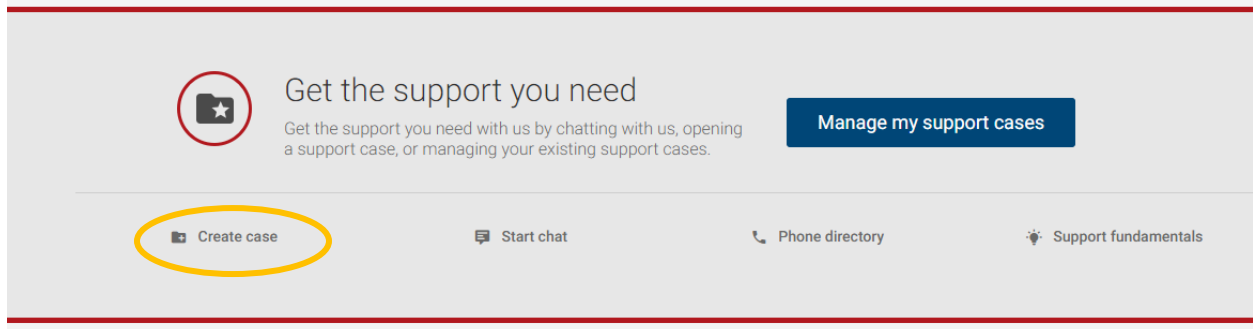


Instructions to access NetBackup Appliance 3.x/3.x.x upgrade files

To access NetBackup Appliance 3.x/3.x.x upgrade files, please contact your Veritas Sales Engineer, Business Critical Services account manager or do one of the following:

1. Call [Veritas Support](#) to access NetBackup Appliance 3.x/3.x.x upgrade files and receive important upgrade instructions. This page allows users to search for the phone contact information by region to reach a customer support representative.
2. Create a **non-technical support case** to request for access:
 - a. Sign in at veritas.com/support
 - b. Scroll towards the bottom of the page:



- c. Click Create Case
- d. Select/Enter the following from the available drop-down menus:
 - i. **Case type:** Support Portal Assistance
 - ii. **Request type:** Product download error
 - iii. **Product:** Appliances
 - iv. **Enter appliance SN**

A screenshot of the "Create a support case" form. The title is "Create a support case (chat offered for some types)". The form contains four dropdown menus: "Case type" with "Support portal assistance" selected, "Request type" with "Product download error" selected, "Product(s)" with "Appliances" selected, and "Appliance serial number *". A "Look up" button is located to the right of the serial number field. At the bottom left, there is a link: "How do I find this? Browse serial numbers for my account". At the bottom right, there are two buttons: "Previous" and "Start over".

Select the following from the available drop-down menus:

- i. **Appliance family:** NetBackup
- ii. **Appliance model:** select appropriate model
- iii. **Product version:** enter desired Product version

Appliance family
NetBackup

Appliance model
Veritas 5020

Product version
Select one ...

You have the following support options ...

+ Create case

Phone support

Chat Available

- e. Click **Create Case** to submit