

Symantec™ Remote Expert Installation Service for Symantec Backup Exec™ 12 (or later)

Windows® Servers and Windows® Small Business Servers

Why install it yourself?

*Let Symantec™ install
it for you!*

*Reduce software
upgrade and
implementation risks
with new services for
small businesses.*

Symantec Remote Expert Installation Service *for* Symantec Backup Exec is a low-cost, expert installation and upgrade service for the Symantec Backup Exec 12 (or later) software. It is specifically designed to minimize the cost and effort associated with small business customer implementations.

This remote service installs or upgrades your Symantec software in a timely, cost-effective manner, utilizing Symantec Backup Exec expert resources. It offers access to highly skilled engineers who use standardized processes and best practices—maximizing the effectiveness of your installation.

Remote Expert Installation Service reduces the risks associated with upgrades and implementations, insuring installations are completed correctly, with a seamless transition to newer software versions.

Remote Expert Installation Service from Symantec is delivered by remote network access. The service includes a comprehensive technical implementation, including a pre-installation checklist, installation and configuration of Symantec Backup Exec *for* Windows Media Server *for* Windows Servers, or Symantec Backup Exec *for* Windows Small Business Server—all delivered at a conveniently scheduled time for you. The service concludes with a thorough verification test, a post-installation customer acceptance checklist, and a product orientation to help familiarize you in the use of the product.

Key benefits

- Direct access to highly trained Symantec installation experts
- Reduced risk associated with upgrades and implementations
- Service delivery at a conveniently scheduled time
- A thorough post-installation customer acceptance checklist to ensure satisfaction
- Knowledge transfer and product orientation facilitated by a Symantec expert and specialized documentation
- Accelerated time to value of Symantec Backup Exec



Figure 1: How Remote Expert Installation Service for Symantec Backup Exec works

Symantec™ Remote Expert Installation Service for Symantec Backup Exec™ 12 (or later)

Receive direct access to highly trained Symantec installation experts.

Purchase options

Three basic service offerings are available. They include installation of Symantec Backup Exec 12 (or later) on either the Windows Servers or Windows Small Business Servers. The service options are:

Basic Service

- Basic Remote Expert Installation Service for one Symantec Backup Exec for Windows Media Server for Windows Servers
- Basic Remote Expert Installation Service for one Symantec Backup Exec for Standard Windows Small Business Server
- Basic Remote Expert Installation Service for one Backup Exec for Premium Windows Small Business Server

Extended Service

- Extended Remote Expert Installation Service for one Symantec Backup Exec Remote Agent for Windows Server

Extended Services must be purchased in conjunction with the Basic Services. There is a limit of four Extended options per Basic installation. The Extended Services can only be purchased through your Symantec Channel Partner.

This service offering is designed to meet the needs of a limited customer base. In the event Symantec is requested to perform services outside of project scope, the customer may be directed to contact an authorized Symantec Partner or Symantec Consulting Services for custom onsite assistance.

Service delivery

All services will be delivered remotely via phone and a secure WebEx™ connection.

Pre-installation and installation

After ordering, you will receive a certificate confirming purchase of the service and stating the applicable terms and conditions. This certificate includes the service description, ninety-day expiration of the right to receive service, acceptance and legal terms (*Certificate*).

Completion of a pre-installation checklist (PIC) and its return to Symantec is required prior to the installation. Symantec then contacts you to schedule times of your preference, to review the PIC and to perform the installation service. The service is performed during standard local Symantec business hours excluding standard Symantec holidays, unless otherwise agreed to by Symantec. Services provided outside of Symantec standard business hours may be subject to additional charges.

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Service delivery at a conveniently scheduled time.

Pre-installation and installation - continued

On the day of implementation, you sign into the Remote Expert Installation Services portal and acknowledge receipt of the Certificate, including the terms and conditions of the applicable services.

Installation and configuration of the Symantec Backup Exec Server is completed on a single customer-supplied server, and includes the following services:

- Installation and configuration of Symantec Backup Exec 12 (or later) software on a single, customer supplied server
- Configuration of Symantec Backup Exec server per standard Remote Expert Installation Services best practices
- Running of the appropriate installation verification tests required for this service
 - Limited local test backup
 - Limited local test restore
- Running of LiveUpdate™
- Completion of steps by the Symantec Backup Exec Assistant
 - Configuration of local backup devices
 - Creation of up to three media sets
 - Creation of up to three backup jobs

Post-installation

Post-installation services include:

- Running of the appropriate installation verification tests required for the service
- Completion of the post-installation checklist and your confirmation that the services have been completed
- Basic product orientation to help familiarize you with the use of the Symantec Backup Exec

Services eligibility

Eligibility for delivery of Remote Expert Installation Services requires compliance with the following prerequisites:

- An active Symantec Backup Exec Support Maintenance Agreement in place, i.e. Basic or Essential Support. Symantec per incident support does not constitute a maintenance agreement
- Agreement to the conditions identified in the *Customer responsibilities* section of this document and the Certificate

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A thorough post-installation customer acceptance checklist is included to ensure satisfaction.

Customer responsibilities

Fulfillment of the following by the customer is required:

- Properly licensed for Symantec Backup Exec 12 *(or later)*
- An existing or new functional/operational server which meets the hardware prerequisites and is preconfigured with an operating system, relevant service packs and hot-fixes, on which Symantec Backup Exec can be installed and configured
- Firewalls, routers, and switches set to enable Symantec Backup Exec for Windows Servers to communicate with Symantec LiveUpdate servers.
- Firewalls, routers, and switches set to enable remote control connectivity from Symantec networks
- Back up all existing data and programs on affected systems, and complete the subsequent recovery operations—Symantec has no liability for loss or recovery of data or programs
- Review, complete, and provide the pre-installation checklist to Symantec
- Ensure all service eligibility prerequisites have been met
- Assign a designated individual who:
 - Has authorization to grant all approvals, provide information, and ensure the availability of all hardware, firmware, and software Symantec will need to deliver services
 - Has ensured that Symantec Backup Exec 12 *(or later)* for the designated platform is properly licensed
 - Is available to assist Symantec and facilitate the delivery of services
- Provide a suitable work area, including access to an outside telephone line, power, and any broadband network connections required
- Adherence to licensing terms and conditions regarding the use of Symantec software in the delivery of services, if applicable
- Provide a designated server for the installation of Symantec Backup Exec 12 *(or later)*
- Provide static IP address for the Symantec Backup Exec Server
- Provide Symantec Backup Exec 12 *(or later)* installation media and any associated product keys
- Provide user account with local administrator privileges on systems targeted for installation
- Provide continuous external broadband Internet connection and required settings to enable WebEx™ or similar network services connectivity

Symantec™ Remote Expert Installation Service *for* Symantec Backup Exec™ 12 (or later)

*Accelerate your time
to value on Symantec
Backup Exec 12!*

Services exclusions

Activities such as, but not limited to, the following are excluded:

- Installation on hardware that does not meet Symantec Backup Exec system requirements
- Installation on operating systems that do not meet the system requirements of the product
- Installation on virtual environments such as VMWare®
- Software application installation, configuration, or data transfer other than that specifically stated in this document
- Un-installation or reinstallation of product(s) or software application(s) other than specifically stated in this document
- Warranty support or service for third-party systems
- Services not clearly specified in this document or the Certificate

Services conditions

Symantec Remote Expert Installation Services are currently available to new and existing Symantec Backup Exec *for* Windows Servers and Symantec Backup Exec *for* Windows Small Business Server customers in North America only.

Symantec only provides Services for the most recently released version of the Symantec Backup Exec 12 (or later) software.

Customer has the right to receive Remote Expert Installation Services for a period of ninety days from the date of purchase. After ninety days, the right to receive Remote Expert Installation Services will expire, and no refunds will be permitted. Customers must have an active Symantec Backup Exec Support Maintenance Agreement in place to be eligible for Remote Expert Installation Services.

Symantec reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the customer.

Symantec reserves the right to change the price of this service if the customer does not schedule and provide for delivery within ninety days of purchase.

The ability of Symantec to deliver this service is dependent upon the customer's full and timely cooperation with Symantec, and the accuracy and completeness of information and data the customer provides to Symantec.

Symantec may revise and periodically update Symantec data sheets without notice. Updates will be posted at, <http://go.symantec.com/reis>.

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Knowledge transfer and product orientation is facilitated by a Symantec expert and specialized documentation.

Visit our Web site

<http://go.symantec.com/reis>

Contact Us Today

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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