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This Fixed Price-Fixed Scope Service Description describes the **NBU Upgrade Service - firmware only upgrade for NBU Appliances, Control # NBUFWUPG201712** (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 upgrade the firmware on Customer's Veritas appliances for each quantity Customer has purchased. The scope of the engagement covers:

- Upgrading the BIOS, RAID and Disk firmware to the latest version
- Pre-upgrade readiness check of NBU Appliances and upgrade the firmware on two (2) Veritas appliances *

*If Customer purchased 'NBU Upgrade Service – Firmware Only Upgrade Add-on Two Additional NBU Appliances, the scope includes an additional two NBU Appliances

Note: For this upgrade, eligible Veritas appliances are 5230, 5240, 5330 or 5340 models.

Delivery Details

Scope of Service

Phase 1	Project Initiation
Phase 2	Appliance Firmware Upgrade Readiness Check
Phase 3	Appliance Firmware Upgrade

PHASE 1 PROJECT INITIATION

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

Veritas shall:

- Review roles and responsibilities
- Confirm primary Customer points of contact
- Confirm engagement logistics
- Review scope of Service
- Review resource and schedule requirements



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- Verify pre-requisites

PHASE 2 APPLIANCE FIRMWARE UPGRADE READINESS CHECK

Veritas shall facilitate a WebEx with Customer discuss the upcoming upgrade of NBU Appliances and to validate the NetBackup environment. Veritas shall document any issues discovered with the environment and shall document the next steps for the upgrade.

Veritas shall:

- Run NBU tools to validate the NBU Appliance are ready for firmware upgrade
- Analyze and provide feedback on issues requiring remediation that could affect the upgrade
- Create operational task list for use during upgrade

PHASE 3 APPLIANCE FIRMWARE UPGRADE

Veritas shall perform and/or provide the following:

Veritas shall:

- Perform pre-upgrade steps to prepare the Customer's NBU environment for the upgrade
- Work with Customer to acquire all required Customer's change management approvals
- Upgrade firmware on two (2) Veritas appliances

Deliverable

Phase 1 Deliverable

- Deliver a high-level task plan

Phase 2 Deliverable

- Upgrade firmware on up to two (2) NBU Appliances

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.
- Be in possession of the required permanent licenses and provide to Veritas on request
- Any upgrades requiring NBU Catalog manipulation (Merge, migration, split) is excluded
- Supported NBU version for upgrades are anything above NBU version 7.x and above
- All in one (1) sever i.e. Master and Media configured on a single server is to be considered as one Master and one (1) Media server



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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:

- Provide a single point of contact that shall assist in ensuring communication to related departments to follow the documented processes and procedures for the current engagement
- Be responsible for initiation of Customer's change control processes
- Be responsible for the installation, configuration, administration and testing of the operating system, application or database software components
- Remediate any issues found by Veritas that may affect the upgrade
- Upgrade NBU clients
- Upgrade every NBU master servers/media servers/OpsCenter or OCA server system components to meet NBU 8.1 minimum requirements
- Administer and maintain NBU pre/post processing scripts or custom scripts on NBU servers and third-party applications
- Ensure compliance with pre-requisites for all hardware, software, operating systems, storage and supporting infrastructure like the Network and SAN (FC or TCP) as detailed at <https://sort.veritas.com/home>
- 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.
- 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%