

Partner FAQ—Symantec Backup Exec™ 12.5 for Windows® Servers and Symantec Backup Exec™ System Recovery 8.5

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ATTN: Symantec Reseller Partners

The following “Frequently Asked Questions” have been compiled to help you guide your customers in determining which Backup Exec and Backup Exec System Recovery products are right for their Windows® environments. The first six sections are the complete list of questions provided in the Customer FAQ. Section 7—“Selling”—is unique and specific to the Partner FAQ. Also, be sure to familiarize yourself with the Backup Exec 12.5 and Backup Exec System Recovery 8.5 Pricing and Licensing Guides, which provide detailed information on changes to pricing, licensing, upgrade discounts, and SKUs.

1. Product announcement details

What are the products included in this Symantec Backup Exec family release?

The products in the Backup Exec portfolio are the Gold Standard in complete Windows data and system recovery. The following products make up the core portfolio:

Symantec Backup Exec™ 12.5 for Windows® Servers is the gold standard in Windows data protection for both physical and virtual systems, providing complete disk-to-disk-to-tape backup and recovery for Windows-based environments, including the latest Windows Server 2008 portfolio. Continuous data protection and patent-pending granular recovery technology deliver reliable point-in-time recovery for critical Microsoft applications and help ensure that individual Exchange email messages, SharePoint documents, and Active Directory user profiles can be restored in seconds.

- Symantec Backup Exec 12.5 for Windows Servers
- Symantec Backup Exec 12.5 for Windows Small Business Server Standard Edition
- Symantec Backup Exec 12.5 for Windows Small Business Server Premium Edition

Symantec Backup Exec™ System Recovery 8.5 enables you to restore complete Windows systems in minutes, even to dissimilar hardware or virtual environments, and has new functionality to automate physical to virtual conversions for immediate system recovery. Additional capabilities include flexible off-site protection; Exchange, SharePoint, and file/folder recovery; and support for the latest virtual environments and the Microsoft Windows Server 2008 portfolio.

- Symantec Backup Exec System Recovery Server Edition 8.5
- Symantec Backup Exec System Recovery Windows Small Business Server Edition 8.5
- Symantec Backup Exec System Recovery Desktop Edition 8.5

- Symantec Backup Exec System Recovery 8.5 Starter Kit (includes five licenses of the Server Edition, one license of the Granular Restore Option, and one Backup Exec System Recovery Manager license)

What are the agents/options that come with these releases?

Agents	Options
Backup Exec 12.5	
New! Agent for Microsoft Virtual Servers	New! Infrastructure Manager*
New! Agent for VMware Virtual Infrastructure	Advanced disk-based backup option
New! Remote Media Server Agent for Linux	Central admin server option
Agent for DB2 on Windows Servers	Desktop and laptop option
Agent for Enterprise Vault	Intelligent disaster recovery option for remote NetWare servers
Agent for Lotus Domino Server	Library expansion option
Agent for Microsoft Exchange Server	Enhanced! NDMP option
Enhanced! Agent for Microsoft SharePoint	Open file option for remote NetWare servers
Agent for Microsoft SQL Server	SAN shared storage option
Agent for Oracle on Windows and Linux Servers	
Agent for Oracle RAC on Windows or Linux Servers	
Agent for SAP Applications	
Agent for Windows Systems	
Remote Agent for Linux or UNIX Servers	
Remote Agent for Macintosh Servers	
Remote Agent for NetWare Servers	
Backup Exec System Recovery 8.5	
Recovery Manager	Granular Restore Option

*Launching late Fall 2008

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When will the products be generally available—by region?

Backup Exec 12.5 and Backup Exec System Recovery 8.5 will be a global release available to all regions on October 6, 2008.

Region	Language	First Customer Ship
North America	English, French	October 6, 2008
LAM	International English, Spanish	October 6, 2008
EMEA	International English, French, Italian, Spanish, German	October 6, 2008
APAC	International English, Japanese, Simplified Chinese, Korean	October 6, 2008

2. Backup Exec for Windows 12.5—new features/enhancements

What are the key benefits to understand about the Backup Exec 12.5 Windows release?

Backup Exec 12.5 is the gold standard in Windows data recovery offering organizations the following key benefits:

Key Features	Benefits
Comprehensive backup and recovery of physical and virtual server environments—from individual files to entire systems—in minutes	Backup Exec 12.5 addresses all your data and system protection requirements for Windows environments and an unlimited number of clients running on VMware or Microsoft virtual server infrastructures, including VMware ESX 3.5 and Microsoft Hyper-V.
Complete data and system protection for all leading Windows Server platforms	Symantec, the market leader in complete Windows protection, delivers certified support for Windows-based businesses, including optimized support for the complete Microsoft Windows Server 2008 portfolio
Expanded Granular Recovery Technology (GRT) recovers even more critical Microsoft application data—in seconds	Granular Recovery Technology (GRT) provides individual data restore of critical Microsoft® applications (Exchange, Active Directory, and SharePoint) from a single-pass backup—unlike competing solutions, which may require a manual multi-step restore process that can take days or weeks
Article I. Centralized 3-tier setup, reporting, and patch management	New Backup Exec Infrastructure Manager allows IT administrators to easily update and manage a growing Backup Exec infrastructure throughout a Windows data center, distributed throughout the network, or at remote offices, all from a single console

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What are the new functionalities in Backup Exec 12.5?

With Backup Exec 12.5, we continue to build on our proven track record of comprehensive and well-managed data protection for the latest Windows Server environments, Virtual Server

environments, Linux servers, and NDMP filer environments. Backup Exec 12.5 helps customers better protect their business information by allowing them to respond quickly to changing IT requirements and control IT costs by utilizing both legacy and emerging technologies to their fullest potential. The new features are listed in the following chart:

New Feature	Functionality	Benefits
NEW Granular Data Recovery for VMware Infrastructures and Microsoft Virtual Servers	Expanded virtual server data protection with two new virtual agents! Backup Exec Agent for VMware Virtual Infrastructures and Backup Exec Agent for Microsoft Virtual Servers (including Hyper-V)	<ul style="list-style-type: none"> • Quickly restore virtual server files and folders from a single-pass backup—save time and storage costs by eliminating a redundant file-level backup • Easily back-up an unlimited number of virtual guest machines to disk or tape for added flexibility and savings • Fast, efficient data protection for both physical and virtual server environments from a single console • One agent (for unlimited virtual guest machines), one backup (eliminating a second file-level backup), one console (protecting both physical and virtual systems)
NEW market-leading data protection for the complete Microsoft Windows 2008 Server portfolio	Complete data protection for the latest Windows Server 2008 Backup Exec supports the complete portfolio, including Windows Server 2008, Windows Small Business Server 2008, new Essential Business Server 2008, and SQL 2008 databases.	<ul style="list-style-type: none"> • Complete data protection for Windows Small Business Server 2008 • Integrated data protection for Windows Essential Business Server 2008 through a single console, with unique, easy-to-manage backup and recovery setup and monitoring through the EBS console • SQL 2008 point-in-time recovery and integrated support for file stream and SQL database compression
Expanded Granular Recovery benefits for SharePoint	Backup Exec Agent for SharePoint now provides new flexibility to restore SharePoint documents, sites, and list items from a single-pass backup.	<ul style="list-style-type: none"> • Restore SharePoint server documents, sites, and list items in seconds through patent-pending granular recovery technology • Added flexibility to restore individual SharePoint Web parts, including calendars, folders, contacts, etc.
NEW Backup Exec Infrastructure Manager	Backup Exec Infrastructure Manager, powered by market-leading Altiris technology, allows administrators to easily inventory an existing Backup Exec environment to quickly locate both protected and unprotected systems, deploy new Backup Exec components to unprotected systems, and easily upgrade existing Backup Exec components to the latest version.	<ul style="list-style-type: none"> • Reduce total cost of ownership with simplified license discovery and inventory and patch management • Easily view and assess existing Backup Exec components and environment through an easy-to-manage network map UI
Enhanced protection for NDMP-enabled NAS devices	Backup Exec NDMP option now protects NDMP configurations directly attached to the media server and in remote locations, including storage area network (SAN) environments	<ul style="list-style-type: none"> • Enhanced flexibility to protect NDMP-enabled NAS devices • Added scalability and improved NDMP backup performance • Automated NDMP data duplication to tape, reducing backup management
NEW Remote Media Server Agent for Linux Servers	Enhanced Linux server data protection with new support for direct-attached storage configurations for remote Linux server.	<ul style="list-style-type: none"> • Increased Linux server storage flexibility and backup performance with the Remote Media Agent for Linux Servers • Reduced bandwidth requirements for backup jobs on remote Linux servers

What new agents or options have been added to Backup Exec 12.5?

- **Agent for VMware Virtual Infrastructure (AVVI)**—The new Backup Exec 12.5 Agent for VMware Virtual Infrastructures delivers complete disk-to-disk-to-tape–based data protection for growing VMware virtual environments while protecting existing physical server environments through one flexible console. Backup Exec 12.5 can quickly restore individual files and folders or image-level recovery from a single image-level backup—eliminating the time and storage requirements of a second file-level backup. In addition, Backup Exec 12.5 easily scales as your virtual environments grow by supporting an unlimited number of guest machines with a single agent (per physical virtual machine).
- **Agent for Microsoft Virtual Servers (AMVS)**—The new Backup Exec 12.5 Agent for Microsoft Virtual Servers provides a single agent to support an unlimited number of virtual guests running on a Windows Server 2008 machine as it protects existing physical server files and Windows applications. Backup Exec 12.5 can quickly restore individual virtual files and folders or provide image-level recovery from a single image-level backup—eliminating the time and storage requirements of a second file-level backup. In addition, Backup Exec 12.5 easily scales as your virtual environments grow by supporting an unlimited number of guest machines with a single agent (per physical virtual machine).
- **Remote Media Server Agent for Linux**—The Backup Exec 12.5 Remote Media Agent for Linux Servers provides new storage flexibility for Linux servers running in a Backup Exec for Windows Server environment. Now IT administrators can directly attach a storage device to a remote Linux server, providing added flexibility and reduced bandwidth requirements for backup jobs on remote Linux servers. Each Remote Media Agent for Linux Servers would include a Remote Agent for Linux Servers, and all media server job configurations would be centrally managed through the primary Windows media server console.
- **Backup Exec Infrastructure Manager**—Powered by market-leading Altiris technology, Backup Exec Infrastructure Manager allows administrators to easily inventory an existing Backup Exec environment to quickly locate both protected and unprotected systems, deploy new components to unprotected systems, and easily upgrade existing Backup Exec components to the latest version.
Note: Backup Exec Infrastructure Manager is due to be released in late Fall 2008.

What agents or options are no longer available with Backup Exec 12.5?

Backup Exec for Windows System Recovery Option (BESRO) was introduced in April 2007 as a lower-priced, limited-feature-set version of Backup Exec System Recovery 8. BESRO will no longer be available as an option in Backup Exec 12.5. Instead, all BESRO customers on active maintenance will be able to upgrade to Backup Exec System Recovery Server Edition 8.5 at no charge in NAM, EMEA, and APAC.

Is Backup Exec 12.5 licensed the same way whether it's a VMware or Microsoft virtual environment?

Yes. Both the Backup Exec Agent for VMware Virtual Infrastructure (AVVI) and the Backup Exec 12.5 Agent for Microsoft Virtual Servers (AMVS) are licensed exactly the same way. The licensing is per the host server (VMware or Microsoft) and will protect an unlimited number of virtual guest machines running on that host system. No per-processor or per-guest or per-OS type licensing is needed. The number of host servers being protected is the number of agent licenses required.

As an example, imagine that your VMware ESX server is supporting four (4) virtual guest machines: one Microsoft Windows Server 2008, two Microsoft Windows Servers 2003, and one Linux server. In this scenario, you would only need to purchase one license of Backup Exec 12.5 Agent for VMware Virtual Infrastructure (AVVI) to support all four virtual guest machines with image-level and file-level recovery for each guest machine. All four virtual guest machines will be protected by the single AVVI license. Each AVVI license also includes unlimited Agents for Windows Systems (AWS) to support granular file-/folder-level recovery for each virtual guest machine licensed on the ESX host. To leverage file/folder recovery, an AWS must be installed on the guest virtual machine. In addition, unlimited Backup Exec Agents for Linux and Unix Servers (RALUS) licenses are also included for any Linux virtual guest machines and the ESX server itself to provide recovery for non-Windows systems.

Full image-level recovery of Microsoft VSS-compliant applications such as Microsoft Exchange, SQL, and SharePoint, etc., is also included through the Agent for VMware Virtual Infrastructure and Agent for Microsoft Virtual Servers. However, for granular recovery of individual application data (Exchange email messages, mailboxes, calendar items, SQL database, SharePoint sites, AD objects, etc.), a corresponding Backup Exec application or database Agent (i.e., the Backup Exec 12.5 Agent for Exchange) will also be required for each instance of that application on any

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virtual guest machine in order to perform separate application Granular Recovery Technology (GRT)-level backups.

Which agents/options come bundled with Backup Exec 12.5 core media server?

With the previous release of Backup Exec 12, we added two additional options to the current list of capabilities within the Backup Exec Media Server. Along with network-wide data protection and continuous disk-based data protection that ensures up-to-the-second protection of key applications and file servers while eliminating backup windows, Backup Exec 12.5 core media server now also provides enhanced open file protection and disaster recovery for business-critical Windows environments:

- Continuous Protection Server—disk-based data recovery
- Advanced Open File Option—protects open files on local or remote servers
- Intelligent Disaster Recovery Option—tape-based server recovery

Which agents/options come bundled with the Agent for Windows Systems?

As in the case of the Backup Exec 12.5 core media server, the following agents/options are standard within the Agent for Windows Systems (AWS). Along with network-wide data protection and continuous disk-based data protection that ensures up-to-the-second protection of key applications and file servers while eliminating backup windows—AWS now also provides enhanced open file protection and disaster recovery for business critical Windows environments.

- Remote Agent for Windows Servers—protects remote file servers
- Continuous Protection Agent—disk-based data recovery
- Advanced Open File Option—protects open files on local or remote servers
- Intelligent Disaster Recovery Option—tape-based server recovery

Since the Backup Exec 12.5 media server and Agent for Windows Systems both have the same agents/options included, when do I need to use AWS?

Any time you need to protect data on a server that is not the Backup Exec 12.5 media server, then the Agent for Windows Systems is required.

Note: All application-specific agents (e.g., Agent for Exchange, Agent for SQL, etc.) also have AWS included.

I'm told that Microsoft 2008 Small Business Server Premium allows the use of an additional server. How is that licensed when using Backup Exec 12.5?

That is correct. Windows 2008 Small Business Server (SBS) Premium is licensed by Microsoft to include a second “Member” Server that can be used as part of the SBS 2008 Premium family to host SBS-included applications such as SQL 2008, Exchange, or SharePoint. As a result of this change in SBS licensing, Backup Exec 12.5 Small Business Server Premium will now include, at no charge, an Agent for Windows System (AWS) for customers who may want to protect this second sever.

3. Backup Exec System Recovery 8.5—new features/enhancements

What are the key benefits to understand about the Backup Exec System Recovery 8.5 release?

- Rapid, reliable complete system recovery—even to dissimilar hardware
 - Recovers complete server, desktop, and laptop systems in minutes
 - Flexible off-site protection enhances disaster recovery capabilities
 - New! Supports the latest Microsoft operating system environments
- Enhanced virtual conversion capabilities
 - New! Enables immediate system recovery through scheduled physical-to-virtual conversions
 - Seamless physical-to-virtual and virtual-to-physical conversions
 - New! Support for the latest virtual environments, including VMware ESX 3.5, Microsoft Hyper-V, and Citrix XenServer 4.x

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- Improved management and enhanced recoverability
 - New! Simplified administration with new centralized management capabilities
 - New! Pre-boot, agentless protection for Windows systems through cold imaging technology
 - Granular recovery of Exchange, SharePoint, or files and folders
- Innovative multi-product integration with market-leading technologies
 - Added protection against IT threats with Symantec ThreatCon triggered backups
 - Enhanced! Centrally manage system backup and recovery with Altiris Notification Server
 - Complements Symantec Backup Exec for Windows Servers

What are the new functionalities in Backup Exec System Recovery 8.5?

The Backup Exec System Recovery 8.5 release aligns with Backup Exec 12.5 to deliver complete disk-based data and system recovery for Windows-based systems and virtual environments, including VMware ESX 3.5, Microsoft Hyper-V, and Citrix XenServer 4.x. Additional capabilities include the ability for users to schedule virtual conversions to automate the readiness of recovery point snapshots for immediate recovery, the ability to create backups (cold imaging) directly from the Symantec Recovery Disk (SRD), and additional usability improvements to the SRD. In addition, the Backup Exec System Recovery 8.5 also adds support for Microsoft Windows Small Business Server 2008, Windows Essential Business Server 2008, and SQL Server 2008.

New Feature	Functionality	Benefits
Schedule physical-to-virtual system conversions	IT administrators can now set a schedule for having their physical recovery points (backups) converted to virtual systems through an easy-to-use wizard-driven interface.	<ul style="list-style-type: none"> • Enables immediate system recovery through Scheduled P2V conversions • Converted virtual disks can be stored directly to ESX and Hyper-V servers • Enables local or site-to-site “warm failover”
Windows Small Business Server 2008, Essential Business Server 2008 and SQL Server 2008 support	Support for Microsoft’s latest Server operating system, including Restore Anyware™ technology for dissimilar hardware and P2V restoration	Allows organizations who are moving to these new environments to ensure that their systems are enabled for rapid recovery, including hardware-independent recovery with Backup Exec System Recovery’s award-winning Restore Anyware™ technology
Enhanced virtual environment support	Supports the latest virtual environments including VMware ESX 3.5, Microsoft Hyper-V and Citrix XenServer 4.x	<ul style="list-style-type: none"> • Converted VMDKs are now uploaded/imported in a single step and include improved performance capabilities • Support for the new Microsoft hypervisor, including the ability to protect Hyper-V virtual machines • Converted VHD files can be stored directly to Hyper-V instance
Pre-boot, agentless protection for Windows systems	Enables IT administrators to capture a backup of a system in a pre-boot state—and without having to install any software on the system.	<ul style="list-style-type: none"> • Back up non-bootable or corrupt file systems • Enhanced forensics support for eDiscovery or post-mortem system analysis • Back up and recover servers in secure or locked-down configurations
Off-site copy capabilities through Backup Exec System Recovery Manager	IT administrators can configure off-site copy capabilities for remote systems	Simplifies IT administration for remote systems, helping to ensure their protection in case of site disaster

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Additional key features of **Backup Exec System Recovery** include the following:

Feature	Functionality	Benefits
Dissimilar hardware restoration with Restore Anywhere™ technology	Combines hot imaging with the ability to restore to different hardware platforms on the fly.	Enables organizations to quickly and easily restore systems to dissimilar hardware, breaking the barrier of incompatible storage controllers and hardware abstraction layer
Off-site backup copy	Copy recovery points to FTP locations or secondary disk device for off-site recovery protection and/or long-term archival	Enhances disaster recovery capability by allowing IT administrators to have extra copies of their recovery points at a second and even a third physical location
Granular Restore Option	Granular recovery of Exchange email messages, SharePoint documents, or files and folders from a single, multi-tab interface	Enables IT administrators to restore Exchange email messages, SharePoint Server documents, and files and folders in seconds from a single interface
Symantec Recovery Disk	Symantec Recovery Disk auto-detects hardware and loads the appropriate drivers to boot the system	Eliminates the need to manually build recovery floppy disks, thus saving IT administrators' time and frustration. Administrators can also customize the Symantec Recovery Disk to tailor their recovery environment to their unique hardware needs.

What are some ways that I can take advantage of Backup Exec System Recovery in a virtual environment?

- The ease and speed with which Backup Exec System Recovery 8.5 can perform physical-to-virtual (P2V) system conversion means that in the event of a physical server failure, an administrator can easily perform an immediate system recovery to a virtual environment. An easy-to-use virtual conversion wizard allows for quick conversion directly to VMDK or VHD files. Additionally, IT administrators can now set a schedule for having physical recovery points (backups) converted to virtual systems enabling a protected server to be available immediately in a virtual environment should it fail. Backup Exec System Recovery can also perform the reverse virtual-to-physical (V2P) system conversion—restoring the complete system in a matter of minutes. This offers customers a cost-effective, rapid, and easy-to-use method of meeting their disaster recovery needs.
- Backup Exec System Recovery also supports change management processes by enabling IT administrators to make changes to a system while keeping the old system backed up on a virtual server to facilitate a quick rollback if needed. Another use case would be to test system changes in a virtual environment without impacting production systems.

My business depends on Windows...but I don't think I can afford a disaster recovery solution?

The bigger question is “How can you afford not to?” The first step to making sure that your business can recover quickly from a system failure is to have a reliable backup process in place. However, you cannot recover a single piece of data until your systems are back online. On average, if a server goes down, system recovery takes more than four hours to complete—and it is often a long, difficult process that includes reinstalling the system, applications, services packs, etc. If the server is permanently out of commission and an identical system is not readily available, then that 4-hour window of downtime could quickly grow from hours to days. Backup Exec System Recovery is a cost-effective, easy-to-use solution that can restore your entire Windows systems from bare metal, even to dissimilar hardware, in just minutes—not hours or days.

If your file, SQL, or Exchange server were to go down for four, eight, 12, or 24 hours, what would that cost your business? Here's a tool to help you calculate the cost of that downtime:

<http://www.backupexec.com/besr-roi>

4. License/Upgrade

My Windows environment is growing more complex. Is there an easy way for me to understand what Backup Exec products I need so that I can place an order with my reseller?

Yes. We've developed a new, free online tool called the **Symantec Product Advisor** that helps you correctly configure and price a range of Backup Exec products and solutions to meet the requirements of your evolving Windows IT environment; whether it's SAN or NDMP, Linux or Mac, SQL or Oracle RAC, and physical or virtual. The Product Advisor provides an easy-to-use self-guided experience to assist with the selection, configuration, and pricing of a wide range of Symantec products, including backup, archiving, security, email, and more. The Product Advisor then lets you download a pricing configuration (based on Symantec MSRP) that you can then either send to your preferred reseller, or use to purchase the products directly from Symantec.

The results provided by the Product Advisor are:

- A recommended product configuration based on the indicated business need
- MSRP pricing based on Express pricing
- Product SKUs for the recommended products

For more information regarding Product Advisor, go to the following Symantec Web site: http://symantec.com/partners/smb_resources/products/advisor.jsp

I have multiple Backup Exec versions running in my environment, and I'm not sure what is licensed vs. what is deployed. Is there a tool that can help me easily inventory all these licenses?

Yes, Symantec offers a free utility called the **Backup Exec License Assessment Tool (BELAT)**. An easy-to-use tool, BELAT is designed to help customers determine how much Backup Exec product has been deployed, and to generate a report that tells the user the number and type of Backup Exec licenses available in a given environment. BELAT *does not* report back any license information to Symantec or any third party. It is valid for Backup Exec versions 9.1 and above.

If you are using Backup Exec v12 or v12.5, you already have BELAT—just check under the Tools menu in the product. If you are not yet using the latest version of Backup Exec, BELAT can be downloaded as a standalone utility. To download BELAT free of charge or to view a Flash demo, simply click the link below:

Download site: <https://fileshare.symantec.com>

User ID: Download_me

Password: Fileshare1!

Files:

BELAT_v1.0_flash_demo_1.zip

This is a Flash demo of BELAT. Extract the files to your hard drive and launch the .htm file to view

BELAT12.0.exe

This is the installer for the BELAT utility. Allow the files to extract, and follow the prompts to install.

Alternatively, the capability to discover and inventory Backup Exec licenses is also available in Backup Exec Infrastructure Manager (BEIM). Powered by market-leading Altiris, this new option in v12.5 makes it easy for administrators to inventory an existing Backup Exec environment, quickly locate both protected and unprotected systems, deploy new components to unprotected systems, and upgrade existing Backup Exec components to the latest version.

Note: BEIM is a new option available in Backup Exec 12.5, but it will not be released until late fall.

What is the earliest supported version of Backup Exec that allows direct upgrade to Backup Exec 12.5?

Customers can simply install version 12.5 over their existing BEWS 11d and BEWS 12 versions of Backup Exec. Backup Exec will automatically migrate existing Backup Exec-related data from versions 11d and higher to version 12.5.

Backup Exec 11.d and 12 (incl. agents/options)	▶	Direct upgrade to Backup Exec 12.5
Backup Exec 9x*, 10x, 11.0 (incl. agents/options)	✕	Must uninstall previous version and reinstall 12.5

*Also applies to earlier versions.

What do I need to know about backward compatibility with Backup Exec 12.5?

- Backup Exec 12 and lower serial numbers will not work in 12.5.
- Backup Exec 12.5 is backward compatible with Backup Exec 11d and v12 agents/options
 - New v12.5 features or agents/options will not work on earlier versions
 - BEWS 12.5 Media Server is compatible with BEWS 11.d and v12 remote agents
 - BEWS 12.5 Central Admin Server Option (CASO) can manage BEWS v12 managed media servers (MMS)
 - BEWS 12.5 Central Admin Server Option (CASO) cannot manage BEWS 11.d (or earlier) media servers
 - BEWS 12.5 Media Server is compatible with a Backup Exec for NetWare Servers (BENW) 9.2 remote agent
- Backup Exec v12 can accept Backup Exec 12.5 serial numbers
 - Used when customers need to add additional licenses to their 11d environment

Do all agents/options have to be upgraded at the same time as you upgrade the core media server to Backup Exec 12.5?

No. The reason we support previous version of some agents/options is to ease the physical migration of Backup Exec from one version to another. Some people call this “rolling upgrades.” We wanted to provide a way for customers to upgrade to the latest version without having to physically replace all of their agents or their media server. Customers still need to input the v12.5 serial numbers to activate remote agent/media servers installed from a previous version. The difference is what is installed vs. what is licensed. But in order to take advantage of new v12.5 enhancements (such as data protection for unlimited virtual server environments), customers must upgrade to Backup Exec 12.5 agents/options.

Is this a chargeable upgrade for Backup Exec or Backup Exec System Recovery?

Customers who are current with maintenance or support contracts for previous versions of their licensed Backup Exec or Backup Exec System Recovery software can upgrade to the appropriate Backup Exec 12.5 or Backup Exec System Recovery 8.5 licenses at no additional charge. Existing customers who do not have current maintenance/support may purchase version upgrades at up to 35% off Symantec MSRP through their preferred reseller.

Note: In order to get full Backup Exec 12.5 functionality, it is recommended to upgrade all licenses, including agent and options.

How will existing customers with maintenance receive Backup Exec 12.5 or Backup Exec System Recovery 8.5?

Existing customers with maintenance will receive a letter from Symantec directing them to a URL (<https://fileconnect.symantec.com/licensing/>) where they can select a language, enter their existing serial number, and then either download the product directly or request that a physical CD be mailed to them.

I just received a Symantec email message confirming my purchase of Backup Exec 12.5. The message also contained a serial number and the license key. Do I still need to go to the Symantec Licensing Portal to register my product in order to activate the product?

No. All Backup Exec 12.5 Version Upgrade and New Product Purchase Entitlement Certificates that are sent via email or included in box products now include live activation license keys, as well as a list of all the eligible entitlements. The same is true for Backup Exec System Recovery 8.5. This streamlining of the license key activation process means that customers no longer have to go online to the license portal to register their serial number in order to get their license keys to activate the product. Customers can now install and immediately start to use their licensed Backup Exec products. This global change reflects Symantec’s ongoing customer-first commitment to make sure that the customer usability experience is the very best it can be.

Note: New product purchase customers who have *also purchased a maintenance contract* do need to go to the licensing portal to activate their support contract (this requires the serial number) and provide Symantec with the appropriate technical contacts. (<https://licensing.symantec.com>)

I have just installed Backup Exec 12.5 and a screen is asking me to input a maintenance renewal notification date. What does that do?

This is the Maintenance Renewal Alert feature. It was prompted because your specific Backup Exec license key includes a code that relates to the maintenance contract that you have purchased or renewed. Once the license key is applied, this default screen appears and allows you to set a date for the system to automatically send you a reminder notice when your Symantec maintenance is about to expire. This is an optional feature, for your convenience, to help ensure that your service contract does not inadvertently lapse. You are not required to set a reminder date.

5. Technical information

The latest operating system support, a hardware compatibility list, and the current agent and option platform support can be found at http://support.veritas.com/menu_ddProduct_BEWNT_view_CL.htm.

What Windows operating systems are supported in Backup Exec 12.5 and BESR 8.5?

- Microsoft Windows Server 2008
- Microsoft Windows Essential Business Server 2008
- Microsoft Windows Server 2003 family (SP1)
- Microsoft Windows Server 2003 R2 family
- Microsoft Windows Storage Server 2003.(SP1)
- Microsoft Windows 2000 Server family.(SP4, Update Rollup 1 for Windows SP4) (SP4 is the minimum requirement for support of SQL Express 2005)
- Windows Small Business Server 2000, 2003, and 2008

What virtual environments are supported in Backup Exec 12.5 and BESR 8.5?

- VMware ESX Server 2.5, 3.0 and 3.5
- VMware Infrastructure 3 (replacement/rename for ESX Server)
- VMware Server 1.0 (replacement/rename for GSX Server)
- VMware GSX Server 3.1 and 3.2
- Microsoft Hyper-V
- Microsoft Virtual Server 2005 R2

What encryption formats are supported in Backup Exec 12.5 and BESR 8.5?

Backup Exec for Windows 12.5 addresses data security requirements by providing and supporting a variety of data encryption methods across the network or to storage devices.

- Provides AES 128-bit and 256-bit encryption
- FIPS validated 256-bit AES encryption (CMVP validation)
- Support for LTO 4 T10 encryption configurations
- BitLocker encryption support

Backup Exec System Recovery 8.5 supports the following encryption methods:

- AES 128-bit and 256-bit encryption
- BitLocker encryption

6. Resources and services

I am running Backup Exec 12.5. Is there a way to evaluate agents and options that I haven't purchased?

Yes. A feature within Symantec Backup Exec 12 and higher allows customers who already have the core license to evaluate most non-licensed agents or options available for the product for a period of 60 days. This list includes, but is not limited to, agents for Exchange, SQL and Active Directory; remote agents for Linux or Macintosh; and agents for VMware Virtual Infrastructure or Microsoft Virtual Server. From the management console you can easily activate any non-licensed agent/option from the "Options for Evaluation" section of the components tree. Each option has its own 60-day evaluation clock. The evaluation clock for each agent/option starts when it is first used in a backup session.

Note: The only exception to this is Central Admin Server Option (CASO) and SAN Shared Storage Option (SSO). Because CASO and SSO make fundamental schema changes to the Backup Exec database that customers cannot "undo" when the 60 day evaluation period expires, the evaluation interface restricts installation of trialware versions on a "licensed" Backup Exec core server. Instead, users should first create a test environment and install a "non-licensed" evaluation version of the Backup Exec core server and activate the CASO and SSO options within that trialware version. Users can download a 60-day non-licensed trialware version of Backup Exec from <http://www.backupexec.com>.

What Services are available to help me get Backup Exec 12.5 up and running faster?

- **Backup Exec Tech Center**—An online education subscription service that provides a collection of short on-demand modules designed to help users quickly fix problems, plan their environment, and get the most out of Backup Exec and Backup Exec System Recovery. Each concise module presents a topic and describes how it makes your life easier. The modules also feature a 90-second recorded demonstration of the solution by a Backup Exec expert. The Tech Center is a cost-effective and time-saving training option for refreshing and supplementing product knowledge. Tech Center subscriptions can be purchased through your preferred reseller or online at <http://www.backupexec.com/techcenter>.

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- **Symantec Online Storage for Backup Exec**—A Symantec Protection Network service that lets you store backup data generated by Symantec Backup Exec for Windows Servers in secure, redundant data centers managed by experts from Symantec. These off-site backups help protect your business data from local disasters while providing long-term storage. Fully integrated with Backup Exec 12 and v12.5, this Web-based offering can be used as a complement to—or a replacement for—onsite storage media. Customers have two ways to sign up for this service. They can contact their preferred Symantec reseller, or sign up for Symantec Online Storage for Backup Exec by clicking on the Symantec Protection Network folder in the Backup Exec 12.5 console. For more information, visit www.spn.com.

- **Remote Expert Installation Services (REIS)**—For small, qualified organizations, this service provides fast, virtually “hands-free” installation and upgrade using remote Symantec technology and expert technicians. REIS for Backup Exec has a number of different service options, including

- Basic Installation and upgrade service for one Backup Exec Windows Media Server
- Basic Installation and upgrade service for one Backup Exec Standard Small Business Server
- Basic Installation and upgrade service for one Backup Exec Premium Small Business Server
- Extended Installation and upgrade service for one Backup Exec Remote Agent

Note: REIS requires a valid Backup Exec licensed Symantec maintenance support contract and is available in North America only. REIS can be purchased through your preferred reseller.

What support offerings do you recommend for the Backup Exec family of products?

Support and maintenance services are important to help you keep your Symantec products fully functional, up to date, and delivering maximum value. If you are running a business-critical Windows environment, then we recommend two support offerings for Backup Exec and Backup Exec System Recovery

- **Essential Support** provides 12x7x365 access to support.

Because problems with backups often happen in the middle of the night, we recommend Essential as a minimum level of support.

- **Business Critical Services (BCS) Advanced Access** is a new support offering for customers whose business has minimum tolerance for downtime. BCS Advanced Access provides the highest level of support expertise and responsiveness, together with the following features:

- 24x7 direct access to advanced-level support engineers, in English
- Priority call queuing
- BCS initial response, service restoration, and solution delivery goals
- Access to BCS/Platinum secure premium Web site for security products
- Six designated contacts per product family

What training is offered for the Backup Exec family?

All training offerings can be purchased through your preferred Symantec reseller or by going to www.symantec.com/training.

Course	Duration	Delivery Method
Upgrading Symantec Backup Exec 11d to 12	2 days	Classroom or Virtual Academy
Symantec Backup Exec 12.x for Windows Servers: Administration I and II	5 days	Classroom or Virtual Academy
Symantec Backup Exec Tech Center	1 year	Online subscription
Symantec Backup Exec System Recovery 8.5	2 days	Classroom or Virtual Academy

7. Selling

What are the target markets for the Backup Exec family of products?

Backup Exec for Windows 12.5:

- Size: Windows-based organizations in the mid-market to lower enterprise (100 to 1,000 employees)
- Job role: functional IT

Backup Exec for Windows Small Business 12.5:

- Size: Windows-based organizations in the SMB market (10 to 99 employees), or any organization that has a Windows Small Business Server since this solution is locked to work on Small Business Servers only
- Job role: functional IT

Backup Exec System Recovery 8.5:

- Size: Windows-based organizations in the mid-market to lower enterprise (100 to 1,000 employees); Windows-based organizations in the SMB market (10 to 99 employees)
- Job role: functional IT

What are some key market factors driving adoption of the Backup Exec family of products?

- *Microsoft Windows Server 2008 adoption*—According to IDC*, by the end of CY08, Windows Server 2008 should be installed on more than 3.5 million servers worldwide, and nearly 1.3 million servers in the U.S. This adoption rate highlights a huge opportunity for the Backup Exec family of products to align as the leading backup and system recovery solution to support Microsoft Windows Server 2008.
- *Virtualization*—By 2010, businesses anticipate that more than 50 percent of their servers will host virtualization, and three out of four companies—regardless of size—either have deployed server virtualization technologies or plan to deploy them in the next 12 months. There is also an increase trend to see virtual servers used in production environments, not just for IT testing/lab environments. VMware specifically cites that 85 percent of VMware customers worldwide use the software in production environments, and 54 percent of customers use VMware as their standard platform for delivering enterprise applications. As more companies introduce virtual server infrastructures into their environment, there will be an increased demand for existing data protection solutions to seamlessly integrate and efficiently manage the backup and recovery of a growing virtual server environment.

*Source: IDC August 10, 2006, Compiled 10/5/06.

**Source: Gartner—Dataquest Insight: Storage Management Software Market Share Analysis, Worldwide 2007 Publication date 12 June 2008.

What are some key plays that will help me win with Backup Exec?

Proven Windows leadership—Emphasize to your customers that Backup Exec is the leading data protection solution for Microsoft Windows environments. Microsoft makes up more than 53 percent of today's global operating systems. Companies are experiencing as much as 30 percent annual growth in their Windows data volumes. As these environments continue to grow in size and evolve in complexity (e.g., Windows Server 2008, Exchange 2007, Windows Vista®, and virtualization), these customers will need a “proven” data protection solution that can easily scale, support emerging technologies, and efficiently manage all these changing requirements.

- Benefits:
 - Symantec owns over 45 percent of the data protection market, and Backup Exec represents over 20 percent of that market share**.
 - Today more than 1.5 million customers worldwide rely on Backup Exec.
 - We were first to market support for leading Microsoft platforms and applications, including the first backup and recovery software certified for Windows Server 2008.
 - Our proven customer success stories, even with such notable customers as Microsoft, highlight the key features and benefits that differentiate us from the competition.
- Action:
 - Great opportunities exist with customers upgrading to Windows Server 2008.
 - Look for opportunities where Windows-based customers have or are planning to leverage either VMware or Microsoft virtual infrastructures.
 - Attach to every Windows Server or Small Business Server sale for complete Windows data protection—and don't forget about desktops and laptops.
 - Attach Backup Exec Agents to protect such key Windows applications as Exchange, SQL, SharePoint, and Active Directory.
 - Up-sell Backup Exec System Recovery 8.5 to new and existing customers for complete Windows system protection.

Unsurpassed granular recovery of critical data—Backup Exec's patent-pending Granular Recovery Technology for Exchange, SharePoint, Active Directory, and SharePoint provides fast, efficient, and simple data recovery of critical Microsoft applications down to an individual email, file, document or identity level—unlike most of the competitors which may require a manual multi-step recovery process which can take days or weeks. With Backup Exec 12.5 for Windows Servers, businesses

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can confidently reduce the risk of data loss on mission-critical Windows systems and increase their overall recovery performance while significantly reducing their backup windows.

- Benefits:
 - Backup Exec provides meets the customer need for immediate and granular recovery of critical transactional data from Exchange, Active Directory, and SharePoint.
 - Patent-pending Granular Recovery Technology (GRT) means easy recovery of document, email, and files in minutes.
 - Eliminate the need for nightly Exchange mailbox backups.
- Action:
 - Upgrade existing Backup Exec 12 customers.
 - Eliminate mailbox backups with GRT.
 - Where there is Exchange, there is Active Directory.
 - Attach all Microsoft Agents to all Microsoft sales.

System Recovery in Minutes (not hours or days)—Businesses may be consistently backing up their Windows data, but at the same time doing little or nothing to protect the systems on which that data resides. Customers often fail to consider such scenarios as this one: “Should the Exchange server fail, then yes backups will ensure my Exchange data is protected—but how long will it take to restore that Exchange server and resume operation?” System recovery typically takes more than four hours to complete and often requires reinstallation of the system, applications, services packs, etc. Backup Exec™ System Recovery 8.5 eliminates the need for this time-consuming and unreliable process.

- Benefits:
 - Restore complete Windows systems in minutes, not hours or days, even to dissimilar hardware or virtual environments.
 - Allows IT to provide improved backup and restore service within its existing budget
 - Enables many customers to implement a DR strategy that is cost-effective and easy to manage
- Action:
 - Attach Backup Exec System Recovery to every Backup Exec sale.
 - Upgrade Backup Exec customer who are using the Intelligent Disaster Recovery (IDR) to Backup Exec System Recovery.
 - Attach Backup Exec System Recovery to competitive solutions.
 - Attach Backup Exec System Recovery to every server, desktop, or laptop sale for complete system recovery in minutes.

- Use Backup Exec System Recovery as a competitive differentiator when going up against other backup software vendors.

Integration—Symantec offers an array of integrated and complementary solutions, targeting the SMB market, that help companies secure and manage their business data. When talking to customers about Backup Exec and their business environments, here are some other cross-sell/upsell opportunities to explore:

- **Enterprise Vault**—Enterprise Vault allows easy archiving of email to reduce impact on servers and bandwidth issues. If customers have Enterprise Vault, then the Backup Exec agent for Enterprise Vault helps ensure proper backup and recovery protection for critical Enterprise Vault archives.
- **Symantec Endpoint Protection**—Backup Exec integrates with Symantec Endpoint Protection and will initiate automatic backups as soon as the threat landscape increases. If customers have Backup Exec, ask them what they are doing to secure their data. Symantec Endpoint Protection offers a single agent for antivirus, antispymware, firewall, intrusion prevention, and device control, all under a single management console. Show them how they can lower their total cost of ownership by integrating Endpoint security technologies.
- **Symantec Mail Security for Microsoft Exchange**—Mail Security provides integrated email protection against virus threats, spam, and security risks. If customers are buying Backup Exec Agent for Exchange for its continuous protection and granular restore feature because they have experienced data corruption or loss due to email viruses, then they need to consider the world’s leading mail security solution as well.

What services offerings can I sell with Backup Exec 12.5?

Symantec Online Storage for Backup Exec™ provides your customers with an easy, cost-effective way to store backup data generated by Symantec Backup Exec 12.5 in secure, redundant data centers, managed by Symantec’s experts. These off-site backups help protect customers’ business data from local disasters while providing long-term storage. Available for customers using Backup Exec 12 and higher, this Web-based offering is a valuable add-on service for your Backup Exec customers.

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Online Storage is unique in its level of integration with Backup Exec. Customers create and set policies for Online Storage backups from within Backup Exec and then store off-site backup copies to Symantec™ Protection Network redundant data centers.

Software license, hosting, maintenance, and support revenue are all built into a single subscription payment that gives your customers the benefit of a predictable and low monthly fee. It also provides you with the opportunity to create a recurring revenue stream by earning sales commission from your customer's purchase of a subscription-based disaster recovery and long-term retention service that is delivered online.

Symantec Online Storage is an offering of the Symantec Protection Network, an easy-to-implement online service platform. Designed and priced for small and medium-sized businesses, Symantec Protection Network delivers proven infrastructure technologies online. Online Storage is one of the first Symantec Protection Network offerings.

Symantec Backup Exec partners can sign up as a Symantec Protection Network reseller through PartnerNet. Registration includes the completion of training and accreditation courses and acceptance of terms and conditions for the Symantec Protection Network program. Once registration is completed, you will be able to offer your customers Symantec Online Storage for Symantec Backup Exec.

How can I get my customers who cannot afford onsite installation migrated to Backup Exec 12.5? Is there anything I can sell them?

YES, Symantec now offers a Remote Expert Installation Service (REIS) for Backup Exec. Designed to be sold to small, qualified organizations by our partners who serve the SMB marketplace, this service provides a fast, virtually “hands free” installation or upgrade leveraging remote Symantec technology and expert technicians. REIS for BE has a number of different service options:

- Basic Installation and upgrade service for one Backup Exec Standard Small Business Server
- Basic Installation and upgrade service for one Backup Exec Windows Media Server
- Basic Installation and upgrade service for one Backup Exec Premium Small Business Server
- Extended Installation and upgrade service for one Backup Exec Remote Agent

REIS requires a valid Backup Exec licensed Symantec maintenance support contract and is available in North America only.

What support offerings do you recommend for Backup Exec 12.5?

We recommend two support offerings:

- *Essential support* provides 12x7x365 access to support. Because problems with backups often happen in the middle of the night, we recommend that you position Essential as a minimum.
- *Business Critical Services (BCS) Advanced Access* is a new support offering for your larger customers that are highly focused on minimizing downtime. Position BCS Advanced Access to provide your customers with the highest level of support expertise and responsiveness, plus the following features:
 - 24x7 direct access to advanced level support engineers, in English
 - Priority call queuing
 - BCS initial response, service restoration, and solution delivery goals
 - Access to BCS/Platinum secure premium Web site for security products
 - Six designated contacts per product family

Are there any online tools to help me provide a customer with a more accurate and comprehensive quote?

Symantec has developed product advisors and configuration and quoting tools that you can use to help guide your customers' decisions based on their organization's needs and to offer attractive pricing and licensing options using our online tools. All the tools listed below—and others—can be found at the following links:

PartnerNet: <https://partnernet.symantec.com/Partnercontent/Tools/Advisor.jsp>

Symantec Web site: http://symantec.com/partners/smb_resources/products/advisor.jsp

- **Symantec Product Advisor** is an online tool that helps you correctly configure and price a range of products and solutions to meet your customers' business needs. It provides an easy-to-use guided selling experience by assisting with the selection, configuration, and pricing of a range of Symantec products targeted to the small and medium business segments. The results provided by the Product Advisor are:
 - Recommended product configuration based on the indicated business need
 - MSRP pricing based on Express pricing
 - Product SKUs for the recommended products

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- **Backup Exec Configurator** [NAM-only] eliminates guesswork for Backup Exec products. Use Backup Exec Configurator to identify and recommend agents and options specific to your customer's requirements. This tool is designed to help you configure this product with the correct agents and options for your customer's environment. All recommendations will be matched with corresponding product SKUs. Find configurations for both Backup Exec for Windows Server and Backup Exec for Small Business Server.
- **SKU Generator** helps you obtain the SKUs you need for your Symantec orders in three simple steps. Just select your product and Symantec licensing program to view the product SKUs for your order.

My customer wants to learn more about Backup Exec and Backup Exec System Recovery. What resources do you recommend?

- **Go to www.backupexec.com**—This microsite is the most comprehensive resource for all things related to the Backup Exec family of products. That includes virtual product tours, trialware, promotions, discussion forums, and much more.
- **Subscribe to the Backup Exec Tech Center**—This online subscription service provides a collection of short on-demand modules designed to help you quick-fix problems, plan your

environment, and get the most out of Backup Exec and Backup Exec System Recovery. Each concise module presents a topic and describes how it makes your life easier. The modules also feature a 90-second recorded demonstration of the solution by a Backup Exec expert. The Tech Center is a cost-effective and time-saving training option for refreshing and supplementing your product knowledge.

Go to www.backupexec.com/techcenter.

- **Evaluate non-licensed software**—A feature within Backup Exec 12.5 allows customers who already have the core license to a product to evaluate most available non-licensed agents or options for a 60-day period. This list includes, but is not limited to, agents for Exchange, SQL and Active Directory; remote agents for Linux or Macintosh; and such options as the NDMP Option. From the management console you can easily activate any non-licensed agent/option from the "Options for Evaluation" section of the components tree. Each option has its own 60-day evaluation clock. The evaluation clock for each agent/option starts when it is first used in a backup session. 60-day evaluation software is also available for all editions of Backup Exec System Recovery.

Note: The following options are not available for evaluation:

- Central Admin Server Option
- SAN Shared Storage Option
- Desktop Laptop Option (5 free with media server license)