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This Fixed Price-Fixed Scope Service Description describes a **NetBackup (NBU) Catalog Migration and Manipulation Service** (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 to perform NBU Catalog Migration and Manipulation for one of the in-scope activities listed below, depending on the service sku listed on the Customer's Services Instrument. Each in-scope activity described below is based on and limited to a NBU environment consisting of one NBU domain with an uncompressed and unencrypted catalog that is 600GB or less, unless specified otherwise.

Delivery Details

Scope of Service

This Service engagement is applicable for one of the below listed Veritas SKU's, depending on the service skus listed on the Customer's Services Instrument. Build Your Own ("BYO") refers to a NBU master or media server running on Customer provided hardware. Any Services and deliverables not specifically described below are out of scope.

- **Hostname Change (21766)**– rename the hostname of the NBU master server
- **Hardware Migration (21767)** - migrate catalogs from a BYO source NBU master server to a BYO target NBU master server on a different supported hardware platform.
- **NBU Domain Merge/overwrite (21768)** – refers to one of the three (3) activities below:
 - Merge the catalog of one (1) BYO NBU master into the catalog of one (1) BYO target master or overwrite the catalog of one (1) BYO target NBU master server with the catalog from one (1) BYO source master; or
 - Merge the catalog from a single Veritas appliance-based NBU master server into the catalog of a single Veritas appliance-based target NBU server; or
 - Overwrite the catalog of a single Veritas appliance-based NBU master server with the catalog from a single Veritas appliance-based source server with an uncompressed and unencrypted catalog of size no greater than 600 GB
- **NBU Appliance Migration (21771)** – Migrate a single source NBU master server to a single new Veritas appliance-based NBU master server. The source can be either a standalone BYO or a Veritas appliance with an uncompressed and unencrypted catalog of size no greater than 600 GB.
 - Overwrite the catalog of a single Veritas appliance-based NBU master server with the catalog from a single Veritas appliance-based source server with an uncompressed and unencrypted catalog of size no greater than 600 GB



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Following tasks shall be performed for this Service. Veritas shall:

PHASE 1 PROJECT PLANNING AND NBU CATALOG PRE-MANIPULATION ACTIVITIES

Veritas shall:

- Review roles and responsibilities, scope of Services, Customer readiness, resource / schedule requirements and NBU 8.1 requirements and completed scoping questionnaire.
- Discuss downtime requirements and necessary change windows.
- Provide tools and instructions for data collection.
- Review the pre-engagement checklist document generated by the Customer using Veritas provided data collection tools and recommend remediation actions for issues that might impact manipulation activities.
- Planning for the NBU catalog manipulation

PHASE 2 NBU CATALOG MANIPULATION

Veritas shall:

- Perform final NBU catalog checks on source server's catalogs to validate that there are no inconsistencies.
- Assist Customer in performing a full NBU catalog backup on the source server.
- Perform the NBU catalog manipulation activities.
- Functional test the target NBU master server post or manipulation.

PHASE 3 PROJECT REVIEW AND CLOSEOUT

- Handoff open support cases to Veritas Technical Support if required
- Project review and close.

Deliverable

- Completed NBU catalog manipulation and functional testing of one (1) NBU 8.1 master server.

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.
- All NBU infrastructure component host names must be registered with Customer's Domain Name Service (DNS).



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- An external Network Time Protocol (NTP) source must be available in the environment to allow for time synchronization of Veritas appliances.
- All Hardware, Software, Operating Systems, Storage and supporting infrastructure like the Network and SAN (FC or TCP) must meet the pre-requisites as detailed in the compatibility lists that can be found at <https://sort.veritas.com/netbackup>
- Veritas NBU catalog manipulation (CatMan) tools, utilities, and procedures used by the Veritas consultant are considered proprietary to Veritas Technologies, LLC.
- NetBackup catalogs are consistent and have passed the catalog consistency checks
- Minimum NBU version of 7.7.x or Appliance 2.7.3 for both source and target NBU servers.

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:

- Execute Veritas provided data collection tools on the NBU master server and provide its output to the Veritas consultant.
- Remediate any issues suggested by the Veritas consultant based on the output of the data collection tools.
- Open a case with Veritas Technical Support to perform NBU catalog checks (i.e., NBU Consistency Check ("NBCC") and "bpdgm –consistency 2") on the source server's catalog. The tools may need to be executed multiple times until it returns "No Inconsistencies".
- If applicable, remediate data duplication (NBU Vault) or data replication (AIR) backlog prior to catalog manipulation activities.
- Allow Veritas access to source and target servers via a remote web session
- Perform any database related activities (e.g. PostgreSQL, Oracle, MSSQL DB setup and configuration)
- Verify and validate that the necessary network ports are configured for the Veritas solution.
- NOTE: network ports 9998 and 9999 are needed for the catalog manipulation
- For NBU catalog migrations, provide Veritas a target master server that meets NBU 8.1.X minimum requirements and has a standard NBU 8.1.X master server installation using the same hostname as the existing master server but with a different/temporary IP address
- Procure NBU upgrade license keys via the my.veritas.com portal.
- Ensure that the target NBU master server is deployed, configured and functional.
- Design, installation, configuration, troubleshooting or optimization of the NBU environment.
- Testing of NBU catalog backup, restore and recovery before and after migration or manipulation.
- Redirect OpsCenter, NBU media servers, and NBU clients to the new NBU master server hostname, where applicable.
- Safeguard any NBU pre/post processing scripts or custom scripts.



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- Remediate duplicate client and/or media IDs, data duplication (NBU Vault) backlog prior to the catalog manipulation activities
- Implementing, configuring, administering, patching, and maintaining all server/tape/SAN/LAN hardware and software resources.
- 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.
- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Veritas shall invoice Customer or its Reseller in advance of delivery of Services.