Global Installation and Service

AmosConnect™ installation:
Scope of work

This document describes the scope of work for a standard AmosConnect Installation.

1.   Conditions

The following conditions have to be met for a successful installation:

- Licenses for the software to be installed must be requested and available before the installation.
- Configuration information, like email addresses, mailbox Ids, etc must be available before the installation.
- The availability of a working server PC conforming to requirements for AmosConnect
- The Server PC must be connected to the Satellite terminal
- The PCs must be free of Viruses
- If the Installation includes client software installation on other pc's, the Client PC and server PC must have TCP/IP connectivity.

2.   Software versions

The following are supported by GI&S for installation. Software version:

- AmosConnect software version 7.4.27
- AmosConnect software version 8.2.x or higher
- AmosConnect Antivirus version not older than two weeks
- AmosConnect Crew CommCenter version 5.x or higher

3.   Activities in a Standard Installation

The following activities are in the scope of work for a standard installation:
- AmosConnect upgrade to Version 7.4.27 or to version 8.2.x or higher
- Installation of AmosConnect server on one PC server connected to the Satellite terminal
- Installation of AmosConnect version 7 client on maximum of 2 Client pc's or configuring desktop or browser link to AmosConnect 8 server on 4 client PCs .
- Installation of AmosConnect Antivirus on the AmosConnect server and maximum 4 Client PC's
- Installation of AmosConnect Crew Server on the AmosConnect Server
- Installation of AmosConnect Crew Client on the AmosConnect server and maximal 4 Client PC's
- Configuration of software based on the License and configuration information supplied by the customer.
- Configuring Windows Firewall to allow for the AmosConnect software to work.
- Testing of the software installation.
- Basic instruction to crew members.

4.   Activities out of scope

The following activities are not the in the scope of work for a standard installation:

- LAN connection and configurations
- LAN and PC trouble shooting
- Configuring other PC firewall software
- Cleaning of virus infections on PCs
- PC system upgrades
- General IT activities

5.   Additional activities

If additional activities are required, these must be approved by the person authorized to approve extra work or agreed upon before the installation takes place. Any activities outside the scope of the Standard Installation will be charged extra.