

Guide

Husky IVO Warranty and Support Model

Prepared by:

Cristina-Elena Saitan, Senior Process Manager, Sales & Tech Operations

Milestone collaborates with Reseller and Distributor partners to provide technical support for XProtect software issues and with Dell Technologies for HUSKY IVO hardware issues.

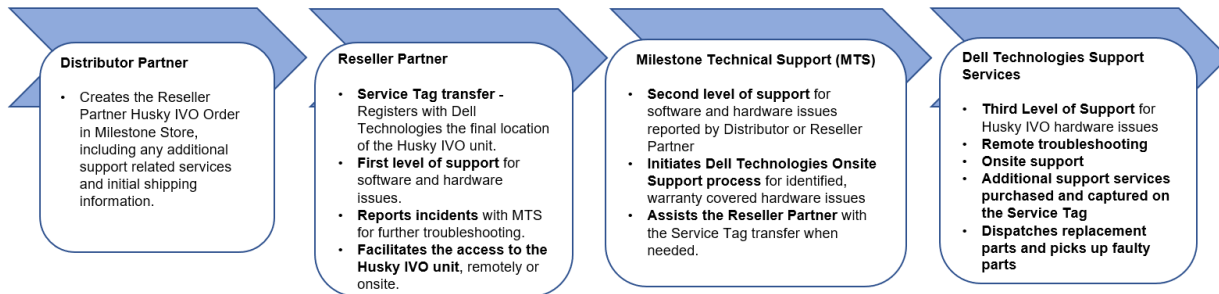


Figure 1. Husky IVO support model

The Husky IVO Warranty is supported by troubleshooting and diagnosis services, including onsite support service by Dell Technologies and their accredited partners. With these services, Milestone will determine how to remedy a material defect.

If Milestone and/or Dell Technologies determines that the issue is the result of a defect in materials or workmanship, and the issue is not able to be resolved remotely, Milestone Technical Support may determine that the qualified support case (incident) requires on-site support. In such case a Service Technician will visit the site where Milestone was informed that the Husky IVO is located. Please be aware if the Husky IVO is located or has been moved into a country where Dell Technologies does not provide next business day onsite support and/or other additional services purchased, such as “Keep Your Hard Drive”, the customer will not be eligible for such services.

Note: As Reseller Partner remember to register the location of the Husky IVO unit with the customer via the Service Tag Transfer process as soon as the unit is purchased. Further information on Service Tag Transfer can be found [here](#).

Dell Technologies will provide onsite support service on a best effort basis. You can find the countries where onsite support services can be provided [here](#) or via a QR code inside the Husky IVO box.

Next business day onsite support service may be delayed if the terms for this Dell Technologies service cannot be met. For instance, if a request is made and it is decided to be a Qualified Incident after local business hours and/or if Husky IVO is in another time zone than where the partner registering the case is calling from.

The onsite support service is always conditional upon a customer authorized representative, being at the location when the Service Technician arrives, otherwise the Service Technician cannot service your Husky IVO, and the customer may be charged a fee for a follow-up support service.

In case of specific security requirement(s) for the Service Technician entering the site, make a special request for Service Technicians to commit to the security and/or clearance procedures etc. beforehand. This may affect the ability to provide you with next business day onsite support. Failure in doing so is subject to an additional fee and separate terms.

If a support-related service has been scheduled, any changes to the schedule may be subject to a rescheduling fee. Rescheduling of the service must be agreed upon at least 8 days prior to commencement of such service.

Learn more about the Husky IVO warranty from the [Husky IVO - Warranty Card](#) available [here](#)

Information and troubleshooting steps required when opening a Husky IVO case for hardware issues with Milestone Technical Support (MTS):

- Have the five-to-seven-digit Husky IVO Service Tag number at hand.
- Full address of the Husky unit location.
- For hard drive issues provide the hard drive PPID as mentioned on its sticker together with the Husky IVO Service Tag number.

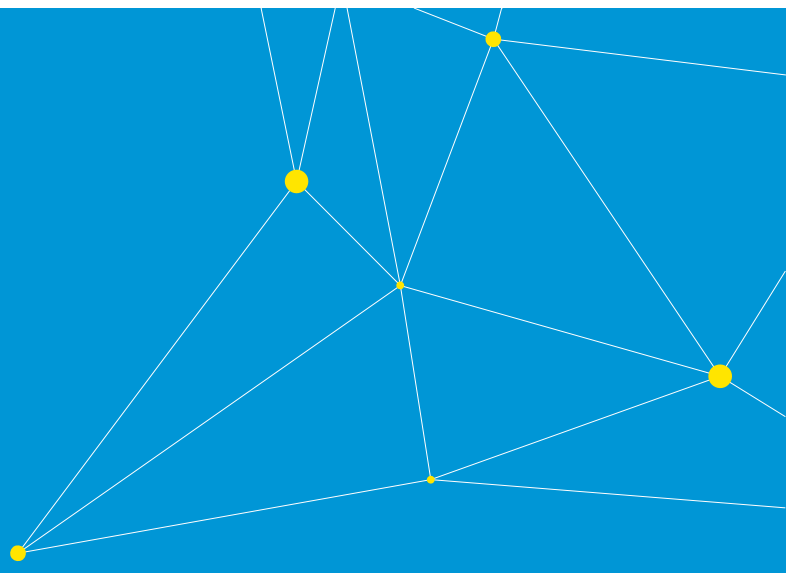


Figure 2. Hard drive label with PPID highlighted

- Advise the answering Milestone technician how many users are impacted and if the system is in / out of production.
- Advise the Milestone technician what the failure is and what troubleshooting has been done to identify the failure.
- Advise the Milestone technician if the customer is not available/capable to do a diagnostic testing.
- If possible, capture the SupportAssist Collection (Also known as TSR or DSET) log prior to calling or logging a case with MTS. Please refer to the below:

iDRAC9 <https://www.dell.com/support/article/au/en/audhs1/sln306670/how-to-manually-create-the-supportassist-collection-with-idrac-9?lang=en>

iDRAC7&8 <https://www.dell.com/support/article/au/en/audhs1/sln295784/how-to-export-a-supportassist-collection-and-the-raid-controller-log-via-idrac-7-and-8?lang=en>



Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.