



Fixed Price-Fixed Scope
Informational Service Description
NetBackup (“NBU”) 8.2 Upgrade Service

This Fixed Price-Fixed Scope Service Description describes the **NBU 8.2 Upgrade Service** (the “Service”) available to you (“Customer”), if Customer chooses to order. For pricing, quantity, Quote #, and terms and conditions, please reference the Quote form provided with this document. Details of the Service are described below. In order to purchase this Service, Customer must submit a Purchase Order referencing the Quote # and following purchase description: “**NBU 8.2 Upgrade Service**”.

A. Delivery Details

Overview:

Customer has requested Veritas to assist with the upgrade of up to one (1) NBU 7.7.3 and higher server to NBU version 8.2. Veritas have been tasked with performing a pre-upgrade readiness check and the upgrade of a subset of NBU servers.

- Perform pre-upgrade readiness check of up to one (1) of the following NBU server types:
 - NBU OpsCenter Server or OpsCenter Analytics (“OCA”) server
 - NBU master server or NBU Appliance (“Appliance”) master server
 - NBU Media Server or Appliance media server
 - NBU master/media server
- Upgrade up to one (1) NBU server to NBU version 8.2 or appliance version 3.2
- Functionally test the upgraded NBU server.

1. **Scope of Service:** Any Service and Deliverable(s) not specifically written herein are out of scope.

a. Phase 1 – Project Initiation & Planning

Veritas shall initiate a planning discussion with Customer to prepare for the project. The topics outlined below shall be discussed during the meeting:

- Review roles and responsibilities, scope of Service, Customer readiness, resource / schedule requirements, NBU 8.2 requirements, and completed Pre-Engagement Checklist (“PEC”)
- Discuss downtime requirements and necessary change windows
- Planning for the NBU upgrades

b. Phase 2 – NBU Upgrades

This phase shall upgrade the NBU server from NBU version 7.7.3 and higher to NBU 8.2 and appliances from version 2.7.3 and higher to 3.2

Veritas shall:

- Perform pre-upgrade steps to prepare Customer’s NBU server for the upgrade.
- For NBU servers running version 7.7.3 and higher or NBU appliances running version 2.7.3 or higher:
 - Upgrade and functionally test the NBU server to version 8.2/3.2



Customer shall:

- Obtain the necessary NBU 8.2 and NBU options/features license keys and software
- Upgrade every NBU OpsCenter or OCA, master, and media servers' system components to meet NBU 8.2 minimum requirements
- Open a case with Veritas Technical Support to perform NBU catalog checks (i.e., NBU Consistency Check ("NBCC") and "bpdbm –consistency 2") on each master server's catalog. The tools may need to be executed multiple times until it returns "No Inconsistencies"

DELIVERABLE: Upgrade and functionally test the NBU Server

c. Phase 3 – Project Review & Close

Veritas shall:

- Conduct a two (2) hour walkthrough session on the overall project tasks / activities and a review of the new functionality available in NBU release 8.2
- Participate in closeout meeting

2. Key Dependencies. Prerequisites, assumptions, or dependencies are:

- All tasks shall be performed onsite at the Customer's location or remotely from a Veritas facility
- Work is performed during Normal Work Hours as defined in the Quote document provided with this Service
- Veritas shall only upgrade NBU Master, Media and OpsCenter servers that meet all pre-requisites as detailed at <https://sort.veritas.com/netbackup>
- Knowledge transfer is provided throughout the engagement and but does not replace formal Veritas Education and training, available separately for purchase from Veritas
- Veritas NBU configuration snapshots are generated by Veritas using native Veritas commands and shall be provided as is to Customer
- Veritas does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of this Service. Veritas strongly recommends that the Customer back up all critical hosts in Customer's environment as required.
- Veritas shall handoff open support cases to Veritas Technical Support, where applicable, at the end of the engagement.
- Changes to the scope shall be mutually agreed upon by Veritas and Customer

3. Customer Responsibilities:

Customer is responsible for the following tasks:

- Assign a project lead as the single point of contact to coordinate with Veritas
- Maintain server NBU HW/SW and Security compatibility and identify alternate solutions for unsupported platforms
- A valid Veritas support contract is required. For versions of NBU that have reached End of Standard Support but have not reach End of Support Life, Extended Technical Support is required.
- Submit change control and end user notifications
- Provide Veritas with the necessary resources to carry out the Service
- Safeguard any NBU pre/post processing scripts or custom scripts on any NBU server
- Maintain and administrate every hardware and software components
- Administer and maintain NBU pre/post processing scripts or custom scripts on NBU servers and third-party applications.
- Provide Veritas with full disclosure of all change freeze plans and timescales at the earliest opportunity.



- Prior to NBU upgrades, back up the environment and resolve any outstanding open support cases for a given backup domain.
- Implementation and configuration of any new features released in NBU 8.2.
- Obtain extended technical support for NBU versions which have reached End of Standard Support (EOSS).

B. Pricing/Fees

The Quote, presented with this document, shall provide the Total Quantity ordered and Fees including travel and expenses, if required. Fees include all identified Deliverables. Customer shall confirm acceptance by email confirmation within five (5) business days of delivery of Service or Deliverable(s), or the same are deemed accepted.

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.