K-VS00-GN14	7-00905-426	Quantum Scalar i2000/i6000 Library with up to 12 Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Next Business Day Gold, annual, zone 1 <i>Order one per library (up to 12 drives; standard and/or EDLM) if customer would like Quantum to provide onsite installation of CRUs instead of self installation. If library has more than 12 drives, also order one or more CRU installation services (SSC6K-VS12-GN1x) for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12.</i>	
SSC6K-VS00-CG11 SSC6K-VS00-GL14	7-00905-432	Quantum Scalar i2000/i6000 Library with up to 12 Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Gold, annual, zone 1 <i>Order one per library (up to 12 drives; standard and/or EDLM) if customer would like Quantum to provide onsite installation of CRUs instead of self installation. If library has more than 12 drives, also order one or more CRU installation services (SSC6K-VS12-GL1x) for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12.</i>	
SSCBB-RS01-CB11 SSCBB-RS01-BL14	7-10084-61	Quantum Scalar i2000/i6000 and Scalar 10K Library, Price Per 100 Slots, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1	
SSCBB-RS01-CD11 SSCBB-RS01-GN14	7-10905-198	Quantum Scalar i2000/i6000 and Scalar 10K Library, Price Per 100 Slots, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1	



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 35 of 47

SSCBB-RS01-CG11 SSCBB-RS01-GL14	7-10084-67	Quantum Scalar i2000/i6000 and Scalar 10K Library, Price Per 100 Slots, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1
SSC6K-REMH-CB11 SSC6K-REMH-BL14	7-10905-295	Quantum Scalar i6000 High-Density Expansion Module, module only, no slots, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per HDEM.</i>
SSC6K-REMH-CD11 SSC6K-REMH-GN14	7-10905-302	Quantum Scalar i6000 High-Density Expansion Module, module only, no slots, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per HDEM.</i>
SSC6K-REMH-CG11 SSC6K-REMH-GL14	7-10905-299	Quantum Scalar i6000 High-Density Expansion Module, module only, no slots, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per HDEM.</i>
SLBBN-RTDX-CB11 SLBBN-RTDX-BL14	7-00087-55	Quantum PX720, Scalar i2000/i6000 and Scalar 10K Library, Tape Drive Module, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Price is per tape drive. Bronze support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS12-BL 1x for Scalar i2000/i6000 or SSNDA-VS12-BL 1x for AEL6000).</i>
SLBBN-RTDX-CD11 SLBBN-RTDX-GN14	7-10905-192	Quantum PX720, Scalar i2000/i6000 and Scalar 10K Library, Tape Drive Module, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Price is per tape drive. NBD Gold support requires self installation of Customer Replaceable Units (CRUs). If customer would like Quantum to provide installation of CRUs, order Onsite Installation of CRUs service option (SSC6K-VS12-GN1x for Scalar i2000/i6000 or SSNDA-VS12-GN1x for AEL6000).</i>
SLBBN-RTDX-CG11 SLBBN-RTDX-GL14	7-00087-52	Quantum PX720, Scalar i2000/i6000 and Scalar 10K Library, Tape Drive Module, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Price is per tape drive. Gold support provides onsite installation of Customer Replaceable Units (CRUs) by Quantum at no additional charge; however, customer must still order the no-charge Onsite Installation of CRUs service option (SSC6K-VS12-GL 1x for Scalar i2000/i6000 or SSNDA-VS12-GL 1x for AEL6000). Customers with Gold support that choose to install CRUs themselves, without Quantum onsite installation, should not include the Onsite Installation of CRUs service option.</i>
SSC6K-VS12-CB11 SSC6K-VS12-BL14	7-00905-423	Quantum Scalar i2000/i6000 Library, additional set of 12 or Fewer Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Bronze, annual, zone 1 <i>Order one for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12 if customer would like Quantum to provide</i>



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 36 of 47

		<i>onsite installation of CRUs instead of self installation. Service level must match the warranty or service level coverage.</i>	
SSC6K-VS12-CD11 SSC6K-VS12-GN14	7-00905-429	Quantum Scalar i2000/i6000 Library, additional set of 12 or Fewer Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Next Business Day Gold, annual, zone 1 <i>Order one for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12 if customer would like Quantum to provide onsite installation of CRUs instead of self installation. Service level must match the warranty or service level coverage.</i>	
SSC6K-VS12-CG11 SSC6K-VS12-GL14	7-00905-435	Quantum Scalar i2000/i6000 Library, additional set of 12 or Fewer Drives, Quantum Onsite Installation of Customer Replaceable Units (CRUs), Gold, annual, zone 1 <i>Order one for each set of 12 or fewer drives (standard and/or EDLM) in excess of the first 12 if customer would like Quantum to provide onsite installation of CRUs instead of self installation. Service level must match the warranty or service level coverage.</i>	
SSC2K-REKM-BL10	7-00346-07	Quantum Scalar i2000/i6000 Encryption Key Management Solution, Bronze/Silver Software Support Plan (5x9 telephone), Per Drive Renewal, annual, all zones <i>Provides one year of 5x9 telephone support for one Scalar i2000/i6000 SKM- or Q-EKM-Enabled drive. Encryption key management solution support is required for each key-enabled drive, basis, and the contract length and level must match the service contract length and level of the associated library. Order this item for libraries with Bronze or Silver support.</i>	
SSC2K-REKM-GL10	7-00346-08	Quantum Scalar i2000/i6000 Encryption Key Management Solution, Gold Software Support Plan (7x24 telephone), Per Drive Renewal, annual, all zones <i>Provides one year of 7x24 telephone support for one Scalar i2000/i6000 SKM- or Q-EKM-Enabled drive. Encryption key management solution support is required for each key-enabled drive, basis, and the contract length and level must match the service contract length and level of the associated library. Order this item for libraries with NBD Gold or Gold support.</i>	
SSC6K-RDRU-CB11 SSC6K-RDRU-BL14	7-10875-10	Quantum Scalar i6000 Dual Robot, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1	
SSC6K-RDRU-CD11 SSC6K-RDRU-GN14	7-10875-22	Quantum Scalar i6000 Dual Robot, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1	



Subject: **Service Plan**
Product: **Scalar i2000/i6000 Tape Library**
Service NPI Manager: Bob O'Brien

Document No: 0-13997-03


Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 37 of 47

SSC6K-RDRU-CG11 SSC6K-RDRU-GL14	7-10875-16	Quantum Scalar i6000 Dual Robot, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1	
SSC6K-RCSH-CB11 SSC6K-RCSH-BL14	7-10905-396	Quantum Scalar i6000 High-Density Expansion Module Cartridge Scanner, Bronze Support Plan (5x9xNBD CRU), Renewal, annual, zone 1 <i>Order one per HDEM scanner.</i>	
SSC6K-RCSH-CD11 SSC6K-RCSH-GN14	7-10905-402	Quantum Scalar i6000 High-Density Expansion Module Cartridge Scanner, Next Business Day Gold Support Plan (7x24xNBD CRU), Renewal, annual, zone 1 <i>Order one per HDEM scanner.</i>	
SSC6K-RCSH-CG11 SSC6K-RCSH-GL14	7-10905-405	Quantum Scalar i6000 High-Density Expansion Module Cartridge Scanner, Gold Support Plan (7x24x4 CRU), Renewal, annual, zone 1 <i>Order one per HDEM scanner.</i>	
SSCBB-RKMA-RE11	7-00981-01	Quantum Scalar Key Manager High-Availability Appliance Pair, Rapid Exchange, Extension/Renewal, annual, zone 1	

	Subject: Service Plan	Document No: 0-13997-03
	Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Revision: B Date: 06/05/2015
Program: Scalar i2000/i6000		

Appendix B: Third Party Maintainers (TPMs)

TPMs are generally engaged to provide on-site service for Quantum mid-range and entry-level Automation/Disk-based products and are leveraged to service all Quantum libraries in regions where Quantum-badged resources are not available. Each TPM technician is required to register on Quantum's StorageCare Learning website and earn certification through computer-based training or instructor lead training prior to servicing Quantum libraries.

When the End-User's issue requires TPM to provide Services, Quantum will forward call information with the product serial number to TPM by placing a service call (by phone or email) to TPM Dispatch.

Quantum will notify TPM Dispatch of Spare Part(s) support specifics (i.e. what will be provided, where the shipment is being sent, estimated time of arrival for shipment, carrier and tracking number). The TPM will dispatch a service call to a Field Engineer in response to a Quantum service call, and advise Quantum by phone or automated email the status of the TPM dispatch. The timing of the dispatch will be dependent upon the time zone and contracted Entitlement SLA for the End-User.

The TPM will gather data to open and enter a service call and advise Quantum via phone or automated email of the incident number assigned within 30 minutes of receiving the service call dispatch request from Quantum (for 7x24x4hr calls or during normal business hours where applicable).


The TPM Field Engineer will attempt to call the End-User within thirty (60) minutes of service call dispatch to Field Engineer if the End-User has a 7/24/4hr contract, and arrange for on-site arrival, if the End-User has a Next Business Day contract or warranty, he field engineer will contact the end-user within normal business hours the day of service. The TPM Field Engineer will advise Quantum Global Service Center (GSC) at 800-284-5101, Option 8 and leave a voice message if necessary, by Business to Business update, or automated email update to Quantum's Alias address immediately thereafter of estimated time of arrival after Field Engineer confirms with End-User.

The Field Engineer will arrive within the designated response time as indicated in the Entitlement, contingent upon Spare Parts arrival at End-User site, or other agreed upon time. Field Engineer will advise Quantum Global Service Center (GSC) at 800-284-5101, Option 8 and leave voice message if necessary, or by Business to Business update, automated email update to Quantum's Alias address of actual arrival at End-User site, and to confirm work-to-be-done notes (WTBD).

On-Site Break/Fix - TPM will perform Onsite Break / Fix services, including replace the defective part(s), install firmware upgrades (if required), run appropriate diagnostics and return the unit to good operating condition (defined as the applicable product functions in accordance with Quantum's operating and performance specifications and successfully completes all of Quantum's diagnostic routines). Should it become necessary for the TPM Field Engineer to leave the End-User's site prior to completion of services (e.g. awaiting spare parts arrival, rescheduled per End-User request, etc.) the Field Engineer will close the call, and contact Quantum GSC at 800-284-5101, Option 8 and leave a voice message if necessary, or by Business to Business update, or automated email update to the Alias address to apprise of the situation. A new dispatch task will be created for the TPM Field Engineers return trip.

The TPM will attempt to obtain End-User confirmation and signature of completed services by Field Service Report or equivalent. The Field Engineer will notify Quantum of service call completion by contacting Quantum GSC at 800-284-5101, Option 8 and leave a voice message if necessary, or by Business to Business update, or automated email update to the Alias address, before leaving the End-User site.

Escalation - TPM service representatives will adhere to escalation procedures according to TPM's standard escalation practices. Action notices are automatically generated within TPM i) after having received no response from the Field Engineer following 45 to (60) minutes of dispatching the service call, and ii) as time elapses in one (1) hour intervals following the scheduled arrival time. Other members of the technical and management community are engaged based upon specific circumstances.

	Subject: Service Plan	Document No: 0-13997-03
	Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Revision: B Date: 06/05/2015
Program: Scalar i2000/i6000		Page 39 of 47

Appendix C: Quantum Authorized Partners

Authorized Service Providers (ASP)

Who are ASP's?


- Must be a Quantum Premiere VAR or ESP / EVAR – Not every PVAR, ESP/EVAR is an ASP
- Business Plan for continued growth of sales
- Offer complete solution to their customer - PRODUCT & SERVICE

Why does Quantum have ASP Programs?

- Sales enabling business model for developing and emerging markets while not losing money
 - **Differentiates Quantum sales/svc programs from other manufacturers.**
 - **Gives partners opportunity to earn margin on service**
 - **Program enables partners to own entire data center projects (core markets)**
- Enables Quantum to sell and service in territories with lower investment – ex – ROE, ASEAN, Japan, India, Brazil, Argentina
- ASPs fill gap between normal Quantum service model and market specific requirements
- Allows lower infrastructure costs since ASPs do first and second level support

Process for signing up an ASP

- Quantum Sales TM establishes with the potential provider proven ability to generate L-T Client relationships & produce strong sales
- Business Plan for continued sales growth
 - **Sales TM presents & Territory Sales Director signs off > engage Service Division**
- Proposed ASP completes Service Provider Information Form
- Key Contacts
- Engineers' contact details and current experience
- Evidence of servicing successfully in the Storage Market
- Service Coverage Capability
 - **Signed off by Territory Service Director**
- Quantum ASP Agreement
- Product Lines Covered – **ASP's do not automatically have the right to support all products in Quantum's range, this is dependent on Service Capability, Experience and of course subject to training.**

	Subject: Service Plan	Document No: 0-13997-03
	Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Revision: B Date: 06/05/2015
Program: Scalar i2000/i6000		Page 40 of 47

- Territory Specific Limitations
- Schedule Training
- Educate on interaction – Service Contract + Logistics + Tech Support...

Available ASP Programs and the respective obligations and responsibilities:

- Quantum Authorized Service Provider – Partner Onsite (Quantum Spares) Program


The Quantum ASP Provider Onsite Program is designed for Providers who have significant sales and support capabilities and who have the ability to drive future sales through their ability to provide comprehensive sales and service coverage for their customers. Selection of Provider for this program is based on the Provider's proven ability to generate long-term client relationships and produce strong sales and robust support infrastructures. Provider obligations and responsibilities under the Partner Onsite Program are summarized as follows:

 - Provider is the primary interface for all customer interaction.
 - Provider performs all basic triage and primary troubleshooting—as well as advanced, comprehensive troubleshooting, and onsite support in accordance with Quantum training and accreditation.
 - Provider holds the support contract with the end user—offering their own, customized support coverage product.
 - Provider service offering is not required to be consistent with Quantum service offerings. Provider shall provide the applicable initial warranty service at no charge to Quantum.
 - Provider is required to have 7X24 call center capabilities.
 - Subject to the number of Products under support and the geography covered, Provider must have at least two engineers trained by Quantum to support the Quantum Product lines that the Provider covers.
 - Provider purchases a contract from Quantum for access to spares and 3rd level escalation support.

- Quantum Authorized Service Provider – Partner Owned Spares Program

The Quantum ASP Provider Owned Spares Program is primarily a program designed for use in developing markets and to support high Service Level Agreements (SLA's) in developed markets. Selected Providers in these markets possess an advantage in delivering support within their region by virtue of having a thorough understanding of local support and logistics challenges. Providers are chosen for their ability to provide quality service in developing markets or for their ability to respond to service requests within four hours. Provider obligations and responsibilities under the Partner Owned Spares Program are summarized as follows:

 - Provider is the primary interface for all customer interaction.
 - Provider performs all basic triage and primary troubleshooting—as well as advanced, comprehensive troubleshooting, and onsite support.

	Subject: Service Plan	Document No: 0-13997-03
	Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Revision: B Date: 06/05/2015
Program: Scalar i2000/i6000		Page 41 of 47

- Provider holds the support contract with the end user—offering their own, customized support coverage product.
- Provider service offering is not required to be consistent with Quantum service offerings.
- Provider is required to have 7X24 call center capabilities.
- Subject to the number of Products under support and the geography covered, Provider must have at least two engineers trained by Quantum to support the Quantum Product lines that the Provider covers.
- Provider owns and manages their own spares inventory by purchasing spare parts from Quantum—making sure to always maintain adequate logistics capabilities and spare parts inventory to support their customers.
- Provider purchases a contract from Quantum for spares exchange support via a Receive and Exchange model and 3rd level escalation support.

Quantum's Responsibilities


- Provide Training – Computer Based & / or Instructor Led Training
- 3rd Level Escalation Support over the phone
- Parts
 - Partner Owned Spares Program - Sale of regional kit for Partner Owned Spares Program including parts replenishment under “receive & exchange” for solutions under contract with Quantum.
 - Partner Onsite Program (QTM Spares) – provide advance exchange of parts on units under contract.
- Provide access to Quantum Customer Service Website and other online tools that will aid the ASP in supporting their customers.

GEO of ASP Programs

- US, Canada & Mexico – No Authorized Service Providers
- LATAM & Caribbean – ASP Partner Owned Spares Program
- European Union – where Quantum has a spares inventory investment in country and / or Next Business Day Support is required, Providers (excluding ISIT) are registered under the Partner Onsite (QTM Spares Program)
- EMEA (Non-EU Countries) – Providers purchase a spares kit and support under ASP Partner Owned Spares Program
- APAC – (excluding Quantum Storage South Asia in Singapore & Tokyo Electron Device in Japan), all providers are currently set up under Partner Onsite (QTM Spares) Program.
 - The above is subject to change and is dependent on country.

Selection of ASP's to support i40 / i80

- Selection will be based on the following
 - ASP's experience of servicing Tape Solutions
 - ASP's Sales Plan
 - Sign off by the Service Director for that region
 - Training & Purchase of the relevant ASP Part Numbers for access to 3rd level escalation Support and access to spares / replenishment of spares

	Subject: Service Plan	Document No: 0-13997-03
	Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Revision: B Date: 06/05/2015
Program: Scalar i2000/i6000		Page 42 of 47

ASP Part Numbers & Pricing

- Service contracts plan available will match that available to Quantum end user customers, however pricing will be calculated at the following percentages off the Quantum MSRP
 - Partner Onsite Program (QTM Spares) – HW Service MSRP, Zones 1, 2 & 3 less 40%
 - Partner Owned Spares – HW Service Zone 2 MSRP less 65%
 - Part Numbers will be available for purchase by the ASP during and after the warranty period – the contract term purchased must be approximately equal to that sold to the end user customer.

Authorized First Call Providers (AFCP)


The Quantum First Call Provider Program is designed for Value-Added Resellers who are building solution practices around backup, recovery and archiving technologies; and who have the ability to drive future sales through their ability to provide comprehensive sales and first call service coverage for their customers. Selection of candidates for this program is based on the partner's proven ability to generate long-term client relationships and produce strong incremental sales. Candidates for this program must also have a robust technical telephone support infrastructure.

AFCP Program obligations and responsibilities:

- Provider is the primary interface for all customer interaction.
- Provider holds the support contract with the End User, which will be no less than a Quantum Gold (7x24x4) Service Level Agreement
- Provider takes first call from their customer and provides First and Second Level Support each as defined in the Addendum (collectively, "First Call Services") and summarized as follows:
 - General product information,
 - Configuration support,
 - Collect relevant technical problem identification information,
 - Filter non-technical questions from technical problems,
 - Route error log capture and transmission first to the Provider's internal Quantum Expert and then, as needed, to Quantum for analysis and interpretation
 - Identify sufficient data to reasonably conclude that a high probability exists that the Problem originates with or relates to a Supported Quantum Product and open a Service Request with Quantum.
- Provider is required to have 7X24 call center capabilities, staffed with Quantum Trained Personnel the number of which shall be dependent on customer installed base, but in no event less than two.
- Provider is required to have sufficient technically trained resources to meet their customer's needs.

Quantum's Responsibilities

- Provide Training – Computer Based & / or Instructor Led Training
- 3rd Level Escalation Support over the phone
- Upon provision of troubleshooting by AFCP, provide onsite and spares resources

	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 43 of 47

- Provide access to Quantum Customer Service Website and other online tools that will aid the ASP in supporting their customers.

GEO of AFCP Program


- US & Canada
 - The above is subject to change and is dependent on country.

Selection of AFCP's to support i40/i80

- Selection will be based on the following
 - AFCP's experience of servicing Tape Solutions
 - AFCP's Sales Plan
 - Sign off by the Service Director for that region
 - Training & Purchase of the relevant AFCP Part Numbers for access to 3rd level escalation Support and access to spares / replenishment of spares

ASP Part Numbers & Pricing

- Service contracts plan available will match that available to Quantum end user customers, however pricing will be calculated at the following percentages off the Quantum MSRP
 - Gold HW & SW Service MSRP less 25% only

	Subject: Service Plan Product: Scalar i2000/i6000 Tape Library Service NPI Manager: Bob O'Brien	Document No: 0-13997-03 Revision: B Date: 06/05/2015
	Program: Scalar i2000/i6000	Page 44 of 47

Appendix D: Quantum Branded Scalar i6000 i12 Affected Components Release Strategy

Quantum Branded Scalar i6000 **i12** Affected Components Release Strategy (01/21/15)

i6k System/Component Description	Fresh Lot Systems	EM Upgrade New Module	EM Upgrade Fielded Module	Repair	Downgrade Notes	Comments
MCB – Gen 1 Robot	N/A	N/A	N/A	"Like for Like" Replacement	No downgrade support of MCB2 below i11	MCB1 Minimum code level is i8.3 MCB2 Minimum code level is i11
MCB – Gen 2 Robot	<u>Stop</u> shipping MCB1 <u>Start</u> shipping MCB2 with i11 cut-in	N/A	N/A	"Like for Like" Replacement	No downgrade support of MCB2 below i11	MCB1 Minimum code level is i8.3 MCB2 Minimum code level is i11
CMB – Gen 1 Robot	N/A	Ship with CMB1 through May 2015 or exhausted supply (i10.x to support CMB2 with MCB1 date TBD)	No impact fielded EMs as a result of adding an EM with CMB2	"Like for Like" Replacement	Auto-leveling. No downgrade support of CMB2 below i11.1 or i10.x	MCB1 Minimum code level is i8.3 CMB2 Minimum code level is i11.2
CMB – Gen 2 Robot	<u>Stop</u> shipping CMB1 <u>Start</u> shipping CMB2 with i11.2 cut-in	Ship with CMB1 through May 2015 or exhausted supply (i10.x to support CMB2 with MCB1 Date TBD)	No impact fielded EMs as a result of adding an EM with CMB2	"Like for Like" Replacement	Auto-leveling. No downgrade support of CMB2 below i11.1 or i10.x	MCB1 Minimum code level is i8.3 CMB2 Minimum code level is i11.2



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 45 of 47

RCU – Gen 1 robot	N/A	N/A	N/A	"Like for Like" Replacement	Auto-leveling.	RCU2 not allowed on Gen1 HW
RCU – Gen 2 robot	Stop shipping RCU1 Start shipping RCU2 with i11 cut-in	N/A	N/A	"Like for Like" Replacement	Auto-leveling. No downgrade support of RCU2 below i11.	MCB2 required with RCU2. Gen2 HW only
CPC CPC2 needed to support "drives anywhere" beyond frame 8. CPC3 needed to Support CM3/DREM3 (HDDM)	Stop shipping CPC1 Start shipping CPC2 with i11 cut-in (may cut-in earlier if needed by supply chain) Stop Shipping CPC2 Start shipping CPC3 with i12.2 cut-in and CM3/DREM3	Stop shipping CPC1 Start shipping CPC2 with i11 cut-in (may cut-in earlier if needed by supply chain) Stop Shipping CPC2 Start shipping CPC3 with i12.2 cut-in and DREM3	No CPC upgrade to frames 1-8 <u>Configurator driven</u> • All frames 9 + get CPC2. Add "CPC2 installed" label per drive cluster Upgraded SEM3 → DREM3 need CPC3	"Like for Like" replacement until CPC1 is consumed. Then CPC2 replaces CPC1 Make available Drive Cluster FRU with CPC2 Can't replace CPC2 with CPC3. Need to continue CPC2 like for like replacement.	No code impact??	CPC2 or CPC3 needed to support drives in Frame 9 and above



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 46 of 47

i6k System/Component Description	Fresh Lot Systems	EM Upgrade New Module	EM Upgrade Fielded Module	Repair	Downgrade Notes	Comments
<p>LBX</p> <p><i>LBX3 needed to support HDEM functionality</i></p> <p><i>No Dot = LBX2 Gen1 2-00028-01/02</i></p> <p><i>Blue Dot = LBX2 Gen2 2-00028-04/06/08</i></p> <p><i>Red Dot = LBX2 Gen3 2-00028-07/09</i></p> <p><i>White Dot = LBX3 2-00846-01</i></p>	<p>Start shipping</p> <p>HP CM/SEM/DREM/HD EM White Dot</p> <p>QTM CM/SEM/DREM Red Dot HDEM White Dot</p>	<p>Stop shipping "Blue Dot" LBX2</p> <p>Start shipping</p> <p>QTM "Red Dot" LBX2 with i11 cut-in</p> <p>HP start shipping White Dot</p>	<p><u>Configurat or driven</u> Gen1 HW - 4 frames or less (No Dot or Blue Dot) 8 frames or less (all must be Blue Dot) 12 frames or less (module 8-12 must be Red Dot)</p> <p>QTM Gen2 HW - All EM upgrades get Red Dot. HDEM Tower gets White Dot LBX3.</p> <p>HP - N/A - HP to manage.</p>	<p>"Like for Like" replacement until "No dot, Blue Dot"</p> <p>Then Red Dot replaces No Dot and Blue Dot.</p> <p>White Dot on HDEM is mandatory "like for like" replacement</p> <p>HP to manage ESL G3</p>	<p>No code impact</p>	<p>White Dot LBX3 required for HDEM</p> <p>White Dot LBX3 cannot be adjacent to a No Dot LBX</p> <p>All SEM/DREM/C M upgrades & fresh lot get Red Dot.</p> <p>If Gen1 with no dot - Ship a Blue Dot on the side as an extra.</p>
CLX1	Ships new with i12.2 CM3/DREM3	Ships new with i12.2 CM3/DREM3		Like for like replacement		CLX1 cannot be adjacent to a No Dot LBX
<p>IEX</p> <p>IEX3 (2-00841-01) needed to support HDEM functionality</p> <p>IEX4 (2-00841-02) needed to support CM3/DREM3/SE M3</p>	<p>Stop shipping IEX2 Start shipping IEX3 with i11 cut-in (may cut-in earlier if needed by supply chain)</p> <p>Stop shipping IEX3 Start shipping IEX4 with i12.2 cut-in</p>	<p>Stop shipping IEX2 Start shipping IEX3 with i11 cut-in (may cut-in earlier if needed by supply chain)</p> <p>Stop shipping</p>	<p>No change to fielded units required</p>	<p>"Like for Like" replacement until IEX2 is consumed. Then IEX3 replaces IEX2</p> <p>"Like for Like" replacement until IEX3 is</p>	<p>No code impact</p>	<p>IEX3 or IEX4 required for HDEM only</p> <p>IEX4 required for CM3/DREM3/SE M3 only</p>



Subject: **Service Plan**
 Product: **Scalar i2000/i6000 Tape Library**
 Service NPI Manager: Bob O'Brien

Document No: 0-13997-03

Revision: B

Date: 06/05/2015

Program: **Scalar i2000/i6000**

Page 47 of 47

		IEX3 Start shipping IEX4		consumed. Then IEX4 replaces IEX3		
IEM1 (2-00705-02 & 2-00705-03) New IEM1 P/N (2-00705-03) needed to support HDEM functionality	Stop shipping IEM1 (2-00705-02) Start shipping IEM1 (2-00705-03) with i11 cut-in (may cut-in earlier if needed by supply chain)	Stop shipping IEM1 (2-00705- 02) Start shipping IEM1 (2-00705- 03) with i11 cut-in (may cut-in earlier if needed by supply chain)	No moving doors in the field Leave all existing EM with existing IEM	"Like for Like" replaceme nt until IEM1 (2- 00705-02) is consumed. Then IEM1 (2-00705- 03) replaces IEM1 (2- 00705-02)	No code impact	IEM1 (2-00705- 03) required for HDEM only
TRM	Continue shipping TRM1 for all systems 8 frames or less Start shipping TRM2 for all system 9 frames and larger Cut-in is not code dependent.	Ship TRM2 for upgrades that result in a system 9 frames or larger	N/A	"Like for Like" "replaceme nt	No code impact	TRM2 available via engineering rework until supply chain fulfillment targeted by July 2013