

How to Upgrade to Backup Exec 12.5

Upgrading to Backup Exec 12.5 takes only three quick steps:

1. Customer Notification Letter

Customers who are eligible for an upgrade to the latest release of Backup Exec 12.5 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 (**red**) and go directly to FileConnect and download the latest version of Backup Exec 12.5. 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 12.5 from FileConnect, simply install your license keys (**green**).

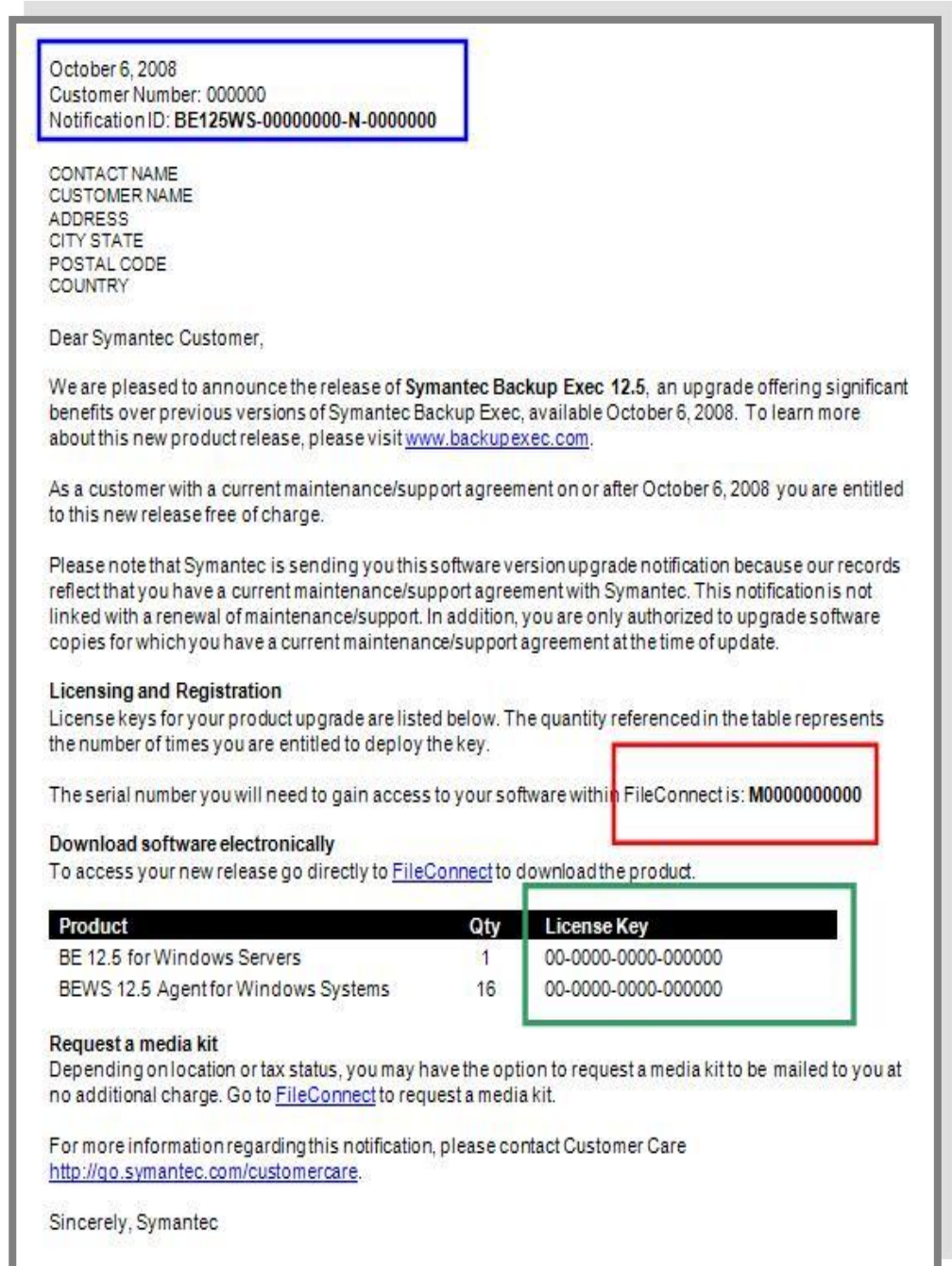
Note: Customers who are upgrading to **Backup Exec System Recovery 8.5** will receive a similar notification and should follow the same steps as outlined above.

Other Upgrade Resources

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. A customer ID number (**blue**) or product serial number (**red**) is needed for login.

<https://licensing.symantec.com>



October 6, 2008
Customer Number: 000000
Notification ID: BE125WS-00000000-N-0000000

CONTACT NAME
CUSTOMER NAME
ADDRESS
CITY STATE
POSTAL CODE
COUNTRY

Dear Symantec Customer,

We are pleased to announce the release of **Symantec Backup Exec 12.5**, an upgrade offering significant benefits over previous versions of Symantec Backup Exec, available October 6, 2008. To learn more about this new product release, please visit www.backupexec.com.

As a customer with a current maintenance/support agreement on or after October 6, 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: M0000000000

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

Product	Qty	License Key
BE 12.5 for Windows Servers	1	00-0000-0000-000000
BEWS 12.5 Agent for Windows Systems	16	00-0000-0000-000000

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/customer-care>.

Sincerely, Symantec

Troubleshooting - How To Get Help

Request Your 12.5 Version Upgrade Notification

To receive your Backup Exec 12.5 Software Version Upgrade Notification, [click here](#) to email your request.

An email should automatically open after selecting 'click here'. If it does not open please provide the following information in the body of your email:

COMPANY NAME:
CUSTOMER NUMBER:
CONTACT NAME:
SALES ORDER NUMBER:
SERIAL NUMBER:

Send the email to license@symantec.com with the following **Subject: ONLINE BE 12.5 VU REQUEST**

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/>

Version Upgrade – 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 12.5 – Upgrade Matrix

If you're running older versions of Backup Exec, use this matrix to quickly see the features and capabilities that are only available when you upgrade to Backup Exec 12.5

www.backupexec.com/upg_matrix

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

Upgrade to Backup Exec 12.5 today and save up to 35% off MSRP. Learn more at www.backupexec.com/save

Backup Exec 12.5 - Additional Information

Backup Exec 12.5 – Customer FAQ

Frequently asked question and useful information to help speed your implementation of Backup Exec 12.5.

http://eval.symantec.com/mktginfo/enterprise/fact_sheets/b-customer_faqs_8-2008_14522949-1.en-us.pdf

Backup Exec 12.5 – Related Services

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

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

Backup Exec Product Family - Technical Resources

Backup Exec for Windows Servers 12.5 - Documentation

- Hardware Compatibility
<http://entsupport.symantec.com/umi/v-269-2>
- Software Compatibility
<http://entsupport.symantec.com/umi/v-269-1>
- Manuals
<http://www.symantec.com/business/support/overview.jsp?pid=15047>

Backup Exec System Recovery 8.5 - Documentation

- Software Compatibility
<http://entsupport.symantec.com/umi/V-269-20>
- Manuals
<http://www.symantec.com/business/support/overview.jsp?pid=53845>

Discussion Forums

Backup Exec: https://forums.symantec.com/syment/?category.id=BE_WS

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>