

Symantec™ Remote Installation Service: Backup Exec™ for Windows® Servers

Why install it yourself? Let Symantec™ install it for you!

Symantec Remote Expert Installation Service (REIS) for Backup Exec provides small, qualified organizations with a fast, virtually “hands free” installation and upgrade service using remote technology and expert technicians. The initial service is available in North America for Symantec Backup Exec 12.x software to upgrade the Windows® Media Server.

Remote Expert Installation Services reduce the risks associated with upgrades and implementations, insuring installs are completed correctly, with a seamless transition to newer versions of the software.

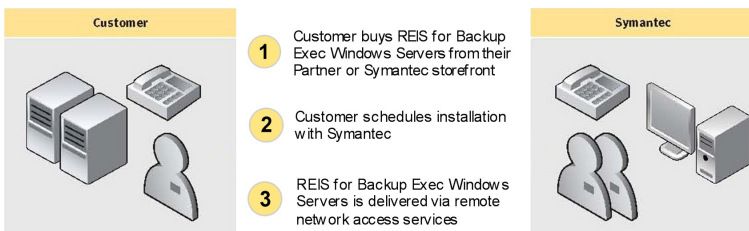
Symantec Remote Expert Installation Services are delivered via remote network access. The service includes a comprehensive technical implementation, including a pre-installation checklist, installation and configuration of Backup Exec 12 on one Windows® Media Server, all delivered at a scheduled time that’s convenient to you. The service concludes with thorough verification tests, a post-installation customer acceptance checklist, and product orientation to help familiarize the customer with the use of the product.



Purchase Options

Symantec Remote Expert Installation Services (REIS) are available from your preferred Symantec Partner, or online via the Symantec Business Store. REIS Backup Exec is designed to install one Windows® Media Server. Customers may purchase more than one of this service to have multiple Windows Media Servers installed or upgraded.

This service offering is not designed to meet the needs of all customers. It does not include the installation of Options, Agents of any other version of Symantec Backup Exec. In the event that Symantec is asked to perform services outside of 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 terms and conditions that apply. The certificate includes the service description, 90-day expiration of the right to receive service, acceptance terms and legal terms (“Certificate”).

You must also complete a pre-installation checklist (PIC) and send it back to Symantec prior to the installation. Symantec will contact you to schedule a preferred time to review the PIC and to schedule the actual installation services at a time mutually agreed upon by Symantec and the customer. This will be during standard local Symantec business hours excluding standard Symantec holidays, unless otherwise agreed to by Symantec (any services provided outside of Symantec standard business hours may be subject to additional charges).

On the day of implementation, you will sign into Remote Expert Installation Services portal and acknowledges receipt of the Certificate, including the terms and conditions of the services applicable at the time of purchase.

Installation and configuration of the Backup Exec for Windows Servers Media Server and default SQL Express instance is completed on a single customer-supplied server, including the following services:

- Installing and configuring the BEWS software on a single Customer supplied server
- Configuring the BEWS server per standard REIS best practices.
- Running the appropriate installation verification tests required for this service
 - Limited local test backup
 - Limited local test restore
- Run LiveUpdate™
- Complete steps from the Backup Exec Assistant
 - Configure local Backup Devices
 - Create up to 3 Media Sets
 - Create up to 3 Backup Jobs

Post-installation

Post-installation services include the following:

- Running the appropriate installation verification tests required for the service

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- Completing the post-installation checklist and obtaining customer confirmation that the services have been completed
- Basic product orientation to help familiarize the customer with the use of the Backup Exec for Windows Servers

Service eligibility

Customers are eligible for the delivery of Remote Expert Installation Services if they meet the following prerequisites:

- Customers must have an active Symantec Backup Exec for Windows Servers support maintenance agreement in place i.e. Basic or Essential Support . Symantec per incident support does not constitute a maintenance agreement.
- Customers must agree to the conditions identified in the “Customer responsibilities” section of this data sheet and the Certificate.

Customer responsibilities

Customers are responsible for fulfilling the following requirements:

- They are properly licensed for Symantec Backup Exec 12 for Windows Media Servers
- Have 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 BEWS can be installed and configured
- Firewalls, routers, and switches are set up so that they enable Backup Exec for Windows Servers to communicate with Symantec LiveUpdate™ servers
- Firewalls, routers, and switches are set up so that they 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 that 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 that Symantec will need in order to deliver these services
 - Has ensured that Backup Exec for Windows Servers is properly licensed
 - Is available to assist Symantec in facilitating the delivery of these services
- Provide the designated individual a suitable work area for the assigned delivery of the service, including access to an outside telephone line, power, and any broadband network connections required

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- Adhere to licensing terms and conditions regarding the use of Symantec software in the delivery of these services, if applicable
- Provide a designated server for the installation of Backup Exec for Windows Servers
- Provide a static IP address for the Backup Exec for Windows Servers Media Server
- Provide the Backup Exec for Windows Servers installation media and any associated product keys
- Provide a user account that has local administrator privileges on all systems targeted for installation
- Provide a continuous external broadband Internet connection and required settings to enable WebEx or similar network services connectivity

Services exclusions

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

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

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Services conditions

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

Symantec will only provide Services for the most recently released version of the Backup Exec for Windows Servers software.

Customers have the right to receive Remote Expert Installation Services for a period of 90 days from the date of purchase. After 90 days, the right to receive Remote Expert Installation Services will expire, and no refunds will be permitted. Customers must have an active Backup Exec for Windows Servers support maintenance agreement 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 90 days of purchase.

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

Symantec may revise and update Symantec Data Sheets from time to time without notice. Any updates will be posted at <http://go.symantec.com/reis>.

Contact Us Today

Call toll-free 1 (800) 745 6054

Visit our Web site

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

About Symantec

Symantec is a global leader in infrastructure software, enabling businesses and consumers to have confidence in a connected world. The company helps customers protect their infrastructure, information, and interactions by delivering software and services that address risks to security, availability, compliance, and performance. Headquartered in Cupertino, California, Symantec has operations in 40 countries. More information is available at www.symantec.com.

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