



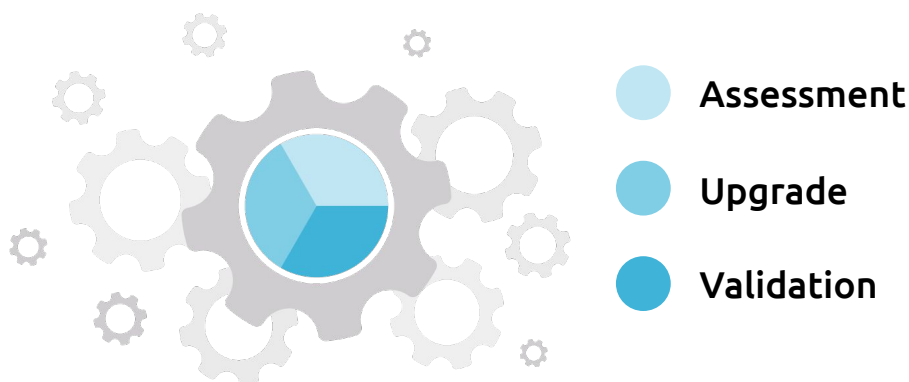
| GUIDE

# Upgrade Services

OpenNebula has a long history of continuously improving in tandem with the evolving needs of the user community. Hence, the Engineering team, in collaboration with the open source community, is constantly developing new features and improving stability, and consequently releasing valuable updated versions of the software.

Be sure to stay up-to-date on the latest version of OpenNebula. The Cloud Upgrade service provides an expert upgrade of your OpenNebula-based cloud infrastructure, from start to finish.

We offer one-time upgrades or all upgrades for the duration of a subscription term.



#### The Upgrade Service guarantees:

- **No Downtime for the VMs**
- **Minimal disruption for the Cloud Service**

These services are only available to customers with an active Support Subscription and an implemented OpenNebula Cloud Reference Architecture.

### Upgrade Services are Remote

OpenNebula Services are **remote services** delivered by OpenNebula Systems Engineers and Consultants with years of experience designing and building cloud solutions based on OpenNebula. Our remote service provides:

- More **affordability** - eliminating travel expenses
- Improved **flexibility** - allowing partial work days, when necessary
- Enhanced **agility** - accommodating most scheduling requirements

In order to perform the remote upgrade, remote ssh access to both the management server and the virtualization nodes is required. This access needs to be granted to a public ssh key belonging to the OpenNebula Systems experts performing the deployment.

## Cloud Upgrade Service

### SCOPE

The Cloud Upgrade service provides an upgrade of your OpenNebula instance. Upgrades are performed without downtime for the VMs and a minimal disruption on the cloud service.

### CONTENTS

- Assessment of cloud deployment
- OpenNebula upgrade to the latest version
- Verification testing to ensure the correct and efficient working of OpenNebula

### DELIVERABLES

- Cloud Upgrade Report
- Cloud Verification Report

### WORKPLAN

#### Assessment Phase

- Assessment of cloud deployment
- Preparation of upgrade and verification plans
- Preparation of environment by customer

#### Engineering Phase

- OpenNebula upgrade
- Execute verification testing to ensure the correct and efficient working of OpenNebula

### TIME AND COST

We offer one-time upgrades or all upgrades for the duration of the subscription term. Both time and cost depend on the size, heterogeneity, and complexity of the infrastructure, starting at 1 day for Assessment and 2 days for the Engineering Phases and €6.000 (\$7,500) for small-scale infrastructures.

### TEAM

All services are delivered by OpenNebula Systems Engineers and Consultants with years of experience designing and building cloud solutions based on OpenNebula.

### WHAT THE SERVICE EXCLUDES

- Any knowledge transfer, training or consulting session.
- The upgrade of advanced features like high availability, hybrid cloud, and datacenter federation if the customer does not have a support subscription with those extensions.
- The upgrade of the underlying datacenter services or platforms for processing, storage, and networking. The OpenNebula Upgrade add-on is for OpenNebula and its integration with the underlying infrastructure components, but is not an upgrade of the infrastructure components themselves. The upgrade of the hypervisor hosts is included if the customer has support with the hypervisor hosts extension.
- The upgrade of modified software and code not distributed as part of an official Product distribution, releases not available on OpenNebula Websites, technology preview features, and unsupported platform or third-party drivers.



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**Reference:** Upgrade Service - Rev20230112