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This Fixed Price-Fixed Scope Service Description describes a **NetBackup Appliance Remote Migration 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 remotely configure Customer's new NetBackup Appliance (already purchased by Customer) and migrate an existing Customer-owned NetBackup Appliance ("Source") to Customer's new NetBackup Appliance ("Target") for one of the available in-scope activities listed below, depending on the service SKU(s) listed on the Customer's Services Instrument. Migration includes: configuration of the Target Appliance, a catalog migration, and demonstration of data migration, if applicable.

Delivery Details

Scope of Service

This Service engagement is applicable for one of the below listed Veritas SKUs, depending on the service SKU listed on the Customer's Services Instrument. The Source can be one of the following NetBackup appliance models: 5220, 5230 or 5330 and the Target can be either a model 5240 or a 5340. Each in-scope activity described below is based on and limited to a NetBackup environment consisting of one NetBackup domain with an uncompressed and unencrypted catalog. A Source configured as combined Master/Media Server will be considered as two separate servers: one Master and one Media. Any Services and deliverables not specifically described below are out of scope.

Available In-scope activities (Customer to choose one):

Activity	SKU 24317 (Master Server Remote Migration)	SKU 24318 (Media Server Remote Migration)
1. Source Master to Target Master server migration	X	
2. Source Master/Media to Target Master/Media server Migration	X	X
3. Source Master/Media to separate Target Master and Target Media server migration	X	X
4. Source Media Server to Source Media Server		X



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Master Server Migration

For a Source configured as a Master server (In-scope activities 1,2 or 3), Veritas will perform the following activities:

Phase I: Discovery & Kick off

- Review roles and responsibilities, scope of services, resource / schedule requirements and a project plan for delivering these Services.
- Gather and analyze data related to the existing NBU environment.

Phase II: Deploy and Configure Target Appliance

- Upgrade/patch and functional test the Target **appliance's** operating system software where applicable.
- Configure and functional test up to one Media Server Deduplication Pool.
- Configure and functional test one (1) Intelligent Platform Management Interface ("IPMI"), one (1) appliance hardware monitoring feature, one (1) email address for alert notifications, and one (1) Storage Life Cycles Policy ("SLP").
- Configure and functional test the following client types; one (1) NetBackup standard client, one (1) NetBackup enterprise client, and one (1) NetBackup database client.

Phase III: Catalog Migration

- Migrate a single Source master server to a single new Target master server
- Perform final NetBackup catalog checks on Source server's catalogs to validate that there are no inconsistencies.
- Assist Customer in performing a full NetBackup catalog backup on the Source server.
- Perform the NetBackup catalog manipulation activities.
- Functional test the Target NetBackup master server after completion of catalog manipulation activities.
- Demote old source Master/Media to a Media server and attach it to the new Master (if required).

Customer Responsibilities

- Execute Veritas-provided data collection tools on the NetBackup 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 NetBackup catalog checks (i.e., NetBackup Consistency Check ("NBCC") and "bpdbm –consistency 2") on the Source Master server's catalog. The tools may need to be executed multiple times until it returns "No Inconsistencies".



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- If applicable, remediate data duplication (NetBackup Vault) or data replication (AIR) backlog issues prior to catalog manipulation activities.
- For NetBackup catalog migrations, provide Veritas a Target master server appliance that meets NetBackup 8.X minimum requirements and has a standard NetBackup 8.X master server installation using the same hostname as the existing master server but with a different/temporary IP address
- Uncompress and decrypt NetBackup catalogs on the NetBackup Master servers.
- Testing of NetBackup catalog backup, restore and recovery before and after migration or manipulation.
- Remediate duplicate client and/or media IDs, data duplication (NetBackup Vault) backlog prior to the catalog manipulation activities

Deliverables

- Configuration of one Target NetBackup Appliance 5230 or 5240.
- Completed NetBackup catalog manipulation and functional testing of one (1) Target master server appliance.

Media Server Deployment and Demonstration of Data Migration

For Source configured as a Media server (In-scope activities 2,3 or 4), Veritas will perform the following activities:

Phase I: Discovery & Kick off

- Review roles and responsibilities, scope of services, resource / schedule requirements and a project plan for delivering these Services.
- Gather and analyze data related to the existing NBU environment.

Phase II: Deploy and Configure Target Appliance

- Upgrade/patch and functional test the NetBackup appliance's operating system software where applicable.
- Configure and functional test up to one Media Server Deduplication Pool.
- Configure and functional test one (1) Intelligent Platform Management Interface ("IPMI"), one (1) appliance hardware monitoring feature, and one (1) email address for alert notifications.
- Configure and functional test a single backup to ensure the data is getting backed up to the dedupe pool configured on the Target media server appliance.

Phase III: Demonstration of Data Migration

- Setup, configure and demonstrate the data migration process from Source Media server appliance to Target Media server appliance for two(2) Customer selected backup images, not more than 100 GB each, as described below:



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- If the Target Media server Appliance is part of the same NetBackup domain as the Source media server appliance, then:
 - Create and configure a migration task, using the Appliance Web Console migration utility, for selected images from the Source media server appliance disk pool to the Target media server Appliance disk pool.
 - Create and configure a duplication job using NetBackup Admin GUI or command line interface to perform duplication of selected backup images from Source media server appliance to the Target media server appliance.
- If the Target media server appliance is on a different NetBackup domain from the Source media server appliance:
 - Create and configure a Storage Lifecycle Policy (SLP) using NetBackup Admin GUI to perform a manual image replication of selected images from Source media server Appliance to the Target media server appliance.

Customer Responsibilities

- Customer to migrate all data from the Source media server appliance to the Target media service appliance, including selection and scheduling of images.
- Ongoing maintenance and troubleshooting of any configured storage life cycle (SLP) policies and data migration issues within the environment.

Deliverables

- Configuration of one Target NetBackup Appliance 5230 or 5240.
- Demonstrate the applicable process for data migration for a subset of Customer's data.

Key Dependencies & Customer Responsibilities

- All tasks will only be performed remotely.
- Work is conducted during Normal Work Hours.
- 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>
- Veritas NetBackup 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



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- Minimum NetBackup version of 7.7.x or Appliance 2.7.3 for both Source and Target NetBackup servers.

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

- Allow Veritas access to Source and Target servers 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.
- Perform any database related activities (e.g. PostgreSQL, Oracle, MSSQL DB setup and configuration)
- Procure NetBackup upgrade license keys via the my.veritas.com portal.
- Design, installation, configuration, troubleshooting or optimization of the NetBackup environment.
- Testing of NetBackup catalog backup, restore and recovery before and after migration or manipulation.
- Redirect OpsCenter, any other NetBackup media servers, and NetBackup clients to the new NetBackup master server hostname, where applicable.
- Safeguard any NetBackup pre/post processing scripts or custom scripts.
- Remediate duplicate client and/or media IDs, data duplication (NetBackup 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.