

## How to Upgrade to Backup Exec 2010 in 3 Simple Steps

### Existing customers with a valid technical support contract

#### 1. Customer Notification Email

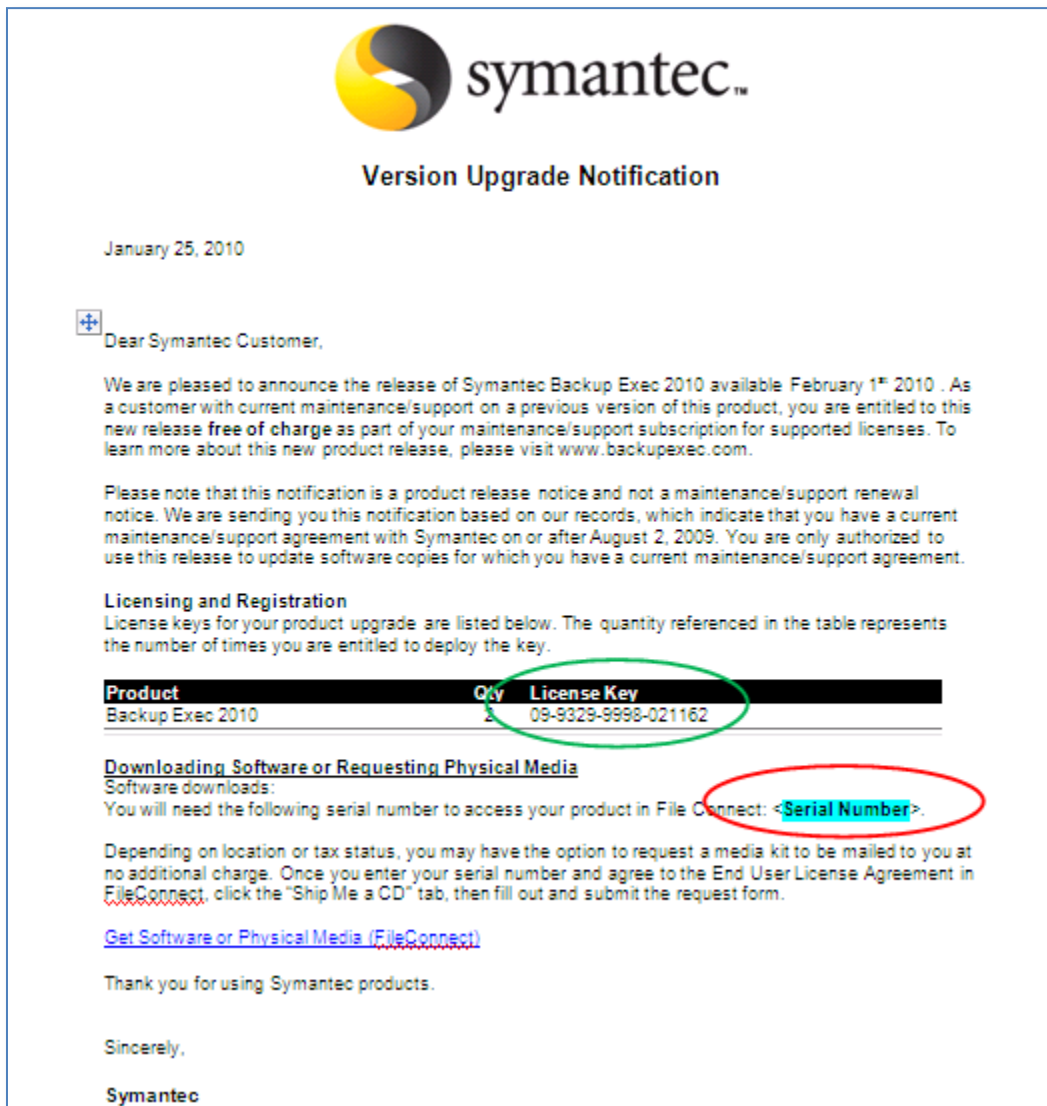
If you are an existing Backup Exec customer with a current technical support contract who is eligible for a free upgrade to the latest version of Backup Exec, you will receive an upgrade notification email from Symantec. See example email to the right. This email will include your activation license keys.

#### 2. Go to FileConnect

Next, go to FileConnect (<https://fileconnect.symantec.com>) and input your serial number to download the latest version of Backup Exec. Your serial number can be found in your upgrade notification email - see example email to the right.

#### 3. Install License Keys

Once you have successfully downloaded Backup Exec 2010 from FileConnect, simply install your license keys (circled in green in the example email to the right).



The image shows an example of a Symantec email titled "Version Upgrade Notification" dated January 25, 2010. The email content includes:

- A greeting: "Dear Symantec Customer,"
- Announcement of the Backup Exec 2010 release (February 1st, 2010) available free of charge for current maintenance/support subscribers.
- A note that the notification is a product release notice, not a renewal notice.
- A table titled "Licensing and Registration" with the following data:

Product	Qty	License Key
Backup Exec 2010	2	09-9329-9998-021162

The license key "09-9329-9998-021162" is circled in green in the original image.
- Instructions to download software or request physical media, mentioning a serial number (circled in red in the original image).
- A link: "Get Software or Physical Media (FileConnect)"
- A closing: "Thank you for using Symantec products." and "Sincerely, Symantec"

### Existing customers without support or expired maintenance

Upgrade to Backup Exec 2010 today and save up to 35% off MSRP. Learn more at [www.backupexec.com/save](http://www.backupexec.com/save).

## Key Resources

### Requesting Your Backup Exec 2010 Version Upgrade Notification

To receive your Backup Exec 2010 Software Version Upgrade Notification, please send an email to: [license@symantec.com](mailto:license@symantec.com) with the following subject line: **ONLINE BE 2010 VU REQUEST**. In this email, please provide the following information:

COMPANY NAME:

CUSTOMER NUMBER:

CONTACT NAME:

SALES ORDER NUMBER:

SERIAL NUMBER:

### Backup Exec 2010 – Upgrade Matrix

If you're running older versions of Backup Exec, use this matrix to quickly see the features and functionality that are only available when you upgrade to Backup Exec 2010 [www.backupexec.com/compare](http://www.backupexec.com/compare)

### Backup Exec 2010 – Customer FAQ

Did you know that you may be able to upgrade to Backup Exec 2010 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 2010 are included in this FAQ [www.backupexec.com/faq](http://www.backupexec.com/faq)

### Symantec Licensing Portal

Within the Symantec Licensing Portal you can retrieve license keys, verify which upgrades you are eligible for, and update your contact information. Visit the Symantec licensing portal at: <https://licensing.symantec.com>.

### Version Upgrade Website

This version upgrades website offers general information for Symantec customers on how to upgrade eligible software licenses. To visit the upgrade website, please [click here](#).

### Version Upgrade – General Customer FAQ

Quick answers to your most frequently asked Symantec software upgrade questions.

<http://www.symantec.com/business/products/licensing/upgrades/faq.jsp>

### Backup Exec 2010 – Related Services

Services for upgrading, implementation, education and support that are specific to Backup Exec customers - <http://go.symantec.com/backupexecservices>

### Backup Exec 2010 Technical Documentation

Hardware and Software Compatibility -- <http://www.backupexec.com/compatibility>

Manuals - <http://www.symantec.com/business/support/index?page=landing&key=15047>

**Backup Exec User Forum** - <http://www.symantec.com/connect/backup-and-archiving/forums/backup-exec>

**On-Demand Training** - <http://techcenter.symantec.com/ecampus/enterprise?siteName=vena&partNo=DP6000>