



This Fixed Price-Fixed Scope Service Description describes a **NetBackup Appliance Configuration 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

## Delivery Details

### Scope of Service

This Service is a Fixed Price-Fixed Scope engagement to configure one NetBackup or Flex 5150 Appliance (already purchased by Customer). Any Services not specifically set forth in the Delivery Details herein are considered out of scope. The Services scope below is based on one (1) NetBackup or one (1) Flex 5150 Appliance (physical or virtual) ("Veritas Appliance").

This fixed priced service provides Veritas trained resources to deploy the Veritas' Appliance for enterprise environments. As part of this Service Veritas will:

- Leverage a Customer-provided Windows based system to remotely assign a second IP address to the network interface card on the NetBackup appliance.
- On the Veritas Appliance, configure:
  - the Intelligent Platform Management Interface,
  - IP bonding,
  - Networking (DNS, NTP),
  - 5 Alerts related to the Veritas Appliance hardware and software
- If errors are identified, then open Veritas support case and resolve.
- Send email to Veritas call-home with serial number and MAC address to register the Veritas Appliance.

**DELIVERABLE:** Completed configuration of one (1) Veritas Appliance in Customer's environment

Only the activities described in the Delivery Details section above are included in the scope. See Appendix - A for reference.

### Key Dependencies & Customer Responsibilities

- Work is conducted during Normal Work Hours.
- NetBackup appliance is physically installed at the Customer's site and is ready for configuration.
- All tasks will be performed from one (1) physical Customer location and/or remotely from a Veritas facility



## NetBackup Appliance Configuration Service Service Description



August 2019

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

**Additional/General 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:

- Allow Veritas access to Veritas Appliance via a remote network connection to deliver the Service.
- Provide the 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.
- Implementing, configuring, administering, patching, and maintaining all server/tape/SAN/LAN hardware and software resources.
- 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.



## NetBackup Appliance Configuration Service Service Description

August 2019

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### Appendix – A

Customer Veritas Appliance Rollout Checklist (typical)		
Task	In Scope	Not In Scope
<b>Pre-Deployment</b>		
Communicate upgrade plan and objectives to team members and include time lines.		✓
Download and stage NetBackup and Veritas appliance/NetBackup software.		✓
Request Windows VM for OpsCenter server (install OC and configure per WMT standards).		✓
Pull down 8.1.1 VTAS Smart Meter Key		✓
Validate systems at store meet NetBackup minimum requirements (OS version, disk space, etc)		✓
Open CRQ to push NB Software package to target device		✓
Request PEN Test to be performed		✓
Communicate to server team		✓
Open ticket for DNS request		✓
Open CRQ for deploying NetBackup		✓
<b>Appliance (Virtual) Deployment</b>		
Install NB Client software on defined systems		✓
DBA's to configure NB agent		✓
Appliance (Virtual) Deployment		✓
OVA to be hand delivered or pushed from target device		✓
Remove TSM server from Vmware environment		✓
Deploy NB OVA		✓
Configure public IP, DNS & NTP	✓	
Run 'nbstsetup.sh' script to configure appliance	✓	
Install NB quarterly patch rollout	✓	
Apply Customer standards (i.e.: environment specific tuning/configuration).	✓	
If errors are identified, then open VTAS support case and resolve	✓	
Disable TSM on clients		✓
Push NB certificates to clients		✓
Add system to OpsCenter		✓
Add system to Alerting		✓
Perform NB catalog backup		✓
<b>Appliance (Physical) Deployment</b>		
Confirm appliance has been racked/cabled/powered		✓
Configure public IP, DNS & NTP	✓	
Run 'nbstsetup.sh' script to configure appliance	✓	
Install NB quarterly patch rollout	✓	
Apply Customer standards (i.e.: environment specific tuning/configuration).	✓	
If errors are identified, then open VTAS support case and resolve	✓	
Disable TSM on clients		✓

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3

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## NetBackup Appliance Configuration Service Service Description



August 2019

Push NB certificates to clients		✓
Add system to OpsCenter		✓
Add system to Alerting		✓
Perform NB catalog backup		✓
Post-Deployment		
Validate backups and restores are successful		✓
Notify Customer team migration has been completed		✓
Remove TSM from clients		✓
Verify alerting - OpsCenter		✓
Verify alerting - HP Openview		✓