

APPLIANCE SUPPORT OFFERINGS

Veritas offers two levels of Appliance Support for Appliances: Standard Support and Essential Support. Please refer to the Appliance Support Description at <https://www.veritas.com/company/legal/license-agreements> for additional detail on the Standard Support and Essential Support offerings.

ONSITE SUPPORT FAQ

Why doesn't Veritas offer Essential Support everywhere?

1. Veritas, along with most other storage vendors, typically provides Essential Support based on a radius from a large metropolitan area where Veritas has a Service Location. For Veritas, this means 100 miles in most countries but in some circumstances, this is reduced to 30 miles.
2. Veritas regularly reviews the locations of existing Service Locations to see if there are gaps in our coverage and may increase the number of Service Locations if or when deemed necessary based on regular review of the local business and number of Appliances installed in a specific region.

Is there a list of locations where Veritas offers Essential Support?

Veritas does not publish a list of Essential Support locations. Please contact your Veritas Account Manager for information regarding the availability of Essential Support in a specific location.

Why isn't my country enabled for any support?

Unfortunately, it is not possible to enable all countries for a number of business and/or logistics factors, and Veritas will continue to investigate enabling additional countries based on business needs and whether it is possible to provide support in that particular country. Veritas currently provides support for Appliances in 127 countries.

- Veritas Branded Appliance Support is offered in 82 countries around the globe and we continue to investigate opening of new countries based on business and customer needs.
- Veritas Appliance Hardware Support Partners provide support in 45 countries (primarily Africa). In these countries, the partners provide their own branded technical support and service levels.

Am I able to receive any support if my Appliance is located in an unsupported country?

1. No. Customers are authorized to use the Appliance and receive Appliance Support only in the country stated in your Appliance Support Agreement.
2. If the customer moves an Appliance to an unsupported location, the customer may not be eligible to receive onsite or parts replacement under Appliance Support or warranty coverage for such Appliance.

AUTOSUPPORT

Veritas AutoSupport provides remote monitoring to help diagnose a variety of potential problems with an Appliance. If a problem is detected, the AutoSupport function sends an alert to the End User's Designated Contacts and to the Veritas Appliance Call Home Service Centre (CHS). The CHS team automatically creates a support case for specific AutoSupport messages, in coordination with the End User.

Note: The End User must enable and maintain AutoSupport configuration via the Call Home feature on the Appliance console to receive AutoSupport. The End User is also required to provide the physical address of the Appliance and Designated Contact details via the Call Home feature or via the MyAppliance website.

What is AutoSupport?

AutoSupport allows Veritas to remotely monitor the health of an Appliance and will automatically alert Veritas Support if an alert is detected.

Why should I connect my Appliance to AutoSupport?

By connecting your Appliance to AutoSupport, you can resolve support issues up to 4x faster than waiting to log a call.

What are the benefits of AutoSupport?

- Lower the total cost of ownership (TCO)
- Improve reliability and serviceability
- Proactively monitor of Appliance health and performance
- Use an automated support process for expedited issue resolution
- Expedite resolution through guided work flow

Does AutoSupport provide Veritas with visibility and access to my data on the Appliance?

AutoSupport only provides Veritas with visibility into the way that the Appliance is working. There is no way for Veritas to look at the data stored on an Appliance via AutoSupport.

APPLIANCE UPGRADES

My Appliance is running out of space. Can my Appliance be upgraded?

Unless your Appliance is at the maximum capacity, it is possible to purchase additional storage shelves from Veritas to increase that Appliance storage capacity (up to the maximum capacity for that specific model).

Please refer to the [Appliance Resources](#) section of www.veritas.com for additional information on specific Appliance capacities.

What Veritas Software Licenses must I have?

You must purchase software capacity licenses to match the storage capacity of the Appliance.

Do I need to buy additional storage from Veritas?

Yes. Because the Appliance is a complete solution, Veritas has tested and integrated the storage to the solution. If non-Veritas storage is attached to the Appliance, it will invalidate all warranty and support contracts.

If I increase the capacity, will I need to wipe all existing data installed on the Appliance and start again?

No. MSDP pools can be expanded to take advantage of the additional capacity and spread the load and resilience over more drives. Veritas provides installation services for customers wishing to add additional storage capacity and to integrate the additional capacity into the existing MSDP pools. Please contact your Veritas Account Manager to discuss.

Will my Veritas Appliance Support cost more if I upgrade/increase the capacity of my Appliance?

Yes. All additional storage is sold with additional Support to ensure that the Appliance is fully supported. Veritas will co-term the support for the extra capacity to match the existing Appliance support contract. At the time of the Appliance Support renewal, customers will renew Appliance Support for the current storage capacity of the Appliance.

GENERAL SUPPORT QUESTIONS

My Appliance support has expired. Will Veritas still provide support?

Veritas is under no obligation to provide any technical support for Appliances where the support contract has expired.

My Appliance support has expired. Will Veritas still provide support?

If your Appliance is still under warranty and your support agreement has expired, then you can still use the warranty support to have the faulty component replaced.

Note: All current Appliance models come with a 1-year hardware warranty, with the exception of Appliances in the People's Republic of China (3 years) or other durations required under applicable law.

The following is the warranty return process.

Upon discovery of any failure of the hardware components in the Hardware to conform to the applicable warranty during the Warranty Period, you are required to contact Veritas within ten (10) days after such failure and seek a return material authorization ("RMA") number. Veritas will promptly issue the requested RMA as long as Veritas determines that you meet the conditions for warranty service. The allegedly defective hardware component shall be returned to Veritas, securely and properly packaged, freight and insurance prepaid, with the RMA number prominently displayed on the exterior of the shipment packaging. Veritas will have no obligation to accept any hardware component that is returned without an RMA number.

Will all parts used to repair my appliance be new parts?

All replacement parts will be fully tested and may be either new or refurbished.

Do I have to give back hard disks that are replaced because someone might be able to steal information from the drives?

Yes. All parts that have been replaced must be returned to Veritas. If you have concerns regarding sensitive data that may be stored on the Appliance, then you can purchase the Veritas Non-Returnable Disk Drive (NRD) offering for the applicable Appliance.

MORE INFORMATION

Appliance Support Services Overview	http://go.veritas.com/Appliance-support
NetInsights Console Website	https://systemhealth.netinsights.veritas.com
Veritas Appliance Relocation Service	https://www.veritas.com/content/dam/Veritas/docs/data-sheets/V0565_GA_ENT_DS-Appliance-Relocation-Services-EN.pdf
NetBackup Appliances Resources	https://www.veritas.com/protection/netbackup-appliances/resources

ABOUT VERITAS

Veritas Technologies is a global leader in data protection, availability and insights. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on Veritas to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, the Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms.

Learn more at www.veritas.com. Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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