

Veritas NetBackup Flex Scale Support FAQ

The Veritas NetBackup™ Flex Scale solution consists of (1) NetBackup Flex Scale software (*NetBackup Flex Scale software*) and (2) Flex Scale hardware (*Flex Scale hardware*). Associated maintenance/support services are available to support the NetBackup Flex Scale software and Flex Scale hardware as described in the [NetBackup Flex Scale support datasheet](#).

Netbackup Flex Scale Solution Model

What are the current go-to-market models available for the NetBackup Flex Scale solution?

The NetBackup Flex Scale solution is currently available under a validated platform and resale model (*RA model*). Under the RA model, end customers procure NetBackup Flex Scale software from Veritas as the licensor, and Veritas software support for the NetBackup Flex Scale software. End customers procure a validated platform (Flex Scale hardware) from the relevant hardware manufacturer, with hardware support from that hardware manufacturer (*hardware provider*). These hardware and hardware support offerings may be purchased by the end customer through their desired purchasing process, or from Veritas as a reseller of those hardware solutions.

The information provided in this FAQ document applies to NetBackup Flex Scale solutions purchased under the RA model.

What is a Veritas validated platform?

A Veritas validated platform offers a simplified turnkey experience to protect customers' applications and data. With Flex Scale validated platforms, customers get the benefit and peace of mind that Veritas and the relevant hardware provider have confirmed and validated the Flex Scale hardware's interoperability with the NetBackup Flex Scale software. At the same time, customers have the option to purchase Flex Scale hardware by selecting from a list of pre-qualified industry-standard hardware. The validated platform is fully qualified with NetBackup Flex Scale software to provide optimal performance, functionality, resiliency, and availability in an appliance solution.

Support Delivery

Who do end customers contact when they need support for the NetBackup Flex Scale solution?

End customers will reach out to Veritas for Level 1 support for the entire Flex Scale solution. Should Veritas discover that the issue is related to hardware, Veritas Support will coordinate with the relevant hardware provider and hand off the case to the hardware provider to enable the end customer to receive high-quality support as quickly as possible.

If the issue is related to the NetBackup Flex Scale software, Veritas will handle that support case consistent with our software maintenance/support processes.

If the issue is related to the Flex Scale hardware, please refer to the applicable terms from the relevant hardware provider. Hardware support terms for offerings resold by Veritas are available at [veritas.com/company/legal/license-agreements](https://www.veritas.com/company/legal/license-agreements) under *Current License & Services Agreements/Third Party Offerings*.

With Veritas taking the first call for technical support, if the hardware provider is needed, will Veritas engage them?

As part of Level 1 support delivery, Veritas support will collect hardware logs and determine if there are any hardware failures. If there is a hardware failure, Veritas support will open a support case with the hardware provider and hand off the case to the hardware provider.

Through the support process, will the hardware provider ever speak with the customer directly, or is all communication via Veritas?

The customer and hardware provider may have direct conversations to troubleshoot their hardware. Veritas will be kept in the communication loop, as Veritas will need to close the case or escalate.

AutoSupport

What is AutoSupport?

Veritas AutoSupport provides remote monitoring to help diagnose a variety of potential problems with an appliance solution. If a problem is detected, the AutoSupport function sends an alert to the end customer's designated contacts for the NetBackup Flex Scale software support, and to the Veritas Appliance Call Home Service center (CHS). The CHS team automatically creates a support case for specific AutoSupport messages, in coordination with the end customer. AutoSupport is made available to NetBackup Flex Scale solution customers as part of their Veritas support for the NetBackup Flex Scale software.

Note: The end customer must enable and maintain AutoSupport configuration via the Call Home feature on the NetBackup Flex Scale software UI to receive AutoSupport. The end customer is also required to provide the physical address of the Flex Scale hardware, and designated contact details via the Call Home feature or via the NetInsights console.

Why should end customers register NetBackup Flex Scale with AutoSupport?

By registering NetBackup Flex Scale with AutoSupport, end customers may be able to identify hardware and software issues to expedite case resolution.

What are the benefits of AutoSupport?

- Lower total cost of ownership (TCO)
- Improved reliability and serviceability
- Proactive monitoring of NetBackup Flex Scale health and performance
- Automated support process for expedited issue resolution
- Hardware case resolution is dependent on the hardware provider
- Root cause analysis of hardware part failures is dependent on the hardware provider

Does AutoSupport provide Veritas with visibility and access to the data on NetBackup Flex Scale?

AutoSupport only provides Veritas with visibility into the way that the hardware components are working. Veritas has no access to the data stored on the Flex Scale solution via AutoSupport.

What is the expected response from the hardware provider to a support case generated via AutoSupport?

Support hardware cases auto generated via AutoSupport will follow the same process as support cases logged by end customers. Veritas will handle Level 1 support and, if required, engage and hand the case over to the hardware provider. Hardware providers do not have access to AutoSupport information.



Does Veritas collect any telemetry data via AutoSupport?

Veritas may collect diagnostic data for troubleshooting product failures or monitoring purposes.

Flex Scale Expansions

The NetBackup Flex Scale cluster is running out of space. How can end customers expand their NetBackup Flex Scale solution?

End customers may purchase additional server nodes to increase the NetBackup Flex Scale solution's compute and storage capacity. Please refer to the NetBackup Flex Scale Administration Guide for information about expansion, including details for the specific version of NetBackup Flex Scale.

Does an expansion of the NetBackup Flex Scale solution require additional NetBackup Flex Scale software licenses?

End customers must license a quantity of NetBackup Flex Scale software that aligns with the Flex Scale hardware capacity. If the Flex Scale hardware capacity is expanded, then end customers should procure additional NetBackup Flex Scale software licenses consistent with the expansion.

Does all existing data installed on the NetBackup Flex Scale cluster need to be reimaged in order to increase capacity?

A reimage is not required to expand capacity. MSDP pools can be expanded to take advantage of the additional capacity, and spread the load and resilience over more drives and nodes. Veritas provides installation services for customers wishing to add additional server nodes, and to integrate the additional server nodes into the existing MSDP pools. Please contact your Veritas Account Manager to discuss.

Will NetBackup Flex Scale solution support cost more if end customers expand the capacity?

Yes. All additional server nodes are sold with additional support to ensure that the NetBackup Flex Scale solution is fully supported. Consistent with the RA model, Veritas will provide maintenance/support for the NetBackup Flex Scale software, and maintenance/support for the Flex Scale hardware. Additional nodes will be provided by the hardware provider.

General Support Questions

The NetBackup Flex Scale software support has expired. Will Veritas still provide support?

Veritas is under no obligation to provide any technical support services for software with an expired maintenance/support contract.

Does the NetBackup Flex Scale software support entitle end customers to support for Flex Scale hardware?

A Veritas NetBackup Flex Scale software maintenance/support contract does not include support for Flex Scale hardware. End customers must have a valid Flex Scale hardware support contract in place with the relevant hardware provider to receive hardware support, which may include onsite break fix and spare parts for the Flex Scale hardware.

What software licenses do I need for NetBackup Flex Scale?

A Veritas NetBackup Flex Scale software license and a NetBackup software license are required.

The Flex Scale hardware support contract with the hardware provider has expired. Will Veritas still provide support for the NetBackup Flex Scale software that is operating as part of the NetBackup Flex Scale solution with this hardware?

Veritas will provide software support for NetBackup Flex Scale software as long as there is a valid maintenance/support contract in place. Note, however, that the ability for Veritas to support the NetBackup Flex Scale software may be limited by Flex Scale hardware issues that cannot be resolved without technical support for the hardware.



Does Veritas provide warranty coverage for Flex Scale hardware?

Any Flex Scale hardware warranty is provided by the relevant hardware provider.

Do end customers need to return hard disks from Flex Scale hardware that are replaced?

End customers that have concerns regarding sensitive data that may be stored on the hard disks included in the Flex Scale hardware should review available options with the relevant hardware provider. The hardware provider can confirm whether their hardware maintenance/support offerings include a media retention solution that permits end customers to keep hard disks.

More Information

- NetBackup Flex Scale Support Datasheet: [veritas.com/protection/netbackup/netbackup-flex-scale](https://www.veritas.com/protection/netbackup/netbackup-flex-scale)
- NetInsights Console Website: netinsights.veritas.com

About Veritas

Veritas Technologies is a leader in multi-cloud data management. Over 80,000 customers—including 95 percent of the Fortune 100—rely on Veritas to help ensure the protection, recoverability, and compliance of their data. Veritas has a reputation for reliability at scale, which delivers the resilience its customers need against the disruptions threatened by cyberattacks, like ransomware. No other vendor is able to match the ability of Veritas to execute, with support for 800+ data sources, 100+ operating systems, 1,400+ storage targets, and 60+ clouds through a single, unified approach. Powered by Cloud Scale Technology, Veritas is delivering today on its strategy for Autonomous Data Management that reduces operational overhead while delivering greater value. Learn more at www.veritas.com. Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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