

Symantec NetBackup™ 7—Customer FAQ

NetBackup 7 overview

Q. What is being announced, and why is it unique?

A. With this release, Symantec NetBackup™ establishes itself as the industry's only platform to unite such critical data protection capabilities as deduplication, advanced virtual machine backup, snapshots, continuous data protection (CDP), and replication—all through one console. This unique integration gives customers far greater control of their information infrastructure, which translates into reduced total cost of ownership (TCO) in terms of improved storage efficiency, greater infrastructure utilization, and faster recovery times.

Key features of NetBackup 7 include:

- Integrated client- and target-side deduplication
- The industry's most optimized support for virtual environments
- Faster disaster recovery for global backup environments
- Centralized backup administration and analytical reporting

Q. When is the product scheduled to be released?

A. The scheduled worldwide release date for NetBackup 7 is February 1, 2010.

Q. I am an existing NetBackup customer; is there a charge for upgrading?

A. No. For customers who are on current maintenance, upgrading to NetBackup 7 is free. However, it is important to note that such advanced features as deduplication, replication, and analytics reporting—which are now integrated into NetBackup 7—do need to be purchased as licensed add-ons. So customers who have not licensed these capabilities in their previous NetBackup 6.x environment will need to purchase an add-on license for these advanced features, often at a discounted price.

Q. Can I “test drive” any of the advanced features if they were not included in my previous 6.5 license?

A. Yes. When current customers upgrade to NetBackup 7 they can evaluate all advanced features easily, for up to 60 days, through the management console—with nothing to download or install. However, an evaluation license key is required. Please contact your preferred Symantec reseller or direct Symantec Sales team to request an evaluation key.

Q. Where can I go to get more information on NetBackup 7?

A. For all things NetBackup, go to: www.netbackup.com

Deduplication

Q. I am considering a hardware-based deduplication. Do I get more with NetBackup 7?

A. Yes, NetBackup 7 offers several advantages over a standalone deduplication appliance:

- Dedupe everywhere, closer to the source—NetBackup’s software-based approach means you can dedupe at the client regardless of location; you don’t need to first move data to where the hardware appliance is located. This saves both time and network bandwidth because you can dedupe at multiple data centers, at remote offices, and at global locations.
- Dedupe with the disk you’ve already got—NetBackup 7 deduplication lets you leverage your current disk storage environment. There’s no need to purchase a separate disk appliance just for deduplication.
- Dedupe that scales—Most deduplication appliance vendors don’t have the scalability of NetBackup. With NetBackup, organizations can scale from small to large without need for a new appliance, the NetBackup PureDisk engine supports clustering of storage nodes, so a single storage pool can increase your overall storage optimization.

Q. Does it require a separate install procedure to enable deduplication with NetBackup 7?

A. No, with NetBackup 7, deduplication is built right in—there’s nothing to install. To turn on dedupe, all you need to do is click a box in the GUI, and ensure that the media server is adequately configured for the additional dedupe workload.

Q. What is the difference between source and target deduplication in NetBackup 7?

A. Source deduplication removes redundant data at the source. It distributes the dedupe workload across multiple nodes and reduces the amount of data sent over the network (LAN or WAN, as well as virtual machines). Also every backup can be recovered like a “full” backup but only requires the workload of an incremental one. Deduplication at the target removes redundant data after it is sent over the network. Overall storage savings are significant, with no performance burden on the client.

Q. How is deduplication in Netbackup 7 different than in PureDisk 6.6?

A. The NetBackup 7 deduplication technology uses the same engine as PureDisk. The biggest difference is that with NetBackup 7, there is no separate install; dedupe is built into NetBackup 7. NetBackup PureDisk continues as a viable option for customers who have unique requirements or large installments (petabytes of data).

Q. I use PureDisk for dedupe today, without NetBackup. Is it still supported, or do I have to upgrade to NetBackup 7?

A. Symantec will continue to fully support current PureDisk customer environments. There is no immediate reason to upgrade a PureDisk environment (storage pool) to a NetBackup 7 environment. Both NetBackup 7 clients and media servers can use an existing PureDisk environment with no loss of functionality or performance.

Replication and disaster recovery

Q. What are the advantages of using NetBackup RealTime 7 with NetBackup?

A. NetBackup RealTime is part of the NetBackup platform and can be sold as a standalone product or as an add-on option to an existing NetBackup environment. NetBackup RealTime provides replication and continuous data protection (CDP) for critical applications to help meet tight recovery and disaster recovery objectives. Because RealTime protects continuously, it eliminates the need for a backup window, yet allows administrators to recover to the latest second or to any point in time—which means near-zero data loss. The benefit of using the two together is that it brings together backup, CDP, live replication and application-consistent protection, all in one, for the most comprehensive protection possible.

Q: You now offer free RealTime 7 replication to protect the NetBackup catalog. Why?

A. Because recovery cannot begin without the system that does recovery, protecting the NetBackup catalog is a critical part of any disaster recovery plan—and we felt that this protection was too vital a resource for our customers to charge for it. With Symantec NetBackup RealTime™, a user can replicate any NetBackup catalog to a remote disaster recovery (DR) location. This eliminates the need to do hot catalog backups to tape and ship the tapes off site. To make this easy, detailed setup documentation and the RealTime installation DVD are included with every NetBackup 7 DVD media kit or download.

Virtual machine protection

Q. What's new in NetBackup 7 related to virtualization?

A. NetBackup 7 offers new integration with VMware vSphere, vStorage API, and Microsoft® Windows® Server 2008 R2, which means no scripts, faster deployment, better features, and more reliable performance. NetBackup 7 greatly simplifies virtual server data protection, reduces storage, and increases backup speed through both deduplication and incremental technology—delivering the fastest single file restore available.

Q. My current environment is VMware. Is NetBackup 7 backward compatible to earlier VMware environments?

A. Yes, NetBackup 7 is fully backward compatible and will continue to protect your legacy VMware environments, including ESX. For more details on what is supported, please refer to the Master Compatibility List:

<http://www.symantec.com/business/support/overview.jsp?pid=15143>

Reporting and analytics

Q. How is OpsCenter different from OpsCenter Analytics?

A. Symantec OpsCenter is a complete update of NetBackup Operations Manager, and it is free for NetBackup 7 customers. Symantec OpsCenter Analytics (formerly Veritas Backup Reporter) is a standalone cross-platform backup reporting and

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analytics product. It is separately licensed but fully integrates with NetBackup and does not require a separate standalone server. A brief comparison of the management and reporting of the two products is shown below:

NetBackup OpsCenter	Symantec OpsCenter Analytics
Operational reporting	Business-level and chargeback reporting
Basic editing of canned reports	Advanced customized reporting
30- to 60-day reporting	Long-term data retention and analysis
Symantec™ product-only backup and archive reporting	Multiproduct and multivendor backup and archive reporting

Q. Can I purchase Symantec OpsCenter Analytics standalone?

A. Yes. Symantec OpsCenter Analytics can be purchased standalone, providing global, customizable reporting views for other Symantec backup and archive solutions including NetBackup PureDisk, Symantec Backup Exec™, and Symantec Enterprise Vault™, and such 3rd party products as CommVault Galaxy, EMC NetWorker and IBM Tivoli Storage Manager.

Microsoft Windows Server and application protection

Q. Does NetBackup 7 support Windows 2008 R2?

A. Yes. NetBackup 7 supports the full portfolio of Windows Server 2008 platforms, including R2.

Q. Can NetBackup 7 back up Exchange 2010 Database Availability Group (DAG)?

A. Yes, NetBackup provides full support for Exchange 2010 DAG environments. While Symantec values Microsoft's built-in Exchange "data protection" contributions, we still feel that it is extremely important to provide solutions that allow for complete disaster recovery and recovery of historic items for all mission-critical applications. If you are one of the many customers today who have a standalone single-server Exchange environment, then you will definitely still require a separate data protection solution to be fully protected from data loss and disaster.

Q. How does NetBackup 7 granular restore for Microsoft Exchange differ from other backup products?

A. NetBackup is the only solution that is able to provide rapid granular restore of individual files from just a single-pass backup. Other backup solutions require two backups: a first-pass backup of the Exchange database and a second "MAPI" backup for the individual mailboxes. Because NetBackup includes patent-pending Granular Recovery Technology (GRT) that requires only a single backup, customers can cut both their backup window and their backup storage in half. Symantec also extends these award-winning GRT capabilities to SharePoint, Active Directory, and SQL.

Installation and upgrade

Q. What is the process for upgrading to NetBackup 7?

A. NetBackup 7 includes an easy-to-use Installer that provides wizards to help the customer through the install process.

Q. Can NetBackup 6.x agents or options be used with NetBackup 7?

A. Yes, the NetBackup 7 media server is fully backward compatible and will support all 6.x agents or options.

Q. I need NetBackup deployed quickly. What services can Symantec offer to help facilitate this?

A. Symantec [Education Services for NetBackup](#) offers a full range of upgrade and administration classes to help your IT team properly utilize the full NetBackup feature set. IDC research has shown that well-trained teams spend 25 percent more time improving their operations and 11 percent less time fixing IT problems.

Symantec [Consulting Services for NetBackup](#) include assessment, upgrade, and migration services to facilitate your upgrade to NetBackup 7. In addition to traditional on-site delivery, fixed-price, remotely delivered services are available worldwide for environments having less than 150 NetBackup clients on a single master server domain.

More information

Visit our website

<http://enterprise.symantec.com>

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

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 consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

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