

# パートナー様向けRPQ申請方法



デル・テクノロジーズ株式会社  
パートナーセールスエンジニアリング本部

2024年3月

# アジェンダ

- RPQ申請とは
- RPQ申請フォームの記入方法
- RPQ申請の手順
- Dell PowerProtect DDシリーズ RPQ申請手順サンプル



# RPQ申請とは

# RPQ申請とは？

**Request for Product Qualification** の略になります。

**RPQは、サポートマトリックス適用外の非サポート構成の承認リクエストです。**

**E-Lab Navigator**

<https://elabnavigator.dell.com/elab/elhome>

※RPQ申請をしても承認されない場合もございます。

※RPQは以下の目的ではご利用になれません。

- 個別のお客様向けに対する開発、または開発要求
- Proof of Concept (PoC) の依頼
- 新しい機能のリクエスト
- 導入済のお客様環境に対するサポート依頼
- 製品に対するエンジニアリング側の推奨構成確認

# RPQ申請の結果について

※審査結果は次の4パターンで、それぞれ条件などの説明がつきます。  
※内容のご確認は、検証部門または弊社案件担当へご相談ください。

- Approved
- Conditionally Approved
- Rejected
- No RPQ Required

10. EMC Response:  
(This section is reserved for the RPQ Review Team only)

This RPQ is approved. [REDACTED]

Conditionally Approved. [REDACTED]


[REDACTED]

Decision: Reject

[REDACTED]

NO RPQ REQUIRED: [REDACTED]

[REDACTED]



# RPQ申請フォームの記入方法

# RPQ申請フォーム記載時の注意点

- 英語フォームに**英語での記載**をお願い致します。
- 必須項目の記載漏れがありますと検証プロセスは進みませんのでご注意ください。  
特に**OS/Driver等の Version**および**構成図**は必須となっております。
- 回答までに通常10営業日程度を要しますが、1ヶ月以上かかる場合もございますので、  
余裕をみてご申請下さい。  
**※非常に時間がかかるケースが増えておりますので、ご注意ください。**
- RPQの対象は相互接続性のみとなっています。  
**保守期間の延長につきましては、弊社案件担当営業へご相談ください。**
- 審査結果内容のご確認は、検証部門または弊社案件担当へご相談ください。

# RPQ申請フォーム記入方法

REQUEST FOR PRODUCT QUALIFICATION  
EMC Software

Input Window Please click on the "Input Window" if you have not selected any product in the Input Form

Macro needs to be Enabled

DataDomain RPQ Request

Where there is 'REQUIRED' information, it must be provided.  
The RPQ cannot be processed unless ALL the required items are addressed.  
If a section does not apply, enter "N/A" in that section.

Customer (Sold To):	Required	RPQ #	
Location:	Required	Quote #	Required
		Customer Site ID:	
		Operating Unit	
Sales Rep:	Required	Sales Order #:	
		Date:	

Customer Information:

Bill To Address:		Ship To Address:		Install Address:	
Bill to Code		Ship to Code		Install at Code	
					Required

Account Team Information  
Primary EMC Contacts:

Name	Title	Telephone Number	Email Address
Required	Required	Required	Required

RPQ Submitted by: (May differ from primary contact) (Submitter should provide information)

Name	Title	Telephone Number	Email Address
Required	Required	Required	Required

1. Third Party Information:  
Partner/OEM/Reseller Sale: \_\_\_\_\_  
Partner/OEM/Reseller Name: \_\_\_\_\_  
Is EMC to service this configuration? \_\_\_\_\_

RPQ申請フォームは、製品カテゴリを選択することで、マクロ機能により不要な個所を省くことができます

提出用RPQフォームに必要事項を入力

※「Required」フィールドは必ず記載ください

※ 英語で記載してください

※ 不要な項目は「N/A」と記載してください

以下の項目の記載漏れがないかご確認ください

3. Exception Details

18. Host Information (該当しない場合はN/Aと記載)

28. Configuration Diagram

※上記情報がないと審査部門にエスカレーションされません



# RPQ申請フォーム記入方法（続き）

11. Configuration Summary:

(All EMC Hardware and Software available in the Quoting 'Configuration Summary' section must be listed.)(Required)

Status: (Pending/ Sold / Installed)(Required)

Item:	Qty:	Model:	Description:

「11. Configuration Summary」に、各構成ツール（DSA/DSC）の構成サマリーや、見積り提案書から構成情報を確認し、記載（転記）してください

Solution		
Hardware	Software	Support
Summary		完全な
Expand All		
Product	Description	Quantity
⊖ VNX5200	MPC_VNX2	
⊖ SUPPORT		
WU-PREHWE-01	WU-PREHWE-01	1
W-ENHHW-001	W-ENHHW-001	1
M-PREHWE-001	M-PREHWE-001	1
M-PRESWE-001	M-PRESWE-001	1
M-PRESWE-001	M-PRESWE-001	1
⊖ HARDWARE		
VNXBCSM	VNXBCSM	1



# RPQ申請の手順

# RPQの申請方法

- PSS DASH (<https://dash-dellemc.tfaforms.net/f/dash>) から申請します。  
申請するとケースが作成され、ケース番号がメールで通知されます。

The screenshot shows the PSS DASH portal interface. At the top is a banner with the text "DASH Presales Solution Services" and the Dell Technologies logo. Below the banner is a form with the following sections:

- Are you a Dell Technologies Employee?** \* ☐ Yes ☐ No
- Dell Privacy Notice**  
Your request for support cannot be completed without your personal data.  
This data will be used by Dell Technologies and its group of companies ("Dell") for this purpose only and in accordance with its [Privacy Statement](#).
- Feedback and Case Status**  
Any Issues or Feedback? Let us know [here](#).  
[Escalate or Get Case Status](#)
- A red text message: **The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees.**
- A button labeled **Proceed with Selection**

At the bottom of the form, there is a disclaimer: "This engagement portal is intended for DELL Technologies and their partner ecosystem to request support from Presales Center of Excellence - Presales Solution Services (PSS) in selling Primary Storage, Data Protection, Converged Platforms, Solutions and related services."

# DASH

## Presales Solution Services

DELL Technologies

Are you a Dell Technologies Employee? \* ☐ Yes ☐ No

①Noを選択

### Dell Privacy Notice

Your request for support cannot be completed without your personal data.  
This data will be used by Dell Technologies and its group of companies ("Dell") for this purpose only and in accordance with its [Privacy Statement](#).

### Feedback and Case Status

Any Issues or Feedback? Let us know [here](#).  
[Escalate or Get Case Status](#)

The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees.

Proceed with Selection

This engagement portal is intended for DELL Technologies and their partner ecosystem to request support from Presales Center of Excellence - Presales Solution Services (PSS) in selling Primary Storage, Data Protection, Converged Platforms, Solutions and related services.

# DASH

## Presales Solution Services

DELLTechnologies

Are you a Dell Technologies Employee? \* ☐ Yes ☒ No

### SALESFORCE DEMOGRAPHICS DETAILS

First Name \*

Last Name \*

Phone Number \*

Email Address \*

Use your employer email address.

Counterpart Email Address

Separate multiple email addresses using commas

Theater \*

Country \*

Start typing for auto-complete

② 申請者情報を入力

**「Counterpart Email Address」に、必ず  
デル・テクノロジーズの担当営業/SEの  
メールアドレスを追加してください**

### Dell Privacy Notice

Your request for support cannot be processed without your consent.  
This data will be used by Dell Technologies.

### Feedback and Case Status

Any Issues or Feedback? Let us know [here](#).  
[Escalate](#) or [Get Case Status](#)

The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees.

Proceed with Selection



Counterpart Email Address

Separate multiple email addresses using commas

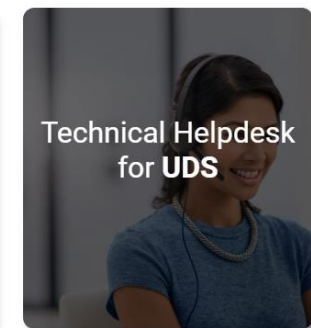
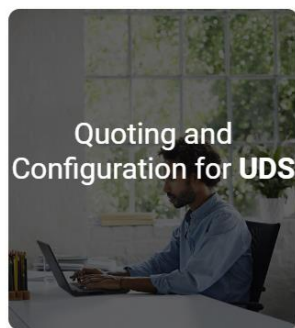
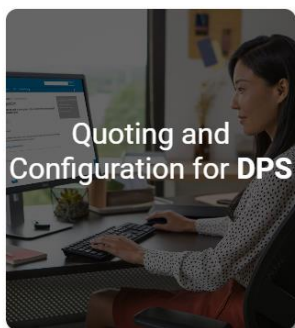
Theater \*

Division \*

Country \*

Start typing for auto-complete

## Services for Dell Technologies Partners





## PSS RPQ Request Form

### RPQ Pre-requisites

#### Select Product Type \*

- ☐ APEX
- ☐ Integrated Systems for Azure Stack Hub
- ☐ Networker
- ☐ Data Domain
- ☐ Other Products

RPQ Form # XXX

後でフィードバックする場合に備えて、  
RPQ Form # をメモしておく  
⇒ P.30【補足②】参照

④ RPQ申請する製品を選択

\* Data Domain (PowerProtect DD) の  
RPQ申請サンプルは、P.18~を参照

Proceed

## PSS RPQ Request Form

### RPQ Pre-requisites

#### Select Product Type \*

- ☐ APEX
- ☐ Integrated Systems for Azure Stack Hub
- ☐ Networker
- ☐ Data Domain
- ☒ Other Products

#### Do you have the RPQ Request Form duly filled? \*

- ☐ Yes
- ☐ No

#### Provide a subject for your request \*

Enter Deal ID/  
Opportunity Number \*

### Request Details (Other Products)

#### Upload RPQ Request Form and any other Supporting Documents \*

ファイルを選択 選択されていません

[Add another file](#)

#### Additional Details/Comments

⑤リストにないストレージ製品は  
「Other Projects」を選択

⑥Subjectは、以下を記入  
**Please assist to proceed a RPQ  
request for [Enduser Name]**

⑦作成したRPQ申請フォームを  
アップロード



# DASH

## Presales Solution Services

DELL Technologies

Are you a Dell Technologies Employee? \* ☐ Yes ☒ No

### SALESFORCE DEMOGRAPHICS DETAILS

First Name \*

Last Name \*

Phone Number \*

Email Address \*

[Use your employer email address.](#)

Counterpart Email Address

[Separate multiple email addresses using commas](#)

Theater \*

Division \*

Country \*

[Start typing for auto-complete](#)

### Dell Privacy Notice

Your request for support cannot be c  
This data will be used by Dell Techno

申請済みのケースのステータス確認  
やエスカレーションは、こちらから

### Feedback and Case Status

Any Issues or Feedback? Let us know [here](#).  
[Escalate or Get Case Status](#)


DELL Technologies



# Dell PowerProtect DDシリーズ RPQ申請手順サンプル

# PSS DASH

<https://dash-dellemc.tfaforms.net/f/dash>



WHAT'S NEW IN PSS DASH?

- **Azure Stack HCI** is now available for [Cloud Smart Discovery](#).
- **VxRail Flex on Demand** and **APEX Cloud Platform for Azure** are now available for [Cloud Smart Proposal](#).
- **PowerFlex appliance storage** and **VxRail** are now available for [Get Efficient Assessments](#).

Are you a Dell Technologies Employee? \* ☐ Yes ☐ No

**Dell Privacy Notice**

Your request for support cannot be completed without your personal data. This data will be used by Dell Technologies and its group of companies ("Dell") for this purpose only and in accordance with its [Privacy Statement](#).

**Feedback and Case Status**

Any Issues or Feedback? Let us know [here](#).  
[Escalate or Get Case Status](#)

The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees.

Proceed with Selection

Issues or Feedback?

This engagement portal is intended for DELL Technologies and their partner ecosystem to request support from Presales Center of Excellence - Presales Solution Services (PSS) in selling Primary Storage, Data Protection, Converged Platforms, Solutions and related services.



#### WHAT'S NEW IN PSS DASH?

- Azure Stack HCI is now available for [Cloud Smart Discovery](#).
- VxRail Flex on Demand and APEX Cloud Platform for Azure are now available for [Cloud Smart Proposal](#).
- PowerFlex appliance storage and VxRail are now available for [Get Efficient Assessments](#).

No を選択

Are you a Dell Technologies Employee? \* ☐ Yes ☒ No

#### SALESFORCE DEMOGRAPHICS DETAILS

First Name \*

Last Name \*

Phone Number \*

Email Address \*

[Use your employer email address.](#)

Counterpart Email Address

[Separate multiple email addresses using commas](#)

名前、電話番号、  
メールアドレスなどを入力

Theater \*

Division \*

Country \*

[Start typing for auto-complete](#)

## SALESFORCE DEMOGRAPHICS DETAILS

First Name \*

Last Name \*

Phone Number \*

Email Address \*

Use your employer email address.

Counterpart Email Address

Separate multiple email addresses using commas

Theater \*

Division \*

Country \*

Start typing for auto-c

The Presales Solution Services  
RPQ Service  
をクリック

## Services for Dell Technologies Partners

Converged  
Infrastructure

Excluding VxRail

Quoting and  
Configuration for  
DPS

Quoting and  
Configuration for  
SPS

Quoting and  
Configuration for  
UDS

The Presales Solution  
Services RPQ Service  
(Request for Product  
Qualification), is a request  
for approval/support for a  
non-standard configuration.





## PSS RPQ Request Form

### RPQ Pre-requisites

#### Select Product Type \*

- ☐ APEX
- ☐ Integrated Systems for Stack Hub
- ☐ Networker
- ☒ Data Domain
- ☐ Other Products

Data Domain を選択

#### You are being redirected:

You will be redirected to a different portal to submit the RPQ request for the product.  
Please press **Proceed** to continue.

後でフィードバックする場合に備えて、  
RPQ Form # をメモしておく  
⇒ P.30【補足②】参照

RPQ Form # XXX

E-LabのSupport Matrix を  
確認済みの場合はチェックを入れる

### General RPQ Information

If you have not, you may check it now by clicking [HERE](#) (right click to open in a new tab). RPQs are not accepted until the Simple Support Matrix has been checked first.

If you need assistance, checking the Matrix, you may contact the Presales Center of Excellence (PCoE) Helpdesk by clicking [HERE](#) (right click to open in a new tab) and opening a case in DASH under Tech Help Desk.

☒ Have you checked the e-Lab Navigator Simple Support Matrix? If so, please check the box. \*

Please provide your @Dell.com email address \*

Please choose the type of RPQ you are submitting

Select or enter value

RPQのタイプを選択

Please provide a subject for your request \*

This should be a high-level, single sentence overview of your request

Please provide a detailed description of your RPQ request \*

Unlike the subject, this should be a detailed description of what you are looking to have approved or qualified with as much detail as possible to ensure the reviewer understands the request

Do you have a Dell Deal ID number associated with this RPQ request? \*

☐ Yes  
☐ No

Is there another RPQ associated with this request? \*

簡潔なリクエストタイトルと、  
RPQ申請の詳細な内容を入力

Deal IDの有無を選択

DELLTech

RPQ Req

This form is exclu

In order to streamline the RPQ process and enable the fastest processing possible, please submit only one qualification per RPQ.

RPQs submitted with multiple qualifications will be processed sequentially by engineering. By submitting only one qualification, you enable processing the qualification as soon as possible.

## RPQ Request | Data Domain

This form is exclusively to request Data Domain RPQs.

In order to streamline the RPQ processing possible, please submit

RPQs submitted with multiple questions sequentially by engineering. By submitting you enable processing the quality

このRPQ申請に関連する  
別RPQがある場合は「Yes」を選択

Is there another RPQ associated with this request? \*

- ☐ Yes  
☒ No

RPQ申請フォームをアップロード

\* SVC申請済みの場合は、SVC申請  
フォームも同時にアップロードする

### File Upload

Attach any files you may feel are relevant to quickly process your RPQ request.

Drag and drop files here or [browse files](#)

Dell PowerProtect DDの  
構成情報を入力

### Data Domain Details

DDOS Version? \*

DDVE or Appliance? \*

- ☐ DDVE ☒ Appliance

Select the DD Model from the drop-down menu below \*

High Availability (HA)? \*

- ☐ Yes ☐ No

OnPrem or Cloud? \*

- ☐ OnPrem ☐ Cloud





## RPQ Request

This form is exclusively for Dell Technologies support.

In order to streamline the processing of your request, please provide the following information:

RPQs submitted sequentially by email will be processed in the order you enable processing.

Extended Supportability  
Hardware/Infrastructure Support  
Compatibility  
DDOS Feature  
Upgrade (DD + Applications)  
Other

RPQ申請の理由を選択

DDOS with EOL backup application  
EOL DDOS with backup applications  
Unsupported Application with DDOS  
Unsupported client OS with DDOS  
OST compatibility with DDBoost  
Application support on cloud  
Others

リクエストのタイプを選択

High Availability (HA)? \*

☐ Yes ☒ No

OnPrem or Cloud? \*

☒ OnPrem ☐ Cloud

Provide the reason for the RPQ by selecting from the drop-down list below \*

Compatibility

Compatibility

[Please refer to link for compatibility matrix/ cloud tier compatibility](#)

Please select the compatibility request types \*

Select all that apply. If Other is selected, please provide specifics in the Detailed Description section above

Select

Please select the application name from the list below \*

If Other is selected, please provide specifics in the Detailed Description section above

Select

What is the Application Version? \*

What is the Client OS

If applicable

What is the Client OS Version?

If applicable



Networker  
NBU  
Avamar  
PPDM  
Veeam  
Commvault  
Acronis  
Arcserve UDP  
Backup Exec  
Enterprise Vault  
Other

バックアップソフトを選択

NFS  
CIFS  
Boost  
BoostFS  
VTL  
NDMP

バックアップソフトのバージョン、  
クライアントOSの情報を入力  
プロトコルを選択

OST\_7.11.0.0  
OST 7.11  
OST\_7.10.1.0  
OST\_7.10.0.0  
OST 7.10  
OST\_7.9.0.10  
OST\_7.9.0.0  
OST 7.9  
OST\_7.8.0.0  
OST\_7.7.5.1  
OST\_7.7.4.0

OSTバージョンを選択\*

1.0.0.3  
1.0.0.4  
1.1.0.1  
1.1.1.0  
1.1.1.1  
1.2.0.1  
1.2.0.2  
1.3.0.0-607940

Boost/Boost FSのバージョンを選択\*

Please select the application name from the list below \*

If Other is selected, please provide specifics in the Detailed Description section above

What is the Application Version? \*

What is the Client OS

If applicable

What is the Client OS Version?

If applicable

Please select the protocol from the below list \*

What is the OST Version? \*

Note: Supported version > = OST\_7.2.x (OST v 3.x and 7.1 has reached End of Life)

Select

What is the Boost or BoostFS Version on the Client? \*

Note: Supported version > = OST\_7.2 (OST v 1.x and 7.1 has reached End of Life)

Select

☐ Send me a copy of my responses

Submit

\*OSTバージョンとBoost/Boost FSバージョンは入力必須項目となっているため、無関係な場合は任意のバージョンを選択



## RPQ Request | Data Domain

This form is exclusively to request Data Domain RPQs.

In order to streamline the RPQ process and enable the fastest processing possible, please submit only one qualification per RPQ.

RPQs submitted with multiple qualification requests are performed sequentially by engineering. By submitting one qualification per RPQ, you enable processing the qualification faster.

自分のメールアドレスに申請内容の  
コピーを送りたい場合はチェック

最後に「Submit」ボタンをクリック

What is the Application Version? \*

What is the Client OS

If applicable

What is the Client OS Version?

If applicable

Please select the protocol from the below list \*

What is the OST Version? \*

Note: Supported version > = OST\_7.2.x (OST v 3.x and 7.1 has reached End of Life)

What is the Boost or BoostFS Version on the Client? \*

Note: Supported version > = OST\_7.2 (OST v 1.x and 7.1 has reached End of Life)

☒ Send me a copy of my responses

Email address

Submit

Thank you for submitting your RPQ request. You should receive an email confirmation shortly with your SFDC Case Number.


Within the next three business days you should receive an update regarding the complexity and expected SLA for this RPQ.

If you have any questions or need to escalate this RPQ for any reason, please send an email to PCoE.team.rpq@dell.com with the following information:

1. The RPQ Number (which you will receive shortly)
2. A brief justification explaining the reason for the escalation

Thank you,

-The PCoE RPQ Team

Powered by  smartsheet  
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RPQ申請がSubmitされると、  
RPQ # がメールで通知される

# 【補足①】申請済みRPQの進捗確認やエスカレーション方法

The image shows a two-part screenshot of the Dell EMC DASH Presales Solution Services portal. The top part shows the main navigation area with a 'DASH Presales Solution Services' header, a 'WHAT'S NEW IN PSS DASH?' section, and a 'Feedback and Case Status' section. A red box highlights the 'Escalate or Get Case Status' link in the feedback section. A large red arrow points from this link down to the bottom screenshot. The bottom screenshot shows the 'PSS Case Status' form, which has a red box around the 'SFDC Case #' input field. A red callout bubble points to this field with the text 'RPQ # を入力することで ケースごとの進捗確認が可能'.

**DASH Presales Solution Services**

Are you a Dell Technologies Employee? ☐ Yes ☐ No

**Dell Privacy Notice**  
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**Feedback and Case Status**  
Any Issues or Feedback? Let us know here.  
[Escalate or Get Case Status](#)

The Proceed with Selection button is used only for the Show All Selection menu for internal Dell employees.

**PSS Case Status**


SFDC Case # \*

Enter the exact 8 digit SFDC case # including leading zeros.  
Refer to the original email you received from "Presales Solution Services SFDC Response" when the case was created

**Proceed**

RPQ # を入力することで  
ケースごとの進捗確認が可能

# 【補足②】RPQ # が分からない場合のエスカレーション方法



WHAT'S NEW IN PSS DASH?

- Azure Stack HCI is now available for Cloud Smart Discovery.
- VxRail Flex on Demand and APEX Cloud Platform for Azure are now available for Cloud Smart Proposal.
- PowerFlex appliance storage and VxRail are now available for Get Efficient Assessments.

☐ Yes ☐ No

Feedback and Case Status

Any Issues or Feedback? Let us know here. [Escalate or Get Case Status](#)

The Proceed with Selection button is used only for the Show All Services menu for internal Dell employees.

Proceed with Selection

Issues or Feedback?

## PSS DASH Feedback

Presales Solution Services PSS

Contact Information

First Name \*

Last Name \*

Phone Number \*

Email Address \*

Additional Details

Form or Service Name \*

Please select... ▼

Salesforce Case Number

If this feedback is associated with any particular Salesforce case number, please note it here.

Form Number \*

The form number can be found at the bottom of the form.

Please share any feedback (good or bad) to help improve PSS DASH in regards to the tool, process or user experience: \*

メモっておいた RPQ Form # を  
入力してエスカレーションする

DELLTechnologies

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