



Overseas Software & Network Configuration Service

Ruijie Networks Co., Ltd.

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1 Description of Service Product

For customers who have purchased Ruijie's software & network configuration service, Ruijie will assign experienced engineers to provide product deployment planning, software debugging, testing and acceptance services during network construction, expansion, and transformation, helping customers complete the deployment of Ruijie network products in a rapid and standardized way and ensuring efficient and high-quality project delivery.

2 Content of Service Product

Service Module	Service Content
Device deployment plan (optional)	<ol style="list-style-type: none"> 1. Provide corresponding product deployment plans for devices for which customers have purchased software & network configuration service based on device deployment scenarios and requirements, and output device configuration scripts based on the contents of the product deployment plans; 2. The device deployment plan involves the cutover of other peripheral node devices. Before cutover, it is necessary to plan and determine the cutover plan with customers and other stakeholders, and formulate detailed steps for corresponding device cutover and rollback; 3. Based on the product deployment plan, match the appropriate software version; 4. If the product deployment scenario is complex, the engineer will verify the corresponding product on-site based on the on-site environment and customer opinions, and adjust and optimize the product deployment plan based on the verification results to ensure the feasibility of the plan.
Basic remote configuration service (optional)	The engineers provide basic configuration, which is convenient for remotely linking to the device from outside; For example, Telnet, SSH, out-of-band IP address and other configurations of the device
Device system management software & network implementation deployment (optional)	<ol style="list-style-type: none"> 1. Upgrade the device OS, and import the software license. 2. Configure the device script, and install the server OS. 3. Cut over the services of related business systems, and migrate related data. 4. Test the business system and output the test plan; 5. Provide on-site attendance after cutover.
Product basic maintenance training (optional)	After the product is deployed, provide customers with training on basic product maintenance methods on site (no more than 0.5 work days)
Engineer acceptance assistance (standard configuration)	Assist the general responsible party of the project in completing the formulation of the acceptance plan of related products, and implement it on site or assist in carrying out the acceptance work according to the requirements of contract acceptance.

Note:

1. The service engineer can only operate after authorized by the customer in writing on the premise of ensuring the security of the customer network.
2. With Ruijie's capabilities on overseas software integration and delivery, Ruijie can also provide customers with basic initialization and debugging deployment services for non-Ruijie brand devices (such as servers, storage and switches) by case after evaluating the feasibility of the service and clarifying the content of the service product according to the service requirements of customers.

2.1 Product Deployment Plan

Provide support for the formulation of deployment plans for the devices for which customers have purchased PSC software debugging services, and plan specific service content and division of responsibilities for product deployment:

No.	Detailed Service Content	Responsibility Party
1	Confirm the list of devices to be debugged, and agree with customers about the scope of devices to be debugged.	Ruijie
2	Feed back the deployment scenarios and functional requirements of devices. If other node devices in the surrounding area need to be adjusted during deployment, synchronization needs to be performed in the planning stage.	Customer
3	Output the product deployment plan according to the deployment requirements of the devices; Based on the product deployment plan, match the appropriate software version; In the product deployment planning phase, focus on whether the cutover of other peripheral node devices is involved. In the cutover phase, it is necessary to plan and determine the cutover plan with customers and other stakeholders, and formulate detailed steps for corresponding device cutover and rollback; If the product deployment scenario is complex, the engineer will verify the corresponding product on-site based on the on-site environment and customer opinions, and adjust and optimize the product deployment plan based on the verification results to ensure the feasibility of the plan.	Ruijie
4	Review the product deployment plan provided by Ruijie, and put forward review opinions, and use the final confirmed version of the product deployment plan as a reference for subsequent product deployment.	Customer

2.2 Product Implementation Deployment

Ruijie engineers will confirm the overall implementation progress of the project with the project manager, and carry out product online deployment and various normative inspection actions according to the schedule requirements of the product implementation deployment plan to ensure the overall implementation quality of the product.

Division of responsibilities during the product implementation deployment phase:

No.	Detailed Service Content	Responsibility Party
1	Carry out product online deployment and various normative inspection actions based on the schedule requirements of the project to ensure the quality of implementation: <ul style="list-style-type: none"> Conduct a standardized inspection of hardware installation based on the Ruijie network project implementation specifications and give optimization suggestions; Configure and debug device parameters according to the product deployment plan; Conduct a regulatory inspection of related device software debugging according to the Ruijie network project implementation specification; Adjust and optimize the network configuration parameters according to the customer's network operation; 	Ruijie

2	Assist in the functional performance test after the deployment of the product	Customer
3	Timely solve the configuration problems and product problems that may occur during the deployment of the product	Ruijie

2.3 Product Basic Maintenance Training

After the product is deployed, provide customers with training on basic product maintenance methods on site.

Product basic maintenance training:

No.	Activity	Responsibility Party
1	Ruijie engineers will organize the basic product maintenance training materials regarding the deployed products after they are deployed online stably. The materials include the basic configuration and daily basic maintenance content of the products deployed online, and ensure that customers master the product basic maintenance skills through on-site training.	Ruijie
2	Participate in the basic product maintenance knowledge training provided by Ruijie, master product maintenance skills requirements through training, and possess daily basic maintenance capabilities	Customer

2.4 Engineering Acceptance Assistance

Assist the general responsible party of the project in completing the formulation of the acceptance plan of related products, and implement it on site or assist in carrying out the acceptance work according to the requirements of contract acceptance.

2.5 Service Deliverables

After completing the product deployment implementation, Ruijie network engineers deliver the following software debugging supporting documents to customers:

Product Implementation Deployment Plan

Network Topology

IP Address Planning Table

Network Device Information Table