

# Symantec Remote Expert Installation Service: Symantec Backup Exec™

## Key information

### Contact Information

- Primary point of contact name:
- Mobile phone number:
- Office phone number:
- Email address:

### Support contract information

- Symantec Customer number (from REIS Certificate):
- Symantec Order number (from REIS Certificate):
- Symantec Support Contract number:
- Symantec Backup Exec license key:

### Symantec Backup Exec for Windows Servers 12

- Location of downloaded and unzipped product installation files:

---

## Environment-planner qualification questions

- Is the machine intended for Symantec Backup Exec for Windows Server a 64-bit machine?
- What other applications are running on the machine that Symantec Backup Exec will be installed to?
- Do you meet or exceed an internet connection speed of 256K?

*Note: Dial-up connectivity is not supported*

---

## Installation details

### Basic information

- Is this an upgrade? (Y/N)
- If yes, what version of for Symantec Backup Exec are you running?

*Note:*

- Only upgrades from version 10.1 and newer are supported
- If upgrading; your for Symantec Backup Exec configuration and data (such as Job Logs, and catalogs) will be migrated as is with no modifications or review.

#### Media server information

Please provide username and password of an existing account with local administrative rights. Symantec will create this account if it does not already exist.

- For Symantec Backup Exec service logon account name:
- For Symantec Backup Exec service logon account password:

To what path would you like Symantec Backup Exec installed? (C:\Program Files is the default)

- File path:

#### Configuration details

*Note: If performing an upgrade, please skip to 'Customer Tasks', otherwise please provide information to the questions below.*

Per best practices, Symantec will configure the following backup strategy: Full backup weekly; Differential backup (backup all changes since last full backup) once per day (faster backups, slightly more difficult to restore)

- What time do you want your backups to start?
- Provide the amount of space used by data? *Include all machines to be protected:*
- Will you be backing up to DISK or to TAPE?

#### If backing up to disk:

- We recommend three times the amount of used space. Can you accommodate this requirement?
- Is the hard drive removable?

#### If backing up to tape:

- What type of tape drive is attached to the server?
- How is the tape drive attached to the server?
- How many tape drives are attached to the system?
- What capacity are the tapes?
- How many tapes do you have?

#### Would you like notification of job failures sent to a computer or user?

- SMTP Server name:
- SMTP username:
- SMTP password:
- What address(es) would you like alerts to be sent to?

Please complete this section as applicable if you have purchased one of the following options or agents, otherwise skip to the 'Customer Tasks' section:

- **Remote agent**
- **SQL agent**
- **Standard Windows Small Business Server**
- **Premium Windows Small Business Server**

#### **For Remote server installations**

- Server name(s)
- Is this in a domain or workgroup?

Note: If workgroup, the following account information needs to exist on all servers to be protected

- Username:
- Password:
- Backup Exec Remote Agent license key:

#### **For SQL server installations**

- Server name:
- Server IP address:
- SQL Database username:
- SQL Database password:
- Backup Exec SQL Agent license key:

#### **For Small Business server installations (SBS)**

- SBS server name:
- SBS username:
- SBS password:
- Exchange server name:
- Exchange username:
- Exchange password:
- SQL Database username:
- SQL Database user password:

#### **Customer tasks**

Please complete the following tasks prior to the installation engagement:

- Download and run the Pre-Install Environment Checker on the machine where Symantec Backup Exec will be installed
- Download and extract the Symantec Backup Exec installation files
- Confirm that the MSInfo32 file has been provided
- Ensure your system meets the requirements for Symantec Backup Exec for Windows Servers

**More information**

*Contact Us Today*

Call toll-free 1 (800) 745 6054

*Visit Our Web Site*

<http://enterprise.symantec.com>

*About Symantec*

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

*Symantec World Headquarters*

20330 Stevens Creek Blvd.

Cupertino, CA 95014 USA

+1 (408) 517 8000

1 (800) 721 3934

[www.symantec.com](http://www.symantec.com)