



Veritas Appliance Services

Service Description –Appliance Deployment Services

This Service Description, with any attachments included by reference, is part of any agreement which incorporates this Service Description by reference (collectively, the “Agreement”), for those Services which are described in this Service Description and are provided by Veritas.

This Service Description describes the Veritas Appliance Deployment Service* as identified on the Purchasing Instrument confirming the Customer purchase (the “Service”).

*Appliance Deployment Service may also be identified as ‘Install’, ‘Installment’, ‘Physical Installation’ or ‘Standard Deployment’ in the Purchasing Instrument.

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Technical/Business Functionality and Capabilities

Services not specifically set forth in this Service Description are considered out of scope. Customer acknowledges and agrees that Veritas can only perform the Services in certain locations and only if Customer provides the required information or performs required actions as set forth in the Agreement or as reasonably requested by Veritas. In the event that the Customer does not meet any of the applicable



Customer obligations/responsibilities, Veritas' delivery of the Services may be delayed, impaired or prevented. If Customer has purchased multiple quantities of any Service, as noted on Customer's Purchasing Instrument, the Service purchased will be performed for each Appliance up to that quantity.

Service Features

Service Overview

- Physical installation of Appliance onsite at Customer's facility, one time
- Initial Configuration of Appliance performed remotely, one time
- Deliver an Appliance Service report to include instructions for contacting technical support, access to training materials, and customer-care information

Other services, including, but not limited to the following, are excluded from this Service

- Integration Services, including but not limited to integration with NetBackup OpsCenter or OpsCenter Analytics (OCA) and integration with public Cloud vendor platforms such as Amazon Web Services (AWS), Microsoft Azure, etc.
- With respect to NetBackup appliances, role configuration of NetBackup CloudCatalyst Appliance
- Data or Catalog Migration
- Relocation, reinstallation, reconfiguration or decommissioning of hardware

Service Tasks

Planning Phase

Veritas and Customer will:

- Review roles and responsibilities, scope of services, resource / schedule requirements, plan for Appliance deployment, and complete Pre-Deployment Questionnaire (PDQ)
- Review the installation environment checklist to verify adequate rack space, power, network, and cooling requirements
- Gather existing infrastructure data and other necessary data provided by Customer
- Review server resource specifications and the software version prior to any Appliance implementation/configuration

Installation Phase



- Unpack and check components
- Physically install the Appliance into the rack; power on and verify the hardware indicator state
- Configure and test the Intelligent Platform Management Interface (IPMI) on the Appliance
- Execute the Appliance hardware self-test

Appliance Standard Software Configuration Phase

- Verify the Intelligent Platform Management Interface (IPMI) functionality
- Verify that the version of software installed on the Appliance is compatible with Customer's environment and re-image or upgrade as needed, provided that the requested version is a currently supported version of the applicable software and Customer is eligible to receive an upgrade of the applicable software.
- Validate Appliance firmware is up to date Enable the hardware monitoring feature and configure Customer's email address for alert notifications
- Configure Call Home functionality, if applicable
- For NetBackup Appliances (excluding NetBackup CloudCatalyst Appliances), configure and functional test the Appliance as a master and/or media server
- For NetBackup HA Appliances, form and validate the cluster configuration, and functional test the Appliance as a media server
- For Flex Appliances, configuration and validation of the Flex software platform, and configuration and functional test of two NetBackup containers, one of which will be as a master and one as a media server
- For Access Appliances, form and validate the cluster configuration, and functional test of temporary share, to a maximum of one of each type (S3, CIFS or NFS)

Close Out Phase

- Hand-off open technical support cases to Customer's administrators or operations team, if appropriate
- Hand-off to Veritas Professional Services for further software configuration and integration, if applicable, and if purchased under separate consulting services terms

Service Deliverable

- Appliance Service report (ASR)



Customer Responsibilities

- Customer must provide Veritas with a completed Pre-Deployment Questionnaire (PDQ).
- Customer is responsible for ensuring the Appliance to be installed is at the location indicated in the PDQ.
- Appliance initial configuration requires a WebEx connection to customer desktop with connectivity to the Appliance.
- The Service will be performed during Normal Business Hours
- Wire and/or cable management is the responsibility of the Customer
Implementation should be compliant with the [Veritas Hardware/ Software compatibility matrix](#)
- Properly remove Appliance packaging and verify all components are delivered
- Customer to verify and validate that all necessary network ports used by the Appliance are configured
- Customer is responsible for implementing, configuring, administering, patching, and maintaining server/tape/SAN/LAN/OS hardware and software resources outside the scope of Service
- Customer to ensure that Appliance host names (FQHN and short name) and IP addresses are resolvable within the network environment, whether by means of DNS (forward and backward), hosts files, or other method.
- Customer to provide, and have available, any necessary permanent license key(s)
- Any knowledge transfer to Customer requires the Customer to have personnel that are Veritas product Administrator(s) and/or have been managing the Customer's Veritas product environment; this does not replace formal Veritas education/training
- Customer is responsible for its internal change management procedures

Additional Customer Obligations/Responsibilities

The following additional Customer responsibilities apply to all Services.

Location: Services will be performed within Customer's country as noted in the "Ship To" field in Customer's Purchasing Instrument. Unless otherwise agreed to by Veritas in writing, if Customer requests Service delivery outside that country, Veritas may not be able to provide Services or the pricing of Services may change.



Project Manager: Customer will nominate a 'Project Manager' to liaise with Veritas at all times during the provision of the Service. The Project Manager will have the necessary knowledge and authority to make decisions concerning the Service, along with the technical and business resources and knowledge of the Customer's environment to assist Veritas to deliver the Service.

Facilities: Customer will provide Veritas with all necessary co-operation, information and support that may reasonably be required by Veritas for the performance of the Service including, without limitation, a list of relevant IP addresses, URLs and user authentication, access to suitably configured computers, software and hardware products and applicable passwords, at such times as Veritas requests. In addition, Customer will provide Veritas personnel with access to all required buildings, phone systems, internet access, server rooms, and workstations. Customer will also provide access to a suitable conference room facility for meetings, interviews, and facilitated sessions during any onsite portions of the Service.

Information: Customer will ensure that Veritas has access to the following at all times: (i) materials and resources related to Customer's business and technical environment; (ii) design documentation and other information required to perform the Service; (iii) access to all operating systems and network and computing environments necessary to perform the Service. Customer shall ensure that it is current on maintenance and support for all software and hardware products, including any Veritas software and/or hardware products, to be installed, implemented, used or accessed by Veritas during the Service. Payment for, license, use and operation of all such products are the sole responsibility of Customer.

Veritas recommends that Customer back up its technical and physical environment, which shall include, without limitation: (a) servers; (b) networks; (c) storage; (d) power; (e) lighting; (f) air-conditioning/heating and perform maintenance of such technical and physical environment before the start of performance of Services by Veritas. Customer acknowledges and agrees that such back up and maintenance of Customer's technical and physical environment is Customer's sole responsibility and Veritas shall have no liability in this regard whatsoever.

Assistance and Technical Support

Customer may purchase support services for the Appliance. Support services are not included as part of Veritas Appliance Services.



Definitions

Capitalized terms used in this Service Description, and not otherwise defined in the Agreement or this Services Description, have the meaning given below:

“Appliance” means the Veritas appliance, as specified in the SKU Product Name/Description listed in Customer’s Purchasing Instrument, which includes certain hardware.

“Normal Business Hours” are the hours between 8:00 A.M. and 5:30 P.M. local time, excluding weekends and public holidays as observed in the country in which Services are performed.

“Purchasing Instrument” means one or more of the following applicable documents which further defines Customer’s rights and obligation related to the Services: a Veritas certificate or a similar document issued by Veritas, or a written agreement between Customer and Veritas, that accompanies or precedes the Service.

“SAN Client” offloads backup traffic from LAN and allows for fast backups over the SAN. Data is sent to media servers via SCSI commands over the SAN rather than TCP/IP over the LAN to optimize performance. SAN Clients send their data to a fiber transport (FT) Media server.

END OF SERVICE DESCRIPTION