GLOBAL SALES AND SERVICES TOOLS
Licensing and Support Services Guide

NetBackup™ 6.5

This document is intended to aid Symantec Sales in selling and quoting **NetBackup 6.5** and is to serve primarily as a reference guide on the licensing and maintenance programs and options available. The pricing contained within this document is referenced directly from the U.S. Symantec price list and should be deemed modified to the extent of any recent updates. All pricing and SKUs should be obtained from the current, appropriate regional price list. Symantec reserves the right to change this document at any time, without notice.

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p. 2

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p. 3

Last Updated: 8/13/2008

NetBackup™ 6.5

UPDATES SINCE FIRST NETBACKUP 6.5 PUBLICATION

This is the second version of the NetBackup 6.5 Licensing and Support Services Guide. The following table provides a summary of changes made post-release. The table lists changes in descending order (most recent change at the top).

WHEN	AREA OF CHANGE	WHAT CHANGED?	OTHER NOTES
Sep 2007	Virtual Machine Description	Clarification - Added more licensing explanations & examples specifically for the new NetBackup for VMware (VCB) solution	NBU VCB Solution requires NBU 6.5.1 which is scheduled for late 2007.
Sep 2007	NetBackup Client Description	Clarification NetBackup and PureDisk licensing terms.	1 client license enables NetBackup Client and PureDisk client for a single machine.
Sep 2007	Rewards Band Curve	Corrected reward band table to show correct percentages	One row of the table displayed text, rather than percentages.
Sep 2007	Upgrade to Enterprise from Standard Client	Added prices to areas which had stated "coming soon"	
Sep 2007	Clustering Description	Clarification - Added additional text around licensing NBU in a HA/DR situation at a cold DR site	No change in policy, just another example
Sep 2007	Virtual Tape Library Option / OpenStorage Option	Removed SKUs and separate pricing for MAID devices	These will not be replaced or reissued.
Sep 2007	PureDisk Dedupe Option	Removed Test – This option will not be available until PureDisk 6.5 is released.	We have removed description and pricing. to eliminate confusion.
Sep 2007	NetBackup Vault Option	Clarification – Added text to clarify how to license NetBackup Vault and with a VTL	
Sep 2007	BE to NetBackup Upgrade	Clarification - Added description of how to process upgrades using NBU 6.0 SKUs	
Sep 2007	Helpful Support Docs / Links	Added Content – New support / links to NetBackup 6.5	Useful links when configuring a solution
Mar 2008	Clustering Description	Clarification – licenses are required for all nodes of a cluster, not just the active node. Virtualization of Media Servers and SAN Media Servers in clusters should be done using an 'application cluster' definition as described in the HA Guide	
Mar 2008	Virtual Machine Systems	Clarification – these rules also apply for Solaris Zones and corrected licensing example such that stated tier aligned to the real tier guide (i.e.,4 processor Win= Tier 3, NOT 2)	
Mar 2008	License Keys	Additional clarification on using license keys to enable new entitlements (e.g., BMR and client encryption)	
Aug 2008	Enterprise Disk Options Infrastructure Pricing Virtual Machine Systems Workstation Client Desktop & Laptop Option	Introduction of Standard & Enterprise Disk Offerings Elimination of VTL, OpenStorage and Flexible Disk SKUs New pricing for Infrastructure per TB pricing Clarification of Virtual Machine Licensing Clarification – Workstation client is licensed per machine Clarification – DLO is licensed per client	

* Note: A separate NetBackup Pricing FAQ exists which can quickly provide you with answers to common questions.

WHAT'S NEW WITH NETBACKUP 6.5 PRICING

The release of NetBackup 6.5 marks several significant pricing and licensing changes that simplify selling the NetBackup platform. The following provides a summary of those changes and should help those already familiar with NetBackup pricing and licensing:

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WHAT CHANGED	DESCRIPTION	BENEFIT
Client and Option Consolidation	Created 2 clients for NetBackup – Standard Client & Enterprise Client. Combined Bare-Metal Restore (BMR) and Client Encryption Options into Standard Client entitlement (these two options are no longer separate). NetBackup client license can be used for a traditional NetBackup Client and for a NetBackup PureDisk client. (PureDisk client requires separate client installation and PureDisk Environment)	Entitles existing customers on current maintenance to greater functionality Provides greater flexibility for customers to choose change technology without limitation Reduces amount of SKUs to manage license
Database and Application Agent Consolidation	Consolidate all database and application agents into a single pack (SAP remains a separate agent). Still licensed by tier.	With fewer license SKUs to manage, customers can easily swap a tier 2 Oracle agent for a tier 2 SQL agent
New VTL Capacity Measurement	VTL capacity now measured based upon virtual terabytes – licenses can be purchased based on the amount of data being backed up rather than the capacity of the VTL. Effective September 1, 2008 VTL Option is sold as part of Standard and Enterprise Disk.	The customer can initially license part of the VTL capacity and license more capacity later when demand increases.
Disk Optimization Option for NearStore DSU (integration with NetApp)	This is now licensed using the OpenStorage Disk Option and capacity is now measured based upon virtual terabytes – licenses can be purchased based on the amount of data being backed up rather than the capacity of the NearStore device. Effective September 1, 2008 OpenStorage Option is sold as part of Standard and Enterprise Disk.	The customer can initially license part of the capacity and license more capacity later when demand increases.
Capacity Pricing Model	A new way to license NetBackup based upon capacity of data protected rather than on a by server / tier basis.	Allows customers to better manage the costs of data protection based on the required service levels (e.g., RTOs & RPOs for different classes of data)
Solaris x64 OS added	Added Solaris x64 as a discrete OS choice for NetBackup SKUs at the same price point as Windows and Linux.	Provides customers more choices with greater platform proliferation for new technologies
Rewards Band Modified for NetBackup	The discounts at each rewards band have been modified with the new pricing from NetBackup.	Provides greater flexibility and larger pricing discount discretion, especially when using the capacity model

NOTE: Although Veritas Backup Reporter and NetBackup PureDisk are part of the NetBackup Platform, they are stand-alone products with separate licensing guides.

OVERVIEW OF NETBACKUP ARCHITECTURE

Veritas NetBackup™ enables companies to deploy a data protection solution with both the flexibility and scalability required to backup and recover the data, servers, and applications for midsized to extremely large companies. A typical NetBackup architecture consists of two key pieces – core infrastructure and clients. Clients are placed on the systems to

NetBackup™ 6.5

be protected. The NetBackup infrastructure components instruct the clients to perform a backup and direct data to the target storage device for the backup (either disk or tape).

The two primary architectures deployed by NetBackup are two-tier and three-tier. In campus environments, or when IT operations span geographic locations, organizations may deploy multiple NetBackup storage domains and centrally monitor all operations.

DESCRIPTION	TWO-TIER	THREE-TIER
Typical Customer Environment	Small / Mid-Size Enterprise	Large / Very Large Enterprise
No. of Core Infrastructure Components	Single NetBackup Server	Multiple NetBackup Enterprise Servers
Type of Infrastructure Components	NetBackup Server or NetBackup Enterprise Server	NetBackup Enterprise Server ONLY

NetBackup Enterprise Server Architecture (Three-Tier)

A typical NetBackup Enterprise Server storage domain consists of one NetBackup Master Server, one or more NetBackup Media Servers, and multiple NetBackup Clients. Large customers often have multiple NetBackup Storage domains spread across data centers.

NetBackup Master Server

The NetBackup Master Server is the "brains" for all data protection activities, from scheduling and tracking client backups to managing tape media and more. In addition, the NetBackup Master Server may have one or more storage devices attached for backing up its local data or NetBackup client data across the network.

- Main Backup Server - Manage all operations (Policies, Schedules, Device Configuration, & Catalog)

- Backs Up and Restores Local and Client Data to Attached Storage (Tape / Disk)

- Manages Attached (Direct / SAN) Storage

NetBackup Media Servers

Organizations with data in several locations, or with data-intensive applications, may distribute the workload across servers by deploying a
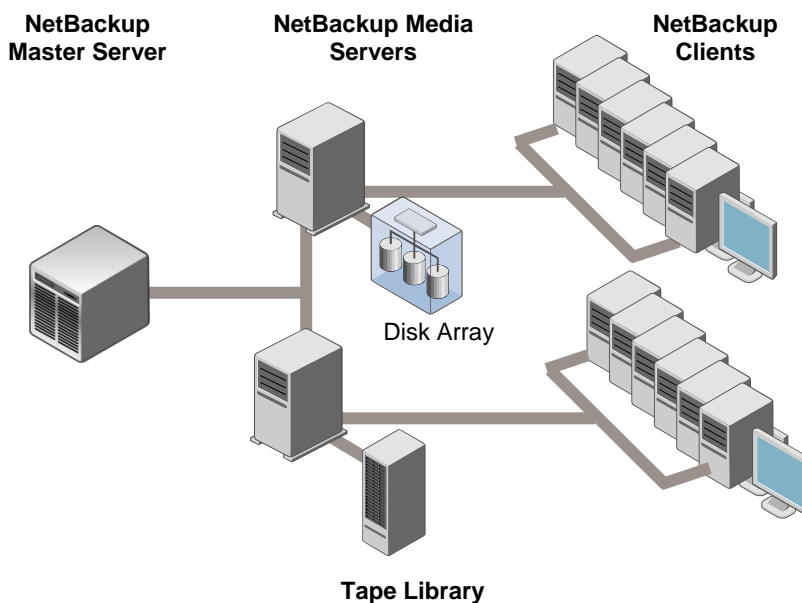
Figure 1 - A single 3-tier NetBackup Storage Domain

NetBackup Enterprise Server as a Media Server (i.e., NetBackup Media Server). The Master Server is the brains, and the Media Servers are the workhorses of deployments. Multiple NetBackup Media Servers can provide high performance backups of local applications to attached backup storage while backing up NetBackup Clients over the local area network (LAN). A NetBackup Media Server can share tape resources with NetBackup Master/Media Servers over a storage area network (SAN) or provide for backup and recovery from its own dedicated storage hardware. If a NetBackup Media Server fails, the attached NetBackup Client backups will be routed to another NetBackup Media Server.

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- Backs Up and Restores Local and Client Data to Attached Storage (Tape/Disk)

- Manages Attached (Direct / SAN) Storage

NetBackup Clients

Each system to be protected requires a NetBackup client. The NetBackup client sends and receives data across the local area network (LAN) or storage area network (SAN) to a NetBackup Media Server. The NetBackup Client component often represents the largest number of individual machines, but not necessarily the most data.

- Prepares and Sends Local Data to NetBackup Master / Media Servers for Storage

- Receives Stored Data from NetBackup Master / Media Servers for Restoration

NOTE: Each NetBackup Enterprise Server or NetBackup Server license includes the necessary licenses to backup NetBackup data (not other application data).

NetBackup Server Architecture (Two-Tier)

Two-tier NetBackup architecture is defined as a single NetBackup server that acts as both a Master and Media Server (Master/Media Server) and multiple clients. Two-tier architecture with Veritas NetBackup Server is a cost-effective heterogeneous backup and recovery product designed for mid-size organizations and workgroups.

NOTE: NetBackup Server supports one (1) backup server and an unlimited number of clients, NDMP-NAS systems, tape drives, and tape libraries.

NetBackup Clients

NetBackup Master/ Media Server

Disk Array   **Tape Library**
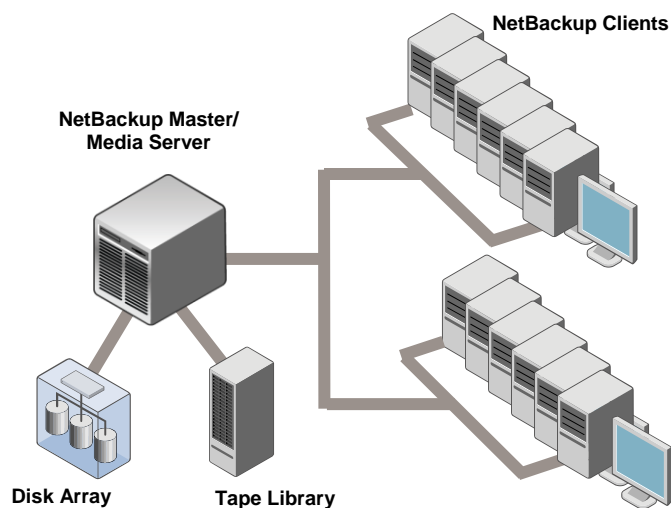
LICENSING NETBACKUP

From a licensing perspective, NetBackup has two major components: *clients* and *infrastructure* (servers & options). NetBackup clients represent components (and code) that reside on the systems(s) being protected. The clients send the backup data to a NetBackup server. Infrastructure components and functionality reside on NetBackup servers that act as Master/Media servers and interact with storage systems that can include tape drives/libraries and all types of disk-based storage systems.

Two Licensing Models – Traditional or Capacity

- *Traditional (per-server) Licensing Model*: The Traditional, or "per-server," licensing model is the only model that was available until NetBackup 6.5. Customers under this model count the number of NetBackup Clients, Servers, and Options they would like to run NetBackup on or with and purchase the same number of licenses. As they deploy additional NetBackup clients or servers or attach additional tape drives or storage to NetBackup they must license additional copies of the appropriate NetBackup product.

- *Capacity (per-TB) Licensing Model (NEW with NetBackup 6.5)*: Now customers have the option to license NetBackup Infrastructure based on how much data is being protected rather than the number of NetBackup components deployed. Customers still must count and license NetBackup Clients separately.

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Customers may choose either model but cannot mix and match licenses. The NetBackup clients are shared between models. Additional information for NetBackup customers considering switching to the capacity model is found in the NetBackup Capacity License Model section later in this guide.

NOTE: A Microsoft Excel based license and pricing calculator can be found on both SCORE and PartnerNet. This can be very useful for generating quick quotes or comparing the two license models.

Traditional (per-Server)	Capacity (per-TB) *New!*
Clients	
Servers & Options	Capacity
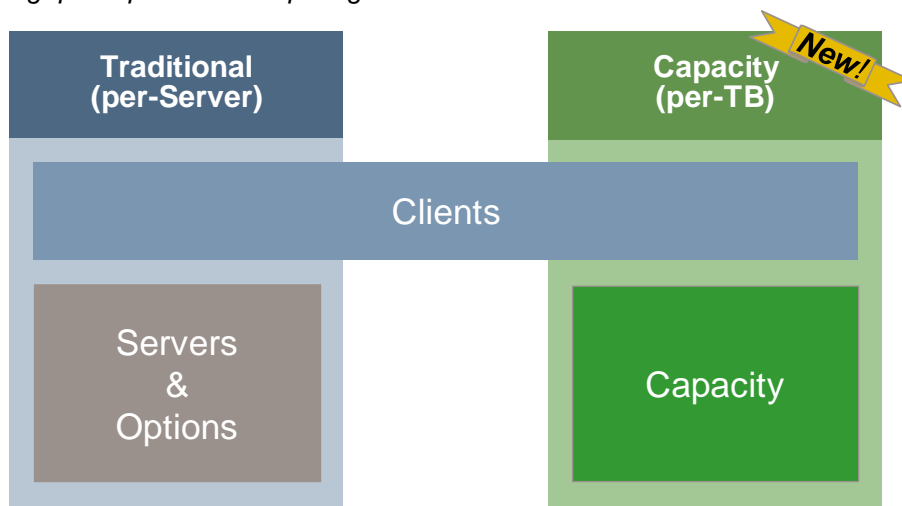
Four Steps to Licensing NetBackup

1. Determine the number and type of clients: Count all the systems / applications / databases that a customer wants to protect noting the type of server hardware (i.e. tier) and operating system. There are 4 license tiers available and they are broadly based upon the number of CPUs (i.e., the processing power of the server)

    a. Many servers will require the Standard Client. Those requiring more advanced backup methods may need the Enterprise Client

    b. Determine how many applications and databases will need to be protected and on what systems these reside

2. Determine the infrastructure components: Will the customer use NetBackup Enterprise Server, NetBackup Server, or a NetBackup Starter Pack

    a. Most customers use NetBackup Enterprise Server in order to access more advanced features and handle scale

3. Determine the licensing model

    a. Traditional: If customers prefer to stay on the traditional licensing model - count of the number of Enterprise Servers, Tape Drives, and other options required to properly handle the expected data load

    b. Capacity: Ask the customer / backup architect to estimate all the source data to be protected (measured in Front End Terabytes) for the term of the agreement (e.g. how much data will the customer have in 1, 2, or 3 years). For existing NetBackup customers a script will be available that can report the amount and tier of front end terabytes in their environment.

4. Prepare the quote: creating a summary of all clients, databases and applications to be protected (this is required regardless of which licensing model).

    a. For the traditional model: Combine a summary of the appropriate infrastructure components (and required tiers) with the client component list (see example below).

    b. For the capacity pricing you will need to determine the total capacity needed and the allocation of capacity to

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each of three tiers (see example below)

For smaller customers (small to mid-market) interested NetBackup Server only, we offer a sales bundle called NetBackup Starter Packs. Additional information provided near the end of this guide.

Scenario 1 – Traditional vs. Capacity Model

The following provides a simple example of the difference between the traditional model and the capacity model. A customer has 65 systems holding an aggregate of 2.5 terabytes of data to be protected with NetBackup going through a single Master / Media Server and writing to a tape library with 4 tape drives.

65 Clients with 2.5 TB   **1 NetBackup Enterprise Server (Master / Media server)**   **Tape Library with 4 Tape Drives**
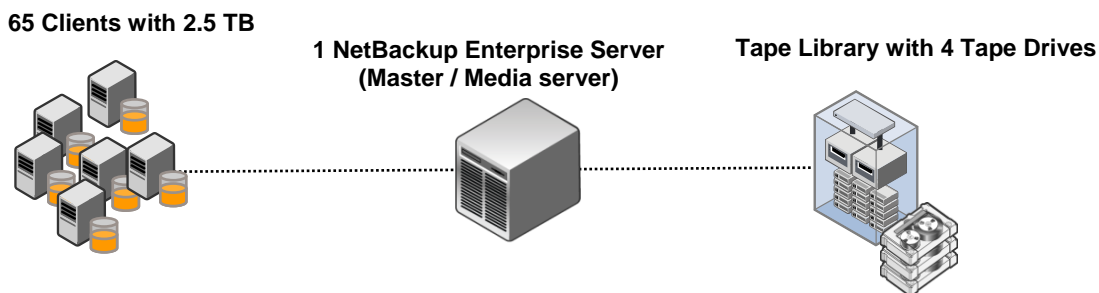
TRADITIONAL (PER SERVER) MODEL	CAPACITY (PER-TB) MODEL
• 65 NetBackup Standard Clients • 10 application and database packs (various tiers) INFRASTRUCTURE COMPONENTS • 1 NetBackup Enterprise Server (appropriate OS & Tier) • 4 Library based Tape Drives	• 65 NetBackup Standard Clients • 10 application and database packs (various tiers) INFRASTRUCTURE COMPONENTS • 3 TB NetBackup Standard Infrastructure

Scenario 2 - Traditional vs. Capacity Model

The following provides a simple example of the difference between the traditional model and the capacity model. A customer has 180 systems holding an aggregate of 17 TBs of data to be protected with NetBackup. The customer environment requires 2 Media Servers, writes to disk first using the new Flexible Disk feature (component of Standard Disk) , and then writes data to a tape library with 8 tape drives.

| **180 Clients 17TB Front End** | **2 Enterprise Servers** | **Flexible Disk feature (17TB)** | **Tape Library with 8 Tape Drives** |

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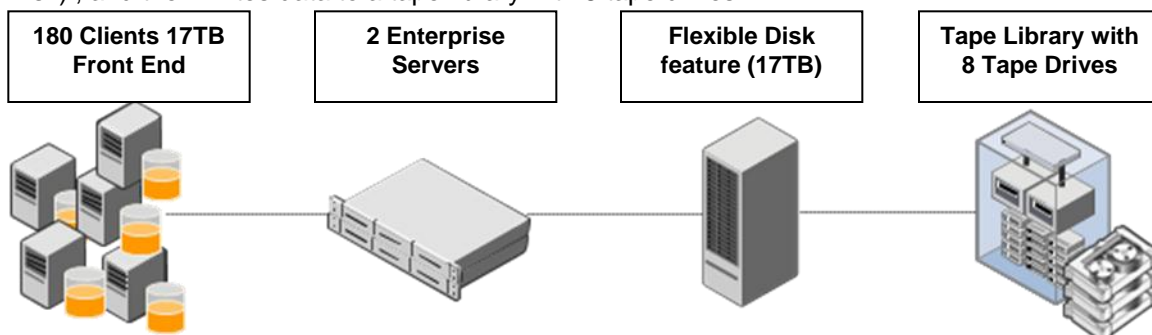
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Licensing and Support Services Guide

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TRADITIONAL (PER SERVER) MODEL	CAPACITY (PER-TB) MODEL
• 180 NetBackup Standard Clients • 10 application and database packs (various tiers) INFRASTRUCTURE COMPONENTS • 2 NetBackup Enterprise Server (appropriate OS & Tier) • 17 Front-End TB **Standard Disk** • 8 Library based Tape Drives	• 180 NetBackup Standard Clients • 10 application and database packs (various tiers) INFRASTRUCTURE COMPONENTS • 17 TB NetBackup Enterprise Infrastructure**

* Find more examples of how to license NetBackup infrastructure using the Traditional Model can be found in the DISK BASED INFRASTRUCTURE COMPONENTS section.
** Learn how to license NetBackup infrastructure using the Capacity Model in the section entitled NETBACKUP CAPACITY LICENSE MODEL.

NetBackup Rewards Band Curves

Rewards curves for the traditional and capacity-based models differ when licensing the NetBackup infrastructure components. As noted in the table below, there is no difference in curves when licensing clients. A pricing and SKU calculator can help you automatically apply these additional discounts and compare them versus traditional prices (available on SCORE and PartnerNet).

Pricing Curves

- Traditional pricing model and clients: 0% - 7.5%

- Capacity pricing model: 0% - 35% (applies only to Standard Infrastructure, Enterprise Infrastructure, and Premium Infrastructure SKUs)

REWARDS BAND	CLIENTS	INFRASTRUCTURE TRADITIONAL (PER-SERVER)	INFRASTRUCTURE CAPACITY (PER-TB)
A	0%	0%	0%
B	0%	0%	10%
C	5%	5%	15%
D	5%	5%	25%
E	7.5%	7.5%	35%

NETBACKUP CLIENTS
Applicable to both Traditional (per-server) and Capacity (per-TB) licensing models

Any system that sends or receives data to a NetBackup server for protection requires a NetBackup client license. NetBackup client definitions have been renamed and consolidated.

CLIENT TYPE	DESCRIPTION
Enterprise Client	The NetBackup Enterprise Client contains the functionality of the Standard Client plus many more advanced features that maximize backup performance while potentially reducing impact of backups such as Snapshot client (formerly known as Advanced Client), SAN Client, SAN Media Server, and VMware Consolidated Backup functionality. Note: Requires NetBackup Enterprise Server

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CLIENT TYPE	DESCRIPTION
Standard Client	Formerly known as Protect Server. The NetBackup Standard Client is used to protect systems. A "server" provides services to more than one user and is considered a group or company resource controlled by a system administrator or IS organization. (NEW) The Standard Client now includes Bare Metal Restore and Client Encryption capabilities. Note these two components cannot be used together due to technical issues.
Workstation Client	Formerly known as Protect Workstation. Defined as a one system and is not utilized as a file, print, database, or Web server.
Desktop Laptop Option	The Desktop Laptop Option provides continuous data protection for end-user machines regardless of whether they are connected to a network.

Note: NetBackup Master/Media Server, SAN Media Server, and Server licenses able to back themselves up. NetBackup Windows & NetWare Clients include Open File support at no additional charge.

NetBackup Enterprise Client

The most robust and feature rich NetBackup client license allows customers to use a broad range of advanced disk-based data protection features in addition to the functionality of the standard client. This license and can be deployed to accomplish:

- Client-based snapshot (host or array) for file systems, applications, or databases (formerly known as Advanced Client) via NetBackup Snapshot Client, SAN style backups via SAN Media Server, SAN style backup via SAN Client, and

- Integrated VMware Consolidated Backups (VCB).

NetBackup Enterprise Client is licensed per system (on a tier basis) and is ideal for systems requiring high performance, low impact protection. The Enterprise client only functions with the NetBackup Enterprise Server.

ENTERPRISE CLIENT FUNCTIONALITY	DESCRIPTION
Client-based snapshots via Snapshot Client	• Enabled through **NetBackup Snapshot Client** (formerly Advanced Client) allows customers to use either host or array-based snapshots methods • Access a variety of snapshot-based technologies (FlashBackup, Instant Recovery, ServerFree, Array Integration, and BLIB) via a single client • Combine with Application & Database Pack to enable off-host backups
SAN style backups via SAN Media Server	• Designed for customers moving from LAN-based client-server environments to multiple NetBackup Servers on a SAN • Enables LAN-free data protection with high performance access to shared resources. • Can share tape resources with NetBackup Master and Media Servers • Can only back itself up, not other clients • Software is installed 'stand alone' on each cluster node and linked to the virtual host via an application cluster.
SAN style backups via SAN Client	• Similar functionality as SAN Media Server – except results in a smaller footprint (installed on the client). • Can NOT backup directly to tape attached to the client • Requires a QLogic HBA (as of release of NetBackup 6.5) – see HCL for additional details
Integrated VMware Consolidated Backup (VCB)	• Low impact, granular backup of VMware clients automated through NetBackup • Enables image and granular recovery

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Product Description	License	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup Enterprise Client, Windows, Linux, Solaris x86	Per Client	$2,595	$3.095	$4,095	$6.095
NetBackup Enterprise Client, UNIX (includes Solaris SPARC)	Per Client	$5,095	$6,595	$8,595	$13,595

NOTES:

- Customers with either Advanced Client or SAN Media Server under maintenance are entitled to Enterprise Client

- Please see the NetBackup hardware tier guide in order to select the correct client tier (Symantec Employees – Server **H/W Tier** and **NDMP Tier Appendix** on SCORE; Partners & Resellers, located on PartnerNet under Licensing > Pricelists > Additional Pricing Documents)

- For a list of supported platforms, operating systems, and snapshot methods that Snapshot Client supports for certain backup methods. Look on http://www.symantec.com/enterprise/support/ for the compatibility guide entitled "Veritas NetBackup (tm) Enterprise Server 6.x / NetBackup Server 6.x Advanced Client (ADC) Supported Arrays, Operating Systems and Database Agent Compatibility"

NetBackup Standard Client

Formerly known as Protect Server, the NetBackup Standard Client license is used to protect systems that function as servers. A "server" provides services to more than one user and is considered a group or company resource controlled by a system administrator or IS organization.

NEW with 6.5

- This license entitles customers to protect a server with a traditional NetBackup client (streaming backup). This license also entitles a customer to install and use a NetBackup PureDisk client (deduplication on the client – before sending data to the backup application) for the same physical server.

- A "standard client" license also entitles customers to use either **Bare Metal Restore** or **NetBackup Client Encryption** capabilities. (note – these two components can not be used together).

Product Description	License per	MSRP
NetBackup Standard Client * all supported platforms	Per Client	$595

* Major platforms supported by the Standard Client include Windows, UNIX, Linux , Solaris x64, OpenVMS, Mac OS X, NetWare and Free BSD. For specific platforms and versions, please see the NetBackup OS Compatibility Guide.

NOTES:

- Customers with Protect Server under maintenance are entitled to a Standard Client license

- For specific BMR platform support information, please visit http://www.symantec.com/enterprise/support

- NetBackup Client support for Red Hat Linux and SUSE Linux on IBM's zSeries (OS/390) is licensed per virtual machine.

- Open File Support - No additional licenses or costs are required to protect files while open or in use.

NetBackup Bare Metal Restore Option

The NetBackup Bare Metal Restore Option is now a part of the NetBackup Standard Client and is no longer licensed separately.

NetBackup Client Encryption Option

The NetBackup Client Encryption Option is now a part of the NetBackup Standard Client and no longer licensed separately.

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p. 12

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NetBackup Workstation Client

Formerly known as Protect Workstation, this client license is designed to protect a system used by one person. This system should not be utilized as a file, print, database, or Web server.

Product Description	License per	MSRP
NetBackup Workstation Client, Windows, UNIX, Linux	Per Client (Workstation)	$295

NetBackup Desktop Laptop Option (DLO)

There were *no changes for the Desktop Laptop Option in the 6.5 release*. As a result, this option is listed in the price list as **NetBackup 6.1 Desktop and Laptop Option.** This solution helps protect data residing on end user systems whether they are traveling or in the office. Unlike a Workstation Client, the Desktop and Laptop Option offers continuous disk-based protection (based on whenever a user saves data or an auto-save event occurs). Desktop and Laptop Option requires a separate administrator server.

A single license entitles a customer to protect up to 100 clients. To protect more than 100 desktops or laptops, simply purchase additional NetBackup Desktop and Laptop Option units.

Product Description	License per	MSRP
NetBackup 6.1 Desktop and Laptop Option (6.1 is intentional !)	Per 100 Desktops or Laptops	$2,500

NOTE:

- The DLO option requires a separate administration server machine (separate from the NetBackup Server). No additional license is required for this administration server.

- A NetBackup Server license is not required in order to sell the Desktop Laptop Option

NETBACKUP APPLICATION AND DATABASE PACK

The NetBackup Application and Database Pack are licensed per database and system. It is possible to protect multiple instances of the same type of database (e.g. 7 Sybase databases) on the same system with one Application and Database Pack. If multiple types of databases are to be protected (e.g. Sybase and Informix) then multiple licenses are required. Additionally, if the same type of database is used on a multiple OSs (e.g. on a virtualized system running Oracle on Linux and Oracle Windows) then additional licenses are required for each OS. The exception to this is when SharePoint and Microsoft SQL are licensed on the same machine – in this case only a single license is required as they are regarded as a single application.

The NetBackup Application and Database Pack license covers agents for the following databases and applications:

- Oracle

- Microsoft SQL Server, Microsoft Exchange Server, Microsoft SharePoint Portal

- IBM DB2, IBM Lotus Notes

- Informix

- Sybase

Product Description	License	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup Application & Database Pack, UNIX (includes Solaris SPARC)	Per Client	$4,995	$7,495	$10,995	$16,495

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NetBackup™ 6.5

NetBackup Application & Database Pack, Windows, Linux, Solaris x64	Per Client	$1,295	$1,695	$2,195	$3,295

NOTE:

- Please visit http://www.symantec.com/enterprise/support and look under "Compatibility" for a list of all supported database and applications across platforms.

- SAN based backup of a clustered Exchange environment requires a full media server license (not just a SAN Media Server or Client License).

- This license also entitles a customer to install and use a NetBackup PureDisk Application and Database Pack (deduplication on the client – before sending data to the backup application) for the same physical server.

NetBackup for SAP

This agent allows customers to protect SAP environments. Integration with the SAPDBA administrative interface, along with the BR backup and recovery commands, provides a solid, SAP NetWeaver-centric data protection solution for customer specific configurations on the UNIX, Windows, and Linux platforms.

Product Description	License	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup *for SAP*, UNIX (includes Solaris SPARC)	Per Client	$13,000	$16,000	$20,000	$30,000
NetBackup *for SAP*, Windows, Linux, Solaris x64	Per Client	$2,595	$3,395	$4,395	$6,595

Database & Application Support Matrix + Advanced Solutions

DATABASE OR APPLICATION	VERITAS NETBACKUP AGENT SUPPORT							COMPLEMENTARY SOLUTIONS	
	HP-UX	HP Tru64	IBM AIX	Linux	Microsoft Windows	SGI IRIX	Sun Solaris	NetBackup Client Encryption	NetBackup Snapshot Client
IBM DB2	✓		✓	✓	✓		✓	✓	✓
IBM Informix	✓	✓	✓			✓	✓	✓	
IBM Lotus Notes			✓	✓	✓		✓	✓	
Microsoft Exchange Server					✓			✓	✓
Microsoft SharePoint Portal Server					✓			✓	
Microsoft SQL Server					✓			✓	✓
Oracle	✓	✓	✓	✓	✓	✓	✓	✓	✓
SAP	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sybase	✓	✓	✓		✓	✓	✓	✓	

NOTE: Valid as of publication date only. Always check the application and database support guide for the most recent information.

CORE INFRASTRUCTURE COMPONENTS

NetBackup Enterprise Server and NetBackup Server Common Components

NetBackup Server is a version of NetBackup Enterprise Server with less functionality. The clients, options, and agents are designed to work with both versions of NetBackup except as noted below:

The following NetBackup licenses are available only with NetBackup Enterprise Server.

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Internal LSSG: NetBackup 6.5   **p. 14**

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Last Updated: 8/13/2008

NetBackup™ 6.5

- NetBackup Enterprise Client (includes SAN Media Server, Snapshot Client, and SAN Client)

- NetBackup NAS SnapVault Option

Organizations that decide to access more advanced features can easily upgraded to a NetBackup Enterprise Server. New functionality is enabled by license key and does NOT require any additional application (or code) upgrades.

NetBackup Server vs. Enterprise Server Positioning Matrix

FEATURES	NETBACKUP SERVER	NETBACKUP ENTERPRISE SERVER
Architecture	(2) Tiers - Server & Client	(3) Tiers - Master Server, Media Server, & Client
Platform Support (Backup Server)	UNIX, Windows, Linux	UNIX, Windows, Linux
Platform Support (Clients)	UNIX, Windows, NetWare, Linux	UNIX, Windows, NetWare, Linux
Clustered Master Server	Windows	UNIX, Windows, Linux
NetBackup SAN Media Server	No	Yes
Online Database Agents • MS SQL, Oracle, DB2, Informix, & Sybase	Yes	Yes
Online Application Agents • MS Exchange, MS SharePoint, Lotus, SAP	Yes	Yes
Maximum Number of Clients	Unlimited	Unlimited
Maximum Tape Library & Drive Support	Unlimited	Unlimited
Multi-streaming / Multiplexing	Up to 32 Streams	Up to 32 Streams
Operations Mgr (Monitoring, Alerting, & Reporting)	Yes	Yes
Disk Staging, Synthetic Backups, Inline Copy	Yes	Yes
Storage Lifecycle Policy	Yes	Yes
Open File Support (no additional charge)	Yes	Yes
Backup Network Drives / Follow NFS Mounts	Yes	Yes
API Library Robots (ACS, LMF, TLH, TLM)	No	Yes
FEATURES	NETBACKUP SERVER	NETBACKUP ENTERPRISE SERVER
NetBackup Enterprise Client / Snapshot Client	No	Yes
NetBackup Flexible Disk Option	Yes	Yes
NetBackup OpenStorage Option	Yes	Yes
NetBackup Virtual Tape Option	Yes	Yes
NetBackup NAS SnapVault Option	No	Yes
NetBackup Shared Storage Option	Yes	Yes
NetBackup Media Server Encryption Option	Yes	Yes[1]

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[1] Media Server Encryption Option can technically be used with NBU Server, but the recommended architecture normally requires multiple Media Servers and would therefore require an Enterprise Server license.

Internal LSSG: NetBackup 6.5 **p. 15**
Last Updated: 8/13/2008

NetBackup™ 6.5

NetBackup *for NDMP* Option	Yes	Yes
NetBackup Vault Option	Yes	Yes
NetBackup Desktop & Laptop Option	Yes	Yes
NetBackup NetWare Media Server Option	Yes	Yes

NetBackup Enterprise Server

Enterprise Server contains the code for both the Master and Media Server. The Master and Media server are contained with a single SKU description / line. NetBackup Master and Media Server pricing is based on the tier of the machine and not the number of domains that the machine is running.

Example: A Sun E20K is a Tier 4 machine. Therefore, the customer would be charged for one (1) NetBackup Tier 4 license for this machine, no matter how many domains this machine is running. The only current exceptions are the IBM SP series and HP EPS.

Product Description	License per	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup Enterprise Server, Master/ Media Server, UNIX (includes Solaris SPARC)	Master/Media Server	$10,000	$13,000	$17,000	$27,000
NetBackup Enterprise Server, Master/Media Server, Windows, Linux, or Solaris x64	Master/Media Server	$5,000	$5,500	$8,000	$12,000

- Note: Please see the NetBackup hardware tier list in order to select the correct tier (Symantec employees - link to Tier Appendix). Partners & Resellers, located on PartnerNet under Licensing > Pricelists > Additional Pricing Documents)

NetBackup Server

Designed as a cost-effective data protection solution for midsize environments, NetBackup Server is licensed per NetBackup Server storage domain. A NetBackup Server storage domain supports one (1) backup server protecting multiple clients and NDMP NAS systems. Not all agents and options are supported with NetBackup Server (see previous section).

Product Description	License per	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup Server, UNIX	NBU Server Domain	$4,000	$5,200	$6,800	$10,800
NetBackup Server, Windows, Linux, or Solaris x64	NBU Server Domain	$2,000	$2,200	$3,200	$4,800

NOTE:

- Please see the NetBackup hardware tier list in order to select the correct tier (Symantec employees - link to Tier Appendix)

- For smaller customers (small to mid-market) interested NetBackup Server, no greater than a Tier-2 type processor, we offer a sales bundle called NetBackup Starter Packs. Additional information towards the back of this guide.

DISK-BASED INFRASTRUCTURE COMPONENTS

Basic Disk

Basic disk backup in NetBackup is available at no additional charge and does not require an additional license. Basic disk backup can be for backing up to a basic disk storage unit or for temporary staging of data before writing it to tape. Effective with the 6.5.3 release, Basic disk cannot be used with devices configured to perform deduplication. If a customer is using Basic disk with devices perform deduplication they are required to purchase the appropriate amount Enterprise Disk licenses based on the number of Front-End TBs that are being protected. Current customers using Basic with Deduplication technologies will be required to purchase Enterprise Disk when the upgrade to NetBackup 7.0.

Last Updated: 8/13/2008

Enterprise and Standard Disk (NEW SEPTEMBER 1, 2008)

Effective September 1, 2008, Flexible Disk, Virtual Tape and OpenStorage are no longer sold as individual options. These features are now sold as part of two offerings, Standard and Enterprise Disk. Both offerings include Flexible Disk, Virtual Tape and OpenStorage functionality and are licensed based on the number of Front-End TB.

Standard Disk and Enterprise Disk are differentiated their license entitlements.

- **Standard Disk** – The license entitlement prohibits the use with devices configured with deduplication technology and/or disk to disk replications.

- **Enterprise Disk** – The license entitlement places no restrictions on the use with deduplication technologies or replication. Required for customers using deduplication technologies or those replicating data from and to disk.

Product Description	License per	MSRP
Standard Disk	1 Front End TB	$995
Enterprise Disk	1 Front End TB	$1,795

In addition to providing high-performance disk backup, Standard and Enterprise Disk enable other advanced features such as Storage Lifecycle Policies, Media Server Load Balancing, and Intelligent Disk Capacity Management. You should know that not all of these features are applicable to every type of disk media. Both standard and enterprise disk include entitlement to use these formerly separate options (now to be called features)

- Flexible Disk Option

- Virtual Tape Option

- OpenStorage Disk Option (to further enable partner and 3rd party hardware solutions)

  - Contains what was formerly known as Disk Optimization Option (aka SnapVault for NetBackup). See appendix for more details.

Transition of Existing Customers

Customer who have purchased Flexible Disk, Virtual Tape or OpenStorage Options and are current on maintenance will receive 1 Front-End TB of Enterprise Disk for every Virtual TB of Flexible Disk, Virtual Tape and OpenStorage. All current Virtual Tape, OpenStorage and Flexible Disk customers will be notified of the change via a Version Upgrade notification.

NetBackup Flexible Disk

The Flexible Disk Option does much more than traditional basic disk in NetBackup because it allows customers to achieve more reliable, high-performance disk-based backups using their own storage hardware. This option enables components called **AdvancedDisk** and **SharedDisk**. AdvancedDisk allows users to create a pool of disks that can be used dynamically for any backup job. SharedDisk enables sharing of SAN-connected NetBackup disk volumes and media servers. Disk volumes can be shared dynamically by any of the associated media servers (any media server can access a volume for job related activity).

Additional details on functionality can be found in the NetBackup 6.5 Release Notes (see Symantec Support Site) and in whitepapers on the www.symantec.com/netbackup.

NetBackup Virtual Tape

NetBackup Virtual Tape feature enables support for 3rd party virtual tape offerings

Internal LSSG: NetBackup 6.5   **p. 17**

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NetBackup™ 6.5

- NetBackup support for 3rd party virtual tape offerings

- Supports unlimited number of virtual tape drives

- Includes sharing of virtual tape drives; no SSO license required

NOTE:

- A list of NetBackup supported virtual tape libraries can be located on the NetBackup Device and Library Compatibility Matrix: http://www.symantec.com/enterprise/support .

- Customers with existing VTL licenses upgrading to NetBackup 6.5 may encounter substantial license and maintenance increase as a result of the virtual terabyte model. THIS IS NOT THE INTENTION OF THE NEW LICENSING MODEL. If this affects you, please contact sales support for details on how to resolve this situation.

NetBackup OpenStorage (OST) Disk

The OpenStorage Disk feature enables advanced access and control of qualified 3rd party intelligent disk devices (typically appliances). Hardware vendors write a "plug-in" that conforms to the NetBackup OpenStorage API and enables communication between NetBackup and the vendor device. These must be qualified by Symantec to be supported. The exact functionality offered by each vendor will vary based on what they have written into their plug-In.

An example of functionality provided by the OpenStorage Disk Option would be the ability to backup to an OpenStorage disk target, which can optimize the duplication backup images. Optimized duplication enables the OpenStorage device to copy the backup image in whatever optimal manner it can to another OpenStorage device of the same kind (i.e., of the same vendor).

OpenStorage Solutions available as of publication date:
> Data Domain
> Network Appliance* (also known as SnapVault for NetBackup – not all Enterprise Disk Features available)

There are over 13 major storage partners signed up for OST. Always check the Hardware Compatibility List for the latest list of storage partners with qualified OpenStorage plug-ins. http://seer.entsupport.symantec.com/docs/284599.htm

* Note: The current NetApp solution, SnapVault for NetBackup, is a precursor to OST and lacks some of capabilities found in current OST implementations. Contact Network Appliance for additional information on SnapVault for NetBackup.

Other Disk Based Options

NAS SnapVault Option

The Network Attached Storage (NAS) SnapVault Option allows customers with NAS storage to copy NAS-based snapshots from primary NAS storage to secondary disk storage. This option is currently supported only by Network Appliance. Additional details can be found in the appendix.

Product Description	License per	MSRP
NetBackup NAS SnapVault Option	Per 1TB of installed, usable disk capacity	$1,000

Note: This option may also require licenses from the hardware vendor (e.g., NetApp)

TAPE INFRASTRUCTURE COMPONENTS

NetBackup Library Based Tape Drive

NetBackup support for physical tape drives controlled by a robotic library is licensed per physical tape drive; regardless of the manufacturer, type of device, or number of servers attached to the library. There is no charge for stand-alone, non-

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p. 18

Last Updated: 8/13/2008

robotic tape drives directly attached to a NetBackup Master/Media Server or NetBackup Server. This is not applicable to licensing virtual tape libraries (VTLs). Please see the Virtual Tape Library Option for that type of functionality.

Product Description	License per	MSRP
NetBackup Library Based Tape Drive	Per Robotic Controlled Tape Drive	$3,000

NOTE: For an updated list of both supported drives and libraries, please visit http://www.symantec.com/enterprise/support

NetBackup Shared Storage Option

NetBackup Shared Storage Option dynamically shares individual tape drives, standalone or in a robotic tape library, among multiple NetBackup Enterprise Servers and NDMP NAS systems. These servers can be a NetBackup Master Server, NetBackup Media Server, or NetBackup SAN Media Server.

NetBackup Shared Storage Option is licensed per shared tape drive, regardless of the manufacturer, type of device, or number of NetBackup Servers attached to the SAN. The NetBackup Shared Storage Option license is in addition to any required NetBackup Library Based Tape Drive licenses. If the shared tape drive is not included in a tape library, then only a Share Storage Option license is required. The Shared Storage Option is not needed when used with the NetBackup Virtual Tape Option.

Product Description	License per	MSRP
NetBackup Shared Storage Option	Per Shared Drive	$2,000

NOTE: NetBackup Shared Storage Option maintains an "open" support policy for all SAN equipment. To ensure reliability and performance, all servers must recognize the drives, via the SAN, before installation of NetBackup software.

NetBackup Vault

NetBackup Vault requires a license for each physical tape drive in physical tape libraries used as the source or destination for Vaulting. NetBackup Vault is licensed per NetBackup Storage Domain (i.e., one NetBackup Enterprise Master Server or NetBackup Server) and includes four NetBackup Vault physical tape drive licenses. If more than four physical tape drives are used in the libraries, a NetBackup Vault Additional Drive license would be required for each drive. A NetBackup Vault Unlimited Drive license provides support for unrestricted number of drives per NetBackup Storage Domain.

The new Storage Lifecycle Policy feature can be used for duplicating backup images from one tape library to another one, instead of using NetBackup Vault for duplication. If this is done, only the physical tape drives in the library ejecting tapes to be sent off-site and managed by NetBackup Vault would require NetBackup Vault tape drive licenses.

- The unlimited drive SKU includes the base NetBackup Vault license
- ALL physical tape drives in a library used for vaulting require a NetBackup Vault license
- When a VTL is the primary NetBackup storage and a customer wishes to run a duplication job to physical tape for offsite storage, the customer must have an appropriate tape drive licenses.

License Example
A customer either uses NetBackup Vault to duplicate backup images from a VTL to a 10-drive physical tape library or uses Storage Lifecycle Polices to perform backup image duplication, but uses NetBackup Vault to track tapes sent off-site. This would require a NetBackup Vault Base license and six NetBackup Vault Additional Drive licenses.

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Internal LSSG: NetBackup 6.5

p. 19

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Last Updated: 8/13/2008

NetBackup™ 6.5

Product Description	License	MSRP
NetBackup Vault Base	Per Master Server / Server and (4) Physical Tape Drives	$10,000
NetBackup Vault Additional Drive	Per Additional Physical Tape Drive in Vault Library	$2,000
NetBackup Vault Unlimited Drives (w/ Base)	Per Master Server / Server (Storage Domain)	$50,000

NOTE:
As a measuring guideline, keep in mind licensing 24 physical tape drives to be used with NetBackup Vault equates to $50K. Therefore, *it is recommended to sell the NetBackup Vault Unlimited Drive license if the customer has over 24 physical tape drives that will be used for vaulting purposes.*

OTHER INFRASTRUCTURE COMPONENTS

NetBackup Media Server Encryption Option (MSEO)

The NetBackup Media Server Encryption Option consists of two purchased license components. The first is the Key Management Server for centralized and secure key management. One Key Management Server is required. The second component is the media server encryption license(s). One Media Server license is required for each NetBackup Media or SAN media server which will encrypt data.

Product Description	License per	Tier 1	Tier 2	Tier 3	Tier 4
Media Server Encryption Option Key Management Server	Per Server	--------------------- $10,000 ----------------------			
Media Server Encryption Option for Enterprise Server, Windows / Linux	Per Master/Media Server	$5,000	$5,500	$8,000	$12,000
Media Server Encryption Option for Enterprise Server, UNIX	Per Master/Media Server	$10,000	$13,000	$17,000	$27,000
Media Server Encryption Option for SAN Media Server, Windows / Linux	Per Master/Media Server	$2,500	$2,750	$4,000	$6,000
Media Server Encryption Option for SAN Media Server, UNIX	Per Master/Media Server	$5,000	$6,500	$8,500	$13,500

NOTE: The Media Server Encryption Option is not included in the Capacity model, but may be added by purchasing it for each media server it will run on.

NetBackup for NDMP

NetBackup for NDMP provides reliable, high-performing backup and recovery services for NDMP-enabled devices. One NetBackup for NDMP license is required for each NDMP-enabled NAS requiring protection. NetBackup Enterprise Server and NetBackup Server can scale to protect an unlimited number of NDMP-enabled NAS devices.

Some NDMP devices have multiple heads (data movers). This is taken into account in the tier listing (see notes).

- Example 1: A NetApp FAS3050c has two clustered heads. A single NDMP Tier 3 license is required.

- Example 2: An EMC NS84 has four data movers (according to EMC, the last digit is the number of data movers). A single NDMP Tier 4 license is required.

- Licensing is per NDMP NAS (host) regardless of the configuration (local, 3-way, or Remote NDMP). For example, if a customer has 5 NDMP-enabled NAS devices that require backup or restore services from NetBackup, 5 NetBackup for NDMP licenses would be required.

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Internal LSSG: NetBackup 6.5 **p. 20**
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Product Description	License per	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup for NDMP		$3,500	$6,500	$10,500	$15,500

Note:

- Please visit http://www.symantec.com/enterprise/support for a complete list of NetBackup supported NDMP software (operating system running on NDMP NAS device). This list is for compatibility only.

- Please see the hardware tier guide on SCORE or Partners & Resellers, located on PartnerNet under Licensing > Pricelists > Additional Pricing Documents.

NetBackup Netware Media Server Option

The NetBackup NetWare Media Server Option allows NetWare systems to perform a local backup directly to tape storage. Netware Media Server Option license is the same as with Windows servers (based on the # of CPUs).

Product Description	License per	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup NetWare Media Server Option	Per Media Server	$2,500	$2,750	$4,000	$6,000

NETBACKUP CAPACITY LICENSE MODEL

Customers have the option of purchasing NetBackup **infrastructure** through the Capacity (per-TB) model. When combined with NetBackup Clients, NetBackup Capacity licenses provide everything needed for a customer's data protection environment.

** NOTE: THIS MODEL STILL REQUIRES CLIENT and APP / DB PACK LICENSES **

Measuring Capacity

For the NetBackup Capacity model capacity is measured in **"Front End Terabytes"** or Front End TB. A Front End Terabyte is defined as the aggregate amount of data on the systems being backed up measured as the largest aggregate full. (i.e. the total amount of source data protected). A terabyte is defined as 1024 Gigabytes. Note that Front End Terabytes is not impacted by the number of copies of the source data that may be kept.

Scenario 1

A customer with 2500 clients, each with 100GB of data to be protected on them, would have 2500*100GB = 25,000GB = 24.4TB [25,000 / 1024 = 24.4] of Front End data. Because most customers see the amount of primary storage that they need protecting growing on a monthly basis, this customer would want to purchase the capacity required to accommodate this growth. If this customer expected 10% growth in source data per year they should add 10% to the total license amount (2.44 TB + 24.4 TB = 26.8) for a total of 27 TB. Unlike Virtual TBs, used in the traditional pricing model, the customer does not pay for additional copies of data because we're licensing based on the estimated amount of source or front-end data.

Existing NetBackup customers can download a Capacity Measuring Tool to get an understanding of how many Front End Terabytes they currently have in which tier at:

- Windows: http://seer.entsupport.symantec.com/docs/294696.htm
- UNIX: http://seer.entsupport.symantec.com/docs/294695.htm

Tiers of Capacity

NetBackup Capacity comes in the following three tiers. Each tier includes the right to deploy unlimited quantities of the

Internal LSSG: NetBackup 6.5
p. 21
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Last Updated: 8/13/2008

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products within the tier but only to protect up to the amount of licensed Front End Terabytes.
** NOTE: CLIENT & APP/DB PACK LICENSES ARE ALSO REQUIRED**

STANDARD INFRASTRUCTURE	ENTERPRISE INFRASTRUCTURE	PREMIUM INFRASTRUCTURE
Enterprise Server (e.g., Master/ Media Server)	All Standard Infrastructure Components	All Enterprise Infrastructure Components
Library Based Tape Drive	Standard Disk	PureDisk Deduplication Option
Shared Storage Option (for Tape)	Enterprise Disk	NetBackup PureDisk
StorageTek Virtualization Option[2]	Disk Optimization Option	
Vault	NAS SnapVault Option	
	NDMP	

A customer can license different amounts of capacity in each tier (e.g. 5TB of Standard Infrastructure, 3 TB of Enterprise Infrastructure, and 1 TB of Premium Infrastructure). Each tier is sold in 1TB increments.

Product Description	Meter	MSRP
NetBackup Standard Infrastructure	1 Front End TB	$7,995
NetBackup Enterprise Infrastructure	1 Front End TB	$9,995
NetBackup Premium Infrastructure	1 Front End TB	$13,995

Allocating Capacity

To determine a capacity amount count all of the "Front End Terabytes" and then determine how each of these Front End Terabytes will be protected. A Front End Terabyte is counted against the customer's licensed capacity based on the highest component utilized. A customer must purchase as least as many TB of license as he has in Front End Terabytes in his environment. *With Front-End terabyte licensing you do not pay/license additional copies of data.*

Scenario 1

Customer has 5TB of Front End data to protect. 3TB are backed up directly to tape and 2TB are backed up to Flexible Disk and simultaneously copied to tape for storage at a DR site. In this case the customer would license 3TB of Standard Infrastructure and 2TB of Enterprise Infrastructure. With Front-End terabyte licensing you do not pay/license additional copies of data.

Scenario 2

Customer has 7TB of Front End data. 2TB is on a NAS device backed up using NDMP directly to tape. 5 TB is backed up to an OpenStorage appliance and replicated over the network to a DR site. In this case the customer would license 7TB of Enterprise Infrastructure. The NDMP devices fall within the Enterprise Infrastructure (even though they are only backed up to tape) and the other data is sent to an OpenStorage Appliance which is also in the Enterprise Infrastructure.

Scenario 3

Customer has 10 TB of data backed up directly to tape. Customer makes 3 copies of the data (for storage at 3 sites) and uses Shared Storage Option (SSO) and Vault to optimize and track the tapes. In this case the customer would license 10 TB of Standard Infrastructure because neither Enterprise nor Premium components are being utilized.

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2 Support for the SN6000 will be discontinued from the next major release of NetBackup

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p. 22

Last Updated: 8/13/2008

NetBackup™ 6.5

Discounting with the Capacity Model

When quoting NetBackup based on the Capacity Model you should be more methodical about discounting and closely follow the recommended guidelines below. Typical discounting should be similar to the table below with increasing discounts given to larger environments. Be aware that the NetBackup capacity licenses are on a different (deeper) rewards discount structure as compared to the traditional model.

Discounting below should only be applied to the 3 infrastructure SKUs below and not to NetBackup client licenses or any other licenses. The idea is for customers to always pay less for their next TB than they did for their previous TB.

TOTAL TB	1-25	25-50	50-100	100-250	250-500	500-750	750-1,000	>1,000
Additional Discount to apply to Rewards Band E Price*	0%	11.5%	19%	31%	38.5%	42%	46%	50%
Target Discount Off List Price (Net Discount)	Use Rewards Price List	42.5%	47.5%	55%	60%	62.5%	65%	67.5%

* Please see example below for an example of how to apply discounts

Scenario 1 - Discounting with the capacity model – Initial Purchase

Customer wishes to purchases 40 TB of Standard Infrastructure.
1. Although the list price of is $7,995 per TB, the order is large enough for a Rewards Band E price of $5,196 / TB (this is 35% off the list price).
2. An additional discount of 11.5% can be applied to the Rewards Band E price of $5,196 (5,196 * (1-11.5) = $3,196 / TB) to arrive at $4,599 / TB.
3. This new price represents 42.5% off the original list price of $7,995/TB (i.e. 42.5% = "Target Discount Off List" row)

Capacity total: $4,599 * 40 = $183,960. NetBackup Clients would be sold at the Rewards Band E price.

Scenario 2 – Discounting with the capacity model - Adding Capacity

The idea is for customers to always pay less for their next TB than they did for their previous TB, so when adding capacity you discount subsequent purchases based on the total size of the environment.
Customer has 150TB of Standard Infrastructure and would like to add 150TB (for a total of 300 TB).

1. Although the list price of is $7,995 per TB, the order is large enough for a Rewards Band E price of $5,196 / TB (this is 35% off the list price).
2. An additional discount of 38.5% can be applied to the Rewards Band E price for (5,196 * (1-38.5) = $3,196 / TB) for a price of $3,196 / TB.
3. This new price represents 60% off the original list price of $7,995/TB (i.e. see "Target Discount Off List" row)

Capacity Total: $3,196 * 150 = $479,400. Any additional NetBackup Clients would be sold at the Rewards Band E price.

Conversion from Traditional to Capacity Model

Key points to remember when considering a license model switch or conversion:

- Customers can convert between licensing models at any time

- Conversion to the capacity model is free though there may be additional license or maintenance required for their environment which would not be free

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p. 23

Last Updated: 8/13/2008

NetBackup™ 6.5

- One conversion back to the traditional model from the capacity model is free within the first 2 years though there may be additional license or maintenance required for their environment which would not be free. After 2 years there is a 15% license conversion fee

- Conversion is done on a list price to list price basis

  - Customer receives the enterprise list price value (not a rewards/express/government list price) of all NetBackup infrastructure components currently on maintenance that he owns. There is no conversion of any client / agent components required.

  - List price value is used to purchase required capacity tiers - Standard, Enterprise, and Premium - at List Price

Conversion Example

CUSTOMER ENVIRONMENT (TRADITION PRICING MODEL)	CAPACITY MODEL CONVERSION
We are not showing clients, app & db agents because these are the same under the capacity model.	We are not showing clients, app & db agents because these are the same under the capacity model.
10 Tier 2 Windows Enterprise Servers (List: $5,500 each) 50 Tape Drive licenses (List: $3,000 each) Shared Storage Option for 40 tape drives ($2,000 each)	20 TB of Standard (20x7995 = 159,900) 10 TB of Enterprise (10x9995 = 99,950)
Value : $285,000 can be used in any of 3 capacity model tiers (10x5500 + 50x3000 + 40x2000) of value.	Infrastructure Total: list price value of $259,850*

*Remaining $5,150 (285,000 – 279,850) of value expires.

Sample Quotes Under Both Models

Example 1: Simple Customer backing clients with 7TB of front end data to Tape. The pricing band used is for illustrative purposes only and contains no discounts. Given the size of this order, the customer would likely be in a different price band.

Qty	Product	Unit Price	Enterprise Band/ List Price
	Quote on Tradition Pricing Model		
25	Standard Client	595	14,875
15	Enterprise Client (UNIX Tier 2)	6,595	98,925
15	Application & DB Packs (UNIX Tier 2)	7,495	112,425
3	Enterprise Servers (UNIX Tier 2)	13,000	39,000
8	Library Based Tape Drives	3,000	24,000
8	Shared Storage Options	2,000	16,000
1	Vault Base	10,000	10,000
4	Vault Extra Drives	2,000	8,000
			$323,225

Qty	Product	Unit Price	Enterprise Band/ List Price
	Quote on Capacity Pricing Model		
25	Standard Client	595	14,875
15	Enterprise Client (UNIX Tier 2)	6,595	98,925
15	Application & DB Packs (UNIX Tier 2)	7,495	112,425
7	Standard Infrastructure (1 Front End TB)	7,995	55,965
			$282,190

Example 2: Customer backing many clients with and 2 NAS devices to a mix of VTL and Tape; total of 60 TB of front end data. The pricing band used is for illustrative purposes only. Given the size of this order, the customer would be in a different price band.

Internal LSSG: NetBackup 6.5   **p. 24**
Last Updated: 8/13/2008

NetBackup™ 6.5

Quote on Tradition Pricing Model					Quote on Capacity Pricing Model			
Qty	Product	Unit Price	Enterprise Band/ List Price		Qty	Product	Unit Price	Enterprise Band/ List Price
500	Standard Client	595	297,500		500	Standard Client	595	297,500
1	Enterprise Client (UNIX Tier 2)	6,595	6,595		1	Enterprise Client (UNIX Tier 2)	6,595	6,595
10	Application & DB Packs (UNIX Tier 2)	7,495	74,950		10	Application & DB Packs (UNIX Tier 2)	7,495	74,950
	Client Subtotal		**379,045**			**Client Subtotal**		**379,045**
2	NDMP Option (Tier 3)	10,500	21,000		45	Standard Infrastructure (1 Front End TB)	7,995	359,775
12	Enterprise Servers (UNIX Tier 2)	13,000	156,000		15	Enterprise Infrastructure (1 Front End TB)	9,995	149,925
24	Standard Disk – to be used for Virtual Tape Library	995	23,880		60	Infrastructure Subtotal		509,700
48	Library Based Tape Drives	3,000	144,000					
40	Shared Storage Options	2,000	80,000					
1	Vault Base	10,000	10,000					
4	Vault Extra Drives	2,000	8,000					
1	Vault Unlimited	50,000	50,000			Grand Total Before Applicable Discounts		$888,745
	Infrastructure Subtotal		492,880					
						Client (Rewards E discount)	7%	$352,512
	Total (List)		$871,925			Infrastructure (Target Discount Off List)	47.5%	$267,593
	Total (Rewards E discount)	7%	$810,890			Total (List)		$620,105

NETBACKUP STARTER PACKS

These are cost-effective software packages designed to meet the backup and recovery needs of midsize, heterogeneous environments. Including support for a NetBackup Server, library hosted tape drive, up to 2 Application and Database Packs for Windows, and five to forty clients, the NetBackup Starter Pack enables an easy to deploy, high performance backup and recovery experience right out-of-the-box.

Organizations with growing data protection needs, or who require online database protection and off-site tape management, can scale their NetBackup Starter Pack configuration with additional NetBackup Clients, Application and Database packs, and Options.

STARTER PACK – 5 CLIENT	STARTER PACK – 20 CLIENT	STARTER PACK – 40 CLIENT
• 5 clients (any OS) • 1 NBU Server (any OS, up to tier 2) • 1 tape drive license • 0 db agents	• 20 clients (any OS) • 1 NBU Server (any OS, up to tier 2) • 1 tape drive license • 2 windows App & DB pack (up to tier 2)	• 40 clients (any OS) • 1 NBU Server (any OS, up to tier 2) • 2 tape drives licenses • 3 windows App & DB pack (up to tier 2)
$3,995	$11,995	$22,995

NOTE: These starter packs area also available for purchase online at Symantec.com

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Internal LSSG: NetBackup 6.5 **p. 25**

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NetBackup™ 6.5

ADDITIONAL NETBACKUP PRICING AND LICENSING GUIDELINES

NetBackup Hardware Tier Overview

Veritas NetBackup servers that run on UNIX are licensed and priced on a per box basis -- independent of the number of domains in the box.

Veritas NetBackup servers that run on Windows, Linux, and Solaris x64 are priced and licensed according to separate models: Windows & Linux Tier Model.

Keep in mind, NetBackup clients for UNIX, Windows, NetWare, and Linux are each licensed once per physical machine. If a physical machine runs multiple Operating Systems, then the physical machine requires one client license for each Operating System type (UNIX, Windows, NetWare, or Linux).

- Symantec Employees – SCORE – Pricing & Licensing – H/W Tier Appendix
- Resellers / Partners –located on PartnerNet under Licensing > Pricelists > Additional Pricing Documents

Virtual Machine Systems (e.g., VMware, Xen, Solaris Zones, IBM LPARs etc.) & Multiple Domains

NetBackup and PureDisk components - servers, clients, and database agents - are each licensed once per type on a physical machine. **If a physical machine runs multiple operating systems and databases, then the physical machine will require multiple licenses. A Standard or Enterprise Client will be required for each operating system type. An Application and Database Pack will be required for each operating system and database type combination.**

Exception: NetBackup Clients installed on IBM zSeries (OS/390) should be licensed once per virtual machine. This is an exception to the standard NetBackup policy of licensing clients once per physical machine.

Virtual Machine Backup / Recovery Overview
There are two backup approaches with virtual environments: 1) backing up via a client inside the virtual machine and 2) an off-host technology based on VMware Consolidated Backup (available for VMware environments only).

> **Client in Virtual Machine**: This is the most straightforward method of virtual machine backups. Backup data is transferred from the Guest in the VM to the NetBackup or PureDisk server over the LAN. If a PureDisk client is used, the bandwidth advantages of client-side deduplication will be realized. Database & Application backups are more easily accomplished when using client-side data deduplication.
> *Off-host using VMware VCB (NetBackup for VMware):*
>
> With the introduction of VMware Virtual Infrastructure 3 (VI3), off-host backups of virtual machines are now possible. Frequent backups with minimal impact on the host ESX server are the holy-grail of ESX server backups. The enabling technology for this is VMware Consolidated Backup (VCB). Part of VI3, VCB orchestrates the virtual machine snapshot and transfer to the off-host client (Backup Proxy). The advantage of off-host backups is that the impact of backup processing on the ESX server and hosted virtual machines is significantly reduced. This allows for more frequent backups. VCB provides the ability to backup the underlying virtual machine VMDK files.

Licensing NetBackup for VMware (off-host backups using VMware VCB technology)

Please remember that the license requirements for this solution do not necessarily correspond to what is physically installed on hardware required to perform these backups.

1) NetBackup 6.5 Master/Media Server

Internal LSSG: NetBackup 6.5
p. 26

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NetBackup™ 6.5

2) Enterprise Client (license based on tier of ESX server) per OS type for EACH ESX server (note this is the same licensing methodology used when customer install a client in the virtual machine

3) Media Server license or an Enterprise Client license for the Proxy Server*

4) App / Database Pack (license based on tier of ESX server) per OS type and application type combination for EACH ESX server (note this is the same licensing methodology used when customer install a client in the virtual machine
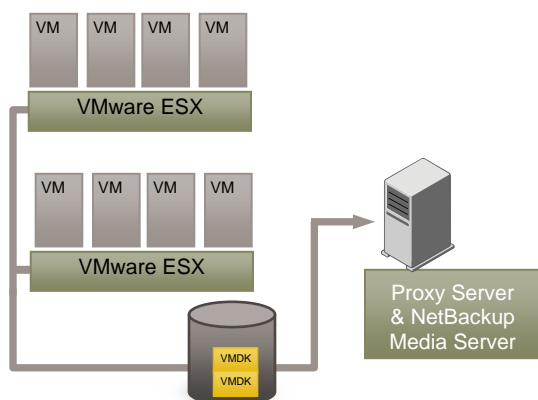
VMware Licensing Examples:
On each ESX server (Tier 3) there are the following virtual machines:

1. Windows server with one Oracle database
2. Windows server with Microsoft SQL database
3. Windows server with Microsoft SQL database
4. Linux server

Environment	Basic VMware Backup License Requirements	NetBackup VCB License Requirements
VMware environment with 2 ESX servers each with 4 processors (tier 3)	2 Standard Client for each ESX server (one for Windows guests , one for Linux guest)	2 Enterprise Client s - Tier 3 per ESX server NetBackup License for Proxy Server* (based on what type of Server is used)
1 SQL database on 2 of the 3 windows servers	1 App / Database Pack – Tier 3 for each ESX server	1 App / Database Pack – Tier based on ESX server **
1 Oracle database on a windows server	1 App / Database Pack – Tier 3 for each ESX server	1 App / Database Pack – Tier 3 on ESX server **
Total License Count	4 Standard Clients (2 per ESX server) 4 App / Database Packs (2 per ESX server)	4 Enterprise Clients - Tier 3 (2 per ESX server) 4 App / Database Packs** - Tier 3 (2 per ESX server)

* VMware requires that this be Windows 2003 OS – as of September 2007. A separate proxy server license may not be required. The proxy server can be any server in your environment. An existing server with a NetBackup license (Media Server or Enterprise) can perform the duties of the proxy server. Therefore licensing for the proxy server will vary based on how a customer configures their environment. It is recommended that a NBU Media or Master Server is licensed since; the Backup Proxy is a focal point of I/O. The Backup Proxy can also be configured as an Enterprise Client.   This is not a recommended solution since backup performance will be negatively impacted.

** The NetBackup agents do not work in conjunction with the VCB off-host backup. These would be regular streaming backups and not off-host. To enable off-host backup of a database or application, a customers should use VMware Tools to script this process. No NBU app/database agent is required if using VMware Tools.

Proxy Server Examples
- Use an existing NetBackup Media server as VMware VCB proxy server. If a customer used their Media Server as the proxy server they would not need to purchase an additional license.

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Internal LSSG: NetBackup 6.5   **p. 27**
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NetBackup™ 6.5

- Use an existing server as VMware VCB proxy server: Any existing server in a customer environment can act as the proxy server, as long as the OS is Windows 2003 (VMware requirement). Therefore, if a customer already has a NetBackup client license for this system they would NOT need an additional client license.

- Use a new server as the proxy server. This would require a Enterprise Client license (minimum).

Other Important Considerations for the VCB style backup

o Off-host backup / file-level recovery only (NBU 6.5)

o Off-host backup / file-level and/OR VMDK recovery (NBU 6.5.1)

o What type of server should act as the proxy server will depend on how many backups it performs and other factors – size of backup, target media type (disk, tape, and speed), network speed, and processor of the proxy server.

o If you or your customer have additional configuration questions please refer them to an excellent Technote published on the Symantec support site. **NetBackup (tm) for VMware Configuration for NetBackup (tm) 6.5 - An introduction to the NetBackup (tm) for VMware environment and the configuration of backup and restore of VMware virtual machines** - http://seer.entsupport.symantec.com/docs/289771.htm

Blade Servers

NetBackup components (Servers, Clients, Agents, and Options) are licensed per physical system. Therefore, each blade server will require separate NetBackup licenses. NetBackup is not licensed per rack of servers.

Cluster Environments

NetBackup licenses (servers, clients, agents, and options) are required for all nodes of a cluster. The one exception occurs when NetBackup is licensed as a Master Server in a cluster. In this case only one server license is required for the active node – this applies to both local and global (wide area) clusters.

The Cold DR Policy (Symantec: see SCORE or Partners: see PartnerNet for more information) allows customers who are current on maintenance on their production license to receive one additional copy of that production license for deployment on a designated Cold DR Server, Processor or Device that is part of a cluster of production servers. The Cold DR License may be deployed on a server or processor tier equal to, greater than or less than that of the Production License. Maintenance is also provided at no additional charge for all Cold DR Licenses. All NBU products except PureDisk, NBU Standard, Enterprise and Premium v6.5 per TB SKUs are eligible. Please refer to the Cold DR Policy for details and the process for obtaining licenses.

Note that support for active/passive clustering of Media Servers and SAN Media Servers will be discontinued in NetBackup 7.0 and customers should be discouraged from configuring NetBackup in this way. The best practice approach when clustering Media Servers and SAN Media Servers is to use an application cluster as explained in the NetBackup High Availability Guide (documentation found on support site).

The Master/Media Server in a NetBackup Server (two tier) configuration is only supported in a clustered environment on Windows and using Veritas Cluster Server or Microsoft Cluster Server. (In this case only one NetBackup Server license is required for the active node.) However, NetBackup Clients, Options, and Agents that are attached to a NetBackup Server are supported in a clustered environment using the same clustering combinations supported with NetBackup Enterprise Server.

Please visit http://www.symantec.com/enterprise/support for a complete list of all NetBackup supported clustering products.

UPGRADE PATHS

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Internal LSSG: NetBackup 6.5   p. 28
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NetBackup™ 6.5

Existing NetBackup Customers

Existing customers receive an automatic notification email and letter that announces that availability of a new version and which provides the serial number needed to register at the customer care License Portal. Customer care should be able to help customers who did not receive this letter or who have lost it.

The NetBackup 6.5 release will be the first NetBackup major release which uses the Symantec License Portal to deliver customer license keys and Symantec FileConnect to electronically deliver the software. Many operational teams have dedicated time to ensure this is a positive experience for our NetBackup customers.

- The preferred download method from FileConnect is the managed download. This is the better option because the download can resume if interrupted. The http download will restart the download process.

- If your customer has any issues generating their license keys at the License Portal please pro-actively help by working with customer care. The NetBackup business team substantial streamlined NetBackup 6.5 licensing so your customer may likely have questions.

What documentation is available to help me upgrade my NetBackup customer 6.5?
The NetBackup 6.5 Upgrade Portal is intended to be a one-stop-shop for all documentation to help customers quickly and effectively plan and then execute an upgrade from their existing NetBackup implementation to NetBackup 6.5. The material at the portal will continue to evolve over time. The NetBackup 6.0 to 6.5 Upgrade Guide is in development but the 5.x to 6.5 Upgrade Guide is available today.

- 6.5 Upgrade portal: http://support.veritas.com/docs/290185
- 5.x to 6.5 Upgrade Guide: http://support.veritas.com/docs/290141

Backup Exec Customer Upgrade to NetBackup

Symantec offers customers a seamless technical and financial upgrade path from Backup Exec to NetBackup solutions. *Proof of purchase of Backup Exec is required before purchasing these upgrades!*

For a handy table of upgrade SKUs by tier, please see the Pricing & Licensing XLS Tool on SCORE or PartnerNet (the table is too big to list here).

Client Components

Product Description	License	MSRP
NetBackup Client, Windows (Standard Client) Upgrade from Backup Exec Remote Agent (CAL) for Windows	Per Client	$395
NetBackup Client, NetWare (Standard Client) Upgrade from Backup Exec Remote Agent (CAL) for NetWare	Per Client	$395
NetBackup Desktop and Laptop Option (100) Upgrade from Backup Exec Desktop and Laptop Option (100)	Per 100 Desktops or Laptops	$2,100
NetBackup Desktop and Laptop Option (100) Upgrade from Backup Exec Desktop and Laptop Option (250)	Per 100 Desktops or Laptops	$1,650

Application & Database Components

Product Description	License	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup *Application & Database Pack* Upgrade from Backup Exec Microsoft Exchange Agent, SQL Server Agent, SharePoint	Per Server or Client	$450	$850	$1,350	$2,450

Last Updated: 8/13/2008

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NetBackup™ 6.5

Agent, Lotus Notes Agent, or Oracle Agent					
NetBackup for *SAP* Upgrade from Backup Exec SAP Agent	Per Server or Client	$395	$695	$1,695	$3,895

Core Infrastructure Components

Product Description	License	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup Enterprise Server, Windows Upgrade from Backup Exec for Windows Server	Per NetBackup Enterprise Master/ Media Server	$4,325	$4,825	$7,325	$11,325
NetBackup Server, Windows Upgrade from Backup Exec for Windows Server	Per NetBackup Server Domain	$1,325	$1,525	$2,525	$4,125
NetBackup NetWare Media Server Option Upgrade from Backup Exec for NetWare Servers	Per Server	$1,800	$2,000	$3,300	$5,300

Tape Related Infrastructure Components

Product Description	License	MSRP
NetBackup Library Based Tape Drive Licenses Upgrade from Backup Exec Library Expansion Option	Per Drive	$2,150
NetBackup Shared Storage Option Upgrade from Backup Exec SAN Shared Storage Option	Per Drive	$650

Existing Customer Upgrade to NetBackup Enterprise Server

NetBackup software's Enterprise Server and Server versions share a common set of NetBackup Clients, Options and Agents. These common components have been consolidated into a single NetBackup license, price, and SKU set. In the event an organization requires advanced snapshot-based, SAN, and data center scalability solutions, a NetBackup Server investment can be seamlessly upgraded to a NetBackup Enterprise Server solution. To perform this seamless transition, only the backup server license will require an upgrade.

Product Description	License	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup Enterprise Sever, UNIX Upgrade from NetBackup Server	Per Master/Media Server	$6,600	$8,500	$11,220	$17,820
NetBackup Enterprise Server, Linux, Windows, or Solaris x64 Upgrade from NetBackup Server	Per Master/Media Server	$3,300	$3,600	$5,280	$7,920

NOTE: Proof of purchase of Veritas NetBackup Server is required before purchasing these upgrades!

Upgrade Standard Client to Enterprise Client

To upgrade the performance often associated with traditional client protection, NetBackup Enterprise Client software consolidates a variety of snapshot-based technologies into a single, easy to use data protection solution.

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p. 30

Last Updated: 8/13/2008

NetBackup™ 6.5

Product Description	License	Tier 1	Tier 2	Tier 3	Tier 4
NetBackup Enterprise Client, Windows, Linux, Solaris x64 Upgrade from NetBackup Standard Client	Per Client	$2,090	$2,590	$3,590	$5,590
NetBackup Enterprise Client, UNIX Upgrade from NetBackup Standard Client	Per Client	$4,590	$6,090	$8,090	$13,090

Upgrade Workstation Client to Standard Client

Product Description	License	MSRP
NetBackup Standard Client, XPlat Upgrade from NetBackup Workstation Client XPlat	Per Client	$345

NetBackup Capacity Infrastructure Upgrades

Product Description	License	MSRP
NetBackup **Enterprise** Infrastructure, Upgrade from NetBackup **Standard** Infrastructure	1 Front End Terabyte	$3,195
NetBackup **Premium** Infrastructure, Upgrade from NetBackup **Standard** Infrastructure	1 Front End Terabyte	$7,195
NetBackup **Premium** Infrastructure, Upgrade from NetBackup **Enterprise** Infrastructure	1 Front End Terabyte	$5,495

NetBackup Enterprise Disk Upgrades

Product Description	License	MSRP
NetBackup Enterprise Disk, XPlat Upgrade from NetBackup Standard, XPlat	1 Front End Terabyte	$945

FULFILLMENT

Overview

NetBackup 6.5 is an important release of NetBackup designed to extend the product's leadership position in the market. This section provides information on available documentation, media kits (and their contents), and how to obtain evaluation media and licenses.

- Documentation and media are shipped and purchased separately. There will be two media kits available for NetBackup. The classic NetBackup CD media kit will be available. Also a new DVD media kit will be offered for the first time. This will allow a transition period for customers because the intention is to provide just the DVD media kit for the next release of NetBackup.

- The NetBackup Desktop Laptop Option version 6.1 will remain a separately licensed and packaged product and will not be updated for the NetBackup 6.5 release.

Where to Find Features

The table below contains a list of commonly referred to features and products that are purchased as part of a different license.

Internal LSSG: NetBackup 6.5   **p. 31**

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Last Updated: 8/13/2008

NetBackup™ 6.5

PRODUCT OR FEATURE	LICENSE TO ENABLE IT
Bare Metal Restore (BMR)	Standard Client
Client Encryption Option	Standard Client
Snapshot Client	Enterprise Client
SAN Media Server	Enterprise Client
SAN Client	Enterprise Client
VMware VCB Off-Host Feature	Enterprise Client
Master Server	Enterprise Server / Server
Media Server	Enterprise Server / Server
Flexible Disk	Standard & Enterprise Disk
OpenStorage	Standard & Enterprise Disk
Virtual Tape	Standard & Enterprise Disk
AdvancedDisk	Standard & Enterprise Disk
SharedDisk	Standard & Enterprise Disk
Disk Optimization Option	Standard & Enterprise Disk

Documentation

Product Description	SKU	MSRP
VRTS NETBACKUP 6.5 UNIX DOC KIT	12419501	$300
VRTS NETBACKUP 6.5 WIN DOC KIT	12489887	$300

UNIX/LINUX DOCUMENTATION KIT CONTAINS:	WINDOWS DOCUMENTATION KIT CONTAINS:
NetBackup Getting Started Guide	NetBackup Getting Started Guide
NetBackup Backup, Archive and Restore Getting Started Guide	NetBackup Backup, Archive and Restore Getting Started Guide
NetBackup Administrator's Guide for UNIX and Linux, Vol I	NetBackup Administrator's Guide for Windows, Vol I
NetBackup Administrator's Guide for UNIX and Linux, Vol II	NetBackup Administrator's Guide for Windows, Vol II
NetBackup Commands for UNIX and Linux	NetBackup Commands for Windows
NetBackup Installation Guide for UNIX and Linux	NetBackup Installation Guide for Windows
NetBackup Troubleshooting Guide	NetBackup Troubleshooting Guide
NetBackup Operations Manager Guide for Windows and Solaris	NetBackup Operations Manager Guide for Windows and Solaris
NetBackup Device Configuration Guide	NetBackup Device Configuration Guide
NetBackup Shared Storage Guide	NetBackup Shared Storage Guide
Release Notes	Release Notes

Additional Documentation Available

Product Description	MSRP
Veritas NetBackup Media Manager Device Configuration Guide for UNIX and Windows	$50
Veritas NetBackup Vault Operator's Guide for UNIX and Windows	$50

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NetBackup™ 6.5

Product Description	MSRP
Veritas NetBackup High Availability System Administrator's Guide	$50
Veritas NetBackup Bare Metal Restore System Administrator's Guide	$50
Veritas NetBackup Tuning Guide for Windows	$50
Veritas NetBackup Tuning Guide for UNIX	$50

Media Kits

There will be two media kits available for NetBackup. The classic NetBackup CD media kit will be available. Also a new DVD media kit will be offered for the first time. This will allow a transition period for customers because the intention is to provide just the DVD media kit for the next release.

Product Description	SKU	MSRP
NetBackup,XPlat, v6.5, CD Media Kit	12059771	$50
NetBackup,XPlat, v6.5, DVD Media Kit	12417624	$50
NetBackup,XPlat, v6.5, Sun OEM DVD Media Kit		$50
NetBackup Desktop & Laptop Option 6.1 Media Kit		$50
Media Server Encryption Option Media Kit		$50

NetBackup 6.5 CD Media Kit Components

5. NetBackup Windows x86 Server/Client/Options
6. NetBackup Windows IA64 Server/Client/Options
7. NetBackup Windows X64 Server/Client/Options
8. NetBackup Solaris SPARC Server/Clients
9. NetBackup Solaris x86-64 Server/Client
10. NetBackup HPUX RISC Server/Clients
11. NetBackup HPUX IA64 Server/Client
12. NetBackup Linux 2.4 Server/Client
13. NetBackup Linux 2.6 (32) Red Hat Server/Client
14. NetBackup Linux IA64 2.6 Red Hat and SUSE Servers/Clients
15. NetBackup Linux 2.6 (32) SUSE Server/Client
16. NetBackup AIX Server/Client
17. NetBackup Tru64(Alpha) Server/Client
18. NetBackup UNIX Client1 (Tru64(Alpha), HP's and AIX)
19. NetBackup UNIX Client2 (Mac and Linux's)
20. NetBackup UNIX Client3 (Solaris's, FreeBSD and IRIX)
21. NetBackup BMR for UNIX
22. NetBackup UNIX Options/Database Agents
23. NetBackup Operations Manager
24. NetBackup Docs
25. NetBackup Windows 32 ICS
26. NetBackup Windows IA64 ICS
27. NetBackup Windows X64 ICS
28. NetBackup Solaris SPARC ICS
29. NetBackup Solaris x86 ICS
30. NetBackup HPUX RISC/IA64 ICS
31. NetBackup Linux 2.4/2.6 32 ICS
32. NetBackup Linux 2.6 IA64 ICS

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NetBackup™ 6.5

33. NetBackup AIX ICS
34. NetBackup Tru64 ICS
35. NetBackup Storage Migrator for UNIX

NetBackup 6.5 DVD Media Kit Components

1. DVD 1
   a. NetBackup Windows x86
   b. NetBackup Windows IA64
   c. NetBackup Windows X64
   d. NetBackup Windows 32 ICS
   e. NetBackup Windows IA64 ICS
   f. NetBackup Windows X64 ICS
   g. NetBackup UNIX Client1 (Tru64(Alpha), HP's and AIX)
   h. NetBackup UNIX Client2 (Mac and Linux's)
   i. NetBackup UNIX Client3 (Solaris's, FreeBSD and IRIX)

2. DVD 2
   a. NetBackup Solaris SPARC Server
   b. NetBackup Solaris x86-64 Server
   c. NetBackup Linux 2.4 Server
   d. NetBackup Linux 2.6 Red Hat Server
   e. NetBackup Linux 2.6 IA64 Red Hat/SUSE Servers
   f. NetBackup Linux 2.6 SUSE Server
   g. NetBackup Solaris ICS
   h. NetBackup Solaris x86-64 ICS
   i. NetBackup Linux 2.4/2.6 32 ICS
   j. NetBackup Linux 2.6 IA64 ICS

3. DVD 3
   a. NetBackup HPUX RISC Server
   b. NetBackup HPUX IA64 Server
   c. NetBackup AIX Server
   d. NetBackup Tru64 Server
   e. NetBackup HPUX RISC/IA64 ICS
   f. NetBackup AIX ICS
   g. NetBackup Tru64 ICS

4. DVD 4
   a. NetBackup BMR for UNIX
   b. NetBackup UNIX options
   c. NetBackup Operations Manager (UNIX/Windows)
   d. NetBackup Docs
   e. NetBackup Storage Migrator

PARTNER SOLUTIONS / OPENSTORAGE SOLUTIONS

Network Appliance Integrated Solutions

These solutions offer customer several different ways to leverage disk-based backup to improve the performance of backups and the speed of recovery. These solutions include:

- NetBackup managed snapshots on local NetApp storage

- NetBackup managed SnapVault – Disk-to-Disk protection of NetApp primary storage (NAS SnapVault Option)

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Internal LSSG: NetBackup 6.5

p. 34

Last Updated: 8/13/2008

NetBackup™ 6.5

- SnapVault for NetBackup – Space-optimized disk-to-disk backups of open systems to NetApp storage (Open Storage Option)

Option 1: NetBackup Managed Snapshots on Local NetApp Storage

This solution allows customers to use NetBackup to create, schedule, and manage snapshots on local NetApp storage using NetBackup.
Client / OS Compatibility

- Available for files data on Windows, Solaris, and Linux clients or media servers

- Available for Oracle databases on Solaris clients or media server

- Available for SQL databases on Windows clients or media servers

NetBackup Solution License requirements (NetApp has its own license requirements)

- 1 NetBackup Enterprise Client (tier based) for each type of OS to protect (e.g., 1 Enterprise client for windows clients, 1 Enterprise client for Solaris clients, etc.)

Special Considerations

- No support for block mode backups (can not be used in FC or iSCSI configuration)

The NetBackup Enterprise Client should be on the machine that performs the NFS / CIFS mount for a backup / recovery. A single client can perform this for other servers with the same OS. To restore a snapshot to client other than itself, the client would perform an alternate client restore. In simple configurations, the advanced client could also be on the Media / Master server.

Option 2: NetBackup Managed SnapVault (NAS SnapVault Option[3])

This is a disk-based data protection solution for primary NetBackup NAS storage. NetBackup can schedule and initiate the movement of disk snapshots from a local NetApp NAS storage system to a secondary NetApp storage system (specifically a NetApp NearStore system). Uses NetApp SnapVault technology

All the licensed components below are same as the NetBackup Managed Snapshots (listed for convenience) and include
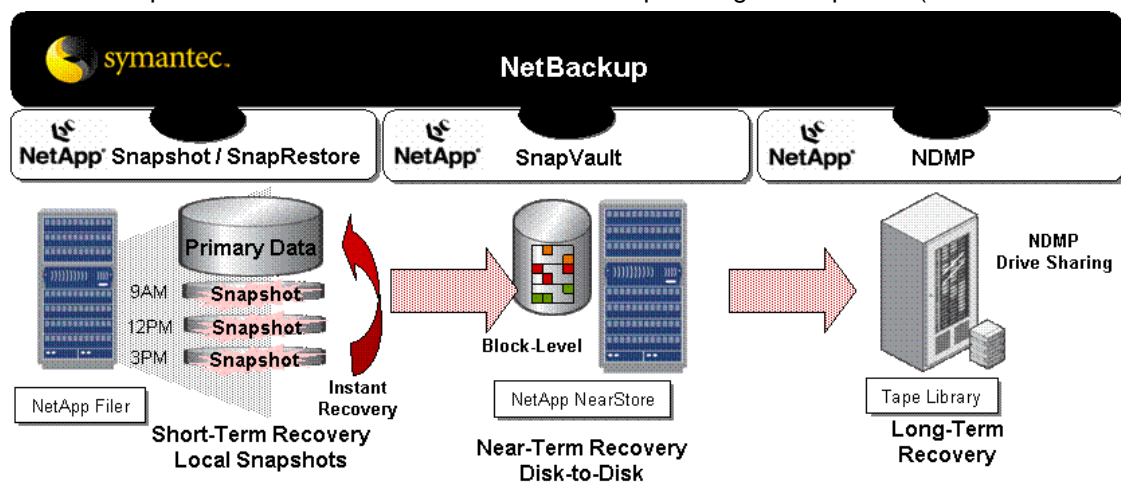
NetBackup Managed SnapVault

the addition of the NAS SnapVault Option.
Client / OS Compatibility for Snapshots

[3] The NAS SnapVault Option will be withdrawn in the next major release of NetBackup.

NetBackup™ 6.5

- Available only for files on Windows and Solaris clients or media servers

- Available for Oracle databases on Solaris clients or media server

NetBackup Solution License requirements

- 1 Enterprise Client (tier based) for Windows clients attached to NAS storage

- 1 Enterprise Client (tier based) for Solaris clients attached to NAS storage

- 1 Enterprise Client (tier based) for Unix clients (HP-UX, Linux, AIX) attached to NAS storage

- 1 NAS SnapVault Option (capacity based)

Special Considerations

- NetApp also has license requirements for this functionality

- Cannot backup an existing snapshot. NetBackup must take the snapshot of the local filer in order to move a copy to NetApp secondary storage.

- The Enterprise Client should be on the machine that performs the NFS / CIFS mount for a backup / recovery. It can be installed and run on the Media / Master server.

Product Description	License	MSRP
NetBackup NAS SnapVault Option	Per 1TB of useable disk capacity	$1,000

To estimate the capacity of NAS SnapVault license, customers can examine the size of their existing snapshots on NetApp storage. If the customer does not already own NetApp storage, please contact a Symantec system engineer for assistance in sizing the required primary and secondary storage.

Backup up to tape with NetBackup managed SnapVault. If a user wishes to move backup data on the SnapVault secondary store to tape, they need to create a separate NDMP policy to move backup data to tape. This backup data will not be associated with the SV backup data.

Option 3: NetApp OpenStorage Solution (SnapVault for NetBackup / also know as Disk Optimization Option in NetBackup 6.0)

This solution allows customers to keep more backups online versus traditional disk approaches. Backup jobs sent to the NetApp NearStore will be reduced in size through one of two NetApp technologies – Single Instance Storage and/or Advanced Single Instance Storage.
Any file-based backup can be sent to a NearStore using SnapVault for NetBackup.
Client / OS Compatibility

- All NetBackup clients and OSs compatible with NetBackup 6.0

NetBackup Solution License requirements (NetApp has its own license requirements)

- NetBackup Client (tier based)

- NetBackup Optimization Option (capacity based)

Internal LSSG: NetBackup 6.5 **p. 36**

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NetBackup™ 6.5

Special Considerations
- NetApp also has license requirements for this functionality

Product Description	License	MSRP
NetBackup Open Storage Option (previously Disk Optimization Option / SnapVault for NetBackup)	Per / Disk Licensing Model (either	$1,000

NOTE: This option can be configured with the NetBackup Server edition.

To estimate the capacity required for the Disk Optimization license, please contact a Symantec system engineer. Space requirement will be dependent on the amount of source data, change rate of the data, and retention time. The data reduction is performed by NetApp.
In general, greater storage savings are achieved with:

- Larger files

- Fewer files and directories

- More copies kept (longer retention)

- Less data changed

A rough estimate will be 50-80% reduction in storage versus uncompressed source data.

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p. 37

Last Updated: 8/13/2008

NetBackup™ 6.5

SUPPORT AND MAINTENANCE SERVICE OFFERINGS

The Symantec support program has different names than the Veritas programs, but the percentages will be approximately the same. This is an overview of maintenance and support options are available for purchase. Please see the following website for more detailed information: http://www.symantec.com/enterprise/support

Enterprise Support at a Glance

ENTERPRISE SUPPORT AND MAINTENANCE SERVICES	BASIC MAINTENANCE	ESSENTIAL SUPPORT	REMOTE PRODUCT SPECIALIST	BUSINESS CRITICAL SERVICES*		
				DATACENTER	NATIONAL	GLOBAL
Severity One Response Time Targets	1 hour	30 minutes	15 minutes	15 minutes	15 minutes	15 minutes
Telephone Access to Support Engineers	8 a.m.-6 p.m. Business Hours	24x7x365	24x7x365	24x7x365	24x7x365	24x7x365
Downloadable Software Upgrades, Updates and Patches	◆	◆	◆	◆	◆	◆
Designated Callers	2 per Product Title	6 per Product Title	6 per Product	Unlimited	Unlimited	Unlimited
Remote Product Specialist			◆			
Business Critical Account Manager (BCAM)				Remote BCAM	Designated BCAM	Global BCAM
Business Critical Engineer				◆	◆	◆
Onsite Visits (Fly-to-Site)				2	6	20
Tailored Account Support Plan					◆	◆
Quarterly Account Reviews					◆	◆
Account Case History Reports					◆	◆
Network Link Assessment				Option	◆	◆
Impact Alerts					◆	◆

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 to Symantec products licensed where continuous uptime is not required. No IT activity is likely to take place after regional business hours.

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 database together with Symantec products. IT activity during off-hours is limited.

- Basic (like VS1) will be 1 year of maintenance, 12x5.

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p. 38

Last Updated: 8/13/2008

NetBackup™ 6.5

- Extended (like VS2) will be offered for 1 or 2 years, 24x7.

Useful Support Documents / Links to Configure A Solution

All of these documents can be found on the support site for NetBackup by filtering on "Compatibility List". We have intentionally included both the URL and the title to allow you to search based on document number.

Veritas NetBackup 6.x Operating System Compatibility List

http://entsupport.symantec.com/docs/278064

Veritas NetBackup Enterprise Server 6.x / NetBackup Server 6.x Database Agent Compatibility

http://entsupport.symantec.com/docs/279048

Veritas NetBackup Enterprise Server and NetBackup Server 6.x Hardware Compatibility List

http://entsupport.symantec.com/docs/278692

Veritas NetBackup Enterprise Server 6.x / NetBackup Server 6.x Cluster Compatibility

http://entsupport.symantec.com/docs/278991

Veritas NetBackup Network Data Management Protocol (NDMP) Compatibility List

http://entsupport.symantec.com/docs/251713

Veritas NetBackup (tm) Enterprise Server 6.x / NetBackup Server 6.x Advanced Client (ADC) Supported Arrays, Operating Systems and Database Agent Compatibility

http://entsupport.symantec.com/docs/279042

Veritas NetBackup (tm) Bare Metal Restore (tm) File System and Volume Manager Support Matrix

http://seer.entsupport.symantec.com/docs/281510.htm

Veritas NetBackup (tm) Desktop Laptop Option (DLO) 6.x Compatibility Matrix

http://seer.entsupport.symantec.com/docs/286496.htm

Want more? See this listing of all NetBackup 6.5 Manuals

http://seer.entsupport.symantec.com/docs/290282.htm

EVALUATIONS / TRIALWARE

Symantec provides prospects the opportunity to evaluate NetBackup's industry leading data protection features at no charge. An evaluation license key is good for 60 day with an optional 30 day extension available. A single NetBackup 6.5 Evaluation Media Kit will contain both NetBackup Enterprise Server and NetBackup Server software.

Note: Evaluation keys in NBU can be added to any existing production environment to "add" new features for a 60 day test period. After the 60 or 30 days are over the key expires and the features go away just past midnight the last day they were valid.

How to Obtain the Media

Symantec Sales for Prospective Customers

The NetBackup 6.5 evaluation software is available via the Symantec trialware portal

http://www.symantec.com/offer?a_id=43768

You or your customer can setup an account, log in and obtain access to download the NetBackup 6.5 electronic images. To enable the software, the account rep or SE must provide an evaluation license key which is available at the following

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Last Updated: 8/13/2008

NetBackup™ 6.5

SCORE URL.

Existing customers should be able to access media via FileConnect

Channel Partners for Prospective Customers

Depending on the product, software is either delivered via download or as a media kit.

Software delivered by download:

- A license certificate is delivered by email as a PDF document containing a serial number and URL. (In some countries the law requires that the license certificate is sent as a paper certificate via the post).

- Each serial number can be used at the given URL to register and generate up to 30 unique, temporary (60-day) license keys

- Software quantities are offered each quarter under this program and are dependant upon the partner's type and level within the Symantec Partner Program, as follows:

  o Platinum Channel, Distribution & Global Strategic Partners – qty. 2 (allows up to 60 unique license keys)

  o Gold and Silver Channel Partners – qty.1 license (allows up to 30 unique license keys)

Software delivered by Media kit:

Software is delivered as a CD media kit

For Symantec Internal Use

You need to order an NFR media kit. Place your order at:
http://uscu-notes.symantec.com/SUPPORT/nfr.nsf/weborder?OpenForm&Login&Seq=3#_RefreshKW_Family

You must log into the NFR order web site with your Symantec email address for the User ID and enterprise password. Alternatively, Symantec employees can download code from the Tech Support data storm repository located at:

> http://mtvspt.veritas.com/apps/Veritas_Products/NetBackup/65GA/
> http://rosspt.veritas.com/apps/Veritas_Products/NetBackup/65GA/

How to Obtain / Send License Keys

Symantec Sales Representatives: *May obtain license keys for their customer on from SCORE.*

Customers may also call 1-800-745-6054 (Symantec Inside Sales) to obtain an evaluation license key, which will be sent via email.

Partners: Symantec offers Evaluation licenses to partners to pass on to their prospective customers.
Evaluation Licenses are provided to authorized members of the Symantec Partner Program who are Channel Platinum, Gold or Silver partners, Global Strategic or Distribution partners, and who meet the requirements of the program. The most up-to-date program information including the product list is available from PartnerNet under the Your Partner Program section.

Ordering Evaluation licenses:

- Visit 'Benefits' in the 'Your Partner Program' section on PartnerNet

- Accept the license agreement terms

- Submit an online request form (please note this form is available in English only)

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NetBackup™ 6.5

Following receipt and approval, you will receive an update email.

- Platinum Channel, Distribution & Global Strategic Partners – qty. 2 (allows up to 60 unique license keys)

- Gold and Silver Channel Partners – qty.1 license (allows up to 30 unique license keys)

NetBackup License Keys

The licensing philosophy introduced with NetBackup 3.4 is maintained through NetBackup 4.5, 5.0, and 6.0.

NOTE: License keys for NetBackup 6.5 are backward compatible with prior versions and will activate new entitlements. For example, if a customer wishes to take advantage of new entitlements, such as Bare Metal Recovery or Client Encryption, but does not want to upgrade to the current version, they may use their 6.5 license keys on their existing production environment to activate these features.

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