

## How to Upgrade to Backup Exec 12

Upgrading to Backup Exec 12 takes only three quick steps:

### 1. Symantec Customer Notification Letter

Customers who are eligible for an upgrade to the latest release of Backup Exec 12 products will receive an email, like this sample to the right, that includes their activation license keys.

### 2. Go to FileConnect

Symantec customers can take their serial number provided in the notification letter (see the red box) and go directly to FileConnect and download the latest version of Backup Exec 12. To enter the site, have the serial number of your software for login.  
<https://fileconnect.symantec.com>

### 3. Install License Keys

Once you download Backup Exec 12 from FileConnect, simply install your license keys (see the green box).

## Another Upgrade Resource

### Symantec Licensing Portal

Customers can use this portal to retrieve license keys, verify which upgrades they are eligible for, update contact information and much more. You will require a customer ID number (see the blue box) or product serial number (see the red box) for login.  
<https://licensing.symantec.com/>

February 18, 2008  
 Customer Number: XX0X0XXX  
 Notification ID: BE12WS-XXXXXXX-N-XXXXXX

First Name, Last Name  
 Company  
 Address  
 Address  
 State, Zip  
 Country

Dear Symantec Customer,

We are pleased to announce the release of Symantec Backup Exec 12, an upgrade offering significant benefits over previous versions of Symantec Backup Exec, available February 18, 2008. To learn more about this new product release, please visit <http://www.symantec.com/confidenceahead>.

As a customer with a current maintenance/support agreement on or after February 18, 2008 you are entitled to this new release free of charge.

Please note that Symantec is sending you this software version upgrade notification because our records reflect that you have a current maintenance/support agreement with Symantec. This notification is not linked with a renewal of maintenance/support. In addition, you are only authorized to upgrade software copies for which you have a current maintenance/support agreement at the time of update.

**Licensing and Registration**  
 License keys for your product upgrade are listed below. The quantity referenced in the table represents the number of times you are entitled to deploy the key.

The serial number you will need to gain access to your software within FileConnect is: MXXXXXXXX0

**Download software electronically**  
 To access your new release go directly to [FileConnect](#) to download the product.

Product	Qty	License Key
BE 12 for Windows Servers	1	0X-XXXX-XXXX-01XXXX
<b>Agents &amp; Options</b>		
BEWS 12 Agent for Windows Systems or NetWare	16	0X-XXXX-XXXX-04XXXX
BEWS 12 Agent for Exchange	1	0X-XXXX-XXXX-01XXXX 0X-XXXX-XXXX-04XXXX
BEWS 12 Advanced Disk Backup Option	1	0X-XXXX-XXXX-0XXXX

**Backup Exec 12 License Update:** Advanced Open File Option (AOFO) and Intelligent Disaster Recovery (IDR) are now included with each Backup Exec 12 media server license and each Agent for Window Systems (AWS) license. The Agent for Microsoft Data Protection Manager will have no further revisions and will not be supported by this or any other release.

**Request a media kit**  
 Depending on location or tax status, you may have the option to request a media kit to be mailed to you at no additional charge. Go to [FileConnect](#) to request a media kit.

For more information regarding this notification, please contact Customer Care  
<http://go.symantec.com/customercare>.

## Troubleshooting

### Customer Care

If you did not receive a Customer Notification letter, then please contact customer care. You may also contact customer care for immediate **non-technical** assistance with critical Enterprise Licensing issues, associated with specific products.  
[http://www.symantec.com/business/support/assistance\\_care.jsp](http://www.symantec.com/business/support/assistance_care.jsp)

## Version Upgrade Website

This site offers general information for Symantec customers on how to upgrade eligible software licenses.  
<http://www.symantec.com/business/products/licensing/upgrades/>

## Backup Exec 12 Upgrade Information

### Backup Exec 12 – Upgrade Matrix

If you're running older versions of Backup Exec, use this matrix to quickly see what features and functionality are only available by upgrading to Backup Exec 12.

[http://eval.symantec.com/mktginfo/enterprise/other\\_resources/b-be12\\_compatibility\\_matrix\\_02-2008.en-us.pdf](http://eval.symantec.com/mktginfo/enterprise/other_resources/b-be12_compatibility_matrix_02-2008.en-us.pdf)

### Backup Exec 12 – Customer FAQ

Did you know that some customers can upgrade to Backup Exec 12 at no charge? Need a quick way to determine which versions of the product you're running on what machines? This and other useful information to help speed your implementation of Backup Exec 12 are included in this FAQ.

[http://eval.symantec.com/mktginfo/enterprise/other\\_resources/b-faq\\_backup\\_exec\\_windows\\_servers\\_02-2008.en-us.pdf](http://eval.symantec.com/mktginfo/enterprise/other_resources/b-faq_backup_exec_windows_servers_02-2008.en-us.pdf)

### Backup Exec – Related Services

Services for upgrading, implementation, education and support that are specific to Backup Exec customers.

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

## What if you're not on support or your maintenance has expired?

Upgrade to Backup Exec 12 today and save up to 40% off MSRP. Learn more at  
<http://www.backupexec.com/save>

## Backup Exec 12 Technical Documentation and Support

### Backup Exec for Windows Servers

- Hardware Compatibility  
<http://entsupport.symantec.com/docs/294294>
- Software Compatibility  
<http://entsupport.symantec.com/docs/295304>
- Manuals  
<http://www.symantec.com/business/support/overview.jsp?pid=15047>

### Backup Exec System Recovery

- Software Compatibility  
<http://entsupport.symantec.com/docs/297170>
- Manuals  
<http://www.symantec.com/business/support/overview.jsp?pid=53845>

### Discussion Forum – Backup Exec

<https://forums.symantec.com/syment?category.id=backupexec>

### Discussion Forum – Backup Exec System Recovery

<https://forums.symantec.com/syment/board?board.id=111>

### On-Demand Training - Backup Exec Tech Center

<http://techcenter.symantec.com/ecampus/enterprise?siteName=vena&partNo=DP6000>