

Veritas Appliance Services

Service Description – Installation & Deployment Services

Service Overview

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.

Veritas Appliance Installation & Deployment Services comprise of one of the following Services, depending on the offering purchased by Customer as indicated in the Purchasing Instrument: Physical Installation Services (“Physical Installation”), Standard Deployment Services (“Standard Deployment”), Preferred Deployment Services (“Preferred Deployment”) and Premium Deployment Services (“Premium Deployment”) (each a “Service” or collectively, “Services”), as further described in this Service Description.

Table of Contents

- **Technical/Business Functionality and Capabilities**
 - Service Features
 - Additional Customer Obligations/Responsibilities
 - Assistance and Technical Support
- **Definitions**

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

Physical Installation Services

Service Overview

- Physical installation of Appliance onsite at Customer's facility

Service Tasks

- Review an installation environment checklist
- Verify adequate rack space for the Appliance
- Verify available LAN/SAN cable connections
- Verify that there are two separate power sources for the Appliance
- Unpack and check components
- Physically install the Appliance into the rack; power on and verify the hardware indicator state

Customer Responsibilities

- Complete an installation environment checklist prior to the start of Service
- Ensure Appliance is located near the installation site
- Properly remove Appliance packaging and verify all components were delivered

Standard Deployment Services

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 with NetBackup OpsCenter or OpsCenter Analytics (OCA)
- 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 as a master and/or media server, and completed Pre-Deployment Questionnaire (PDQ)
- Gather existing NetBackup™ infrastructure data and other necessary data provided by Customer
- Review master server resource specifications and the NetBackup version prior to any Appliance implementation/configuration

Installation Phase

- Deploy the Appliance (i.e., racking, stacking, connecting the patched cable, power on)
- 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 NetBackup 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 NetBackup software and Customer is eligible to receive an upgrade of the NetBackup software.
- Validate Appliance firmware is up to date
- Configure and functional test the Appliance as a master and/or media server
- Enable the hardware monitoring feature and configure Customer's email address for alert notifications

Close Out Phase

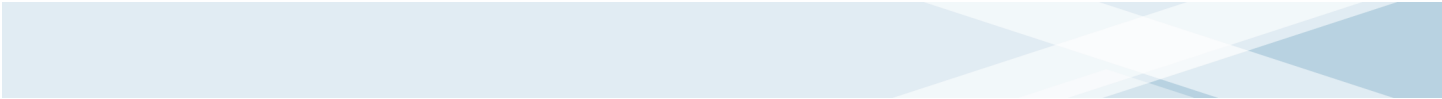
- Hand-off open technical support cases to Customer's NetBackup administrators or operations team, if appropriate

Service Deliverable

- Appliance Service report (ASR)

Customer Responsibilities

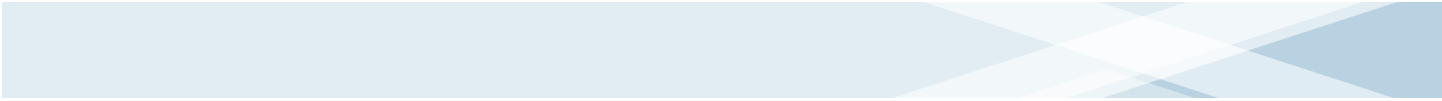
- Customer must provide Veritas with a completed Pre-Deployment Questionnaire (PDQ).

- 
- 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](#)
 - Customer to verify and validate that all necessary network ports (ports 80 and 443) used by the NetBackup Appliance is 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 name (FQHN and short name) and IP address 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 NetBackup license key(s)
 - Veritas' knowledge transfer to Customer requires the Customer to have personnel that are NetBackup Administrator(s) and/or have been managing the Customer's NetBackup environment and does not replace formal Veritas education/training
 - Customer to assign a project manager as the single point of contact to coordinate with Veritas Project Manager
 - Customer is responsible for its internal change management procedures

Preferred Deployment Services

Service Overview

- Review existing NetBackup core infrastructure (standalone / clustered Master Server and up to five (5) Media servers) configuration and provide a Pre-Engagement Environment Report (PEER), where applicable.
- Physical installation of Appliance onsite at Customer's facility, one time
- Remote configuration of Appliance and integration into Customer's environment, one time

- 
- Configure and functionally test up to a maximum of two (2) each of the following client types: NetBackup UNIX/Linux clients, NetBackup Windows clients, NetBackup Enterprise Clients, and one (1) Storage Lifecycle Policy (SLP).
 - Deliver a pre-engagement environment report to include instructions for contacting technical support, access to training materials, and customer-care information.
 - Remove test policies and images when complete.
 - Remote assessment of installed Appliance 60 days after completion of configuration and testing, including delivery of a report providing results of the assessment.

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

- Integration with NetBackup OpsCenter or OpsCenter Analytics (OCA)
- 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 as a master and / or media server, and complete the Pre-Deployment Questionnaire
- Gather existing NetBackup™ infrastructure data and other necessary data provided by Customer
- Review master server resource specifications and the NetBackup version prior to any Appliance implementation/configuration
- Review the existing NBU core infrastructure (standalone / clustered master server and up to five (5) media servers) configuration and provide a Pre-Engagement Environment Report, where applicable

Installation Phase

- Deploy the Appliance (i.e., racking, stacking, connecting the patched cable, power on)
- Configure and test the Intelligent Platform Management Interface (IPMI) on the Appliance
- Execute the Appliance hardware self-test



Appliance Preferred Software Configuration and Integration Phase

- Verify the Intelligent Platform Management Interface (IPMI) functionality
- Verify that the version of NetBackup 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 NetBackup software and Customer is eligible to receive an upgrade of the NetBackup software.
- Validate Appliance firmware is up to date
- Configure and functionally test the Appliance as a master and/or media server to write to one (1) disk storage pool for the backup domain
- Configure and functionally test up to two (2) NetBackup standard clients (NetBackup UNIX/Linux clients, NetBackup Windows clients)
- Configure and functionally test up to a maximum of two (2) NetBackup Enterprise Clients (integrated VMware, and Hyper-V Clients)
- Configure and demonstrate up to one (1) Storage Life Cycle Policy (SLP)
- Enable the hardware monitoring feature and configure the Customer's email address for alert notifications

Close Out Phase

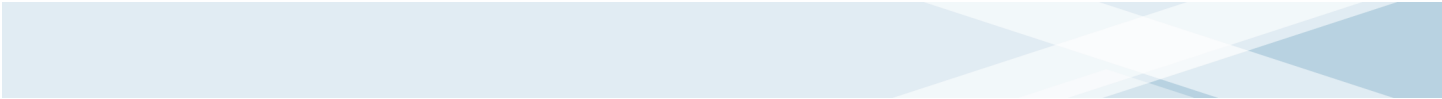
- Remove test policies, test storage units, test storage unit groups, and SLPs
- Run Appliance Service Report (ASR) and DataCollect utilities
- Hand-off open technical support cases to Customer's NetBackup administrators or operations team, if appropriate

Service Deliverables

- Complete functional test of the Appliance in Customer's environment
- Complete functional test of up to two (2) each of NetBackup standard clients and Enterprise clients
- Pre-Engagement Environment Report (PEER)
- Appliance Service Report (ASR)

Customer Responsibilities

- Customer must provide Veritas with a completed Pre-Deployment Questionnaire (PDQ).
- Customer is responsible for ensuring that the Appliance to be installed is at the location indicated in the PDQ.

- 
- Appliance initial configuration and client testing requires a WebEx connection to customer desktop with connectivity to Appliance.
 - Services 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](#)
 - Customer to verify and validate that all necessary network ports (ports 80 and 443) used by the NetBackup 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 name (FQHN and short name) and IP address 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 NetBackup license key(s)
 - Veritas' knowledge transfer to Customer requires the Customer to have personnel that are NetBackup Administrator(s) and/or have been managing the Customer's NetBackup environment and does not replace formal Veritas education/training
 - Customer to assign a project manager as the single point of contact to coordinate with Veritas Project Manager
 - Customer is responsible for its internal change management procedures
 - Customer to provide administrators to the client types to be tested.
 - Customer is responsible for any documentation of NetBackup backup and recovery procedures and/or Standard Operating Procedures (SOPs)
 - Any test plans performed by Veritas are supplemental to Customer's own testing processes / plans
 - NetBackup policies / schedules are to be defined by the Customer



Premium Deployment Services

Service Overview

- Review existing NetBackup core infrastructure (standalone / clustered Master Server and up to five (5) Media servers) configuration and provide a Pre-Engagement Environment Report (PEER), where applicable.
- Physical installation of Appliance onsite at Customer's facility, one time
- Remote configuration of Appliance and integration into Customer's environment, one time
- Configure, and functionally test up to two (2) each of the following: NetBackup standard clients, NetBackup enterprise clients, and NetBackup database clients and up to one (1) Storage Life Cycle Policy (SLP)
- Deliver a pre-engagement environment report to include instructions for contacting technical support, access to training materials, and customer-care information.
- Remove test policies and images when complete.

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

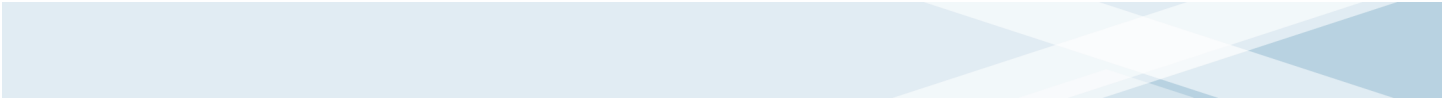
- Integration with NetBackup OpsCenter or OpsCenter Analytics (OCA)
- Data or Catalog Migration
- Relocation, reinstallation, reconfiguration or decommissioning of hardware

Service Tasks

Planning Phase (remote)

Veritas and Customer will:

- Review roles and responsibilities, scope of services, resource / schedule requirements, plan for Appliance deployment as a master and / or media server, and complete the Pre-Deployment Questionnaire
- Gather existing NetBackup™ infrastructure data and other necessary data provided by Customer
- Review master server resource specifications and the NetBackup version prior to any Appliance implementation/configuration

- 
- Review the existing NBU core infrastructure (standalone / clustered master server and up to five (5) media servers) configuration and provide a Pre-Engagement Environment Report, where applicable

Installation Phase (onsite)

- Deploy the Appliance (i.e., racking, stacking, connecting the patched cable, power on)
- Configure and test the Intelligent Platform Management Interface (IPMI) on the Appliance
- Execute the Appliance hardware self-test

Appliance Software Configuration and Integration Phase (onsite)

Veritas will perform the following at Customer's facility:

- Verify the Intelligent Platform Management Interface (IPMI) functionality
- Verify that the version of NetBackup 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 NetBackup software and Customer is eligible to receive an upgrade of the NetBackup software.
- Validate Appliance firmware is up to date
- Configure and functionally test the Appliance as a master and/or media server to write to one (1) disk storage pool for the backup domain
- Configure, and functionally test up to two (2) each of the following: NetBackup standard clients, NetBackup enterprise clients, and NetBackup database clients
- Configure and demonstrate up to one (1) Storage Life Cycle Policy (SLP)
- Enable the hardware monitoring feature and configure the Customer's email address for alert notifications

Close Out Phase (onsite)

- Remove test policies, test storage units, test storage unit groups, and SLPs
- Run Appliance Service Report (ASR) and DataCollect utilities
- Gather NetBackup configuration snapshot via nbsu utility on the master server appliance, where applicable
- Hand-off open technical support cases to Customer's NetBackup administrators or operations team, if appropriate

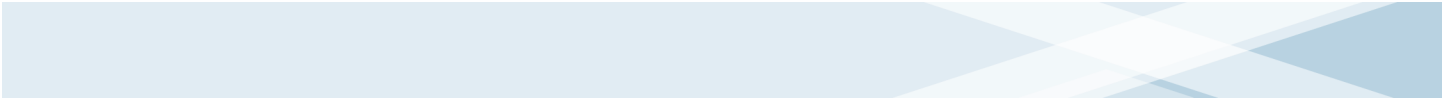


Service Deliverables

- Complete functional test of the Appliance in Customer's environment
- Complete functional test of up to two (2) each of NetBackup standard clients, enterprise clients and database clients
- Pre-Engagement Environment Report (PEER)
- Appliance Service Report (ASR)

Customer Responsibilities

- Customer must provide Veritas with a completed Pre-Deployment Questionnaire (PDQ).
- Customer is responsible for ensuring that the Appliance to be installed is at the location indicated in the PDQ.
- Appliance initial configuration and client testing requires a WebEx connection to customer desktop with connectivity to Appliance.
- Services 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](#)
- Customer to verify and validate that all necessary network ports (ports 80 and 443) used by the NetBackup 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 name (FQHN and short name) and IP address 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 NetBackup license key(s)
- Veritas' knowledge transfer to Customer requires the Customer to have personnel that are NetBackup Administrator(s) and/or have been managing the Customer's NetBackup environment and does not replace formal Veritas education/training
- Customer to assign a project manager as the single point of contact to coordinate with Veritas Project Manager
- Customer is responsible for its internal change management procedures
- Customer to provide administrators to the client types to be tested.

- 
- Customer is responsible for any documentation of NetBackup backup and recovery procedures and/or Standard Operating Procedures (SOPs)
 - Any test plans performed by Veritas are supplemental to Customer's own testing processes / plans
 - NetBackup policies / schedules are to be defined by the Customer

Additional Customer Obligations/Responsibilities

The following additional Customer responsibilities apply to all Services.

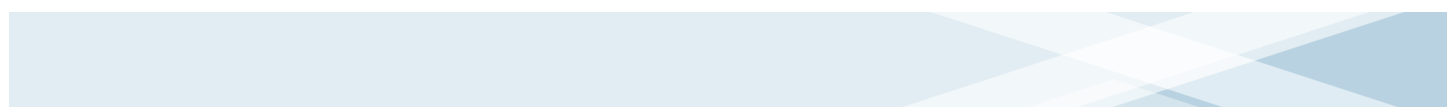
Location: Services will be performed within Customer's country as noted in the "Ship To" field in Customer's Purchasing Instrument. Unless otherwise agreed to by Veritas in writing, if Customer requests Service delivery outside that country, Veritas may not be able to provide Services.

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, precedes or follows 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 fibre transport (FT) Media server.

END OF SERVICE DESCRIPTION