

NetBackup Traditional end-of-sale

VERITAS

Partner Frequently Asked Questions (FAQ)

What is Veritas announcing?

To help simplify the pricing and licensing structure for Veritas NetBackup software, Veritas is announcing the end-of-sale (EOS) for NetBackup offerings that are licensed under the “Traditional” licensing model. As a result, January 4, 2021 will be the last date of availability for the NetBackup, NetBackup Deduplication and OpsCenter Analytics offerings. This change will only apply to New license and Initial Maintenance SKUs. Renewal SKUs will remain available.

When are these changes taking place?

The end of sale will be effective January 4, 2021.

Does this announcement apply globally or are there exceptions?

There are four geographical areas and related price lists where this EOS does not apply – China GCR (USD), China (CNY), Japan (JPN), and South Korea (KRW). The effective date for EOS in these locations will be announced at a future time.

If my NetBackup customer requires additional licenses, how should I proceed?

You should sell your customer NetBackup Capacity licenses – specifically NetBackup Platform Base Complete Edition with Flexible Licensing licenses or consider one of the alternate NetBackup Platform offerings – Limited Edition or NDMP Edition. You should also encourage your customer to convert their existing NetBackup Traditional entitlements to Capacity entitlements for ease of administration and consistency in their environment.

My customer’s Maintenance/Support renewal for their NetBackup Traditional entitlements is coming up; how should I proceed?

There are two paths forward. You can renew your customer’s Maintenance/Support for their NetBackup Traditional entitlements as they are. Veritas currently plans to provide Maintenance/Support for NetBackup Traditional offerings consistent with the Veritas End of Life Policy.

However, a second and preferred option would be to position NetBackup Platform Base Complete Edition with Flexible Licensing, converting your customer’s current NetBackup Traditional entitlements to capacity entitlements and renewing your customer’s Maintenance/Support on the new capacity entitlements.

When will NetBackup Traditional be End of Life?

While this may change in the future, the current plan is for renewals of NetBackup Traditional to follow The Veritas Product Life Cycle Policy. This policy is available on our website at

https://www.veritas.com/content/support/en_US/eosl.

Does this EOS announcement make it mandatory for my customer to migrate or convert their NetBackup Traditional licenses over to Capacity licenses?

No, it is not mandatory for your customer to convert their existing entitlements over to Capacity. However, if your customer would like to convert to Capacity, we have had and will continue to run the NetBackup Traditional to Capacity License Transfer Program (T2C).

How does this announcement effect the Opportunity Registration program?

There is no change to the Opportunity Registration program. Approved Opportunity Registrations will continue to be honored. Please note the last date to quote NetBackup Traditional new license sales and associated Initial Maintenance is January 3, 2021. Any quote issued after this date for New license and/or Initial Maintenance SKUs that is associated with an approved Opportunity Registration will have to include NetBackup Capacity licenses.

My customer currently has both NetBackup Traditional and NetBackup Capacity licenses. How does this announcement impact them?

There should be no little to no impact to customers who have both NetBackup Traditional and NetBackup Capacity. These customers will be required to purchase NetBackup Capacity licenses for any incremental

licenses they require. These customers can continue to renew Maintenance/Support for both their NetBackup Traditional licenses as well as their NetBackup Capacity licenses.

I'm currently working with my customer on a Volume Purchase Agreement (VPA) or eFlex agreement. Can I proceed with NetBackup Traditional in my proposed agreement?

All new contractual arrangements that include NetBackup software will only include NetBackup Capacity offerings. Please contact your Veritas Partner Account Manager to confirm appropriate next steps if your customer would like to include NetBackup Traditional offerings in their pending contract.

Who can I contact for ongoing or additional questions?

For more information, please contact your Veritas Partner Account Manager.