



VERITAS™

Technical Support Solutions Handbook

Veritas Support Solutions

Technical Support Solutions Handbook

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USING THIS HANDBOOK

This Handbook provides an overview of the Essential Support, Basic Maintenance and Appliance offerings available from Veritas, including definitions of programs, processes, and procedures.

- Following the processes described in this Handbook will improve the customer's support experience, whether contacting Veritas by telephone for assistance, or using the Veritas online resources.
- This Handbook contains important information about the procedures and practices for the service and support of Veritas Products covered by Veritas Essential Support, Basic Maintenance and Appliances.
- Please read this Handbook for information about how case management activities address Problems based on their Severity Level.
- This Handbook does not replace the contractual terms and conditions under which a customer acquired specific Veritas Products or Support Services, and it does not supersede the Veritas Technical Support Policy.
- Customers should review this Handbook to learn where to obtain information about software support for companies that have been recently acquired by Veritas, including those that are not fully integrated into the Veritas support offerings portfolio and processes.
- Capitalized words in this Handbook have specific meanings. The Handbook defines those meanings.
- Veritas reserves the right to make changes to this Handbook and the related processes at any time.

The latest version of the Handbook is at [Veritas Support Solutions Handbook](#).

VERITAS SUPPORT SOLUTIONS POLICIES

Technical Support Policy

The Technical Support Policy describes the Support Services offered by Veritas. Veritas delivers Support Services to customers who have a valid Veritas Software License, are using that Software in a Supported Configuration and are compliant with the terms of their License Agreement and Documentation. The Technical Support Policy can be found at [Technical Support Policy](#).

This Handbook and the Technical Support Policy apply to the Veritas software products identified as eligible for coverage, as defined here in [Veritas Supported Products](#). The Technical Support Policy states the terms under which Veritas will provide Support Services to customers. The Technical Support Policy includes definitions of terminology and states customer responsibilities.

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Appliance Support Information

The Appliance Support Information describes Support Services for Veritas Appliances. Veritas delivers Support services to customers who have a valid Veritas Hardware License and are using the appliance in a support configuration. The Appliance Support Information: [Appliance Support Portal](#).

Assistance during the warranty period for your Appliance product is available to help diagnose a hardware problem. The replacement of the faulty part is normally done on a 'return to factory' basis. A customer uses an RMA number provided by Veritas (at diagnosis) to ship the part to Veritas. Then typically within 10 days of its arrival at Veritas repair location, it will be repaired or a replacement part will be sent to the customer. Details on the specific process for your product can be found in the product's [EULA](#) document. If your business needs require higher levels of service or support, other options are available as described in other sections of this handbook.

Support Agreement

A current Veritas Support Agreement covers the Generally Available (GA) version(s) of a customer's Product License. Customers should refer to the Technical Support Policy for additional information on the scope of technical support services that Veritas provides while their Software license is in effect. If their installed Product version has reached its End-of-Life (EOL) date, then they will need to refer to the Veritas EOL Policy to understand the support services that are available for their EOL Product.

End-of-Life Policy

Veritas provides different levels of deliverables under a customer's Support Agreement depending on where their Software is in its lifecycle. For more information on Veritas software lifecycles and Related Support Services deliverables during those lifecycles, please refer to our End-of-Life Policy, posted at [Veritas Policies](#), as well as the FAQ posted at [Veritas End of Life Policy](#). The Veritas End-of-Life Policy describes the typical lifecycle for its Software, and the related support deliverables during those lifecycle stages.

VERITAS SUPPORT SOLUTIONS OFFERINGS

Veritas offers three levels of Support Services: Basic Maintenance, Essential Support, and Business Critical Services. This document covers the information about the Basic Maintenance and Essential Support Service. Veritas Support Solutions leverages innovative, customer-focused support technologies designed to help customers optimize their IT infrastructure and manage IT risk. Veritas has nearly 1,300 support professionals in twelve global support centers supporting nine languages (English, French, German, Italian, Japanese, Korean, Brazilian Portuguese, Spanish, and Mandarin.) Non-English support is offered during our support centers' local business hours, Monday – Friday.

Basic Maintenance

Software Products

Basic Maintenance includes the following deliverables:

- Veritas will respond during its Regional Business Hours (as defined below) to Customer requests for technical support.
- Customers are entitled to receive telephone support during their Regional Business Hours only.
- Customer will have 24x7x365 access to the Veritas technical support website.
- Depending on where their Software is in its product life cycle, Customers will receive, or have access to Hot Fixes and Patches to address Problems with their Software. (Veritas may provide Customers with a Hot Fix to address an issue specific to the Customer, or the Customer may download certain patches or Hot Fixes from the Veritas Knowledge Base).
- Basic Maintenance includes access to Software Version Upgrades.
- The Basic Maintenance Customer may designate up to two individuals per Software title to act as Designated Contacts.

**Basic Maintenance is only available in select countries where there is limited availability of full 24x7 local language support. For more details please contact your Veritas' Sales Representative.*

Essential Support

Software Products

Essential Support includes the following deliverables:

- Essential Support customers are entitled to receive telephone support on a 24x7x365 basis.
- Essential Support customers have access to the Veritas technical support website on a 24x7x365 basis.
- Veritas will provide support on a Continuous Efforts basis, upon customer request, but only for SEV 1 cases.
- Veritas Support Services may provide a Hot Fix or Patch to address a Software problem(s).

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- Veritas customers may download any Generally Available (GA) Patches from the Veritas Knowledge Database.
- Essential Support includes access to Software Version Upgrades.
- Customers have the right to designate up to six (6) Designated Contacts per Software License title.

Business Critical Services Offerings

Business Critical Services Premier

Business Critical Services Premier is Veritas' premium Support Services offering, designed to simplify, maximize and protect your IT environment. Simplify your support with a single point of contact who understands your business needs. Maximize the return from your technology investment. Protect yourself from downtime with staff training, proactive assistance and planning.

Business Critical Services Remote Product Specialist

Expand your IT team with direct access to a designated Veritas engineer with deep product expertise and personalized knowledge of your IT environment.

To find out more about Business Critical Services Premier and Remote Product Specialists go to [BCS](#).

VERITAS APPLIANCE SUPPORT SERVICE OFFERINGS

Standard (Next Business Day) or Essential (4-Hr Onsite) Support

Veritas offers two levels of Appliance Support for Veritas Appliances: Standard (Next Business Day) and Essential (4-Hr Onsite). Both offerings include the following features:

- 24x7 access to remote technical support provided by telephone or web-based communication
- 24x7 access to the Veritas Technical Support website [Veritas Support Solutions](#)
- 24x7 access to the MyAppliance website (<https://my.appliance.veritas.com>) to monitor the state of the registered appliance
- Delivery of Bug Fixes and Patches for Hardware firmware, including technology required to operate the Appliance
- The ability to designate up to six(6) individuals per Appliance product type to act as liaisons with the Veritas Technical Support staff for Appliance Support
- AutoSupport (as described below), if AutoSupport is available for the applicable Appliance and properly enabled by the End User.

Appliance Support also includes onsite support service to assist with Hardware problems. The following table describes the specific Hardware service features for the Standard and Essential Appliance Support offerings:

Service Feature	Standard (Next Business Day)	Essential (4-Hr Onsite)
Onsite Response	<ul style="list-style-type: none">• After Veritas Support determines that an onsite response is needed, initial response for onsite support services, including applicable parts, is targeted for next business day during local business hours• Timing is impacted by shipment cut-off times and whether the appliance is within 100 miles of a Veritas service location	<ul style="list-style-type: none">• After Veritas Support determines that an onsite response is needed, initial response for onsite support services, including applicable parts, is targeted for 4 local business hours.• Timing is impacted by shipment cut-off times and whether the appliance is within 100 miles of a Veritas service location

CallHome AutoSupport

AutoSupport* provides remote monitoring to diagnose a variety of potential problems with the Appliance. If a problem is detected, the AutoSupport function sends an alert message to the End User's Designated Contact's and to Veritas' Appliance Security Operations Center ("SOC"). The SOC automatically generates a Support case for selected AutoSupport messages in coordination with the End User.

*AutoSupport may not be enabled in all Appliance models.

TYPES OF SUPPORT

Web Support

Veritas offers extensive self-help resources at no additional cost to customers:

- On a 24x7x365 basis, search the [Veritas Knowledge Base](#) for answers to technical questions. There are articles about how to use Veritas Knowledge Base, create a Veritas Account, manage subscriptions, and leverage other Veritas Support resources, at [MyVeritas](#).
- Community Forum: Community Forums are available on a 24x7x365 basis, to ask other customers questions, or to suggest or discuss Product enhancements, at [Veritas Community](#).
- Use MyVeritas to initiate and manage technical support cases online. Access [MyVeritas](#) to log, track, update, and close a Case online. Customers must have a MyVeritas account to enter MyVeritas. Once an account is set up, MyVeritas can be used on a 24x7x365 basis.

Telephone Support

A list of worldwide Veritas Support Solutions contact numbers is available [Support Solutions Phone Number List](#). Veritas offers toll-free phone support in certain areas, but customers are responsible for all other charges they incur, such as, faxes, toll calls, Internet services, postage and postage insurance.

Non-English Support

Veritas provides Support Services in English. It will use commercially reasonable efforts to provide non-English language support during Regional Business Hours, subject to the company having available resources. Please refer to [Language Support](#) for additional information.

CONTACTING VERITAS SUPPORT SOLUTIONS

Overview

If a customer identifies a Problem with their licensed Veritas Software or Veritas Appliance Hardware, they should contact Veritas electronically via the web [MyVeritas](#) or at the phone numbers [Support Solutions Phone Number List](#) provided in this Handbook. Customers must provide Veritas with all relevant diagnostic information that may be required to replicate or address their Problem. They will need to initiate a separate Case for each Problem, and Veritas will assign a unique case identification number in its global tracking system for each Case.

Should a customer experience a problem with a system (defined as Veritas Software and Appliance products) the serial number of the Appliance is needed to ensure proper diagnosis of the hardware configuration as purchased.

Whether customers report their Problem electronically or by phone, they will be required to provide Veritas with their Veritas Support ID or Contact ID. Veritas Support Services uses the Veritas Support ID or Contact ID to validate the level of support customers are entitled to receive, and to confirm that it is working with a Designated Contact. When customers contact Veritas about their Case, they will need to provide their Case number.

Information to provide when reporting a Problem

Customers should provide Veritas with the following information when reporting a Problem by phone.

- Identity
 - Customer Name
 - Customer Contact ID or Veritas Support ID (the unique set of letters or numbers assigned at the time of purchase)
- Product Information
 - Product Name
 - Product Version
 - Chassis Serial Number (if a Veritas Appliance was purchased)
- System and Software Information
 - Operating System
 - Operating System Version
- A one line high-level statement of the reported Problem
- The main Symptom of the Problem
- A detailed summary of the Problem they are experiencing and its impact on their organization
- Severity Level
 - Customers should refer to the Severity Level Definitions in this Handbook and assign a Severity Level of 1 to 4 to their Problem.
- For a Veritas Appliance, additional information is needed:
 - Serial number
 - Address where the appliance is installed
 - Local contact at the install location
 - Site details (local contact, access hours, site restrictions)

Customers should be sure you have direct access to the systems that require troubleshooting.

Case Management

Acknowledgement

Case management involves several key activities. The first activity is when Veritas acknowledges that a customer has contacted Veritas by phone or by [MyVeritas](#) about a Problem, or a problem has been reported by the CallHome system automatically to Veritas. In the case of phone or MySupport problem reporting, it is Veritas' goal to acknowledge via email, a customer's request for assistance, within 5 minutes.

Once a Case has been opened, a customer will receive an official email Acknowledgment that Veritas Support Services has been made aware of their Problem. The email will include the customer's Case number, as well as important instructions, helpful tools, and resources that will aid in the resolution of the customer's Problem. Veritas asks customers to please take the time to read this important email.

Veritas transfers all Severity 1 Problems to a Technical Support Engineer (TSE) for immediate action.

Troubleshooting

The Technical Support Engineer (TSE) will ask the customer questions about their Problem and work with them to isolate the Cause of their Problem. The troubleshooting process may involve answering additional questions, running diagnostics, applying patches, providing remote access, etc. The TSE will document all troubleshooting steps in the Case. The TSE will provide the customer with a Plan of Action (POA) throughout the life of their Case. The actions taken by the assigned TSE will eventually lead to determining the Cause of your Problem. If the Cause of your Problem is identified to be an issue with Veritas Software, the TSE will deliver a Workaround or other Solution, or may also develop a plan of action outlining expected steps towards addressing the Problem. Customers may view Case updates and communicate with the Technical Support Engineer through the [MyVeritas](#) interface.

If the determination is made during problem diagnosis that an Appliance hardware issue exists, a Field Service Coordinator will be working with the customer to coordinate an Estimated Time of Arrival of the Field Engineer and/or Part needed. This will be done within the Support Agreement times as appropriate, or at a later time should the customer request it based on their business needs.

Case Management Activities

Veritas will use commercially reasonable efforts to carry out related activities within targeted timeframes. However, Veritas has no obligation to meet any specific time frames. Note, if a customer has logged a Severity 1 Problem, Veritas' initial efforts will focus on making the customer's Software operational. There may be temporary degradation in performance while Veritas continues to work to resolve your Problem.

Severity Levels

The customer will determine the initial Severity Level of each Problem they log with Veritas. The Severity Level reflects the customer's assessment of the potential adverse impact on their business and must match the Severity Level Definitions in this Handbook. If Veritas determines that the Severity Level assigned to a customer's case does not align with its definitions, Veritas will re-categorize the Problem to comply with those definitions. As the Case progresses, the seriousness of the Problem may change and may no longer match the initial Severity Level assigned to the problem. In such cases, Veritas will reclassify to case to reflect the correct definition, and will handle the Case by this corrected Severity Level.

Case Management Timelines Based on Severity Level

PROBLEM SEVERITY	BASIC MAINTENANCE (REGIONAL BUSINESS HOURS)	ESSENTIAL SUPPORT (24x7)
	RESPONSE TARGETS FOLLOWING ACKNOWLEDGEMENT	RESPONSE TARGETS FOLLOWING ACKNOWLEDGEMENT
<p>Severity 1</p> <p>Severity 1 or Severity Level 1 means a Problem has occurred and no Workaround is immediately available, in one of the following situations: (i) a production server or other mission-critical system is down or has had a substantial loss of service; or (ii) a substantial portion of mission-critical data is at a significant risk of loss or corruption.</p>	Within 1 Business Hour	Within 30 minutes
<p>Severity 2</p> <p>A Problem has occurred where a major functionality is severely impaired. Operations can continue in a restricted fashion, but long-term productivity might be adversely affected.</p>	Within 4 Business Hours	Within 2 hours
<p>Severity 3</p> <p>A Problem has occurred that has a limited adverse effect on business operations.</p>	Within the next Business Day	By the same time Next Business Day (defined below)
<p>Severity 4</p> <p>One of the following:</p> <ul style="list-style-type: none"> o Problem, where business operations have not been adversely affected o A suggestion for new features or an enhancement regarding the Software 	Within 2 Business Days; Veritas further recommends that suggestion for new features or enhancements be submitted to the Veritas forums	Within the Next Business Day; Veritas further recommends suggestion for new features or enhancements be submitted to the Veritas forums

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Monitoring and Updating a Case

The Technical Support Engineer (TSE) managing a customer's Case will provide updates on the status of the Case and will maintain a current Plan of Action (POA) for the Case. Customers can monitor the status of their Case and interact with the assigned TSE via the [MyVeritas](#) interface. If the customer needs to call Veritas Support Services regarding an open Case, they should call and provide their Case number to the Customer Care Agent. The agent will transfer the call to the TSE managing that case. If that TSE is unavailable, the customer may leave a message for the TSE, or you may request to have the case Re-Dispatched to the next available TSE. The customer may also update their open support case via email to CustomerCare_Enterprise@veritas.com with the Reference ID in the subject line or body of the email. The Reference ID is in the Acknowledge email sent by Veritas. The Reference ID looks something like the following: [ref:00DWwsPa.500W2oPps:ref].

In the case of an Appliance related problem the Field Service Coordinator will conduct additional monitoring and will communicate with the customer directly on arranging arrival times and ensure the problem has been resolved.

Third-party Problems

Veritas will use commercially reasonable efforts to bring a final resolution to the customer's Problem. However, in the event that the troubleshooting process and evidence demonstrate that the Problem is not caused by Veritas, but appears to be caused by a Third Party, then Veritas will request, and in some cases require, the customer to open a Case with that Third Party to address the Problem..

Case Closure

Veritas will close a Case under the following circumstances: (a) Veritas has provided a solution that addresses the customer's Problem; (b) The customer has told Veritas that they no longer need Veritas to work on the Problem; (c) Both Veritas and the customer agree to close the Case; (d) if Veritas has repeatedly tried to contact the customer about their Problem and they do not respond after three attempts; (e) if Veritas makes a good faith determination that the Problem is likely, not resolvable even with the investment of reasonable time and resources; (f) Veritas will close the case if the cause of the customer's Problem is confirmed to be related to Third-Party software or hardware or other non-Veritas Software-related causes or (g) if Veritas determines that the customer's Software is operating materially in accordance with its Documentation. Veritas will consider the customer's Problem resolved if (h) Veritas has advised the customer to download a Patch or Software Version Upgrade that Veritas believes will resolve the customer's Problem, or (h) Veritas has explained that it may consider addressing the customer's Problem in a future release, (i) Veritas believes that the Veritas Software did not cause the Problem. (j) A work-around mitigates the issue or (k) that Veritas is closing the customer's Case for other reasons under Veritas standard business processes. If the customer still needs assistance on the same Problem after Veritas has closed a Case, the customer may open a new Case, and Veritas will reference the original Case to the new Case.

Escalation Process

Veritas is committed to delivering high-quality Products and Support Services to its customers. In the event that customers have questions about or are not satisfied with the way their Case is being handled, they should contact Veritas Support Services and request to speak with a Duty Manager. As a valued customer, they can expect that the Duty Manager will address their individual concerns and ensure their Case is moving toward final resolution.

OTHER INFORMATION CUSTOMERS NEED TO KNOW

Acquired Products

This Handbook does not cover any offerings other than the standard Veritas commercially available support offerings. Please refer to [Veritas Supported Products](#) for support-related information about acquired products.

Continuous Efforts for Essential Support (SEV 1 Problems Only)

24x7 Essential Support customers may request that Veritas provide Continuous Efforts to work on a Severity 1 case. The term, "Continuous Efforts," means that Veritas Support Services personnel will move the customer's Case around the globe, from support center to support center, using a Follow-the-Sun model. This will provide uninterrupted efforts, 24 hours a day, including weekends and holidays, to address a Severity 1 Case.

If a customer requests that their Case Follow-the-Sun, Veritas' ability to provide such Continuous Efforts will depend on having availability to the customer's Designated Contact to continue problem resolution. If a customer does not request their Case Follow-the-Sun, or if the Designated Contact is not available to work Veritas, work on the Case will stop at the end of the customer's Regional Business Hours. Continuous Efforts will be performed in English outside of Regional Business Hours, as Language support is only offered during Regional Business Hours.. Note that Veritas' initial efforts will focus on making the customer's Veritas Software operational, and there may be temporary degradation in performance while Veritas continues to work to address the customer's problem.

Customer Care

Customer Care responds to non-technical licensing and serialization questions related to Veritas Products. These may include license activation, software version upgrades, Product access and renewals. Should a customer require assistance in any of these areas, please visit Veritas Customer Care at [Customer Care](#).

Designated Contacts

Customer Designated Contacts

A Customer's Designated Contacts will act as a liaison with Veritas Support Solutions staff. Essential Support allows up to six Designated Contacts per Product License. A customer's Designated Contacts must have a thorough understanding of the specific Veritas Product that is the subject of a reported Case, along with the applicable technical and product knowledge needed to assist with the timely resolution of a Case. If a customer's Designated Contact lacks the technical product knowledge to help address their Case, then Veritas may request that the customer replace their Designated Contact with someone who can assist in resolving the Case. When the customer logs their Case, they may identify specific individuals as their Designated Contact(s) for that Case. If qualified Designated Contacts are not available throughout the Problem troubleshooting process, the ability of Veritas to assist the customer will be adversely affected.

Registering or Updating Designated Contacts

Customers must register their Designated Contacts at the Veritas Licensing Portal, using the serial number shown on their Support Certificate. They should use the following link if they do not have their Support Certificate handy and want to register their Designated Contacts, or if they wish to update their list of Designated Contacts. [Designated Contacts](#).

To provide timely support, it is important that customers keep their Designated Contacts information accurate and up to date.

Multi-Vendor Support

Veritas has a broad range of multi-vendor collaborative support arrangements, including via TSANet. Veritas will typically leverage these collaborative arrangements if a customer experiences Interoperability Problems between Veritas Software and products from other vendors. In cases where Veritas does not have a collaborative relationship with another vendor, Veritas may ask the customer to engage that vendor to work with Veritas in resolving the Problem. If the Problem relates to the third-party product and not to the Veritas product, then the third-party vendor (and not Veritas) will determine the progress and resolution of that Problem. In the event that the Problem relates to another vendor's product and not to the customer's Software, then Veritas may transfer the customer's Problem to that vendor. In such cases, the customer will then need to work directly with that vendor to resolve their problem.

Installation, Configuration and Implementation Activities

If customers desire Veritas to provide installation and configuration of their purchased product they should contact their Veritas Sales Manager.

Test System Recommendation

Veritas recommends that customers configure a test system and environment that can be used to validate configurations and settings before they install their Software in a production environment. A test environment will also allow customers to perform troubleshooting outside of their production environment.

Remote Access

Veritas may offer to remotely access a customer's computer system to perform diagnostic and troubleshooting activities on their Software. During these remote sessions, Veritas Technical Support Engineers (TSEs) may request to take control of a customer's computer. Veritas records all Remote Access sessions, so they may be used as evidence in resolving reported Problems. Before implementing such remote access, Veritas will require the customer's express consent to the agreement for such remote access at this link: [Remote Access Policy](#).

Software Version Upgrades

Supported customers are entitled to receive Software Version Upgrades that become generally available during the term of their Support Services agreement, at no additional charge. Software Version Upgrades include Major Releases and Minor Releases that are made generally available to the public during the term of the customer's Support Agreement for a specific Software license. Any option or future Product that Veritas licenses and prices separately will not be considered a Software Version Upgrade. As Upgrades are released, customers will automatically receive an email Version Upgrade Notification, which will include the new license information. This notification will also direct the customer to the Veritas Licensing Portal, where they can navigate to the Version Upgrade Application. Once they access the Version Upgrade Application, customers will be able to download new versions of software and obtain new license keys. If Customers need non-technical assistance with the upgrade process, they may contact Customer Care at [Customer Care](#). To ensure that their Software performs at optimal levels, Veritas recommends that customers proactively install applicable Software Version Upgrades as they become commercially available.

Support Services Term

Each Support Agreement will last for a 12-month term, and the initial term will start on the date Veritas ships the Software, except as otherwise stated in the applicable Support Agreement. Also, customers may purchase Support Agreements for up to 3 multiple terms of 12 months each, as follows:

- Veritas may agree to align the end dates if the customer has multiple support agreements, which may result in a support term of more than or less than 12 months.
- Any terms longer than three years will require special approvals from Veritas. Longer term Support Agreements may not be available for all of Veritas Software.

Support Renewals

A renewal is an extension of a Technical Support Agreement for a specified renewal period of 12 months or longer. After the expiration of a customer's initial Support Agreement term, they may renew either for the same offering of Support Services (where available) or change to a different offering. Each renewal term will become effective upon the expiration date of the previous term, provided that the customer has paid applicable fees. Veritas will typically send customers a renewal quote for their Support Agreement approximately sixty (60) days prior to the expiration of their then-current Support Agreement term.

If the Support Agreement was purchased through a Veritas channel partners, Veritas may send the quote to that channel partner rather than to the customer directly. In the event that a customer does not receive a quote, they should contact the Veritas Renewals organization directly at [Veritas Renewals](#). Customers will not be entitled to receive any Support Services once their Support Agreement expires. However, they may still access the Veritas online Knowledge Base and those Patches that Veritas makes generally available to all licensees regardless of whether that licensee holds an active Support Agreement. The Veritas Renewals organization can explain the policy on renewing or reinstating Support Services. For additional information regarding Support Services renewals, please see [Veritas Renewals](#). If a customer has purchased a Veritas Appliance, both hardware and software support contracts need to be current to receive support for the system.

Supported Configurations and Alternative (Unsupported) Configurations

Veritas will provide Support Services for Software that is used in a Supported Configuration. Veritas Software is designed to interoperate with many types of systems, applications, and hardware. Sometimes a customer may choose to use Veritas Software in an Alternative (unsupported) Configuration, namely, an environment that has not been validated, approved or verified to operate with Veritas Software, which does not support such Software, or only supports limited functionality. Veritas does not support Alternative Configurations, and has no obligation to provide Support Services for Software being used in an Alternative Configuration. Veritas makes no warranty with respect to use of Software in an Alternative Configuration, and any such use is at the customer's risk. A Supported Configuration might be converted to an Alternative Configuration if a vendor modifies one of its components, and changes the original Supported Configuration. If a customer experiences a Problem with the Software in an Alternative Configuration, or if their Problem deals with non-standard or non-public functionality (not documented in Veritas manuals or other materials) that was not developed by Veritas or an authorized consulting partner, they should contact their Sales Representative or channel partner to determine whether any assistance is available, and under what terms.

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Appliance Supported Configurations

Veritas will provide Support Services for Appliance configurations in which the Appliance operates in a customer's environment that solely consists of supported operating systems, hardware platforms, software applications, firmware levels, databases, devices, device drivers, and Veritas custom-developed scripts and other configuration elements stated in your Documentation, or that we have validated, approved, or verified for operation in conjunction with the Appliance. Appliances that include additional software or third party hardware that has not been validated, approved or verified by Veritas will not be considered as operating in a Supported Configuration.

Veritas Education

Veritas Education provides a full range of training solutions to help customers get the most out of their Veritas products. From instructor-led classes to a Virtual Academy, to an online eLibrary of training content accessible anytime, anywhere, Veritas Education has training options that are right for every customer. Veritas Certification programs enable customers to apply their training to achieve credentials that can provide differentiation you in today's highly competitive environment. For more information on Veritas Education training and certification options, visit [Veritas Training](#).

Third-Party Products

Veritas may offer to sell third-party support for certain third-party branded products. If a customer elects to purchase such third-party products and third-party branded support, such support will be provided solely according to the terms and conditions of the applicable support agreement with that third party. The rest of this Handbook will not apply to the delivery of such third-party branded support services.

DEFINITIONS

Some of the capitalized terms used in this Handbook are defined below or in the Technical Support Policy. They may also be defined when they are first used in this Handbook

“Alternative Configuration” is where Veritas Software is used in a configuration that does not support such Software; in an environment that is not approved for use with Veritas Software; in an environment in which Veritas has not verified that its Software will operate; or where the Software has been tested and is known not to work or works with limited functionality. For these purposes, references to the environment mean the hardware platforms, operating systems, software applications, and other third-party solutions a customer may be using with the Software.

“Business Day” is a day during the standard business week of the country in which the customer's Software is installed.

“Case” refers to a reported Problem that is logged in the Veritas global case-tracking system and assigned a case identification number.

“Continuous Efforts” is a level of effort on the part of Veritas Support Solutions, available upon request for Severity 1 Problems only. The term, “Continuous Efforts,” means that Veritas Support Services personnel will move the

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customer's Case around the globe, from support center to support center, using a Follow-the-Sun model. This will provide uninterrupted efforts, 24 hours a day, including weekends and holidays, to address a Severity 1 Case.

“Designated Contacts” are the support personnel customers designate and register with Veritas to act as authorized liaisons with Veritas Support Solutions.

“Documentation” is the user manuals and release notes accompanying the Veritas Software.

“License Agreement” is the Veritas license agreement for the underlying Software.

“Major Release” is a release of Software that introduces architectural changes, major feature changes, significant changes in support of platforms or operating systems, or changes that affect compatibility.

“Minor Release” is a release of Software that introduces new features, additional platform support, infrastructure changes or minor architectural changes consistent with the related Major Release. Minor Releases generally incorporate Bug Fixes issued since the prior Major Release.

“Next Business Day” is the specific Business Day (defined above) immediately following the day that a customer submits of a Problem to Veritas for assistance.

“Problem” is a technical question or technical issue a customer may have regarding their Software's performance.

“Re-Dispatched” is when a Case is taken out of the possession of one Technical Support Engineer and put into the support queue to be picked up and worked by a different, available Technical Support Engineer.

“Regional Business Hours” are the standard hours of business operation, typically 8 a.m. to 6 p.m. during standard business days in a specific geographic region, based on the country where the Software is installed. Regional Business Hours exclude holidays and days of rest.

“Resolution” covers a broad range of efforts to address a customer's Problem. This term includes any code change that Veritas may make to the Software to help restore substantial conformity with the applicable Documentation, including changes made to maintain operating system and database system compatibility. In this Handbook, a Resolution may also mean a solution Veritas develops for a customer to address a Problem that is specific to that customer and that Veritas does not make generally available. The definition of a Resolution includes where Veritas provides a Workaround (without a code change); makes a recommendation that the customer migrate to a current release, where Veritas considers the Problem in developing a future release of the Software; or where Veritas takes other steps to close a Case in accordance with Veritas support processes. The definition includes when Veritas may deliver a more complete and/or permanent solution to enable the Software to conform substantially to its Documentation, through the delivery of code change, or a regularly scheduled Maintenance Pack or Product release. Some collateral may refer to Veritas providing a Resolution as solution delivery or providing a Fix. Veritas reserves the right to decide how a Resolution may be delivered and in what time frame.

“Severity Level” is the classification of the Problem as a Severity 1, Severity 2, Severity 3, or Severity 4 Problem as defined in the Case Management Activities Chart contained in this handbook.

“Software” refers to the copy of Veritas Software that a customer has licensed under a Veritas License Agreement and for which they have purchased a Support Agreement that is currently in effect, provided that such software is also identified as eligible for coverage under this Policy at [Veritas Supported Products](#). The terms Product or Veritas Product are sometimes used interchangeably with the term Software in this Handbook.

“Software Version Upgrades” refers to a subsequent release of Software that Veritas may make available to a customer under a current Support Agreement for that specific copy of Software. Upgrade releases include those Veritas Legal Notice for Veritas Assets © 2015 Veritas Technologies LLC. All rights reserved. Veritas and the Veritas Logo are trademarks or registered trademarks of Veritas Technologies LLC or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

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that introduce architectural changes, major feature changes, significant changes in support of platforms or operating systems, or changes that affect compatibility (sometimes referred to as a Major Release), as well as releases (referred to as Minor Releases) that introduce new features, additional platform support, infrastructure changes or minor architectural changes consistent with the related Major Release. Minor Releases generally incorporate Bug Fixes issued since the prior Major Release. Any option or future Product that Veritas licenses and prices separately will not be considered a Software Version Upgrade.

“Support Agreement” refers to an agreement between Veritas and a customer, describing the deliverables, entitlements and other terms for the Support Services that the customer has purchased for a specific license of Software or hardware Appliance. The term Support Agreement includes Veritas Support Certificates and any documents that the Support Agreement specifically incorporates by reference.

“Supported Configuration” is a configuration in which the Software operates in a customer’s environment that solely consists of supported operating systems, hardware platforms, software applications, firmware levels, databases, devices, device drivers, and Veritas custom-developed scripts and other configuration elements stated in the customer’s Documentation, or that Veritas has validated, approved, or verified for operation in conjunction with the Software. For these purposes, references to the environment include the hardware platforms, operating systems, software applications, and other third-party solutions the customer may be using with the Software.

“Appliance Supported Configuration” means a configuration in which the Appliance operates in a customer’s environment that solely consists of supported operating systems, hardware platforms, software applications, firmware levels, databases, devices, device drivers, and Veritas custom-developed scripts and other configuration elements stated in your Documentation, or that we have validated, approved, or verified for operation in conjunction with the Appliance. Appliances that include additional software or third party hardware that has not been validated, approved or verified by Veritas will not be considered as operating in a Supported Configuration. For these purposes, references to the “environment” mean the hardware platforms, operating systems, software applications, and other third party solutions you are using with the Appliance.

“Support Services” refers to the general technical support that Veritas provides for a specific license of Software under the provisions of a Support Agreement, during the term of that Support Agreement.

“Third Party” refers to another supplier of software or hardware which is not Veritas but may be involved in a customer’s reported Problem.

“Workaround” refers to a temporary solution of a known Problem used to lessen the adverse effects of a Problem, which may include specific modifications to the Software to address critical problems (sometimes called, hot fixes). In some cases, Veritas is unable to undertake further corrective action, and the temporary solution will be considered final.

REFERENCE INFORMATION

- **Veritas MySupport Online Case Management** – a web-based case management tool that enables customers to create, update and upload supporting evidence relating to new and existing support cases.
 - [MyVeritas](#)
- **Veritas MyAppliances Online Portal** – a web-based portal for registration, management and knowledge information about customer’s appliances. Customers can view AutoSupport alerts, raise cases electronically, and view critical information about the appliance.
 - [Appliance Portal](#)
- **Operations Readiness Tools** - a set of web-based tools that support Storage Foundation, NetBackup, and other Veritas products.
 - <https://sort.veritas.com>
- **Support Phone Numbers Webpage** – a list of telephone numbers that customers may use to contact Veritas Support.
 - [Support Solutions Phone Number List](#)
- **Veritas Support Solutions Homepage** – online Product support tools and information.
 - [Veritas Support Solutions](#)
- **Veritas Knowledge Base** – online repository of knowledge articles for helping customers research suspected problems.
 - [Veritas Knowledge Base](#)
- **Veritas Community** – an online user community that allows customers to learn more about new Products, browse, and post to discussion forums, as well as interact with other Veritas users.
 - [Veritas Community](#)
- **Technical Support Fundamentals Webpage** – a source for useful support collateral, including the Veritas Technical Support Policy, Case Escalation Process, and Language Support Guidelines.
 - [Veritas Support Solutions](#)
- **The Technical Support Policy (effective as of 2015)**
 - [Veritas Support Solutions](#)
- **Customer Care** - provides answers and solutions for customers non-technical support needs, including Product licensing, support and maintenance services and contracts, contact information, Product downloads, and training.
 - [Customer Care](#)
- **Veritas Licensing Portal** – online tool that can be used to register and activate new Products, manage existing license data and change a customer’s Designated Support Contacts list.
 - [Veritas Licensing](#)
- **End of Life Policy**
 - [Veritas Policies](#)