

Veritas NetBackup 6.0 to 6.5 Upgrade Solution



A principal challenge to organization's expanding storage requirements is matching variable demand with an adaptive, robust, manageable, and scalable enterprise backup solution. Through careful business and technology planning, the utility of the enterprise backup solution can be fully realized as reflected in the combined rapid archive and restoration of data.

Keeping your Symantec Veritas NetBackup environment update to date can be a challenge. Dewpoint can help with its Net backup 6.0 to 6.5 upgrade solution. Veritas Netbackup 6.5 has improved flexibility and performance. Netbackup 6.5 also allows you to make more effective use of disk space to speed up backup and restore operations.



symantec™

**Dewpoint is a Symantec Gold Partner. Contact your Dewpoint representative, or email service@dewpoint.com, for a quote on Symantec licensing and support.*

Program Elements

Dewpoint will assist the customer with the following Netbackup 6.0 to 6.5 upgrade functions:

Project Planning

The Project Planning stage includes:

- Introduce key Dewpoint personnel
- Create a Project Schedule
- Develop test criteria
- Confirm hardware/software requirements for all installations
- Discuss procedures for onsite work and temporary work space of Dewpoint personnel
- Verify assumptions
- Agree on project acceptance criteria
- Finalize project timeline

Update Architecture Of Backup Environment

In this stage, the backup system and policy designs are updated to account for changes in hardware, servers, and applications, including:

- Review current network design and its effects on backup
- Examine Backup Logs for issues
- Review and Optimize Backup Policies
- Review Master and Media server configurations
- Examine Virtual Environment Requirements
- Plan for Enterprise Client Implementation

Upgrade Netbackup 6.5 On Existing Master & Media server

The existing server hardware is upgraded to NetBackup version 6.5, including:

- Deactivate all policies
- Initiate a catalog backup to tape
- Upgrade Master server from NetBackup 6.0 to Netbackup 6.5
- Upgrade Media server from NetBackup 6.0 to Netbackup 6.5
- Reactivate all deactivated policies
- Testing backup policies to ensure that the new version is working correctly

Veritas NetBackup client upgrade and installation

Up to ten (10) Clients will be upgraded from NetBackup 6.0 to 6.5. During this process, Client staff will receive hands on training to allow them to upgrade the remaining NetBackup clients.

- Perform upgrade to NetBackup 6.5 client

Program Elements Continued

Testing

The testing plan from the initial Project Plan stage will be executed. A number of policies will be tested to ensure successful backups. Test restores will also be preformed to validate backup integrity.

Documentation

The software and hardware configuration implemented at Client will be documented, including all of the relevant technical details necessary for an experienced Veritas NetBackup administrator to re-create the installation. This documentation is not a step-by-step installation guide.

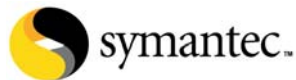
Program Deliverables

- Project plan including schedule
- Documented architecture for Netbackup
- Functioning NetBackup server at 6.5
- Upgrade of NetBackup Client to 6.5 client on 10 servers
- Test based on agreed upon test criteria
- Document detailing backup configuration

Program Fee: \$10,000

Program fee subject to change. Contact your Dewpoint representative to confirm. Version 2; 01/22/2009

**Travel expenses are not included in the above cost of the service. Any travel expenses expected to be incurred in association with delivery of this service will be approved In advance by client and invoiced separately.*

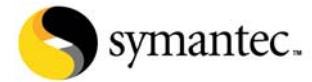


**Dewpoint is a Symantec Gold Partner. Contact your Dewpoint representative, or email service@dewpoint.com, for a quote on Symantec licensing and support.*

Program Benefits

- Improved flexibility and performance
- More effective use of disk space
- Faster backup and restore operations

Veritas NetBackup 6.0 to 6.5 Upgrade Solution



Statement Of Work

In order to ensure a successful project, it is important that both organizations identify and the following responsibilities:

- Dewpoint is responsible for all tasks within this Statement of Work.

Client Responsibilities

- Provide access to Client technical personnel responsible for the installation and implementation.
- Client will be responsible for successful communication between the servers and clients on the network before the installation of NetBackup is scheduled.
- Client will be responsible for providing Dewpoint, Inc. the information necessary to successfully complete the tasks included in this statement of work.

This engagement will be scheduled after receipt of a signed copy of this Statement Of Work and a purchase order.

Dewpoint will invoice for the services associated with this engagement upon completion of the deliverables and meeting the associated acceptance criteria.

Payment terms are net 30 days.

The signature below represents approval of the above Statement of Work. The affixed signature provides all authorization to proceed with the project.

Client Name

Date

PO Number