DR Appliance – Migration Assist

The DR Appliance Migration Assist Services Offering consists of all the Deliverables below:

Planned Activities

Activity	Deliverables

Prep existing DR Appliance	• Assist with updating of DR Appliance OS/Firmware to latest versions
	• Assist with performing the system health check analysis:
	    o Clean-up container storage
	    o Review file systems
	    o Review hardware

Setup new DR Appliance	• Assist with configuration of general settings: Notification relay, Time server, AD, and local accounts • Assist with configuration of the Logical Storage Unit: Storage groups and containers • Configure cleaner schedule
Data migration to the new DR Appliance	• Assist with the configuration of DR replication setup for CIFS/NFS containers • If using NetVault, perform "Saveset" migration (for sample job creation only) • If using vRanger, perform container replication

Prerequisites and Assumptions

- The Deliverables assume only one (1) DR Appliance is to be refreshed
- No Services shall take place during local, state and/or federal holidays unless other arrangements have been coordinated through the Project Manager.
- Customer will:
    - Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the "Feature table" section of the DR Series Disk Backup Appliances datasheet (found on www.quest.com/products/dr-series-disk-backup-appliances/)
    - Provide remote access to the DR Appliance via WebEx, and if required, a support tether.
    - Ensure all networking related setup for the server is completed prior to engagement
    - Ensure connectivity access (through firewall established between all agents if applicable) is configured between the server and agents
    - Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, ChargeBack, etc.)
    - Ensure other technical and business resources, as needed, will be able to participate throughout the activities under this Services Offering.