

Backup Service Technical Information Form

Sl.	Features	Value	
1.	Backup Service		
	Packages (Choose One)	Backup Type	Package Type
		<input type="checkbox"/> ECS Snapshot Backup Service (Cloud Service) <input type="checkbox"/> File Level Backup (RBS) <input type="checkbox"/> Database Backup (RBS)	<input type="checkbox"/> Standard (Per GB) <input type="checkbox"/> Standard (Per GB)
2.	Organization Name		
3.	Technical Contact Details		
4.	VM/Host Name		
5.	Host IPs (All IPs) # ip addr (For Linux)		
6.	Backup Frequency (Daily or Weekly) Tick Box	<input type="checkbox"/> Full	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Other (Please Specify)
		<input type="checkbox"/> Incremental <input type="checkbox"/> Differential	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Other (Please Specify)
7.	Backup Directory (For File Level Backup Only)	<input type="checkbox"/> 1. root (/) <input type="checkbox"/> 2. /home	<input type="checkbox"/> 3. /var <input type="checkbox"/> 4.
8.	Database (Full Database or Specify)	<input type="checkbox"/> 1. Full Database <input type="checkbox"/> 2. Specify	<input type="checkbox"/> 3. <input type="checkbox"/> 4.
9.	Backup Retention Period (Tick Box)	<input type="checkbox"/> 30 Days <input type="checkbox"/> 60 Days	<input type="checkbox"/> 90 Days <input type="checkbox"/> Other (Please Specify)_____
10.	Backup Client Installation	<ul style="list-style-type: none"> For File Level Backup, the backup team will complete the installation. The customer must provide Root or sudo user access via one-to-one mail with the backup team. After the client installation Customer must change the password of the shared user. For Database Backup, both root/sudo/Admin user and database admin credential is required. Root/sudo/Admin user is needed for one time only. But database user is required to take backup. So, Customer can change the root/sudo user credential after agent installation, but database credential should not be changed. For Snapshot Backup client installation is not required. 	
11.	Host Configuration	<ul style="list-style-type: none"> For File System and Database Backup, customers must add the backup server's host entry to their host (in total 6 	

		<p>entries). Also, some ports (in total, 11 ports) need to be allowed. This information will be shared in the mail.</p> <ul style="list-style-type: none"> • For Snapshot Backup this is not required.
12.	Post Implementation Support	<ul style="list-style-type: none"> • On-request manual backup in case of emergency • On request restoration of Backup
13.	Restoration Duration	<ul style="list-style-type: none"> • For the prepared environment (communication, port allow, etc.) it will take twice the backup time for restoration for File Level and Database Backup • For Snapshot Backup, this will take 30 minutes.

➤ **RBS** – Request Based Service

➤ Please see the pricing for each category on the NDC website.

Backup Service Technical Specifications

SI NO.	Host Name (FQDN=Fully Qualified Domain Name)	OS & Version (centos 7, ubuntu 18 etc)	IP Address (Give all IPs present in the Server)	Directory to Backup (/var, /opt etc)	Backup Frequency (Daily or Weekly)	Backup Retention (Time to Keep Backup e.g. 30 Days, 60 Days)	Backup Size (Estimated)
1							
2							
3							
4							
5							