



This Fixed Price-Fixed Scope Service Description describes the **Add-on EV Journal Archiving to SMTP Journal Archiving Conversion, Control # Add-On-EV-JA-SMTP-0001** (the "Service"). This Service Description is part of any Services Instrument that incorporates this Service Description by reference (collectively, the "Agreement"). "**Services Instrument**" means one or more of the following applicable documents which further defines Customer's rights and obligation related to the Service: a Veritas certificate, or a written statement of work or similar document, between Customer and Veritas with associated terms and conditions, that references this Service Description.

### Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement for Veritas to assist with the conversion of Exchange Journal Archiving ("JA") to SMTP JA for each quantity Customer has purchased. This Service is applicable only to existing on-premise JA Customers who are converting to SMTP JA and is an add-on to the Enterprise Vault ("EV") Base Packages (EV Upgrade v11 to v12 In Place, EV Upgrade v11 to v12 Hardware Migration, or EV Upgrade v10 to v12 Hardware Migration) and may not be purchased as a standalone Service.

### Delivery Details

#### Scope of Service

The following tasks shall be performed for this Service. Veritas shall:

- Provide an overview on SMTP archiving
- Install SMTP Service on up to three (3) servers (if not installed)
- Define EV SMTP holding folder
- Create one (1) EV vault store group, up to three (3) vault stores and up to three (3) partitions (if applicable)
- Create up to three (3) SMTP archives(s) (if applicable)
- Create and configure self-signed TLS certificate for SMTP Service (if applicable)
- Restrict EV SMTP access to Customer Exchange servers via provided IP address list
- Configure EV objects for SMTP JA including up to:
  - One (1) primary and up to three (3) alias SMTP targets
  - One (1) SMTP policy
  - One (1) Retention category
  - Up to three (3) SMTP tasks
  - Up to three (3) SMTP archives
  - Up to three (3) aliases file for address rewrite
  - Assist Customer with environmental configuration for use of SMTP archiving
- Perform functional testing of SMTP archiving



September 2018

### Deliverable

- Convert from JA to SMTP JA

### Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely from a Veritas facility. If Customer requires Veritas to perform the Service onsite, the parties will mutually agree on travel and expense fees
- Work is conducted during Normal Work Hours.
- Scheduling dates shall be subject to staff availability
- Any design or sizing activities are out of scope

**Customer Responsibilities.** Veritas can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/perform per the following prerequisites, assumptions, or dependencies, Veritas' performance of the Service may be delayed, impaired or prevented:

- Complete Customer prerequisites as directed
- Reconfigure Exchange journal rules/database journal recipients
- Configure Exchange send connector/smart hosts and/or DNS MX records
- Provision required SMTP holding folder storage on EV SMTP server(s)
  - Recommended sizing is 33GB per every, one thousand (1,000) users being journaled
- Identify Exchange server(s) IP addresses
- Create mailbox to receive Journaling Non-Delivery Reports ("NDR")
- Configure transport server(s) to produce NDR's
- Configure NDR's Delivery status notification (DSN) to PreserveDSNBody (optional)
- Setup firewall rules to support Exchange/EV SMTP archiving (if required)
- Decommission JA targets/tasks once SMTP JA is functioning
- Certificates issued by trusted Certificate Authority must be provided by the Customer (if applicable)
- Veritas strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Veritas does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of this Service
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- Allocate any necessary space, power, cooling, networking, security measures, and wire/cable management for the Service.
- Provide any necessary network access for Veritas, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.
- Provision a contiguous range of physical IP addresses and a contiguous range of virtual IP addresses. All IP addresses (both physical and virtual) must be part of the same subnet and use the same netmask as the node's access IP.



## Add-on EV Journal Archiving to SMTP Journal Archiving Conversion Service Description

September 2018



- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

### Acceptance Schedule

Acceptance conditions are set forth in the Services Instrument. The milestone percentage below indicates (1) the percentage of the Service to be completed for each milestone and (2) for any Service which is not pre-paid, the percentage of the Service to be invoiced upon acceptance.

Payment Milestone	Acceptance Schedule	Milestone Percentage
Milestone #1:	Upon acceptance of the Service and Deliverable listed herein	100%