

This Fixed Price-Fixed Scope Service Description describes the **Enterprise Vault Upgrade In Place**, (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 to upgrade Enterprise Vault ("EV") from version 11.x or higher to a newer version of 12.x or to upgrade Enterprise Vault ("EV") from version 12.x or higher to a newer version of 14.x for each quantity Customer has purchased. This Service is a base package for Enterprise Vault ("EV") upgrades and can be supplemented with add-ons, for additional applicable fees, to a maximum of eight (8) EV and/or Discovery Accelerator ("DA") servers, except for: the Add-On Enterprise Vault Windows 2012 To 2016 OS Migration Service, Add-On EV SQL Migration Service, and the Add-on EV and DA SQL Migration Service for which there is no maximum add-on count. Customer is running the requisite versions of Microsoft OS and a hardware refresh is not required. The scope of the engagement covers the readiness check and the in-place upgrade of one (1) EV server to version 12.x or 14.x.

Delivery Details

Scope of Service

Phase 1	Project Planning
Phase 2	EV Readiness Check
Phase 3	Production Upgrade to EV 12 or EV 14
Phase 4	Project Review and Closeout

PHASE 1 PROJECT PLANNING

Arctera shall initiate a planning discussion with Customer to prepare for the project. The topics outlined below shall be discussed during the meeting:

Arctera shall:

- Review roles and responsibilities
- Confirm primary Customer point of contact
- Review Scope of Service
- Provide Acceptance Test Plan ("ATP") summation document to Customer

PHASE 2 EV UPGRADE READINESS CHECK

Arctera shall facilitate a WebEx with Customer to discuss the upcoming production upgrade of EV as well as provide any required tools for data collection. After reviewing the output, Arctera shall document any issues discovered within the environment and document the steps for upgrade.

Arctera shall:

- Perform a high-level evaluation of the current environment for issues that may affect the upgrade
- Provide tools and instructions for data collection
- Analyze and provide feedback on issues requiring remediation that could affect the upgrade
- Create operational task list for use during upgrade

PHASE 3 PRODUCTION UPGRADE TO EV 12.X OR 14.X

The objective is to upgrade the EV infrastructure within the production environment from version 11.x or higher to a newer version of 12.x or to upgrade Enterprise Vault ("EV") from version 12.x or higher to a newer version of 14.x

Arctera shall:

- Analyze and provide feedback based on output from the EV deployment scanner
- Shutdown EV
- Install and upgrade EV to 12.x to 14.x (with applicable hotfixes)
- Upgrade related EV components (if deployed)
 - EV Reporting
 - EV Operations Manager
 - OWA extensions
- Perform functional verification (ATP document)

PHASE 4 PROJECT REVIEW AND CLOSEOUT

Arctera shall perform and/or provide the following:

- Review project activities
- Provide completed ATP document
- Participate in closeout meeting

Deliverables

Phase 1 Deliverable:

- Schedule the readiness check

Phase 2 Deliverables:

- Perform a high-level review of the environment
- Complete documentation of required operational steps for upgrade

Phase 3 Deliverable:

- Upgrade EV on one (1) server to 12.x or to upgrade on one(1) server to 14.x

Phase 4 Deliverable:

- Deliver the ATP document to Customer and attend the project close out meeting

Key Dependencies & Customer Responsibilities

- All work to be performed from an Arctera approved remote facility
- 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
- Change Control Records shall be entered and maintained by Customer
- No feature or functionality changes based on version change 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 change control window
- EV server must meet recommended specifications of eight (8) cores and sixteen (16) GB RAM
- EV SQL server must meet recommended specifications of eight (8) cores and sixteen (16) GB RAM
- Verify SQL/EV Customer version compatibility with the destination SQL/EV version in the EV Compatibility List located at: [Enterprise Vault™ Compatibility Charts \(veritas.com\)](https://www.veritas.com/enterprise-vault/compatibility-charts)

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:

- Upgrade license keys via the my.veritas.com portal during Phase 1 of the Service
- Run provided information collection tools including application, SQL queries and/or PowerShell scripts on EV and SQL servers and provide results for analysis by Arctera during Phase 2 of the Service
- Remediate any issues found that may affect the upgrade during Phase 2 of the Service
- Ensure that all change control and end user notifications have been submitted during Phase 3 of the Service
- Download and locally stage EV installation media (and any hotfixes) and required licenses on the server during Phase 3 of the Service

- On the EV server, run the EV Deployment Scanner and provide results back to the Arctera team during Phase 3 of the Service.
- Configure recommended antivirus exclusions on destination server during Phase 3 of the Service:
 - https://www.veritas.com/support/en_US/article.TECH48856
- If utilizing Mailbox Archiving during Phase 3 of the Service, upgrade legacy EV client (Outlook/Notes) add-ins to version 12.x (with applicable hotfixes) prior to EV 12 server upgrade (EV 12.x client works with EV server 11 and 12) or upgrade legacy EV client (Outlook/Notes) add-ins to version 14.x (with applicable hotfixes) prior to EV 14 server upgrade (EV 14.x client works with EV server 12 and 14).
- Complete remaining prerequisites as documented in upgrade operational task list during Phase 3 of the Service
- Perform recommended SQL maintenance against the EV SQL databases per the following Tech Note:
 - https://www.veritas.com/support/en_US/article.000040169
- Prior to upgrade, disable scheduled SQL maintenance and backups. Disable backup jobs of EV servers and any utility/job that may take EV out of backup mode
- Set EV into read-only (backup) mode and backup entire EV environment in order to establish recovery point at beginning of upgrade after Arctera has validated the environment during Phase 3 of the Service (see bullets above)
- 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
- 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.