

Backup Exec Installation, Upgrade and Migration Service Description April 2020



This Fixed Price-Fixed Scope Service Description defines the **Backup Exec Installation, Upgrade and Migration Service** (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: a 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 to remotely install Backup Exec on a new server or upgrade one server running an older supported version of Backup Exec or migrate Backup Exec data from one Backup Exec Server to another as part of an Install / Upgrade. For environments that have multiple Backup Exec servers, a separate service agreement must be in place for each Backup Exec server to be installed, upgraded or migrated.

Delivery Details

Scope of Service

The following tasks shall be remotely performed for this Service. Arctera shall:

- Prepare the server to be installed, upgraded or migrated by running pre-installation prechecks and running a local backup if Backup Exec is installed.
- Install the most current version of Backup Exec with the license(s) provided by the customer
OR
- Upgrade an existing supported installation of Backup Exec to the most current version with the license(s) provided by the customer following the best practices described in [Article 100044375](#)
OR
- Migrate existing Backup Exec data from one Backup Exec Server to another using the Backup Exec Migration Assistant (BEMA) and upgrading the new server to the most current version with the license(s) provided by the customer. BEMA can be obtained from the [Arctera Download Center](#).
- Create and/or verify storage devices based on the existing environment
- Create and/or verify service accounts following the best practices described in [Article 100001916](#)
- Create basic backup definition or verify that backup definitions have been upgraded successfully
- Assistance with upgrade planning limited to Central Admin Server environments (CAS and MBES rolling upgrades require a service agreement for each CAS and/or MBES)
- RAWs or RALUS installations – Limited to maximum 5 agents per environment
- English language support ONLY (at this time)
- Backup Exec ONLY (DLO and VSR are not included at this time)

Deliverable

- Fully functional installation of the most current version of Backup Exec running and operational as defined in the scope of service by Backup Exec Technical Specialists

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely. If Customer requires Arctera to perform the Service onsite, the Customer will need to contact a local Partner / channel partner / distributor
- Work is conducted during Customer Work Hours

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:

- 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.
- Hardware and Software Compatibility (HCL / SCL) – The Customer is responsible for ensuring their environment meets the required standards as detailed in the [HCL and SCL documents](#)
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- 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.
- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.
- For full details on Support entitlement please refer to the [Technical Support Solutions Handbook](#)

Pricing Schedule

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