

“Right Start” RIS Advanced of a Quest DL1000 Backup & Recovery Appliance (Remote)

Description

The “Right Start” RIS Advanced of a Quest DL1000 Backup & Recovery Appliance consists of two hours and forty-five minutes of consulting hours and 15 minutes of project management coordination during which Quest will provide remote installation of a Quest DL1000 Series Backup & Recovery appliance including the configuration, testing and knowledge transfer of the AppAssure backup software (the “Activities”).

Approach and Activities

The remote planned activities include:

Services Effort – Product Components:

Solution Components Installed w. Quantities:

- NV Server : 1
- Clients (File systems): 4
- Max Protected Systems : 4
- Note: A Cluster group of servers is considered two (2) protected systems.

Planning and Preparation

- 1) Contact Customer to Schedule Service
- 2) Send Customer Project Readiness Workbook:PRW to include services roadmap / Ensure Customer has Clear Understanding of Scope of Work
- 3) Review Customer Filled Out PRW
- 4) Services Model (Remote/Virtual (WebEx or Similar)

Appliance Setup

- 1) Validate rack and stack information (including network cabling, power, iDrac, etc)
- 2) Walk customer through initial appliance setup:
 - Power on Appliance
 - Configure hostname, Network configuration, Join a domain, network teaming
 - Configure Windows credentials
- 3) Connect via WebEx/GTM after customer has configured networking for core configuration
 - Configure Alerting (SNMP, SMTP)
 - Provision repository (Appliance Tab)
- 4) Upgrade of installed AA core on appliance to latest GA

License Configuration

- 1) Validate and Configure AA Software License
 - Verify If License was installed automatically
 - Verify if License key is trial or production
 - Assist with License Conversion from Trial to Production (If Applicable) - licensing@software.quest.com
- 2) License Portal Walkthru (only if Customer has not registered or downloaded the software prior to installation)

Installation

- 1) Validate Agents have been Installed Correctly by Customer as Part of the Project Readiness Process. Max number of Agents to Verify: 4
- 2) Notes:
 - a. Server Reboot is Required after Agent Installation - before continuing.
 - b. Customer must install Outlook client on Machine that is to be used for message level recovery of Exchange Mailboxes (Only needed if one of the to be protected system is MS Exchange)

Configuration

- 1) # of Protected Systems to be Configured (Customer must Identify the Systems in PRW prior to RIS Start): 4
- 2) Create Base Image
- 3) Configure Backup Frequency / Interval
- 4) Walk thru the AA Core Console
- 5) Walk thru How to Recover a Single File or Folder
- 6) Discuss / Configure Email Notifications (if Desired by Customer)
- 7) Configure Application Specific Protection & Recovery (If applicable - SQL Server; Outlook only)
 - Customer must install Outlook client on Machine that is to be used for message level recovery of Exchange Mailboxes (Only needed if one of the to be protected system is MS Exchange)
- 8) Educate Customer on Steps needed to Perform a BMR (No actual BMR Walkthrough is Performed due to Significant Time Needed)
- 9) Educate Customer on Steps Needed to Archive Backups (if customer wants to keep copies past retention policy or put data in other locations)
- 10) Educate Customer on Steps & Requirements Needed to Export to a VM
- 11) Educate Customer on Central Management Console / Install Management Utility (Central Console) if there are 2 or more cores or MSP and desired by Customer
- 12) Walk-Through the Bulk Deployment Tool for Agents
- 13) Configure Replication Between Appliance & Separate Replication Target
- 14) Configure 1:1 Replication between 2 Appliances (for Customers who Purchase 2 or more DL Units at the same

Testing

- 1) Verify Completion Base Image
- 2) Verify Incremental Backup Settings / Adjust as Needed Based on Customer Backup Requirements; Verify Snapshots Complete Based on Schedule
- 3) Test Recovery of a Single File
- 4) Test Replication
- 5) Create Virtual Standby from a Recovery Point
- 6) Test Mail Message Recovery (Exchange Only)

Knowledge Transfer

- 1) Core / UI Console Walkthrough
- 2) Day-to-day Backup and Recovery Management Tasks.
- 3) Discuss Application Specific Backup / Recovery Features and Functionality (MS Exchange)
- 4) Walkthrough Local mount utility

Training:

- 1) Provide 30 Min Dedicated Admin Training
 - Core Console
 - Intervals (Backup Frequency Schedules)
 - Notifications
- 2) Provide 15 Min Hardware Training
 - Quest OMSA (Intro, Statistics, Management)
 - Windows Server Management Tools (Intro, Statistics, Management)

Post Implementation

- 1) Deliver Project Delivery Workbook (PDW) Containing As Built Documentation
- 2) Introduce Customer to the DSG Tech Support Site
- 3) Instruct Customer how to Obtain AppAssure Tech Support & Open a Case
- 4) Point Customer to System Documentation / Guides
- 5) Point Customer to free Webinars
- 6) Point Customer to How to Documents
- 7) Instruct Customer how to Obtain After Hour Support (for Extended Support Contracts Only)

Additional Notes

- Max Number Sessions with Engineer: 3
- Standard Services Hours (SSH): 8 AM - 6 PM Local Customer Time
- Services Outside SSH incl. Local / State / Country Holidays not offered
- Services Expiration: 1 year
- Services Lead Time: 5 Business Days
- A Quest representative will contact the Customer to schedule this Service, allowing for at least a five (5) business day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This Service will be provided during normal Quest business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise in Appendix A. Any services beyond normal Quest business hours will be reflected on the

Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Quest project manager.

Prerequisites and Assumptions

Customer Responsibilities:

- Customer to Unpack and Rack Appliance; Attach Power and Network Cabling but NOT turn on Before Session with Engineer
- Provide Access to Systems to be Protected
- Enter Domain Admin ID / PWD as needed
- Reboot Protected Systems After Agent Install
- Ensure min System Requirements are met for Core / Agents
- Installation of MS SQL Server on Core (if applicable - SQL Server Only)
- Installation of MS Outlook (if applicable - for Granularity of Individual Email Restores)

Service specific customer responsibilities:

- Configuration/Software/Data Backup. It is the Customer's responsibility to complete a backup of all existing data, software, and programs on Supported Products prior to Quest performing any Services. Network Security Settings and Requirements. It is the Customer's responsibility to provide all requirements, parameters, and information necessary for Quest to provide the appropriate assistance regarding configuration and implementation of all security settings on these products. Quest will only implement settings per the Customer's direction and agreement.
 - Availability. The Customer agrees to be available during the schedule Service implementation time frame. If the Customer cannot be available for the schedule remote installation, the call will be rescheduled at an available time of Quest's choosing (In coordination with the Customer). If the original scheduled appointment is rescheduled, at the Customer's request, the Service offering may be delayed for an extended period of time depending on Quest's current scheduling availability and commitments
 - Ensure the desired configuration meets the vendor's minimum system requirements for hardware and software configuration (such as Service pack/kernel and BIOS)
 - Ensure that the technical and environmental requirements (such as correct power) are completed prior to this Service delivery
 - Make at least one technical contact, with system administration responsibilities, available and provide appropriate facility/site/system/information access privileges as a resource to Quest during the performance of this Service
 - Dispose of the packing material and other debris
 - Ensure that the backup server can access ALL remote clients through firewalls
 - Ensure that the DNS infrastructure is fully functional for the backup installation to be successful.
 - Customer must maintain the confidentiality of the order number provided by Quest in connection with these Services. Quest is not responsible for unauthorized use of a Customer's contract or order number
 - Customer must provide and have valid licenses for all hardware and software components.
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- Customer must allow sufficient time to complete the service activity in its entirety. Generally, these Services do not require system outages; however, they may require delivery during maintenance window(s)
- Customer is responsible for all physical hardware installations or changes that are necessary for the remote delivery of this Service
- Customer must have a valid hardware support contract (such as "ProSupport for Your Enterprise") on all affected systems

General Customer Responsibilities:

- **Authority to Grant Access:** Customer obtained permission for both Customer and Quest to access and use the Supported Products, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Quest to perform these Services.
- **Cooperate with Phone Analyst and On-site Technician:** Customer will cooperate with and follow the instructions given by any Quest phone analyst or on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.
- **On-site Obligations:** Where Services require on-site performance, Customer will provide (at no cost to Quest) free, safe and sufficient access to Customer's facilities and the Supported Products, including ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Quest), if the system does not already include these items.
- **Maintain Software and Serviced Releases:** Customer will maintain software and Supported Products at Quest-specified minimum release levels or configurations as specified on PowerLink for Quest | EMC Storage or EqualLogic™, or as specified on www.support.Quest.com for additional Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Quest in order to keep the Supported Products eligible for this Service.
- **Data Backup; Removing Confidential Data:** Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. In addition, Customer is responsible for removing any confidential, proprietary, or personal information and any removable media such as SIM cards, CDs, or PC Cards regardless of whether an on-site technician is also providing assistance.

Appendix A

Exceptions to Quest business hours

Country	Quest business hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, El Salvador, Gran Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos	8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, India, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM