

This Fixed Price-Fixed Scope Service Description describes the **EV Upgrade Services Add-on EV SQL Migration, Control #Add-on-EV-SQL-MIG-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 assist Customer with the migration of the Enterprise Vault ("EV") SQL databases to a new version for each quantity Customer has purchased. This Service is an add-on to 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.

Note: Applicable version upgrades for this scope of Service are listed below, if multiple migrations are required to reach the intended SQL target, then multiple quantities of this SKU need to be purchased.

SQL Source	SQL Target
SQL 2008 x64 SP2-SP4	SQL 2012
SQL 2008R2 x64	SQL 2012 or SQL 2014
SQL 2012, 2014, 2016 or 2019	SQL 2012, 2014, 2016 or 2019

Delivery Details

Arctera shall:

- Provide required SQL permissions
- As part of base package readiness check; update operational task list for use during SQL migration
- Update EV configuration for destination SQL server/instance
- Start EV Service
- Perform read-only functional tests
- Clear EV backup mode
- Perform remaining functional tests

Deliverable

Migrate one (1) EV SQL server from source version to target version

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

September 2024

- 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
- Verify recommended SQL maintenance has been performed against the EV SQL database per the following Tech Note: https://www.veritas.com/support/en_US/article.000040169
- Target EV SQL server must be sized with at least the below recommended specifications of:
 - Four (4) cores
 - 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:

- Confirm required database and transaction log disk space has been allocated to new SQL server
- Confirm EV Service Account (VSA) SQL permissions on replacement SQL server
- Set EV backup mode
- Shutdown all EV Services (as required)
- Backup/restore or copy EV database to new destination SQL server/instance
- Upgrade EV SQL database compatibility level
- Remove access to legacy EV databases
- 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. Scope of Service

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.