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This Fixed Price-Fixed Scope Service Description describes the **EV Upgrade Services Offering Add-On Additional EV Server, Control # Add-on-EV-addl-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 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. The Scope of Services is to add an additional server Enterprise Vault ("EV") server into the scope for upgrade and/or migration. The Scope of Services and Key Dependencies sections in the base package Service Description document(s) are applicable and remain in effect for this additional EV server. The base package must be purchased simultaneously with this Service.

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

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:

- Change Control Records shall be entered and maintained by Customer
- 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 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
- Verify SQL/EV Customer version compatibility with the destination SQL/EV version in the EV Compatibility List located at:
 - [Enterprise Vault™ Compatibility Charts \(veritas.com\)](#)
- Upgrade license keys via the my.veritas.com portal during Phase 1 of the Service.

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- 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.
- Remediate any issues found that may affect the upgrade during the Service.
- Provision and complete EV prerequisites on the new EV server during Phase 3 of Service.
- Download and locally stage EV installation media (and any hotfixes) and required licenses on the target server.
- On the EV source and target servers, run the EV Deployment Scanner and provide results back to Arctera during Service.
- Configure recommended antivirus exclusions on destination server during Service: https://www.veritas.com/support/en_US/article.TECH48856
- If utilizing Mailbox Archiving, during Phase 3 of 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 operational task list
- 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 Service
- 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.