

VERITAS Backup Exec Sales, Pricing, and Licensing Guide

VERITAS Backup Exec™ 10.0 for Windows Servers

First Time/Upgrade Licensing At-A-Glance
Begins on Page 8

How To Sell Flowcharts
Begin on Page 14



PLEASE NOTE: This document is intended to aid VERITAS personnel and partners in the sale of the VERITAS Backup Exec™ 10.0 for Windows Servers software product line. The pricing contained within this document is taken directly from the VERITAS price list - which should be used as the default guide for pricing. VERITAS Software reserves the right to change this document at any time.

ALL PRICES ARE IN U.S. DOLLARS AND ARE NOT ADJUSTED WITH INTERNATIONAL UPLIFTS.

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BACKUP EXEC ARCHITECTURE AND EDITIONS

VERITAS Backup Exec™ 10.0 *for Windows Servers* software is designed to operate as a standalone backup server locally protecting data on the server on which it is installed, or protecting the local server as well as remote server or workstation data distributed on computers around the network. Centralized management architecture enabling central administration of multiple Backup Exec media servers is easy to scale and manage.

The core component, VERITAS Backup Exec software, installs on a broad range of Windows operating systems such as Windows Server 2003, Windows Storage Server 2003, and Windows Small Business Server Standard and Premium Editions. A wide-range of separately sold agents and options expand Backup Exec's functionality to meet diverse application needs for growing and upgrading storage management capabilities.

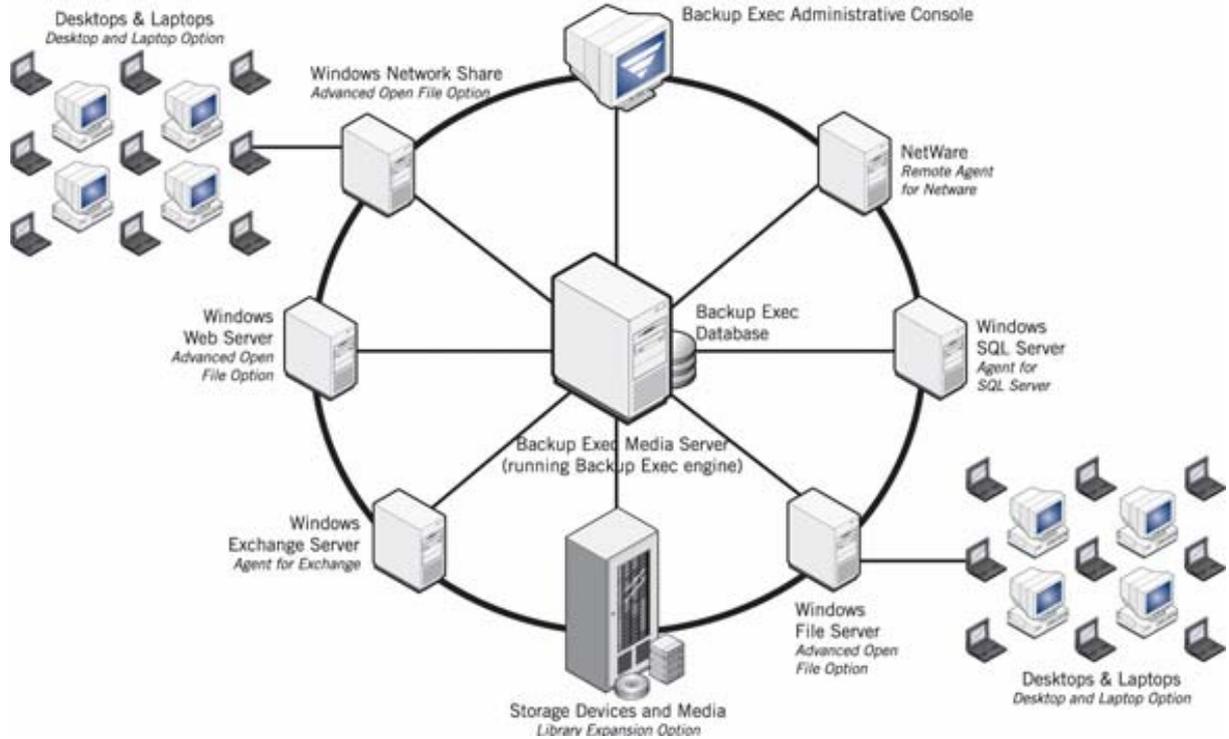
VERITAS BACKUP EXEC™ 10.0 FOR WINDOWS SERVERS

VERITAS Backup Exec 10.0 *for Windows Servers* is the Gold Standard in Windows data protection providing comprehensive, cost-effective, high-performance, and certified backup and recovery. An intuitive, browser-based user interface consolidates management, as well as offering true web-based administration for Microsoft Windows Server 2003 and Storage Server 2003. Centralized administration provides easily scalable management of distributed backup and remote servers, and wizards simplify data protection and recovery procedures for any level user and any size network. With multi-staging and advanced disk-based backup functionality, Backup Exec delivers the fastest disk-based backup and recovery. With a complete family of high performance agents and options to protect Windows, NetWare, Linux, and UNIX server data, as well as desktops and laptops, Backup Exec offers simple, flexible, and granular data protection .

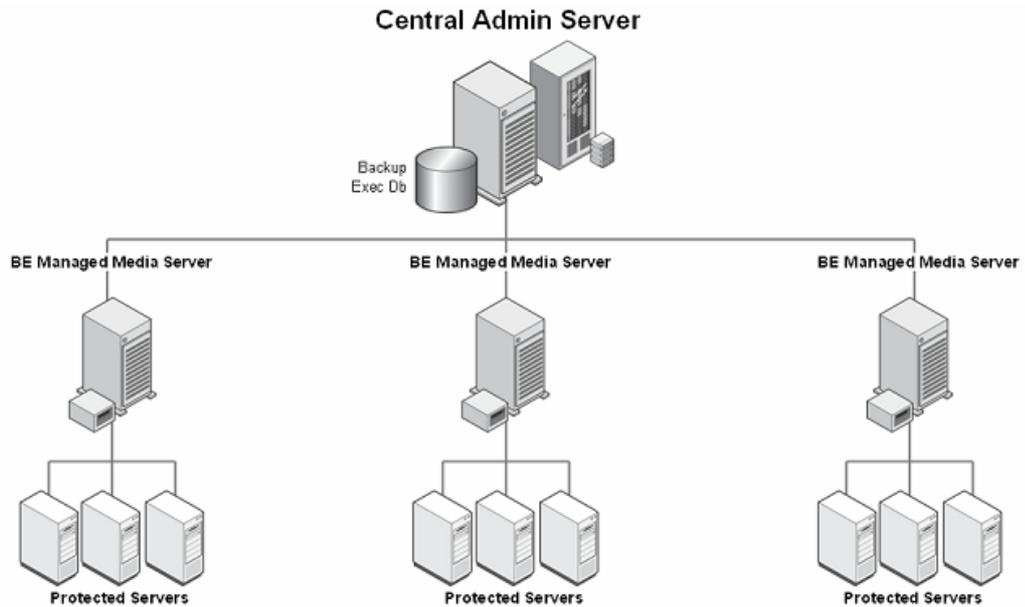
VERITAS BACKUP EXEC™ 10.0 FOR SMALL BUSINESS SERVER

VERITAS Backup Exec 10.0 *for Windows Small Business Server* is the Gold Standard in Windows data protection providing comprehensive, cost-effective, high-performance, and certified backup and recovery for Windows Small Business Server environment. The robust suite features backup, restore, disaster recovery, single tape library support, Exchange Server support, SharePoint Services support, Microsoft SQL Server support, and Microsoft Small Business Server 2003 support. A select family of powerful agents and options deliver robust storage management tools to meet diverse application needs for growing and upgrading storage management capabilities. VERITAS Backup Exec Small Business Server Edition provides exceptional value at a single price point. Best of all, it is easy to install and manage.

VERITAS Backup Exec 10.0 Standard Architecture



VERITAS Backup Exec 10.0 Central Admin Server Architecture



VERITAS BACKUP EXEC KEY FUNCTIONALITIES AT-A-GLANCE

Key Functionalities	Server Edition	SBS Edition
Microsoft Windows 2003 Server Family support	●	
Microsoft Windows 2000 Server Family support	●	
Microsoft Windows Storage Server 2003 and Windows-Powered SAK 2.0 or higher NAS appliances support	●	
Microsoft Small Business Server 2003 Standard Edition support		●
Microsoft Small Business Server 2003 Premium Edition support		●
Microsoft Small Business Server 2000 support		●
Single Tape Drive support	●	●
ExecView (web-based monitoring)	●	●
Backup Exec Remote Administrator (remote management)	●	●
Client protection for Windows workstations	●	●
Client protection for Macintosh workstations	●	
Online documentation and knowledgebase	●	●
Management Pack for Microsoft Operations Manager	●	
Backup Exec Agent for Exchange Server	○	●
Backup Exec Agent for SQL Server	○	●
Backup Exec Support for SharePoint Team Services	●	●
Backup Exec Agent for SharePoint Portal Server	○	
Backup Exec Agent for Lotus Domino	○	
Backup Exec Agent for Oracle on Windows Servers	○	
Backup Exec Agent for SAP R/3	○	
Backup Exec Desktop and Laptop Option	○	○
Backup Exec Intelligent Disaster Recovery Option	○	●
Backup Exec Advanced Open File Option	○	○
Backup Exec Central Admin Server Option	○	
Backup Exec Advanced Disk-based Backup Option	○	
Backup Exec Library Expansion Option	○	○
Backup Exec SAN Shared Storage Option	○	
Backup Exec Remote Agent for Windows or Netware Servers	○	○
Backup Exec Remote Agent for Linux or UNIX Servers	○	

- = Included in base license
○ = Licensed separately

VERITAS BACKUP EXEC 10.0 FOR WINDOWS SERVERS SUPPORTED PLATFORMS

	Server OS	Workstation OS
Installs On	<ul style="list-style-type: none"> • Microsoft Windows Server 2003 family • Microsoft Windows 2000 Server family • Microsoft Windows Small Business Server including 2000, and 2003¹ • Microsoft Windows Storage Server 2003 	<ul style="list-style-type: none"> • Windows XP Professional • Windows 2000 Professional
Protected Remote Clients	<ul style="list-style-type: none"> • Microsoft Windows Server 2003 family² • Microsoft Windows 2000 Server family² • Microsoft Windows Storage Server 2003² • Novell NetWare 4.x-6² • UNIX³ • Linux³ • Mac OSX 	<ul style="list-style-type: none"> • Windows XP Professional • Windows XP Home • Windows ME • Windows 2000 Professional • Windows 98SE • Mac OSX

¹ Requires use of VERITAS Backup Exec for *Windows Small Business Server*

² Requires the use of the Remote Agent for *Windows or Netware Servers*

³ Requires the use of the Remote Agent for *Linux or UNIX Servers*

SUPPORT MATRIX

The latest operating system support and the current agent and option platform support can be found at: <http://seer.support.veritas.com/docs/264484.htm>.

For a complete listing of hardware or software compatibility support, please refer to <http://support.veritas.com/rd/bews-compatibility.htm>.

PURCHASE AND UPGRADES AT-A-GLANCE

FIRST TIME PURCHASE PRICING AND LICENSING

Backup Exec Core Products	Box SKU	VIP License SKU	VIP 1-Year Combo License SKU	MSRP / Licensed per
Backup Exec 10.0 for Windows Servers	E130258 <i>English</i> E130288 <i>French</i> E130298 <i>German</i> E130308 <i>Italian</i>	A130258-0Lx000	S130258-0Lx000	€865 / Media Server
Backup Exec 10.0 for Windows Small Business Server – Includes: <ul style="list-style-type: none"> Exchange Agent SQL Agent Single Tape Drive Support Intelligent Disaster Recovery Option 	E130478 <i>English</i> E130498 <i>French</i> E130508 <i>German</i> E130518 <i>Italian</i>	A130478-0Lx000	S130478-0Lx000	€865 / SBS Server
Backup Exec 10.0 Suite Includes: <ul style="list-style-type: none"> One (1) Backup Exec license One (1) Storage Exec license Two (2) Replication Exec licenses 	Not Available*	Not Available*	Not Available*	Not Available*
Client Access Licenses				
Remote Agent (CAL) for Windows or Netware Server	E131338	A131338-0Lx000	S131338-0Lx000	€321 Remote Connection
Remote Agent (CAL) for Windows Small Business Server	E130658	A130658-0Lx000	S130658-0Lx000	€321 Remote Connection
Remote Agent (CAL) for Linux or UNIX Servers	E134388	A134388-0Lx000	S134388-0Lx000	€321 Remote Connection
Media Server Options				
Central Admin Server Option	E134368	A134368-0LxV31	S134368-0Lx000	€1734 Central Admin Server
Advanced Disk-based Backup Option	E134358	A134358-0Lx000	S134358-0Lx000	€538 Server
Advanced Open File Option for Windows Servers (with CAL)	E131208	A131208-0Lx000	S131208-0Lx000	€973 Server
Advanced Open File Option for Windows Small Business Server	E130598	A130598-0Lx000	S130598-0Lx000	€321 Server
Online Groupware Protection				
Agent for Microsoft Exchange Server (with CAL)	E131278	A131278-0Lx000	S131278-0Lx000	€1082 Exchange Server
Agent for Microsoft SharePoint Portal Server (with CAL)	E131288	A131288-0Lx000	S131288-0Lx000	€1082 SharePoint Server
Agent for Lotus Domino (with CAL)	E131268	A131268-0Lx000	S131268-0Lx000	€1082 Domino Server

Online Database Protection	Box SKU	VIP License SKU	VIP 1-Year Combo License SKU	MSRP / Licensed per
Agent for SQL Server (with CAL)	E131298	A131298-0Lx000	S131298-0Lx000	€1082 SQL Server
Agent for Oracle on Windows Servers (with CAL)	E131308	A131308-0Lx000	S131308-0Lx000	€1082 Oracle Server
Agent for SAP R/3 (with CAL)	E131368	A131368-0Lx000	S131368-0Lx000	€3473 R/3 Server
Desktop and Laptop Protection				
Desktop and Laptop Option for Windows Servers (For 10 Desktops and Laptops)	E131398	A131398-0Lx000	S131398-0Lx000	€266 10 Desktops or Laptops
Desktop and Laptop Option for Windows Servers (For 100 Desktops and Laptops)	VIP ONLY	A131218-0Lx000	S131218-0Lx000	€2660 100 Desktops or Laptops
Desktop and Laptop Option for Windows Small Business Server	E130618	A130618-0Lx000	S130618-0Lx000	€321 SBS Server
Disaster Recovery				
Intelligent Disaster Recovery Option (protect unlimited clients)	E131248	A131248-0Lx000	S131248-0Lx000	€756 Media Server
Storage Options				
Library Expansion Option for Windows Servers	E131258	A131258-0Lx000	S131258-0Lx000	€1082 Drive
Library Expansion Option for Windows Small Business Server	E130638	A130638-0Lx000	S130638-0Lx000	€321 Drive
SAN Shared Storage Option for Windows Servers	E131358	A131358-0Lx000	S131358-0Lx000	€1082 Media Server

* At the time of this printing, the SKU and cost information had not been completed. Please contact your local VERITAS office or Inside Sales representative for this information.

Note: the "Lx" code under VIP licensing reflects the level of VIP discount. For additional VIP pricing information please contact VERITAS Inside Sales.

Note: Purchase orders that mix "boxed" product SKUs with VIP product SKUs will be rejected.

VERSION/FAMILY UPGRADES PRICING AND LICENSING

Backup Exec Core Product Upgrades (VIP ONLY)	From Box or VIP to Box SKU	VIP License SKU From Box or VIP to VIP	VIP 1-Year Combo License SKU	MSRP / Licensed
From any previous version of BEWS to BEWS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130258-0LxU55	S130258-0LxU55	€538 Server
From any previous version of BEW SBS to BEW SBS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130478-0LxU55	S130478-0LxU55	€538 Server
From any version of BE Quickstart to BEWS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130258-0LxU07	S130258-0LxU07	€646 Server
From any version of BEW SBS to BEWS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130258-0LxV33	S130258-0LxV33	€538 Server
From any previous version of <i>Backup Exec for NetWare Servers</i> to BEWS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130258-0LxU55	S130258-0LxU55	€538 Server
From any version of BE Quickstart to BEW SBS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130478-0LxU07	S130478-0LxU07	€538 Server
Client Access Licenses				
From any previous version of Remote Agent (CAL) for <i>Windows Servers</i> and Remote Agent (CAL) for <i>NetWare Servers</i> to BE 10.0 Remote Agent for <i>Windows or Netware Servers</i>	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131338-0LxU55	S131338-0LxU55	€104 Remote Connection
Media Server Options				
From any previous version of Backup Exec NSE or APPO to BEWS 10.0 Central Admin Server Option	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A134368-0LxV31	S134368-0LxV31	€1082 Managed Backup Exec Server
From any previous version of Open File Option to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131208-0LxU55	S131208-0LxU55	€321 Server
Online Groupware Protection				
From any previous version of Agent for Microsoft Exchange Server to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131278-0LxU55	S131278-0LxU55	€321 Exchange Server
From any previous version of Agent for Microsoft SharePoint Portal Server to BEWS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131288-0LxU55	S131288-0LxU55	€321 SharePoint Server
From any previous version of Agent for Lotus Domino to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131268-0LxU55	S131268-0LxU55	€321 Domino Server

Online Database Protection	From Box or VIP to Box SKU	VIP License SKU From Box or VIP to VIP	VIP 1-Year Combo License SKU	MSRP / Licensed
From any previous version of Agent for SQL Server to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131298-0LxU55	S131298-0LxU55	€321 SQL Server
From any previous version of Agent for Oracle to BEWS 10.0 Oracle on Windows Servers Option (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131308-0LxU55	S131308-0LxU55	€321 Oracle Server
From any previous version of Agent for R/3 for Oracle to BEWS 10.0 SAP R/3 Option (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131368-0LxU55	S131368-0LxU55	€321 R/3 Server
Disaster Recovery				
From any previous version of Intelligent Disaster Recovery Option to BEWS 10.0 (protecting unlimited clients)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131248-0LxU55	S131248-0LxU55	€321 Backup Server
Storage Options				
From any previous version of Library Expansion Option to BEWS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131258-0LxU55	S131258-0LxU55	€321 Drive
From any previous version of SAN Shared Storage Option License to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131358-0LxU55	S131358-0LxU55	€321 Backup Server
Desktop and Laptop Option				
From Desktop and Laptop option 9.1 to BEWS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131398-0LxU55	S131398-0LxU55	€321 10 Desktops/Laptops
SBS Agents and Options				
From any previous version of BEW SBS Advanced Open File Option to BEW SBS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130598-0LxU55	S130598-0LxU55	€104
From any previous version of BEW SBS Library Expansion Option to BEW SBS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130638-0LxU55	S130638-0LxU55	€104
From any previous version of BEW SBS Desktop and Laptop Option to BEW SBS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130618-0LxU55	S130618-0LxU55	€104 per 10 desktops/laptops
From any previous version of Remote Agent for BEW SBS to BEW SBS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130658-0LxU55	S130658-0LxU55	€104

Note: the “Lx” code under VIP licensing reflects the level of VIP discount. For additional VIP pricing information please contact VERITAS Inside Sales.

Note: Purchase orders that mix “boxed” product SKUs with VIP product SKUs will be rejected.

COMPETITIVE UPGRADES PRICING AND LICENSING

Competitive Upgrades	From Box or VIP to Box SKU	VIP License SKU From Box or VIP to VIP	VIP 1-Year Combo License SKU	MSRP / Licensed
Competitive Trade-In for Backup Exec 10.0 for Windows Server Edition	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130258-0LxU42	S130258-0LxU42	€646 Media Server
Competitive Trade-In for Backup Exec 10.0 for Small Business Server Edition	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A130478-0LxU42	S130478-0LxU42	€646 Media Server
Client Access Licenses				
From Competitive Remote Agent (CAL) for Windows Servers or NetWare Servers to Backup Exec 10.0 Remote Agent for Windows or Netware Servers	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131338-0LxU42	S131338-0LxU42	€158 Remote Connection
Media Server Options				
From Competitive Advanced Open File Option to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131208-0LxU42	S131208-0LxU42	€538 Server
Online Groupware Protection				
From Competitive Agent for Microsoft Exchange Server to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131278-0LxU42	S131278-0LxU42	€538 Exchange Server
From Competitive Agent for Microsoft SharePoint Portal Server to BEWS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131288-0LxU42	S131288-0LxU42	€538 SharePoint Server
From Competitive Agent for Lotus Domino to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131268-0LxU42	S131268-0LxU42	€538 Domino Server
Online Database Protection				
From Competitive Agent for SQL Server to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131298-0LxU42	S131298-0LxU42	€538 SQL Server
From Competitive Agent for Oracle to BEWS 10.0 Oracle on Windows Servers Option (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131308-0LxU42	S131308-0LxU42	€538 Oracle Server
Intelligent Disaster Recovery				
From Competitive Intelligent Disaster Recovery Option to BEWS 10.0 (protecting unlimited clients)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131248-0LxU42	S131248-0LxU42	€321 Backup Server
Storage Options				
From Competitive Library Expansion Option to BEWS 10.0	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131258-0LxU42	S131258-0LxU42	€538 Drive
From Competitive SAN Shared Storage Option License to BEWS 10.0 (with CAL)	NO UPGRADE AVAILABLE TO BOX – VIP ONLY	A131358-0LxU42	S131358-0LxU42	€538 Backup Server

MEDIA PRICING AND LICENSING

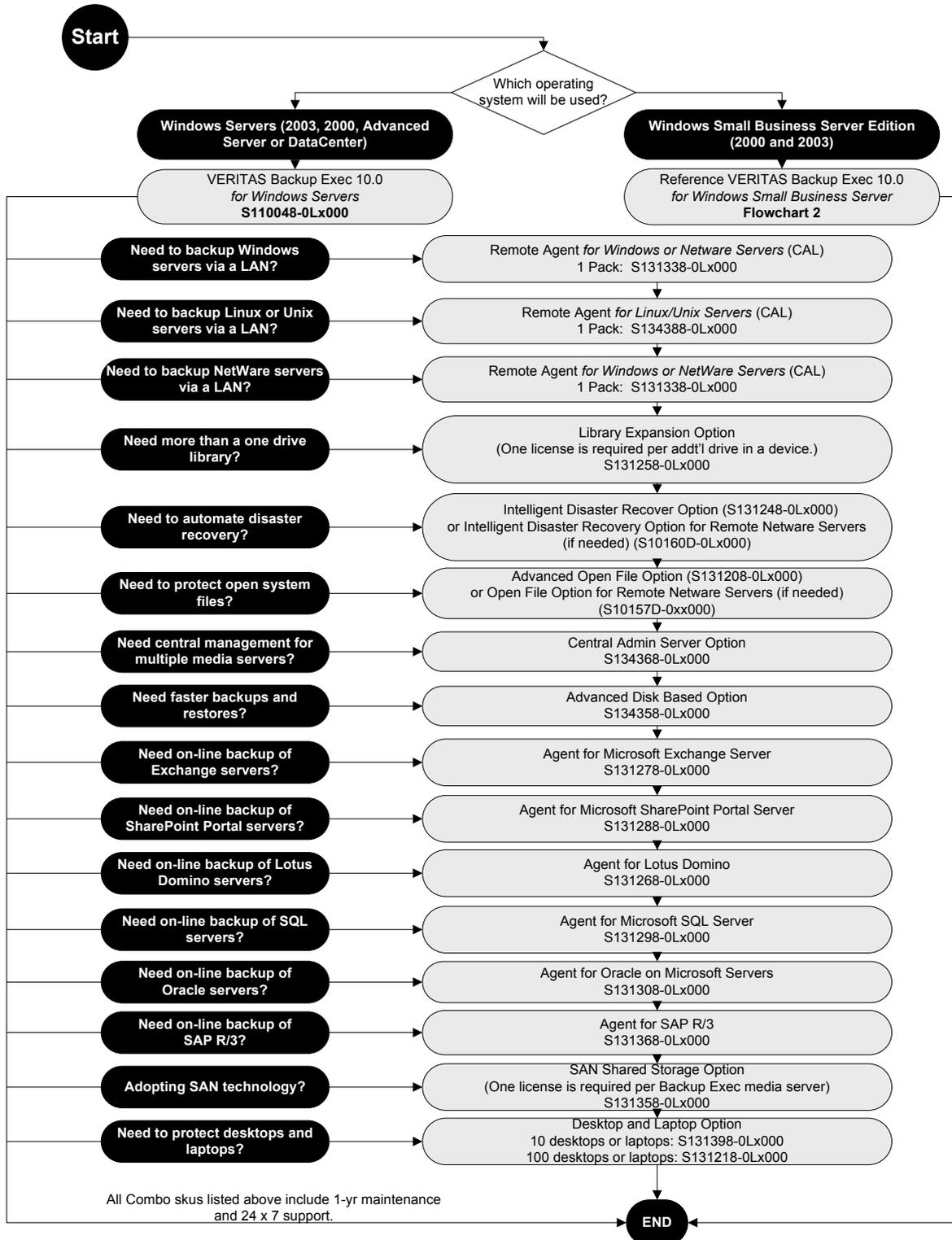
Item	Product Number	VIP License	VIP 1-Year Combo License	MSRP / Licensed
Backup Exec 10.0 for Windows Servers 60-day Evaluation CD	N130348-000E01	N/A	N/A	\$0 / Backup Server
Backup Exec 10.0 for Windows Servers Not-for-Resale kit	E130458	N/A	N/A	\$0 / Backup Server
Backup Exec 10.0 for Windows Servers Documentation Kit (English)	N130368	N/A	N/A	€55 Manual
Backup Exec 10.0 for Windows Servers CD Media Kit	N130348	N/A	N/A	€55 CD
Backup Exec 10.0 Reseller Show-To-Go Kit Includes: <ul style="list-style-type: none"> • One (1) NFR for internal use • One (1) Backup Exec 10.0 license for resale • Does not include support 	E130448	N/A	N/A	€435 Backup Server Edition

Note: the “Lx” code under VIP licensing reflects the level of VIP discount. For additional VIP pricing information please contact VERITAS Inside Sales.

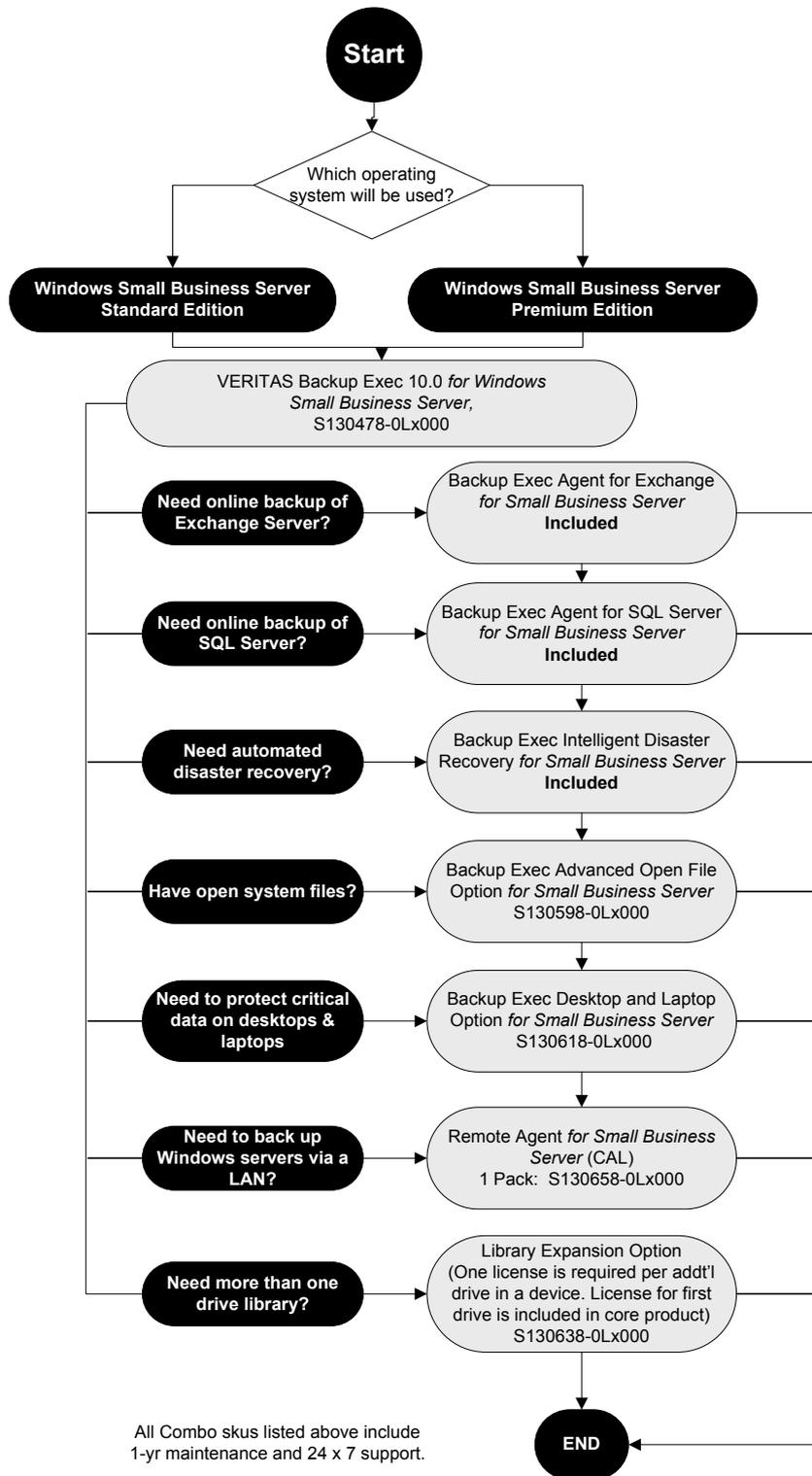
Note: Purchase orders that mix “boxed” product SKUs with VIP product SKUs will be rejected.

HOW TO SELL FLOW CHARTS

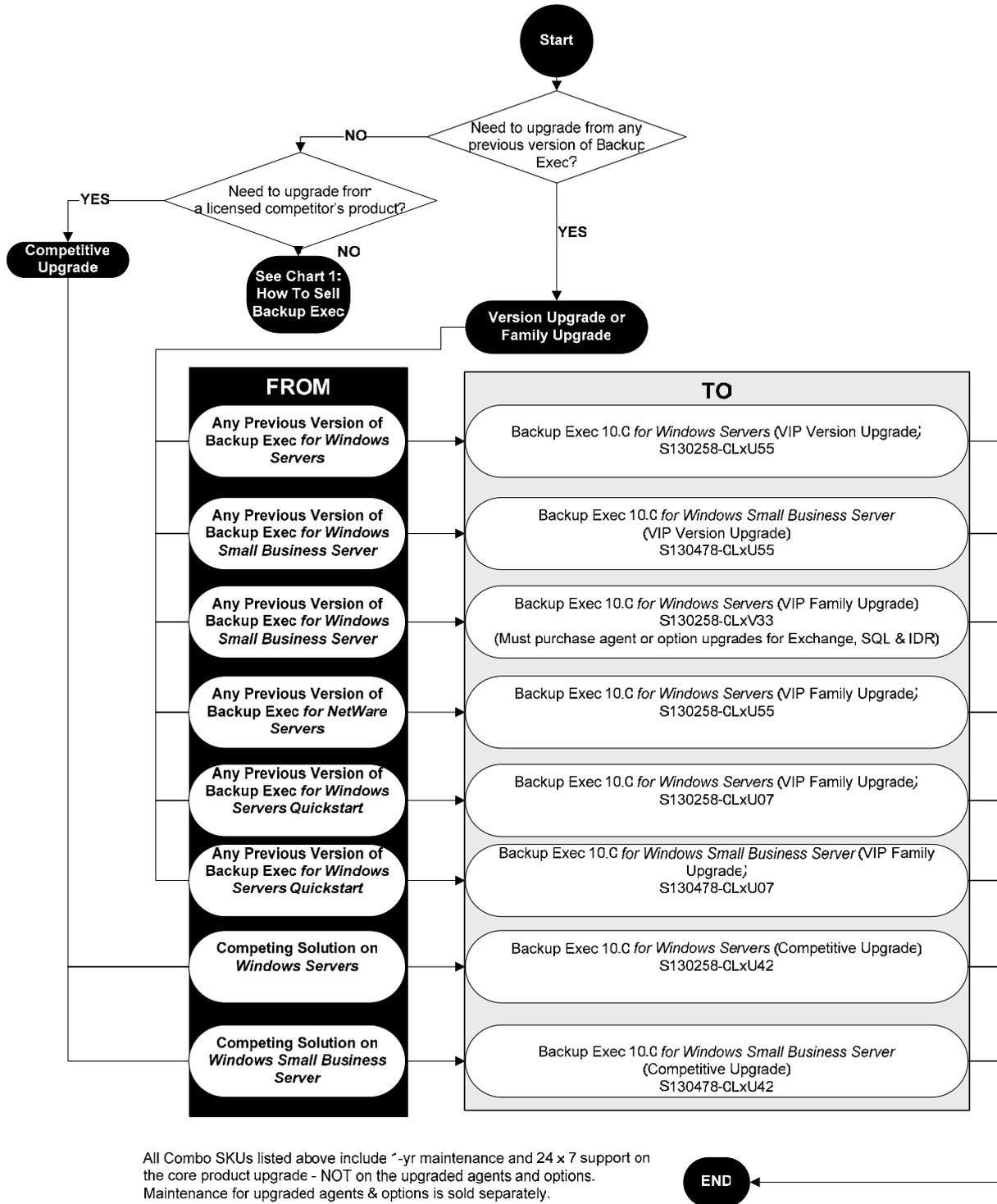
FLOWCHART 1: HOW TO SELL BACKUP EXEC 10.0 FOR WINDOWS SERVERS



FLOWCHART 2: HOW TO SELL BACKUP EXEC 10.0 FOR WINDOWS SMALL BUSINESS SERVER

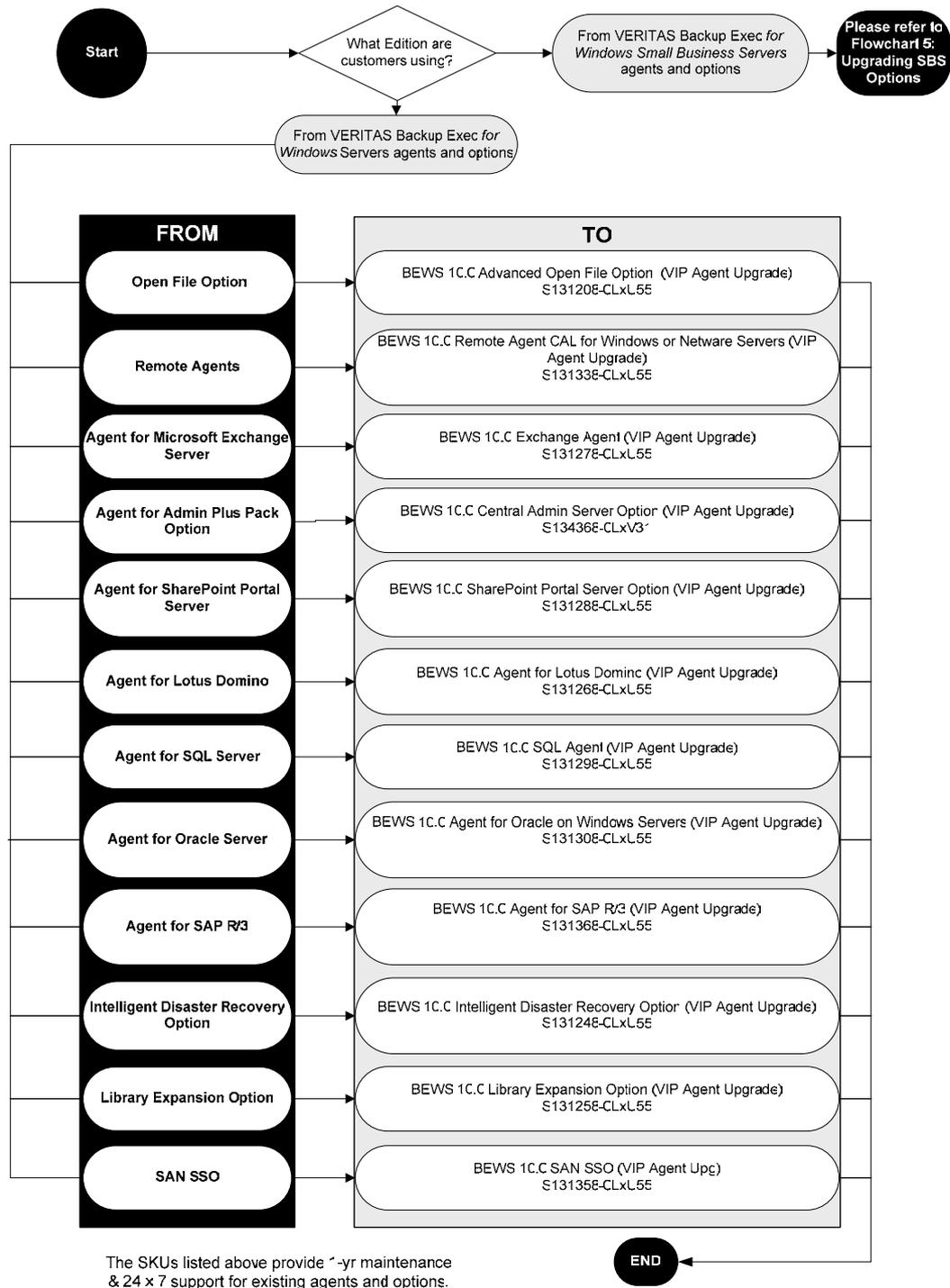


FLOWCHART 3: HOW TO UPGRADE TO BACKUP EXEC 10.0



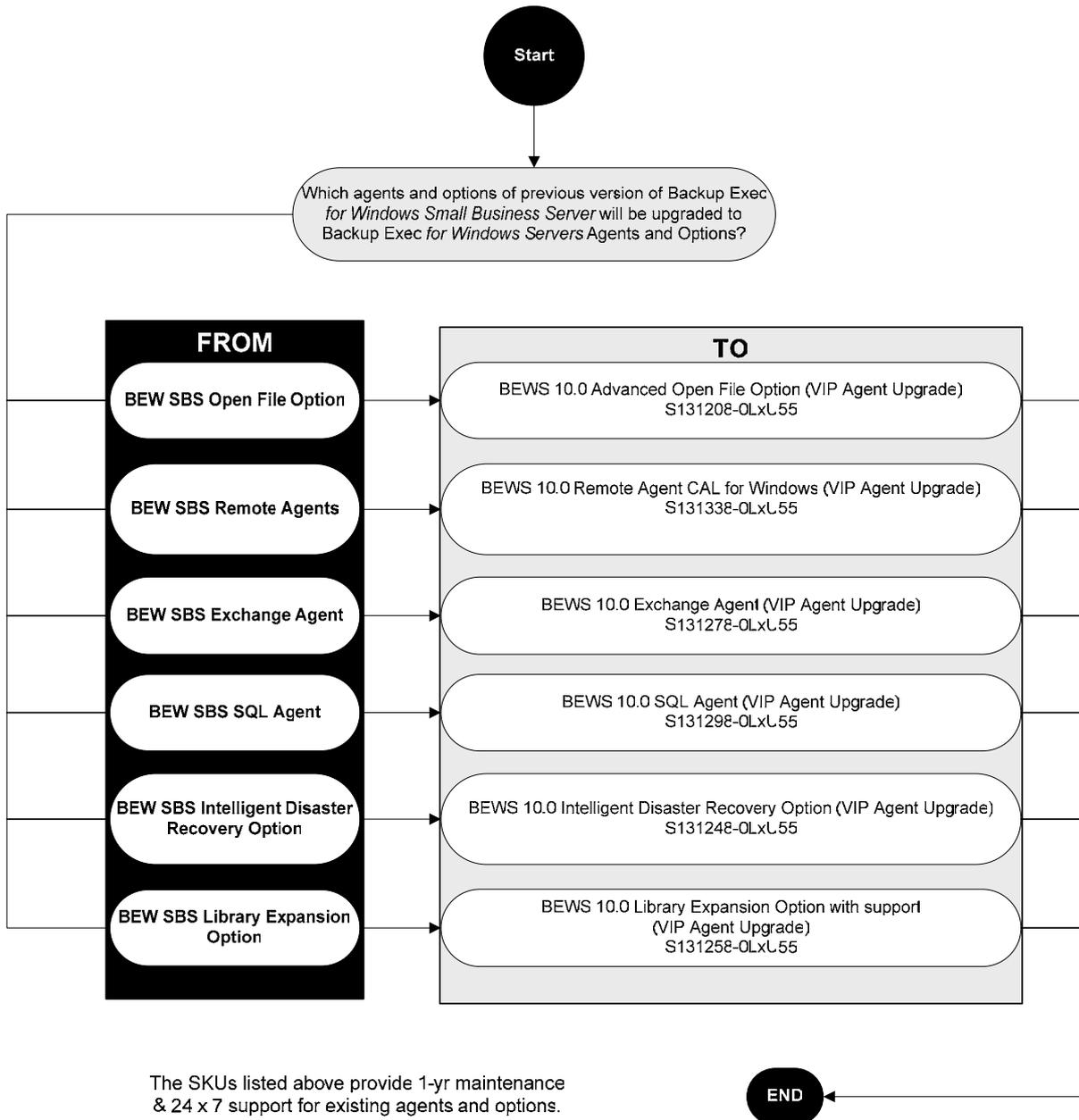
FLOWCHART 4: HOW TO UPGRADE BACKUP EXEC FOR WINDOWS SERVERS AGENTS AND OPTIONS

From: Previous Versions of Backup Exec for Windows Servers Agents and Options
 To: Backup Exec 10.0 for Windows Servers Agents and Options



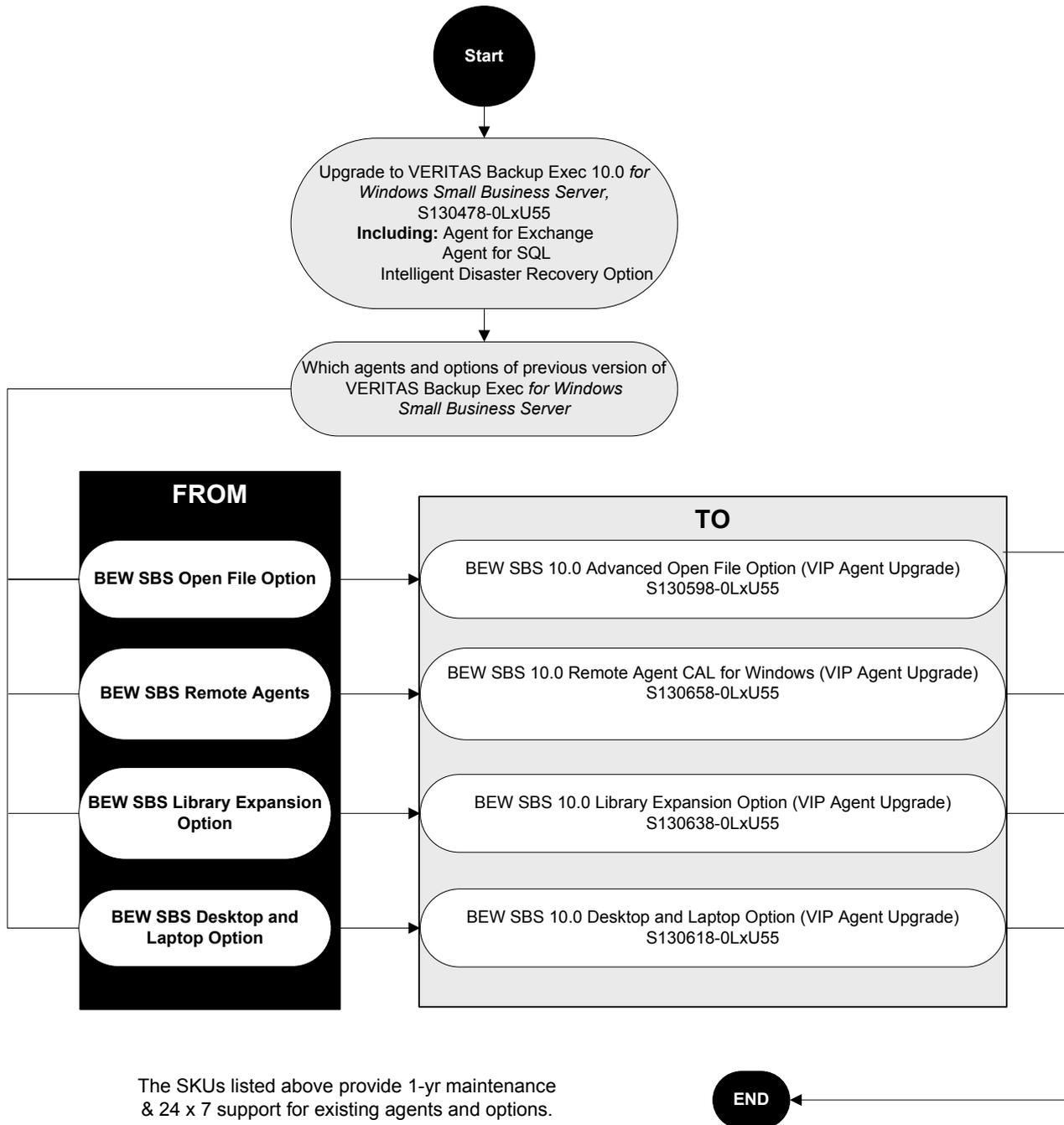
FLOWCHART 5: HOW TO UPGRADE BACKUP EXEC FOR WINDOWS SMALL BUSINESS SERVERS AGENTS AND OPTIONS 1

From: Previous Versions of Backup Exec for Windows Small Business Server Agents & Options
 To: Backup Exec 10.0 for Windows Servers Agents & Options



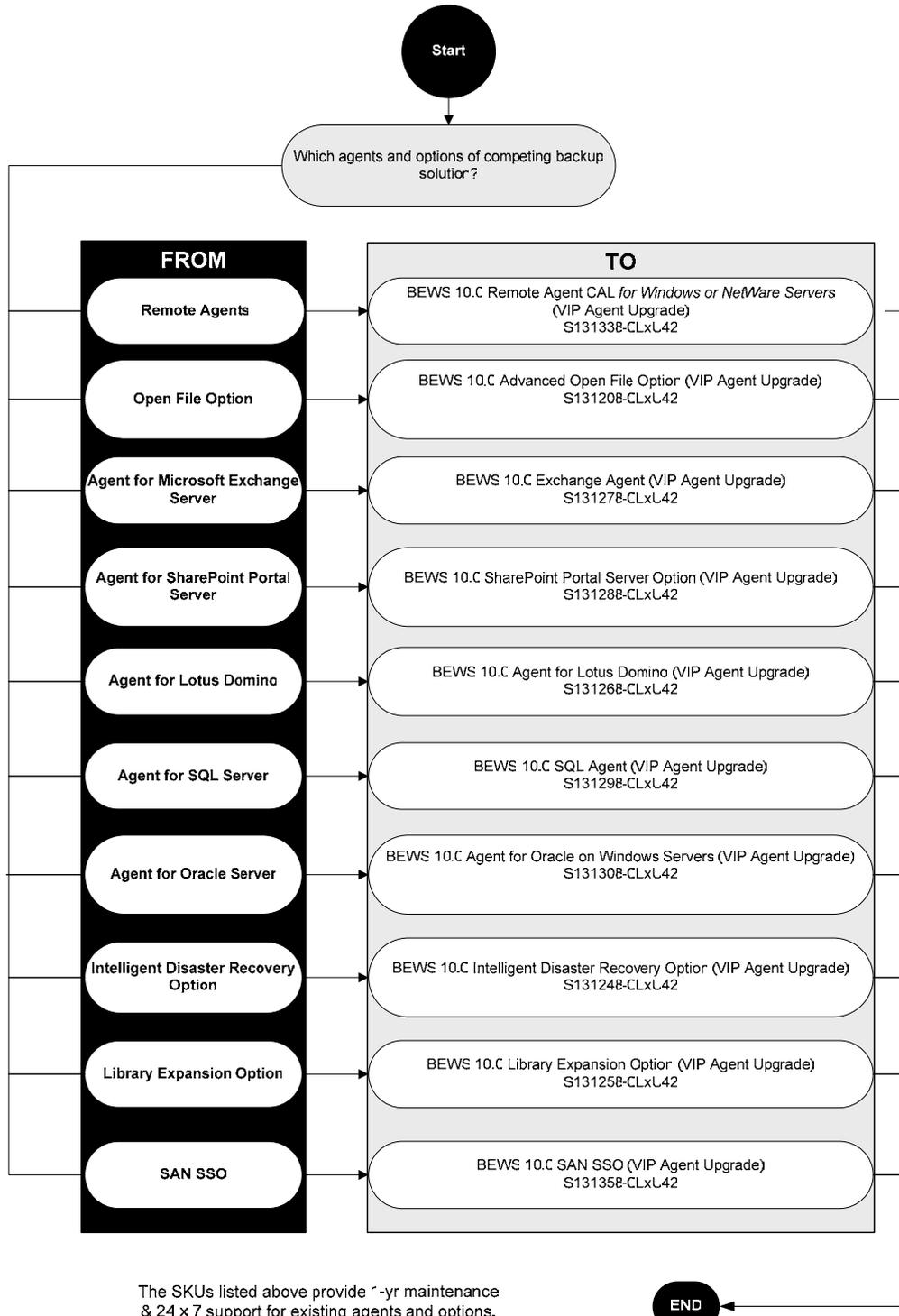
FLOWCHART 6: HOW TO UPGRADE BACKUP EXEC FOR WINDOWS SMALL BUSINESS SERVERS AGENTS AND OPTIONS 2

From: Previous Versions of Backup Exec for Windows Small Business Server Agents & Options
 To: Backup Exec 10.0 for Windows Small Business Server Agents & Options



FLOWCHART 7: HOW TO UPGRADE COMPETING AGENTS AND OPTIONS

From: Competing Backup Software Agents & Options
 To: Backup Exec 10.0 for Windows Server Agents & Options



UPGRADING TO BACKUP EXEC 10.0

UPGRADE FOR BACKUP EXEC CUSTOMERS

How to Upgrade From Box

With Backup Exec 9.1, VERITAS Software discontinued “shrink-wrapped” (box) as an upgrade path. Box customers who want to upgrade must do so via the VIP program.

How to Upgrade with VIP

Backup Exec Customers on Maintenance

For Backup Exec VIP customers with current support/maintenance contract, Backup Exec 10.0 *for Windows Servers* and Backup Exec 10.0 *for Windows Small Business Server* are free upgrades. As a part of the release of Backup Exec 10.0, VIP customers with maintenance will be notified of the new release, and invited to get their new license keys.

Important Note: Customers with a current support/maintenance on their core Backup Exec software license but no on a specific agent or option are only entitled to a free upgrade on that license with a current support/maintenance contract (e.g. in this scenario, only the core Backup Exec software).

Backup Exec Customers Not on Maintenance

VERITAS Backup Exec 10.0 *for Windows Servers* and VERITAS Backup Exec 10.0 *for Windows Small Business Server* are chargeable upgrades for all Backup Exec customers who are not current on maintenance. Customers will need to purchase new license keys to upgrade to VERITAS Backup Exec 10.0. Please see the table below for the pricing when upgrading licenses to Backup Exec 10.0:

Item	Backup Exec 10.0 <i>for Windows Servers</i> License Upgrade Costs for Customers Not on Maintenance
Core	€ 538
Agents/Options	€ 321
Remote Agents <i>for Windows/Netware Servers</i>	€ 103
From NSE or Admin Plus Pack Option to Central Admin Server Option	€ 1082

Item	Backup Exec 10.0 <i>for Windows Small Business Server</i> Upgrade Costs for Customers Not on Maintenance
Core	€ 538
Agents/Options	€ 103
Remote Agents <i>for Windows Servers</i>	€ 103

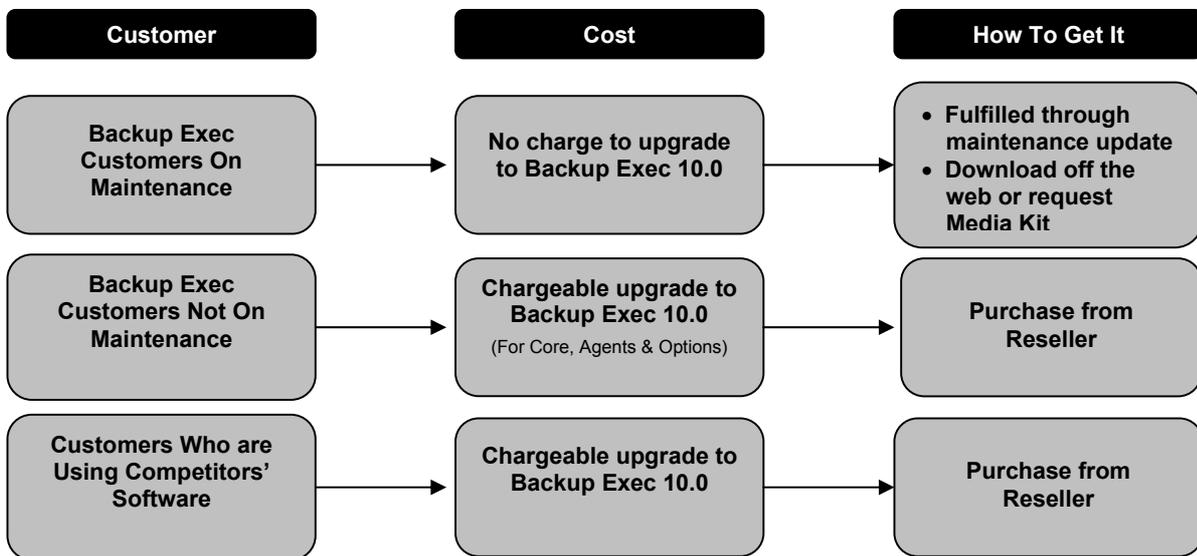
Important Note: The previous versions of Backup Exec agent or option serial numbers will not work with Backup Exec 10.0. Customers will need to upgrade ALL agents or options to the Backup Exec 10.0 version to work with the Backup Exec 10.0 core software.

COMPETITIVE UPGRADES

Competitive upgrade licensing has two standard SKUs:

1. Used to upgrade from a standard Windows Server-based product
2. Used to upgrade from a Small Business Server. Competitors' add-on agents and options products, such as open file or Lotus Domino protection, are not included as part of the upgrade and must be purchased separately.

Example: A customer upgrading from ARCserve 2000 Advanced Edition with Lotus Domino would upgrade to Backup Exec 10.0 for Windows Server with the Competitive Upgrade SKU for the server license, and would need to also purchase a new license SKU for the Agent for Lotus Domino. Customers can upgrade in the following manner:



VIP VOLUME LICENSING

OVERVIEW

VERITAS Software's award-winning line of products empowers customers worldwide to efficiently handle rapidly escalating data storage demands and faster data access requirements. These same customers also face the need to improve integration and standardization of products throughout their environment, as well as data security and integrity. VERITAS VIP was created to help manage total ownership costs of meeting these challenges.

VERITAS VIP offers commercial customers the ability to earn discounts on their initial and subsequent purchases of VERITAS Software products. This is accomplished by a very simple point system, tracked by VERITAS. As a customer's accumulated point value increases with their purchases, deeper discounts are achieved. VERITAS VIP offers government and educational customers a set level discount with minimal investment but can track purchases by entity with every bureaucracy.

VERITAS VIP also offers the customer added benefits, such as software maintenance and technical support offerings. These offerings enhance the customer's ability to manage their licenses and the cost associated with them.

VERITAS VIP is easily purchased through a customer's choice of resellers, who in turn can place their orders through a VERITAS authorized Distributor. Fulfillment of the customer's order can be done physically, where license certificates are physically delivered to the customer, or can be delivered electronically via email.

HOW IT WORKS

VERITAS' volume software license program, VIP, is focused on effective enterprise IT management of product procurement. This program offers scaling volume incentives, purchase flexibility and expense forecasting capabilities that can significantly reduce customers' total cost of software ownership. Incentive discounts, attractive to single sites or global enterprises, are substantial. This flexible program also makes it easier to acquire and deploy licensed VERITAS products.

HOW TO PURCHASE

Products that are sold through VIP are available for purchase as:

- License Only
- Basic Support – 12x5 Technical Support, available in 1-year term only
- Extended Support – 24x7 Technical Support, available in 1, 2, or 3 year terms

1-Year Combo SKU includes:

- Backup Exec license
- Corresponding VERITAS Technical Services Extended Support – 24 x 7

VERITAS Technical Services provides protection against frequent version upgrades while providing world-class, Extended Technical Support. Enhanced technical support coverage may be purchased separately if customers require a more comprehensive technical support arrangement.

VIP UPGRADES TO BACKUP EXEC 10.0

VIP customers who have maintenance will be notified by VERITAS about the release of Backup Exec 10.0 and will be invited to update their license keys and download the latest version. Traditionally, VERITAS direct customers to the <https://my.veritas.com/productcenter>.

For questions about upgrading, please refer to Upgrading Backup Exec licenses on Page 21.

VIP POINTS TO SAVINGS

The VIP program is based on accumulating points assigned to VERITAS products. Enrollment in the program requires a small initial order so it's easy to qualify. Companies with significant software requirements can receive volume discounts without committing to a forecast quantity.

VERITAS tracks point totals cumulatively for up to two years. Discounts are applied in four tiers illustrated as below:

Tier	Points
A	Discontinued
B	7 – 999
C	1,000 – 4,999
D	5,000 – 9,999
E	10,000 +

UNDERSTANDING VIP SKU'S

Since VERITAS VIP orders are placed through the commercial distribution channel, VARs / Resellers play an important role in helping customers in placing their orders. When selling VERITAS VIP, remember to use the VIP specific SKU listed on the VERITAS pricelist. The first letter on each SKU indicates the whether it is license only (A), license and maintenance (S), or maintenance only (W). The second and third characters after the dash identify these SKU's and reference pricing levels LA, LB, LC, LD or LE that are available to the customer as they qualify. Here is an example:

Backup Exec 10.0 for Windows Servers
Core License
VIP 1-Year Combo License

S130258-0LB000

Indicates Support is included

Product #

VIP Level B

Indicates Base License

Upgrade from previous version of Agent for Exchange Server
to Backup Exec 10.0 for Windows Servers
VIP 1-Year Combo License

S131278-0LDU55

Indicates Support is included

Product #

VIP Level D

Indicates Upgrade License

BACKUP EXEC FOR WINDOWS SERVERS AGENTS AND OPTIONS LICENSING

BACKUP EXEC CLIENT ACCESS LICENSES (CAL)

Remote Agent (CAL) for *Windows or Netware Servers*

Remote Agent for *Windows Servers* expands network-wide data protection and optimizes data transfers for remote Windows servers, including local Registry and System State information. Exclusive Agent Accelerator™ technology maximizes backup and recovery performance by providing source-level compression and distributed processing at the client. The result is reduced network traffic and maximized data throughput.

Remote Agent for *Netware Servers* incorporates remote NetWare server data protection and recovery into daily backup and recovery activities. This agent offers 100 percent SMS compatibility and NDS bindery information for NetWare servers. Exclusive Agent Accelerator technology maximizes backup and recovery performance by providing source-level compression and distributed processing to reduce network traffic and maximize throughput.

Licensed: Per Protected Remote Windows or NetWare Server

Remote Agent (CAL) for *Linux or UNIX Servers*

Provides high performance network-wide data protection for 32 and 64-bit remote Linux and UNIX servers. The redesigned agent extends Backup Exec software's advanced agent technology beyond Windows and Netware to meet the need of the emerging business applications on Linux operating systems. This agent provides full or incremental, or differential backup and restore of the following versions:

- Red Hat Advanced Server 2.1
- Red Hat Enterprise Linux AS, ES, WS 3.0
- SuSE Linux 8.0, 8.1, 8.2
- SuSE Linux Enterprise Server 8.2, 9.0
- Solaris (SPARC) 8,9
- Solaris (Intel) 8,9
- VMware GSX 3.1

Licensed: Per Protected Remote Linux/UNIX Server

Workstation and Client Protection

Backup Exec software includes remote client protection for the following operating systems at no additional charge:

Workstations(including Desktops/Laptops)

Windows XP Home
 Windows XP Professional
 Windows 2000 Professional
 Windows ME
 Windows 98SE

Other Workstation & Servers

UNIX – Solaris, AIX, HP-UX
 Linux – RedHat, SUSE, Mandrake, SCO, Caldera,
 Macintosh

The latest operating system support and the current agent and option platform support can be found at:
<http://seer.support.veritas.com/docs/264484.htm>.

BACKUP EXEC MEDIA SERVER OPTIONS

Central Admin Server Option

Provides simplified, centralized management of multiple Backup Exec media servers. A robust and scalable solution, it enables centrally managed operations, load balancing, fault tolerance, monitoring and reporting for many Backup Exec media servers in a Windows data center, distributed throughout the network, or at remote offices. The Central Admin Server option makes Backup Exec simple to grow and simple to manage.

Licensed: Per Central Administration Server

Advanced Disk-based Backup Option

Enables faster backups and restores through advanced disk-based backup and recovery, including synthetic and off-host backups to perform zero impact backups. Synthetic backups reduce backup windows and network bandwidth requirements, and do not impact the original client. Additionally, Synthetic backups allow for quick client restore from a single backup image – reducing the number of tapes and eliminate the need to restore from incremental backups. The Off-host backup feature enables better backup performance and frees the remote computer by processing the backup operation of the remote computer on a Backup Exec media server instead of on the remote computer, or host computer.

Licensed: Per Media Server for synthetic backup
Per protected server for off-host backup

Advanced Open File Option™

Ensures files on local or remote servers are protected while in use. The VERITAS Backup Exec Advanced Open File Option handles open files at the volume level and is seamlessly integrated into Backup Exec software. There is no need to know which files are open ahead of time; just set a scheduled backup to use this option with a simple mouse click. Additionally, it can backup multiple volumes in one job while creating a snapshot of only one logical volume at a time. After the logical volume is snapped and backed up, the snapshot is deleted before the next logical volume is snapped. This option increases the ability to meet the minimum quiet time needed to complete a snapshot.

Advanced technology also integrates the ability to detect and leverage alternate frozen image technologies such as Microsoft Volume Snapshot Service (VSS) on Windows Servers 2003 or VERITAS Volume Manager FlashSnap™ for increased application availability. The Advanced Open File Option can be installed on a remote server, as well as the media server.

Licensed: Per Protected Server
Included: One Remote Agent (CAL) for *Windows Servers* is enabled during installation. No additional cost or serial number is required.

Open File Option for Remote NetWare Servers

Enhances file protection by helping to ensure that every file is protected even while in use (on a NetWare 4.2, 5.1, 6.0, and 6.5 traditional volume or NetWare 6.X NSS volumes and Windows servers, including Windows Server 2003). This option can handle open files at the volume level and is seamlessly integrated into VERITAS Backup Exec software.

Licensed: Per Protected Server

Desktop and Laptop Option

With the majority of business-critical information residing on employees workstations, desktop and laptop protection is critical. The Desktop and Laptop Option delivers continuous data protection to desktops and laptops whether in the office or on the road. Not only improving data protection and efficiency, this option enables users to restore their own files, and maintains synchronization between multiple desktops and laptops so the most up-to-date file versions

are available on all of users' computers. As the Desktop and Laptop Option does not require a stand alone server, it easily integrates into existing IT infrastructure and policies, helping lower the total cost of ownership. The new push-install functionality from within Backup Exec simplifies deployment, and new user- specific backup reports, and improves data visibility.

Licensed: Per every 10 or 100 desktop/laptops protected

Admin Plus Pack Option™

With the release of VERITAS Backup Exec 10.0, Admin Plus Pack Option feature will become part of the Backup Exec core product at no additional charge.

BACKUP EXEC ONLINE GROUPWARE AGENTS

Agent for Microsoft Exchange Server

Fast, flexible technology to protect vital Exchange Server 5.5, 2000 and 2003 data while the application is online. This agent provides full or incremental, or differential backup and restore of embedded objects, attributes, and all Outlook components. Restore can automatically mount the Exchange database upon completion of a restore job, which ensures a valid database is brought back online quickly. Use of the Single Instance Storage feature eliminates backup of duplicate information by storing only the first instance of attachments distributed to multiple mailboxes.

When running on Microsoft Windows Server 2003, the Backup Exec Agent for Exchange Server has added support for Microsoft Exchange Server 2003 Volume Snapshot (VSS) technology enabling the user to select either the VERITAS or the Microsoft proprietary frozen image technology for protecting open files. The agent provides the ability to perform consistency check before backup when using Microsoft Volume Shadow Copy Service.

Licensed: Per Protected Exchange Server
Included: One Remote Agent (CAL) *for Windows Servers* is enabled during installation. No additional cost or serial number is required.

Agent for Microsoft SharePoint Portal Server

Safeguards a SharePoint Portal Server 2001 and 2003 corporate knowledgebase system with online, fast and reliable data protection and recovery. SharePoint Portal Server 2003 introduces Server Farm configurations. These new distributed configurations are fully supported by the enhanced agent. Protected portal components include the Web Storage System, Search Service, Server Configuration files and the Applications folders. Restore options include a full database and dependent data restores or redirection to an alternate SharePoint Portal Server. Restores can be made to the original SPS information store or redirected to another SPS information store without affecting other workspaces.

Licensed: Per Protected SharePoint Portal Server
Included: One Remote Agent (CAL) *for Windows Servers* and one SQL Agent are enabled during installation. No additional cost or serial number is required.

Server Farm environment:

Licensed: One Remote Agent (CAL) *for Windows Servers* is required per protected remote server, plus any other agents required to fully protecting the server

Included: One Remote Agent (CAL) *for Windows Servers* and one SQL Agent are enabled during installation. No additional cost or serial number is required.

Agent for Lotus Domino

Integrates comprehensive data protection of vital Lotus Domino 5.x and 6.x messaging and collaboration databases within daily backup activities. The backup and restore of partitioned and clustered Lotus Domino servers are also supported. Using the native Domino backup API, this option integrates non-disruptive data protection of the databases and transaction logs. Flexible restore options include database redirection and point-in-time "roll-back"

recovery of databases or transaction logs. Users also benefit from user-controlled recycling of the transaction logs reducing manual intervention and speeding recovery. Together with Backup Exec core software, the Lotus Domino agent performs the required data protection functions vital to the protection of Lotus Domino server data and eliminates the need for separate administration and dedicated backup hardware.

Licensed: Per Protected Lotus Domino Server
 Included: One Remote Agent (CAL) *for Windows Servers* is enabled during installation. No additional cost or serial number is required.

BACKUP EXEC ONLINE DATABASE AGENTS

Agent for Microsoft SQL Server

Ensures business-critical databases and e-business data are protected in the event of application or hardware-based corruption or loss. This agent provides SQL Server 7.0 and 2000 users' granular protection on 32 and 64-bit systems down to the individual database or file group. Execute differential backups as well as Transaction Log backups with automatic truncation. Restore with *one-pass recovery* of the last full and any subsequent backup as a single restore job or perform "rollback restores," enabling a database to be recovered to a specific moment in time, rather than a specific restore point based on the last backup job. Microsoft Virtual Device Interface (VDI) support gives users the most dependable and fastest method available for complete SQL Server protection. The agent supports Microsoft Volume Shadow Copy Service (VSS) snapshot technology to create point-in-time, recovery consistent snapshots of SQL Server 2000 on Windows Server 2003. Consistency check can be performed before backup when using Microsoft VSS snapshot provider.

Licensed: Per Protected SQL Server
 Included: One Remote Agent (CAL) *for Windows Servers* is enabled during installation. No additional cost or serial number is required.

Agent for Oracle on Windows Servers

Integrates non-disruptive data protection for business-critical Oracle 10g, 9i, 8i, and 8.x databases. Use advanced features such as the granular protection of individual table spaces or a complete application/database backup and the protection of archived redo logs and control files, without ever taking them offline.

Licensed: Per Protected Oracle Server
 Included: One Remote Agent (CAL) *for Windows Servers* is enabled during installation. No additional cost or serial number is required.

Agent for SAP R/3

Provides SAP certified data protection for business-critical SAP applications while the application is still online and in use – *supporting Oracle, MaxDB, and SQL databases*. The Agent for SAP R/3 is a reliable solution that allows Backup Exec software to provide both local and remote protection of databases running R/3 using the SAP (BC-BRI BACKINT) interface for efficient data management.

Licensed: Per Protected SAP R/3 Server
 Included: One Remote Agent (CAL) *for Windows Servers* is enabled during installation. No additional cost or serial number is required.

BACKUP EXEC DISASTER RECOVERY OPTIONS

Intelligent Disaster Recovery™ Option

Saves recovery time by automating the traditional manual, error prone process. The Intelligent Disaster Recovery Option automates server recovery, reducing the time to recovery and gets you back into business fast. Implement a server recovery solution for both local and remote Windows servers, eliminating the need to first reload the entire operating system of crashed servers. Using either diskette-based, CD-R/CD-RW or bootable tape, the Intelligent

Disaster Recovery Option will quickly recover downed servers enabling restores from the last complete backup set including full, differential, incremental, and working set backups. The Intelligent Disaster Recovery Option integrates directly with Microsoft's Automated System Recovery (ASR) functionality in Windows Server 2003 and Windows XP to provide complete disaster recovery on Windows servers. The comprehensive protection is available for remote, LAN-based computers that use Intel 64-bit Itanium processors.

Licensed: Per Protected Backup Server (for unlimited clients)

Intelligent Disaster Recovery™ Option for Remote NetWare Servers

Delivers the same automated, time-saving server recovery for NetWare servers by providing a simplified "point-in-time" recovery solution for both local and remote NetWare 4.2, 5.x, and 6.x servers that may have been physically damaged or reconfigured during an upgrade.

Licensed: Per Protected Server

BACKUP EXEC STORAGE OPTIONS

Library Expansion Option™

Scale the media storage system by leveraging additional drives within multi-drive tape or optical autoloader/library storage systems. This option's Advanced Device and Media Management (ADAMM) technology provides extensive configuration and management capabilities to include "lights-out" backup and restore operations, bar-code reader and portal support for both SCSI and Fibre-attached devices. Users can partition autoloader slots to target backup jobs to a specific slot.

Any Backup Exec media server will connect an unlimited number of individual "stand alone" backup drives, physical or virtual, optical, or one single backup drive within one physical or virtual autoloader, library, robotic library or robotic media changer. However, those devices with two or more drives require a separate Library Expansion Option license for each additional drive beyond the first drive.

Within a storage area network (SAN), the first shared drive in a library, or bank of tape libraries, is recognized and can be immediately utilized for backup and recovery operations. Each additional drive that is "shared" on the SAN requires the use of a Library Expansion Option. This additional Library Expansion Option license key must be installed on each Backup Exec server residing on the SAN to recognize the drive.

Fibre-direct attached storage devices with more than one drive are required to purchase a Library Expansion Options license per each additional drive in a library.

Licensed: Direct Attached - Per Each Additional Drive in a Library

Licensed: SAN Attached - Per Each Additional Shared Drive on the SAN

Licensed: Direct Attached Fibre Channel - Per Each Additional Drive in a Library

SAN Shared Storage Option™

This powerful LAN-free backup solution allows multiple distributed backup servers to centralize storage devices that are connected over a switched fabric or iSCSI storage area network (SAN) for greater performance, efficiency and fault tolerance. The SAN Shared Storage Option load balances job activity across shared devices from multiple Backup Exec servers. The increased performance, backup speeds, and centralized management of media helps lower the total cost of ownership. The SAN Shared Storage Option is a groundbreaking solution in manageability and performance for large-scale, high-end storage environments.

Licensed: Per backup server in SAN

Prerequisite: SAN Shared Storage Option, compatible hardware

Note: Direct-attached fibre channel drives no longer require the SAN Share Storage Option

Other SAN Deployment Considerations

- **Disk Storage Devices** – The SAN Shared Storage Option is not required for single, fibre channel (FC), direct attached disk or FC-based disk arrays where backup servers do not share logical volume write access. In most cases, Backup Exec deployments are using the disk devices/arrays as a staging device for backup to occur from the disk array to tape.
- **Virtual Tape Libraries on the SAN** – A SAN Shared Storage Option is required for SAN topologies using disk-based storage systems that emulate tape libraries with multiple virtual tape drives. In this hardware configuration, Backup Exec servers cannot distinguish between what is a physical tape library versus a disk array configured to resemble a tape library on the SAN. The Library Expansion Option is required for each additional “drive” configured on the storage device and the SAN Shared Storage Option is required for each Backup Exec server on the SAN utilizing the device.

Tivoli Storage Manager Option

With the release of VERITAS Backup Exec 10.0, Tivoli Storage Manager feature will become part of the Backup Exec core product with no additional charge.

CLUSTER SERVER PROTECTION

Provides backup and recovery protection for servers in cluster server environment. A separate Backup Exec core product, agent or option license is required for all ACTIVE servers or nodes only, whether they are physical or virtual. Configurations that have passive, failover, or standby servers or nodes, which do not become active until after the failover occurs, DO NOT require a separate Backup Exec license. The licensed Backup Exec products from the original server or node are applied to what were originally standby or passive servers or nodes when they became active via the fail-over process.

Configuration		Licensed
Backup Exec Inside the Cluster	Active/Passive	<ul style="list-style-type: none"> ▪ One Backup Exec 10.0 <i>for Windows Servers</i> ▪ Any other agents required to fully protect the server (The same licenses can be used on passive nodes in an event of failover)
	Active/Active	<ul style="list-style-type: none"> ▪ One Backup Exec 10.0 <i>for Windows Servers</i> ▪ One Remote Agent (CAL) <i>for Windows Servers</i> ▪ Any other agents required to fully protect EACH node (Must purchase one license for each option required to protect each active node in a cluster)
Backup Exec Outside the Cluster	Active/Passive	<ul style="list-style-type: none"> ▪ One Remote Agent (CAL) <i>for Windows Servers</i> ▪ Any other agents required to fully protect the server (The same licenses can be used on passive nodes in an event of failover)
	Active/Active	<ul style="list-style-type: none"> ▪ Two Remote Agent (CAL) <i>for Windows Servers</i> ▪ Any other agents required to fully protect EACH node (Must purchase one license for each option required to protect each active node in a cluster)

VIRTUAL SERVER & VMWARE PROTECTION

Provides backup and recovery protection for the Microsoft Virtual Server and VMware environment where one machine with multiple processors is configured into multiple virtual machines.

Licensed: A separate Backup Exec *for Windows Servers* core product, agent, or option license is required for the Host Virtual Machine to provide full protection for the host and any applications or databases residing on the host machine. Each guest virtual server requires a separate Remote Agent (CAL) *for Windows Servers* and the corresponding application or database agents necessary to provide full protection for each virtual server.

BACKUP EXEC FOR WINDOWS SMALL BUSINESS SERVER AGENTS AND OPTIONS LICENSING

Advance Open File Option for Windows Small Business Server

Helps ensure that files on local or remote servers are protected even while in use. The VERITAS Backup Exec Advanced Open File Option handles open files at the volume level and is seamlessly integrated into Backup Exec software. It can backup multiple volumes in one job while creating a snapshot of only one logical volume at a time. After the logical volume is snapped and backed up, the snapshot is deleted before the next logical volume is snapped. This option increases the ability to meet the minimum quiet time needed to complete a snapshot. Advanced technology also provides the ability to detect and leverage alternate frozen image technologies such as Microsoft Volume Snapshot Service (VSS) on Windows Servers 2003 or VERITAS Volume Manager FlashSnap™ for increased application availability.

Licensed: Per Protected Server

Library Expansion Option for Windows Small Business Server

Scale the media storage system by leveraging additional drives within multi-drive tape or optical autoloader/library storage systems. This option's Advanced Device and Media Management (ADAMM) technology provides extensive configuration and management capabilities to include "lights-out" backup and restore operations, bar-code reader and portal support for both SCSI and Fibre-attached devices. Users can partition autoloader slots to target backup jobs to a specific slot.

Any Backup Exec media server will connect an unlimited number of individual "stand alone" backup drives, physical or virtual, optical, or one single backup drive within one physical or virtual autoloader, library, robotic library or robotic media changer. However, those devices with two or more drives require a separate Library Expansion Option license for each additional drive beyond the first drive.

Licensed: Direct Attached - Per Each Additional Drive in a Library

Desktop and Laptop Option for Windows Small Business Server

The Desktop and Laptop Option delivers continuous data protection to desktops and laptops whether in the office or on the road. Not only improving data protection and efficiency, this option enables users to restore their own files, and maintains synchronization between multiple desktops and laptops. As the Desktop and Laptop Option does not require a standalone server, it easily integrates into existing IT infrastructure and policies, helping lower the total cost of ownership. The new push-install functionality from within Backup Exec simplifies deployment, and new user-specific backup reports, and improves data visibility.

Licensed: Per SBS Media Server

Remote Agent for Windows Small Business Server

Expand network-wide data protection and optimize data transfers for remote Windows servers, including local Registry and System State information. Exclusive Agent Accelerator™ technology maximizes backup and recovery performance, and reduces network traffic.

Licensed: Per Protected Remote Windows Server

Note: The agents and options for VERITAS Backup Exec for Windows Small Business Server are specially priced. Please review the pricing information in the New Licensing At-A-Glance section on Page 9.

Note: The agents and options for VERITAS Backup Exec 10.0 for Windows Small Business Server can be used with either Microsoft Small Business Server 2003 Edition (Standard or Premium). They can only be used with VERITAS Backup Exec for Windows Small Business Server.

SUPPORT OPTIONS FOR BACKUP EXEC

CONTRACT SUPPORT

VERITAS Technical Support offers three levels of annual support contracts that best fits the customers' needs:

VERITAS Basic Support

VERITAS Basic Support is for small businesses that need consistent, basic support with timely software updates. Customers include small offices and home offices with a limited number of users, running a single server with one or two VERITAS products licensed where continuous uptime is not required. No IT activity is likely to take place after regional business hours.

- Regional Business Hours telephone support (Regional Business Hours is defined as being from 0800 – 1800 on workdays in the country where the VERITAS product is installed, excluding statutory holidays)
- Two Named Callers
- Software Updates and Patch Releases
- Electronic Support Services

VERITAS Extended Support

VERITAS Extended Support is for businesses that have an increased need for uninterrupted availability of their data and require around-the-clock support. These customers are usually single-location, homogeneous environments that run workgroup servers and multiple databases together with VERITAS products. IT activity during off-hours is limited.

- Includes all VERITAS Basic Support features
- 24 x 7 Worldwide Telephone Support
- Six Named Callers
- Cooperative support services

VERITAS Business Critical Support

VERITAS Business Critical Support is for enterprises that need uninterrupted availability to data and applications at all times, and who would experience immediate and measurable consequences from any disturbance to productivity. These customers use VERITAS technology to support business-critical applications in a complex environment. The VERITAS Business Critical Support infrastructure allows these enterprises to experience the full availability of data and systems they demand.

The VERITAS Business Critical support offering is the highest level of support available to VERITAS end users.

- Includes all VERITAS Extended Support features
- 24 x 7 Global Support Account Management
- Web-Based Case Management
- Case History Reporting
- Quarterly On-Site visits by Support Account Manager
- On-Site Support Services (6 incidents for Severity 1 & 2 cases)
- Unlimited Named Callers
- Direct Access to Advanced Support Team
- Priority Call Queuing

When the customer purchases a Backup Exec product with Support/Maintenance, either combined with license (an "S" or combo SKU - recommended) or separately (with a "W" SKU), they are entering into the Extended or Technical Support contract respectively. Please note that some "W" SKUs only include Basic Support. For example:

W123456-0Lx2xx - This is the Extended Support SKU

W123456-0Lx1xx - This is the Basic Support SKU

We recommend Extended Support. All SKUs in this document include Extended Support

INCIDENT SUPPORT

Although customers should be encouraged to purchase annual support contracts, they may elect to purchase Technical Support Incidents. Incidents allow customers to receive support only when they need assistance. Customers may purchase support for a single incident, as needed, or in packs. The Incident support entitles the customer to technical support services until that issue is resolved and/or is closed. Incident support enables customers to call our Technical Support Engineers toll free. Prices for Incidents vary based on hours of availability, standard business hours or continuous 24 x 7.

Incident Pack Support is sold in one, five, and 10-incident bundles. Each enables a customer to place a technical support call during normal working hours (12 x 5). The Priority 10-Pack bundle allows customers to place their support calls anytime of day or night.

ELECTRONIC SUPPORT

VERITAS Technical Support created a unique website devoted entirely to Backup Exec that provides customers improved content and navigation. It offers a variety of innovative and useful features:

VERITAS Direct Assist for Backup Exec for Windows Servers

VERITAS DirectAssist is a state-of-the-art support tool developed for Windows-based versions of VERITAS Backup Exec software. It can quickly search for diagnose and resolve many issues without ever requiring the customer to contact VERITAS Technical Support. This application can also be used to instantly open support cases with VERITAS Technical Support without picking up the telephone.

DirectAssist provides efficient, convenient troubleshooting and analysis of your VERITAS Backup Exec environment, and can significantly reduce support resolution times.

Web KnowledgeBase

The VERITAS Web KnowledgeBase is the place to go with questions about VERITAS products. This searchable database provides customers with quick and easy access to thousands of technical notes, articles and documents written by storage management experts.

Email Support

Customers can obtain free e-mail support on Backup Exec products by visiting <http://support.veritas.com/>, and then selecting the E-mail Support Icon, or by going directly to http://seer.support.veritas.com/email_forms.

E-mail Notification Service

Customer can automatically receive the latest technical news on their VERITAS Software products through our email notification system. By subscribing to E-Mail Notification Services and selecting one or more of the 36 subject areas, customers will receive up-to-date information on known issues, latest patches and updates for VERITAS products.

Newsgroups

Our support newsgroups can help a customer streamline their environment by allowing them to exchange tips and techniques about VERITAS products. Customers can share and gain expertise by utilizing one of the more than 50 different product solution-specific newsgroups. Some examples are:

- **Software Updates & Downloads**
Quick access to Drivers, Patches, Software downloads, Manuals and more in our Software Updates & Downloads Section.
- **How To /Troubleshooting**
Quickly locate key configuration and troubleshooting documents.
- **Software Alerts**
View the latest notifications of critical issues that may affect your VERITAS products.

- **Error Message Resolution**
Have an Error Message? Browse these documents regarding the most common error messages.
- **Compatibility & Reference**
Learn what operating systems, platforms, and devices are compatible with your VERITAS software products.

PRODUCT UPGRADES

Backup Exec software upgrades are included as part of the Technical Support contract for all products/licenses purchases with Support. Notification of product upgrades is announced to customers in a timely manner to those listed on the original VIP license contract. Customers can then request their upgrade, and receive any relevant license keys with the new release.

SUPPORT PROGRAM FEATURES BY LEVEL OF SERVICE

Program Level & Features	Basic	Extended	Business Critical
Supportability Assessment*			X
Impact Alerts*			X
Access to Technical Services Education*			X
One-day Training Needs Assessment*			X
VERITAS Education Discounts*			X
Web-based Case Management*			X
Support Account Management*			X
Quarterly Case History Reporting*			X
Direct Access to Advanced Support Team*			X
Priority Call Queuing*			X
On-site Support Services		(Additional Charge)	6 – Severity 1 & 2 (additional cost thereafter)
VOS- Joint Escalation Center		X	X
Follow-the-Sun Case Resolution		X	X
Telephone Support	(Regional Business Hours Only)	24 x7	24 x 7
VOS – Joint Escalation Center	X	X	X
Remote Accessibility	X	X	X
Software Upgrades / Patch Releases	X	X	X
VERITAS DirectAssist	X	X	X
Web KnowledgeBase	X	X	X
E-Mail Notification Services	X	X	X
Support Newsgroups	X	X	X
Named Callers	2	6	Unlimited

To review the latest Support Matrix, log on to: <http://support.veritas.com/solutions/matrix.pdf>

*Indicates exclusive availability to business critical customers only.

For additional information on VERITAS Technical Support solutions, please visit:
<http://support.veritas.com/solutions>

EDUCATIONAL OFFERINGS

VERITAS Education offers three specific products for customers looking to learn more about Backup Exec 10.0 software, improve their organizational efficiency, and increase their professional standing.

BACKUP EXEC 10.0 COURSE OVERVIEW

In this course, you will learn how to install Backup Exec™ 10.0 for *Windows Servers*, and identify new and enhanced features. Based on customer feedback, each VERITAS Education course has been developed with our new interactive scenario and tasked based approach to maximize learning. You will learn by solving real challenges with a variety of helpful tools.

This comprehensive course covers the following topics:

- Definition of the architecture and concepts of Backup Exec
- Install and configure Backup Exec
- Manage devices and media
- Configure job policies and templates
- Complete a backup
- Complete a restore
- Monitoring and troubleshooting backup jobs
- Design a Backup Exec environment to fit your company's needs

This course is recommended for anyone who is responsible for installing, configuring, and administering Backup Exec 10.0 for *Windows Servers*. VERITAS Education offers this course through a variety of delivery methods – Instructor-led, Virtual Academy, Web or CD-ROM.

COURSE OFFERINGS

Instructor-Led

Classroom training is the most effective way to gain the critical concepts and skills your technical team needs to prepare for installation, configuration and troubleshooting. Class sizes are small (maximum 12), so all students get the guidance of our certified instructors – professional teachers who also have extensive experience in the IT field. For those professionals looking to get the most in-depth training on this latest, feature-rich release, the Instructor-Led option is the way to go.

Virtual Academy

With VERITAS Virtual Academy you have all the benefits of instructor-led training without incurring the cost of travel. Virtual Academy is a real instructor-led learning environment that incorporates live webcasts, self-study on-demand modules, hands-on labs, and expert mentoring. This flexible and customizable format delivers deep knowledge transfer for lasting results, and is ideal for teams that may be spread across the globe.

Web-based training or CD-ROM

VERITAS Web-based training and CD-ROMs allow your team members to study and absorb the material at their own pace. These self-paced courses are very effective tools for learning the basics or refreshing your team's skills.

BACKUP EXEC CERTIFIED SPECIALIST PROGRAM

Certification enables individuals, and the companies who employ them, to increase their competitiveness with strategic and proven storage management skills and expertise. Organizations benefit from a qualified team of storage professionals that help lower operating costs and increase productivity. This globally focused program is designed to ensure that VERITAS professionals possess consistent, high-performance, technical problem-solving skills.



To get the most out of your training dollars, the VERITAS Certified Professional Program has also created a pre-bundled Backup Exec 10.0 Certification Pack delivered via a CD-ROM or web-based experience, and includes the certification exam required to receive Backup Exec Specialist Certification.

SAMPLE CONFIGURATIONS

1. SMALL BUSINESS SERVER ENVIRONMENT

- 1 Windows 2000 Small Business Server running Microsoft Exchange and SQL Server
- 1 direct attached tape library with 2 drives
- 35 Windows 2000 Professional workstations

Customer wants:

- Quick recovery method for hardware failures
- Advanced protection for open files
- Protection for critical data on employee's desktops and/or laptops

Configuration:

- 1 Backup Exec 10.0 *for Windows Small Business Servers* including:
 - Core Backup Exec Software
 - Exchange agent
 - SQL agent
 - Intelligent Disaster Recovery Option
- 1 Small Business Server Library Expansion Option
- 1 Small Business Server Advanced Open File Option
- 1 Small Business Server Desktop and Laptop Option

2. WINDOWS 2000 SERVER / NAS ENVIRONMENT

- 1 Windows Storage Server 2003 NAS Appliance (acts as a backup server)
- 1 Windows 2000 Server running SharePoint Portal Server 2003
- 1 direct attached library with 2 drives
- 45 Windows XP Professional and 2000 Professional desktops/laptops

Customer wants:

- Quick recovery method for hardware failures on all servers including NAS
- Document level protection for SharePoint Portal Server
- Advanced protection for open files on the NAS device
- Protection for critical data on employee's desktops/laptops

Configuration:

- 1 Backup Exec 10.0 *for Windows Servers*
- 1 Library Expansion Option
- 1 Intelligent Disaster Recovery Option (IDR)
- 1 Agent for SharePoint Portal Server (includes Remote Agent CAL)
- 2 Advanced Open File Options (includes Remote Agent CALs)
- 5 Desktop and Laptop Option (10 desktops/laptops)

3. BACKUP EXEC UPGRADE IN WINDOWS 2000 ENVIRONMENT

- 4 Windows 2000 servers (1 Exchange Server, 1 SQL Server, 1 File/Print, 1 B/U running Backup Exec 9.1)
- 1 NetWare 6.0 Server
- 1 direct attached library with 4 drives
- 75 Windows 2000 desktops/laptops

Customer wants:

- Upgrade Backup Exec 8.5 to Backup Exec 10.0 for all Windows 2000 Servers
- Upgrade Exchange Agent for Exchange Server
- Upgrade SQL Agent for SQL Server
- Upgrade Open File protection for File/Print server
- Upgrade Remote agents for remaining Windows server
- Upgrade Library/drive support
- Add protection for open files on Netware server
- Add quick recovery method for hardware failures on all Windows 2000 servers
- Add protection for critical data on employee's desktops/laptops

Configuration:

- 1 Upgrade to Backup Exec 10.0 *for Windows Servers*
- 1 Upgrade Agent for Exchange (includes CAL)
- 1 Upgrade Agent for SQL Server (includes CAL)
- 1 Upgrade for Open File Options (includes CAL)
- 1 Upgrade from Remote Agent for *Netware Servers* to Remote Agent *for Windows or Netware Servers*
- 1 New Open File Option for Remote Agent for *Netware Servers*
- 3 Upgrades for Library Expansion Options
- 1 New Intelligent Disaster Recovery Option (IDR)
- 8 New Desktop and Laptop Option (10 desktops/laptops)

4. WINDOWS SERVER 2003 / WINDOWS 2000 / NETWARE/LINUX ENVIRONMENT

- 4 Windows 2003 servers (3 SQL Servers, 1 web server)
- 15 Windows 2000 Servers (1 SharePoint Portal Server 2003, 2 Exchange Servers, 1 Oracle, 10 File/Print, 1 B/U)
- 1 direct attached library with 4 drives
- 5 NetWare 6.0 Servers
- 2 SUSE Linux Servers
- 350 Windows 2003 desktops/laptops

Customer wants:

- Quick recovery method for hardware failures on all servers
- Online backups for all Groupware and Database servers
- Synthetic Backups for 10 Windows 2000 File/Print server
- Protection for NetWare and Linux servers
- Advanced protection for open files on the Web and File/Print servers
- Protection for critical data on employee's desktops/laptops

Configuration:

- 1 Backup Exec 10.0 *for Windows Servers*
- 3 Library Expansion Options
- 1 Intelligent Disaster Recovery Option for Windows Servers
- 1 Advanced Disk Based Option for Synthetics Backups
- 5 Additional Intelligent Disaster Recovery Option *for Remote NetWare Servers*
- 3 Agents for SQL Server (includes CALs)
- 1 Agent for SharePoint Portal Server (includes CAL)
- 2 Agents for Exchange (includes CALs)
- 1 Agent for Oracle (includes CAL)
- 11 Advanced Open File Options (includes CALs)
- 5 Remote Agents (CAL) *for NetWare Servers*
- 2 Remote Agents (CAL) *for Linux/UNIX Servers*
- 3 Desktop and Laptop Option (100 desktops/laptops)
- 5 Desktop and Laptop Option (10 desktops/laptops)
- Note: CAL's included with Advanced Open File Option, SharePoint Portal Server, Oracle, SQL and Exchange Agents negates the need to add Remote Agent licenses for this configuration.

5. WINDOWS SERVER 2003 / WINDOWS 2000 SAN ENVIRONMENT

- 6 Windows 2000 Servers on SAN (2 Exchange, 1 SharePoint, 2 File/Print, 1 for LAN B/Us)
- 2 Windows 2003 Servers on SAN running SQL Server
- 2 libraries on SAN with 2 SDLT drives each
- 19 Windows 2000 servers used for firewall, anti-virus, and other application hosting (Assumes the 19 Windows 2000 servers are backed up to the single Windows 2000 B/U server on the SAN)
- 450 Windows 2000 Professional desktops/laptops

Customer wants:

- Centrally manage backup operations from one server
- To share Libraries on the SAN with all servers
- Quick recovery method for hardware failures on all servers
- Online backups for all Groupware and Database servers
- Off-host backups for SQL servers on SAN
- Advanced protection for open files on the File/Print servers
- Protection for critical data on employee's desktops/laptops

Configuration:

- 1 Central Admin Server Option
- 8 Backup Exec 10.0 *for Windows Servers*
- 8 SAN Shared Storage Options
- 3 Library Expansion Options
- 8 Intelligent Disaster Recovery Options (IDR)
- 2 Advanced Disk-based Backup Options for Off-host SQL backup
- 2 Agents for Exchange (includes CALs)
- 1 Agent for SharePoint Portal Server (includes CAL)
- 2 Agent for SQL Server (includes CALs)
- 2 Advanced Open File Options (includes CALs)
- 19 Remote Agents (CAL) *for Windows or NetWare Servers*
- 4 Desktop and Laptop Options (100 desktops/laptops) and 1 Desktop and Laptop Options (10 desktops/laptops)

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