



This Fixed Price-Fixed Scope Service Description describes the **CoDE Standard Solution Enablement 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 facilitate a rapid deployment of the Complete Dashboard Engine (CoDE) in a Customer environment with minimal configuration.

Delivery Details

Scope of Service

The following tasks shall be performed for this Service. Veritas shall:

- Survey Customer's environment and provide the information needed to complete this project
- Perform all project execution planning and a pre-requisite assessment
- Veritas will install and configure Veritas CoDE on 1 (one) server provided by the client, according to prerequisite requirements

Deliverable

- Provide a Standard Enablement Service as-built configuration document

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.

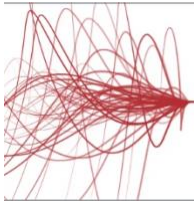
Customer Responsibilities. Veritas can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/perform per the following prerequisites, assumptions, or dependencies, Veritas' performance of the Service may be delayed, impaired or prevented:

- Permanent Access license keys and software are downloaded by Customer and available.

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- Veritas Access appliance is physically installed at the Customer's site and is ready for configuration (Physical installation of the Access Appliance may be separately purchased for additional applicable fees).
- Knowledge transfer may be provided throughout the engagement and but does not replace formal Veritas Education and training, available separately for purchase from Veritas
- Customer is responsible for the following:
 - Provide a Server
 - Physical or Virtual
 - **CPU:** 4vCPUs Processor Dual Core 2.1GHz or higher
 - **Mem:** 16GB RAM
 - **OS: Windows:** 2008 or 2012 R2 or higher **Linux:** Redhat 7 ou SuSE SLES 11
 - Windows: the following KBs are required: KB2919442, KB2919355, KB2999226
 - Windows: Library C++ 2017
 - Windows: WinRAR or equivalent
 - FileSystem / Disk dedicated (OS section) of 300GB or higher
 - 1 NIC (IPv4 set) and Hostname
 - Opscenter 7.7.x Analytics or 8.x Analytics
 - Java 1.8 or higher installed
 - Open Network Application communication ports:
 - CoDE Server ► OpsCenter Server (TCP/13786)
 - CoDE Server ► Internet
 - Desktops ► CoDE Server (TCP/80, TCP/8080, TCP/4040, TCP/443 e TCP/442)
 - Provide a Browser
 - To access through desktops preferably use Google Chrome browser
 - To access through smartphones or tablets, use Safari or Google Chrome
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to assist in access tasks to be deployed.
- Allocate the necessary space, power, cooling, networking, security measures, and wire/cable management for the Access appliance hardware.
- Provide the necessary network access for Veritas, SNMP and email address requirements for alert notifications, and open the necessary network ports to configure the Access appliance.
- Configuration and maintenance of all related non-Access infrastructure components including but not limited to, network devices, Access client devices and storage systems.
- Relevant Firewall configuration to facilitate the use of the Access Appliance, any associated products and the designated protocols configured as part of the deployment Service



- 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%