Quest

Rapid Recovery – Migration Assist

Description
The Rapid Recovery Migration Assist is a deployment service designed to assist you with the migration of your Rapid Recovery backup environment. The service focuses on ensuring Rapid Recovery is migrated and running optimally on the new hardware.

Outcomes
Quest's Subject Matter Experts (SMEs) utilize a designed migration methodology to remotely assist you through the migration process. With a Rapid Recovery solution quickly and efficiently migrated onto your new environment to ensure that there is no unnecessary downtime in your backup environment and you can use it as soon as possible.

The service focuses on performing all the essential steps for the migration as well as additional steps such as connecting the new Core to cloud provider of your choice and configuring Cloud archive jobs.

Benefits
- Ensure your data protection and application recovery solution is migrated quickly and optimally.
- Save valuable time with help from experts to migrate to your new Rapid Recovery Core.
- Receive expert and custom configurations designed for your specific scenario.

Approach and Activities
The Rapid Recovery Migration Assist Service consists of all the deliverables below.

1. **Prep existing and new backup servers**
   - Assist with validation that both instances of backup servers (i.e. existing and new) are running the same Rapid Recovery Core release.
   - Review current licensing information.
   - Assist with the initiation of setup and configuration updates:
     - o Configure new server appliance as a 'replication' server.
     - o Upgrade drivers & firmware if needed.
     - o Complete Windows updates if needed.
   - Tests enrolled tech devices of all platforms.
   - Kick-off Recovery Update Utility (RUU).

2. **Setup and Migrate Data to new backup server**
   - Complete Repository setup.
   - Update new hardware to latest Rapid Recovery Core release level.
   - Migrate system settings:
     - o Export settings configuration from current production appliance.
     - o Apply production appliance license information to new backup server.
   - Initiate replication.

3. **Confirm Replication to new backup server**
   - Confirm replication.
   - Convert old hardware to 'replication':
     - Apply replication license to old backup server.
     - Confirm new functionality.
   - Convert new hardware to main backup server.

Prerequisites and Assumptions

- Quest will remotely deliver the activities in a series of sessions planned by mutual consent at least one (1) day in advance.
- Service limited to one (1) backup appliance is to be refreshed.
- All services are delivered remotely.
- All service activities are to be completed within 30 days from date of initial session.
- The service expires twelve (12) months from date of purchase if not consumed.
- No Services shall take place during local, state and federal holidays unless other arrangements have been coordinated through Quest.
- The services will be delivered in English language, unless otherwise agreed upon by Customer and Quest.

Customer will:
- Provide remote access to related hosts/systems via GoToMeetings or other method by mutual consent, and if required, a support tether.
- Assign appropriate technical and business resources to participate in the project that have necessary administrator privileges to the connected network and associated systems.
- Ensure applicable system administrator(s) with proper system access will be available to provide appropriate remote access privileges required during the performance of this service.
- Provide an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, ChargeBack, etc.).
- Ensure the environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the "Hardware Specifications" section of the Rapid Recovery datasheet (found on www.quest.com/products/rapid-recovery/).
- Ensure all networking related setup for the server is completed prior to engagement.
- Ensure connectivity access (through firewall established between all agents if applicable) is configured between the server and agents.
- Have valid licenses for all Quest and third party software product(s) applicable to the engagement, and be current on support services for such products.

SKU

SKU Part #	Description
RRM-APP-PP	Rapid Recovery Migration Assist Remote - Prepaid