

Enterprise Vault Upgrade Services Add-on Discovery Accelerator

September 2024



This Fixed Price-Fixed Scope Service Description describes the **EV Upgrade Services Add-on Discovery Accelerator, Control # Add-on-DA-12-0001** (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 add a Discovery Accelerator ("DA") server into scope for upgrade within the production environment from EV 10 or 11 to 12.x (with applicable hotfixes) for each quantity Customer has purchased, or upgrade within the production environment from EV 12.x to 14.x for each quantity Customer has purchased. This Service 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

The objective of this Service is to add a Discovery Accelerator ("DA") server into scope for upgrade from EV 10 or 11 to 12.x (with applicable hotfixes) or upgrade from EV 12.x to 14.x (with applicable hotfixes).

Arctera shall:

- Analyze and provide feedback based on output from the EV deployment scanner
- Verify all DA searches have been accepted/rejected
- Verify all DA export jobs have been completed/stopped
- Verify analytics is disabled
- Drop/Create Custodian Manager master key (if applicable)
 - https://www.veritas.com/support/en_US/article.000008870
- Shutdown DA
- Install current DA binaries on destination server (if applicable)
- Modify DA configuration for destination servers and validate (if applicable)
- Install and upgrade to DA 12.x or 14.x and hotfixes
- Perform functional verification (ATP document)

Deliverable

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

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely from an Arctera 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 will be entered and maintained by Customer
- DA server must meet recommended specifications of four (4) cores and eight (8) GB RAM
- DA 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)
- Adequate storage (4x the amount of the largest Customer database) must be present for the DA SQL database(s)
- Verify recommended SQL maintenance has been performed against the DA SQL database per the following Tech Note: https://www.veritas.com/support/en_US/article.000040169

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
- Download and locally stage EV/DA installation media (DA/EV 11.x and/or 12.x and any hotfixes) on the server or (DA/EV 14.x and any hotfixes) on the server.
- Provision and complete EV/DA prerequisites on the new DA server (if applicable)
- Run the EV Deployment Scanner and SQL queries on the DA server in order to provide results back to Arctera team
- Configure recommended anti-virus exclusions on destination server: https://www.veritas.com/support/en_US/article.TECH48856
- Upgrade DA clients to version 12.x or 14.x (with applicable hotfixes) immediately prior/post to DA 12.x or 14.x server upgrade.
- Accept/reject all DA searches
- Disable all DA scheduled searches
- Complete/stop all DA export jobs
- Disable analytics on all cases
- Disable other schedules tasks that could impact DA/EV
- Confirm recommended SQL maintenance has been performed against all DA SQL databases per the following Tech Note: https://www.veritas.com/support/en_US/article.000040169
- Complete remaining prerequisites as documented in upgrade task list
- 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.