

Enterprise Vault Upgrade Services Offerings Add-On Enterprise Vault Windows 2012 to 2016 OS Migration September 2024



This Fixed Price-Fixed Scope Service Description describes the **Enterprise Vault Upgrade Services Offering Add-On Enterprise Vault Windows 2012 To 2016 OS Migration** (the "Service"). This Service Description is part of any Services Instrument that incorporates this Service Description by reference (collectively, the "Agreement"). "Services Instrument" means one or more of the following applicable documents which further defines Customer's rights and obligation related to the Service: an Arctera certificate, or a written statement of work or similar document, between Customer and Arctera with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement and is an add-on to an Enterprise Vault ("EV") base packages (EV Upgrade v11 to v12 In Place, EV Upgrade v11 to v12 Hardware Migration, or EV Upgrade v10 to v12 Hardware Migration) and may not be purchased as a standalone Service.

Delivery Details

Scope of Service

PRODUCTION SERVER MIGRATION FROM WINDOWS 2012 TO WINDOWS 2016/19

Arctera shall assist Customer with the migration of one (1) EV or DA Windows 2012 server to a new Windows 2016/19 server. There is no change to the EV or DA application beyond the Windows OS change.

The following subtasks shall be performed for this Service. Arctera shall:

- Validate environment prior to migration
- Analyze and provide feedback based on output from the EV deployment scanner
- Install EV and/or DA 12.x/14.x binaries (and hotfixes) on target hardware
- Shutdown EV (and associated modules) on source hardware
- On destination Windows 2016/19 hardware:
 - Validate connectivity of the server to index / vault store partition storage
 - Perform a final index sync (if required)
 - Modify configuration for destination servers and validate
- Perform functional verification (ATP document)

Deliverable

- Migrate one (1) EV or DA server from Windows 2012 to Windows 2016/19

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Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely. If Customer requires Arctera to perform the Service onsite, the parties will mutually agree on travel and expense fees.
- Engagement tasks not requiring work to be performed after-hours shall be performed during Normal Work Hours
- Engagement tasks requiring work to be performed after-hours shall be performed during Customer's after-hours maintenance schedule
- Customer and Arctera will agree upon mutually agreed upon dates for the commencement of Services. Scheduling dates will be subject to staff availability
- No EV feature or functionality changes are in scope unless applicable add-ons are purchased
- No other activities that impact performance and/or server availability (e.g. server patching, backups, storage migrations, other software installations/configurations, antivirus scanning) can take place during the upgrade and/or migration change control window
- Target Windows 2016/19 servers must meet as least the minimum specifications of four (4) cores and eight (8) GB RAM

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

- Ensure that all change control and end user notifications have been submitted
- Provision and complete EV prerequisites on the target Windows 2016/19 server
- Download and locally stage EV installation media and required licenses on the target server
- Run the EV Deployment Scanner on the EV server and provide results back to Arctera
- Configure recommended antivirus exclusions on destination server
https://www.veritas.com/support/en_US/article.TECH48856
- Complete remaining prerequisites as documented in operational task list
- Prior to migration, disable scheduled SQL maintenance and backups. Disable backup jobs for EV servers and any utility/job that may take EV out of backup mode
- Conduct any necessary storage migration or re-mapping of LUNs from source EV server to target server
- Set EV into read-only (backup) mode and backup entire EV environment prior to the inception of the change control window for upgrade/migration in order to establish recovery point at beginning of upgrade after Arctera has validated the environment (see bullets below)
- After successful migration establish backup jobs for EV and reinstate SQL maintenance and backup
- Arctera strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Arctera does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of this Service

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- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- Allocate any necessary space, power, cooling, networking, security measures, and wire/cable management for the Service.
- Provide any necessary network access for Arctera, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.
- Provision a contiguous range of physical IP addresses and a contiguous range of virtual IP addresses. All IP addresses (both physical and virtual) must be part of the same subnet and use the same netmask as the node's access IP.
- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Arctera shall invoice Customer or the Reseller/Distributor in advance of delivery of Services.