**VERITAS™**

# Technical Support Solutions Handbook

Veritas Support Solutions

## Table of Contents

# 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.

- 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. This Handbook defines those meanings.

- Veritas reserves the right to make changes to this Handbook and related processes at any time.

The latest version of the Handbook is at http://go.veritas.com/support-fundamentals.

# VERITAS SUPPORT SOLUTIONS POLICIES

## 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 or Appliance Support Information for additional information on the scope of technical support services that Veritas provides while their Product. If their installed Product has reached its End of Standard Support date, then they will need to refer to the Veritas EOL Policy to understand the support services that may be available for purchase for the Product, such as Extended Technical Support ("ETS").

## Technical Support Policy

The Technical Support Policy states the terms under which Veritas will provide Support Services to customers. It includes definitions of terminology and states customer responsibilities. This Handbook, your Support Agreement, and the Technical Support Policy apply to the Veritas products identified as eligible for coverage, as determined by our End of Life Policy ("EOL Policy") and in accordance with the specific product milestone dates. Both our Technical Support Policy and EOL Policy are available at http://go.veritas.com/support-fundamentals and product milestone dates are available at https://sort.veritas.com/eosl.

## End of Life Policy

Veritas provides different levels of deliverables under a customers' Support Agreement depending on where their Product is in its lifecycle. Our End of Life Policy ("EOL Policy") describes the typical lifecycle for our Products, and the related support deliverables during those lifecycle stages. For more information, please refer to our EOL Policy, posted at http://go.veritas.com/support-fundamentals. Specific product EOL dates are available at https://sort.veritas.com/eosl.

## Extended Technical Support (Software only)

The Extended Technical Support ("ETS") offering extends your eligibility to receive support for a Software version that has reached its End of Standard Support ("EOSS") date but has not yet reached its End of Support Life ("EOSL") date, as further explained in our End of Life Policy ("EOL Policy"). Once a Software has reached its EOSS date, customers will only receive technical support if 1) they upgrade the Product to a supported version, or 2) purchase ETS in addition to their underlying support maintenance (i.e. Basic Maintenance or Essential Support). Details of the ETS offering are provided in the Support Certificate for Extended Support.

## Extended Standard Support (Appliances only)

If you have an active support agreement and want to continue support for your appliance product after its EOSS date, you must also purchase Extended Standard Support ("ESS"), if available. ESS is subject to parts availability.

## Appliance Support Information

The Appliance Support Information describes Support Services for Veritas Appliances. Veritas delivers Support services to customers who have a valid Support Agreement in effect for both Hardware and Software and are using the appliance in a supported configuration.  The Appliance Support Information is available at http://go.veritas.com/appliance-support.

## SaaS, Subscriptions, and Hosted Services

Software as a Service (SaaS), subscriptions and hosted services are defined and described in their Service and Licensing Agreements. For more information, please visit https://www.veritas.com/company/legal/license-agreements.

# VERITAS SUPPORT SOLUTIONS OFFERINGS

Veritas offers different levels of on premise Software and Hardware Support Services. In addition to the offerings listed below, Veritas offers Business Critical Services for an additional fee. 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.) While English is the primary language used to provide technical support, Veritas also offers local language support during our support centers' local business hours, Monday – Friday, subject to Veritas available resources.

## Basic Maintenance (Software only)

Basic Maintenance is only available in select countries, where there is limited availability of local language support. For more details please contact your Veritas' Sales Representative. Basic Maintenance includes the following deliverables for Products that have not yet reached their End of Standard Support date:

- Telephone support during local Regional Business Hours only
- Access to Veritas technical support website on a 24x7 basis
- Access to Hot Fixes and Patches
- Access to Software Version Upgrades

## Essential Support (Software only)

Essential Support includes the following deliverables for Products that have not yet reached their End of Standard Support date:

- Telephone support on a 24x7 basis
- Access to Veritas technical support website on a 24x7 basis
- Continuous Efforts support for Severity 1 Cases (upon customer request)
- Access to Hot Fixes and Patches
- Access to Software Version Upgrades

## Extended Technical Support (Software only)

In addition to having a valid entitlement for Basic Maintenance or Essential Support ("Underlying Support"), customers who wish to receive support after the Product's End of Standard Support date need to have a valid Extended Technical Support (ETS) entitlement. ETS includes the following deliverables:

- Access to technical support in accordance with the Underlying Support (on a 24x7 basis for Essential Support, or Regional Business Hours for Basic Maintenance)
- Access to Veritas technical support website on a 24x7 basis
- Provision solely of known Fixes/Patches/Workarounds, existing Maintenance Packs, or information from Veritas' technical knowledge base in response to Licensee's requests for assistance.

## Standard Support, Essential Support, and Extended Standard Support (Appliances)

Veritas delivers Support services to Appliance customers who have a valid Support Agreement in effect for both Hardware and Software and are using the appliance in a supported configuration. Hardware support is only triggered once Veritas Support determines that onsite response is required, including for the delivery of applicable parts. Additional appliance support information is available at http://go.veritas.com/appliance-support.

## Business Critical Services Offerings

### Business Critical Services Premier

Business Critical Services extend beyond rapid break-fix technical support. With proactive services and specialized support staff that develop an in-depth understanding of your business IT needs, our Business Critical Services help stabilize your infrastructure, optimize your IT operations, and provide rapid response when you need it.

### 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.

# TYPES OF SUPPORT

## Web Support

Veritas offers extensive self-help resources on a 24x7 basis, at no additional cost to customers:

- Veritas Knowledge Base (https://www.veritas.com/support/) for answers to technical questions.

- At the Veritas Support website (https://www.veritas.com/support/) there are links to articles about how to use Veritas Knowledge Base, create a Veritas Account, manage subscriptions, and leverage other Veritas Support resources.

- Community Forums are available at https://vox.veritas.com/ to ask other customers questions, or to suggest or discuss Product enhancements.

- Customers with active maintenance may also use the Veritas Support website to initiate, manage, update and close technical support cases online.

## Telephone Support

A list of worldwide Veritas Support Solutions contact numbers is available at https://www.veritas.com/support/en_US/contact-us.html. 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, network bandwidth, cloud consumption, postage, and postage insurance.

## Non-English Support

Veritas provides Support Services in English. We will use commercially reasonable efforts to provide non-English language support during Regional Business Hours, subject to Veritas available resources. Please refer to Language Support for additional information.

# CONTACTING VERITAS SUPPORT SOLUTIONS

## Overview

If customers identify a Problem with their licensed Veritas Software or Veritas Appliance Hardware, they should contact Veritas electronically via the web (https://www.veritas.com/support/) or by phone using the contact numbers available at https://www.veritas.com/support/en_US/contact-us.html. 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 an Appliance, 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 Entitlement ID for Veritas to validate the level of support customers are entitled to receive. 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
    - Contact name, phone number, and Email address
    - Veritas Support ID or Entitlement ID (the unique set of letters or numbers assigned at the time of purchase)

- Product Information
    - Product Name
    - Product Version
    - Chassis Serial Number (if issue is with a Veritas Appliance)

- 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

- o Address where the appliance is installed
- o Local contact at the install location
- o Site details (local contact, access hours, site restrictions)
- o Customers should 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 through Veritas Support website about a Problem, or a problem has been reported by the CallHome Appliance feature automatically to Veritas. In the case of phone or web problem reporting, it is Veritas' goal to acknowledge 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.

## 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, requesting logs, providing remote access, etc. Please note that Veritas will require the customer's express consent prior to starting any remote access. 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 Resolution, 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 Veritas Support website.

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 onsite support personnel 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 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 the case to reflect the correct definition, and will handle the Case by this corrected Severity Level. Veritas transfers all Severity 1 Problems to a Technical Support Engineer (TSE) for immediate action.

## Case Management Timelines Based on Severity Level

| PROBLEM SEVERITY | RESPONSE TARGETS FOLLOWING ACKNOWLEDGEMENT | |
| --- | --- | --- |
| | **BASIC MAINTENANCE** (REGIONAL BUSINESS HOURS) | **ESSENTIAL SUPPORT** (24x7) |
| Severity 1<br><br>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. | Within 1 Business Hour | Within 30 minutes |
| Severity 2<br><br>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. | Within 4 Business Hours | Within 2 hours |
| Severity 3<br><br>A Problem has occurred that has a limited adverse effect on business operations. | Within the next Business Day | By the same time Next Business Day (defined below) |
| Severity 4<br><br>One of the following:<br><br>o Problem, where business operations have not been adversely affected<br><br>o A suggestion for new features or an enhancement regarding the Software | Within 2 Business Days;<br><br>Veritas further recommends that suggestion for new features or enhancements be submitted to the Veritas forums | Within the Next Business Day;<br><br>Veritas further recommends suggestion for new features or enhancements be submitted to the Veritas forums |

# 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 Veritas Support 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.

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.

# Troubleshooting in the Cloud

Veritas is committed to helping customers manage data in the cloud.  While aiming to keep any additional customer expense at a minimum, Veritas is not responsible for any ancillary costs that customers may incur while troubleshooting their cloud environment.

# 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 follow the steps described in the Global Escalation Process Guide, available at go.veritas.com/support-fundamentals

# Acquired Products

This Handbook does not cover any offerings other than the standard Veritas commercially available support offerings. Please refer to your Support Agreement for a description of the deliverables and entitlements you will receive under the support offering you have purchased for those acquired products. Note that the term "Support Agreement" refers to your agreement covering support for the acquired products even if a company branded as "Veritas" is not a contracting party.

# Continuous Efforts for Essential Support (SEV 1 Problems Only)

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 Product operational, and there may be temporary degradation in performance while Veritas continues to work to address the customer's problem.

# Veritas Entitlement Management System (VEMS)

The Veritas Entitlement Management System (VEMS) is an entitlement management portal that provides access to entitlements purchased from Veritas. Entitlements are created in the Entitlement owner's VEMS account by the order fulfillment process. Once an Entitlement has been created, users of the VEMS account can access the Entitlement information, download software, and generate license keys associated with the Entitlement.

Customers are responsible for managing and ensuring that only authorized users have access to their VEMS accounts. Users need access to a VEMS account to be able to manage users, to access Entitlement information, to download software, to generate license keys, and to open technical support cases. To provide timely support, it is important that customers and users keep their information accurate and up to date.

To access VEMS, click the Veritas Support 'Licensing' option. For more information on VEMS, please see the Veritas Entitlement Management System FAQ and the User Guide.

# 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.

# Service Exclusions

Any Support not expressly included in your Support Agreement is deemed excluded. Unless otherwise agreed in writing by the parties, your Support Agreement is your Support Certificate, including any documents that it specifically incorporates by reference. Without limiting the foregoing, the following services are specifically excluded from Technical Support but may be available for purchase under a separate order for additional services: Software installation, upgrade services, configuration, and implementation, troubleshooting of environmental issues, creation of custom scripts, queries, or reports, root cause analysis, or support for any third-party software not provided by Veritas.

## Installation, Upgrade, Configuration and Implementation Activities

Customers who desire Veritas to provide installation, upgrade, configuration, or any other service need to contact their Veritas Sales Manager or email Professional.Services@veritas.com.

## 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 Education Services.

## 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 Product, or any upgrades, updates, or Fixes in a production environment. A test environment also allows 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 Product. During these remote sessions, Veritas Technical Support Engineers (TSEs) may request to take control of a customer's computer. Veritas may ask to record 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 Remote Access Support Terms available at http://go.veritas.com/support-fundamentals.

## Software Version Upgrades

Customers who have current Basic or Essential support maintenance are entitled to receive Software Version Upgrades that become generally available during the term of their Support Services agreement, at no additional charge. Any option or future Product that Veritas licenses and prices separately will not be considered a Software Version Upgrade. Notification of a Software Version Upgrade automatically occurs via email and within the Veritas Entitlement Management System (VEMS). Each active User of a VEMS account will receive the Software Version Upgrade notification unless they have opted out of receiving these notifications. To access VEMS, click the Veritas Support 'Licensing' option. 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 Renewals

A renewal is an extension of a Support Agreement for a specified renewal period of 12 months or longer. Each renewal term will become effective upon the expiration date of the previous term, provided that the customer has paid applicable fees. Customers will not be entitled to receive any Support Services once their Support Agreement expires. If a customer has purchased a Veritas Appliance, both hardware and software support contracts need to be current to receive support for the system. However, customers 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.

Veritas or Veritas channel partners 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. In the event that a customer does not receive a quote, they should contact the Veritas Renewals organization directly.

## Supported Configurations and Alternative Configurations

Veritas will provide Support Services for Veritas Products that are used in a Supported Configuration. Veritas Products are designed to interoperate with many types of systems, applications, and hardware. Sometimes a customer may choose to use a Veritas Product in an Alternative Configuration, namely, an environment that has not been validated, approved or verified to operate with such Veritas Product,  which does not support such Product, or only supports limited functionality. Veritas does not support Alternative Configurations, and has no obligation to provide Support Services for a Veritas Product being used in an Alternative Configuration. Veritas makes no warranty with respect to use of any Product 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 Product 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.

## 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 provisions 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"** means where a Veritas Product is used in a configuration that does not support such Product; in an environment that is not approved for use with Veritas Product; in an environment in which Veritas has not verified that its Product will operate; or where the Product 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 Product.

**"Appliance"** means a Veritas branded product that consists of Veritas branded hardware ("Hardware"), firmware and Software, and includes any spare part or component of that product.  If you purchase Veritas branded components, options and spare parts for that same product, they are included in this definition and are considered part of your Appliance.

**"AutoSupport for Appliances"** is a service program framework that provides automated support services to eligible appliance customers.

**"Business Day"** is a day during the standard business week of the country in which the Product is installed.

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

**"CallHome"** refers to the functionality within an appliance that monitors and reports the state of various hardware and software components and sends the data over a secure channel to Veritas backend servers. The CallHome data helps Veritas provide proactive customer support, initiate support cases, and help with technical support and analysis. CallHome is a critical component and must be enabled for Veritas AutoSupport functionality.

**"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 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.

**"Entitlement"** means a right to use or access a product or service that is granted by Veritas to a customer or to a Veritas partner. Entitlements are typically created by the order fulfillment process where orders are fulfilled directly to the customer's VEMS Account listed on the electronic certificate as the Entitlement owner. The certificate is delivered as a PDF attachment to the order confirmation email sent to the contacts listed on the order.

**"Fixes," "Hot Fixes," "Patches," or "Bug Fixes"** are used interchangeably and mean any change that we make to the Licensed Software, including changes made for purposes of maintaining operating system and database system compatibility, error correction, and Workarounds that establish or help to restore substantial conformity with the applicable Documentation that we deliver to a customer. A Fix may be an interim solution for a specific customer Problem, and is typically provided through a point patch or hot fix. A "Fix" will also include any recommendations or advice we provide to a customer including recommendations that a customer migrate to a current release, or consideration of the Problem in developing a future release of the Licensed Software, or other steps to close a Case in accordance with our support processes.

**"Hardware"** see "Appliance".

**"Initial Response"** means when our technical support personnel take responsibility for your Case and contact you.

**"Knowledge Base"** means Veritas online repository of knowledge articles for helping customers research suspected problems.

**"License Agreement"** is the Veritas license agreement for the underlying Software.

**"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.

**"Product"** means Veritas Software products and Hardware (Appliance) products. The term "product" applies to a product line as a whole, a specific product version or hardware model.

**"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 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.

**"Severity 1"** means a Problem has occurred where no workaround is immediately available, in one of the following situations: (a) production server(s) or other mission critical system(s) are down; (b) a substantial portion of mission critical data is at a significant risk of loss or corruption; (c) a substantial loss of service; (d) business operations have been severely disrupted; or (e) an issue that causes a network or system to fail catastrophically or that compromises overall system integrity or data integrity when the Appliance is installed or when it is in operation (i.e. causing a system crash, loss or corruption of data, or loss of system security) and significantly impacts ongoing operations in a production environment.

**"Severity 2"** means a Problem has occurred where a major functionality is severely impaired. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.

**"Severity 3"** means a Problem has occurred where there has been a limited adverse effect on business operations.

**"Severity 4"** means a Problem where your business operations have not been adversely affected. Severity 4 issues include suggestions for new features or enhancements, and minor conditions or documentation errors that have no significant effect on your operations.

**"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. 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 that introduce architectural changes, major feature changes, significant changes in support of platforms or operating systems, or changes that affect compatibility, as well as releases that introduce new features, additional platform support, infrastructure changes or minor architectural changes. Any option or future Product that Veritas licenses and prices separately will not be considered a Software Version Upgrade.

**"Support Agreement"** or **"Support Services 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.

**"Support Certificate"** means the certificate sent by Veritas confirming Your purchase of the applicable Veritas maintenance/support for the Licensed Software.

**"Supported Configuration"** means a configuration in which the Product 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 Product. 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 Product. For avoidance of doubt, 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.

**"Support Services"** refers to the general technical support that Veritas provides for a specific Appliance or 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

- **Appliances Support Documents**
  - http://go.veritas.com/appliance-support

- **End of Life Policy**
  - http://go.veritas.com/support-fundamentals

- **End of Support Life (EOSL)** dates – Product and Product version milestone dates
  - https://sort.veritas.com/eosl

- **MyAppliances Portal** – a web-based portal for registration, management and knowledge information about customer's appliances. It is integrated with Veritas Support tool. After login, navigate to the Appliances tab to view all the registered appliances, edit registration information, and view appliance tickets.
  - https://my.appliance.veritas.com/

- **Services and Operations Readiness Tools (SORT) -** a set of web-based tools that optimizes the end to end experience for Veritas products. SORT offers information for understanding products, eases installation and upgrade, improves operational efficiency, recommends configurations to align to best practices, and enables you to manage the products proactively
  - https://sort.veritas.com

- **Support Fundamentals Webpage –** a source for useful support collateral, including the Veritas Technical Support Policy, Case Escalation Process, and Language Support Guidelines.
  - http://go.veritas.com/support-fundamentals

- **Support Phone Numbers –** a list of telephone numbers that customers may use to contact Veritas Support.
  - https://www.veritas.com/support/en_US/contact-us.html

- **Technical Support Policies**
  - http://go.veritas.com/support-fundamentals

- **Veritas Entitlement Management System (VEMS) –** To access VEMS, click the Veritas Support 'Licensing' option.
  - https://www.veritas.com/support/

- **Veritas Knowledge Base** – online repository of knowledge articles for helping customers research suspected problems.
  - https://www.veritas.com/support/

- **Veritas Open eXchange (VOX)**– an online user community that allows customers to learn more about new Products, browse, and post to discussion forums, and interact with other Veritas users.
  - https://vox.veritas.com/

- **Veritas Support Homepage –** online Product support tools and information. It also includes a web-based case management tool that enables customers to create, update and upload supporting evidence relating to new and existing support cases.
  - https://www.veritas.com/support/