



Network Engineering Technologies
3140 Deming Way
Middleton, WI 53562
www.nettechnology.com

Vendor: 60426
Purchase Order: 641035-1298687-03098
Work Order: 1298687
Service ETA: 5/26/2021 7:45 AM
*Purchase Order MUST appear on all invoices and
emailed to apinbox@nettechnology.com or invoice will be
rejected, Invoice must match this Purchase Order Receipt.

Site Location Information

Customer: CVS Pharmacy
Site Number: 03098
Location: Pharmacy
123 Windermere Ave. PO Box 1837
Greenwood Lake, NY 10925
(845) 477-8015
Site Contact:

Technician Information

Technician Name: Walter Arenas
Technician Phone: (201) 724-2643
Techs Manager: Unknown
Manager Phone: 4058021262

***** MUST CALL UPON ARRIVAL AND BEFORE SITE DEPARTURE *****

NET Contact Info: Please Call: 1 608 827-2270 *Your call will be handled in the order received* The following Login information is needed: your name, Company Name, work order#, callback number(mobile#)

Scheduling

1 billable technician required Arrival Time: 5/26/2021 7:45 AM

Scope of Work

CVS Server Upgrade Project-IBM Blade HS23 server SOW

NET techs will LOG IN/LOG OUT LIVE by calling (608) 827-2270

CALL CVS_ROC 888-401-4601, Option 4.4 **In order to ensure accurate onsite times, tech will need to log in with NET Support and then immediately log in with CVS ROC. At log out, ROC will provide you a log out code.

If the store personnel question the validity of this visit, the manager can call 888-401-4601, Option 4.4 (CVS-ROC) or can reference this CVS Help Desk ticket number: INC8128517

PPE requirement: Use of Face Masks or Cloth Face Covers

Main SOW: Tech to install a new HS23 IBM Blade in place of the existing HS12 IBM Blade server.

Description of Work to be performed- Please refer to the most recent CVS Redbook for exact instructions

- Obtain permission from the Manager to locate the boxes that was shipped to the store
 - Perform an inventory of the boxes and notify the ROC of your findings
 - ROC will perform some remote software procedures on the HS23 Blade
 - Work with ROC to determine where the new HS23 Server will be installed
 - Power down the HS12 Blade server as per CVS instructions
 - Remove the HS12 Blade server
 - Remove the Top hard drive on the existing HS12 server and install it into the Bottom hard drive slot on the new HS23 server
 - Remove the Bottom hard drive on the existing HS12 server and install it into the Top hard drive slot on the new HS23 server
- *Note: You will be able tell if the drives are in the correct position by making sure Bay 0 =SAS, Boot as noted in page 10 in Redbook. If done incorrectly, Bay 1 may be listed as the "Boot" drive and the blade will need to be powered down and switch the hard drives to correct position.
- Install the new HS23 Blade server into the slot that you removed the existing HS12 from
 - Power up the new HS23 Blade server
 - Once HS23 is booted up contact the ROC
 - The ROC will perform some equipment testing
 - Based on the Redbook pack up the old HS12 Blade server and affix the tracking label sent with the new HS23



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- shipment so that the old equipment gets picked up and shipped out of the store
- n. Prior to logging out with the ROC the technician must send both the pre and post installation pictures of the rack and installation (details to be provided in the CVS instructions)
- o. Clean up manager's office and take photo
- p. Call ROC to log out
- q. Call NET to log out

Required Tools/Materials:

- 13 mm socket and ratchet and/or adjustable crescent wrench
- 5/32" Allen key/wrench
- Flathead and Philips screw drivers
- Spare Cat5 Ethernet Patch cables (Preferably 5,7,10 and 15' Blue Ortronics)
- Velcro for cable management
- Smart phone with camera/emai
- VGA monitor
- keyboard

Required Photos

- 1) HS23 placement overview (either at 7' rack or managers office)
- 2) Data rack/cabinet
- 3) Old HS12 server packed in box with box open
- 4) Packed up box with box closed
- 5) Close up of return label
- 6) Overview of Manager's office cleaned up after install

Pictures must be emailed to dss@nettechnology.com, before tech is released from site. When sending pictures the email subject line must read "[xxxxxx]" where xxxxxx= WO ID found on Purchase Order; usually 7 digits long. ***IMPORTANT – Subject line must be enclosed in BRACKETS [] and not PARENTHESIS ().***

Resolution

Customer - Managers Name (PRINT)

Customer - Managers Name (SIGN)

Date Time

Technicians Name (PRINT)

Technicians Name (SIGN)

Date Time

MANDATORY SIGN OFF OF TECHNICIAN AND CUSTOMER CONTACT MANAGER

Sign Off does not release tech from the job site. Any questions need to be directed to NET Tech Support.