

# Symantec™ Remote Installation Service: Backup Exec™ for Windows® Servers

## Frequently Asked Questions

### 1. What is REIS? Why should a small business be interested in these services?

Symantec Remote Expert Installation Services (REIS) provide small businesses with low cost, expert installation and upgrade services for Symantec Backup Exec 12 for Windows Servers.

The REIS offering delivers a multitude of important benefits for small business. Some of the most common benefits are:

- Fast, easy, expert installation by Symantec experts, increasing the speed and convenience of installing and/or upgrading to the latest technology.
- Reduced risk associated upgrades and implementations.
- Service delivery at a conveniently scheduled time.
- A thorough post-installation customer acceptance checklist to help ensure customer satisfaction.
- Knowledge transfer and product orientation facilitated via a Symantec expert and specialized documentation.
- Accelerated time to value of Symantec Backup Exec 12 for Windows Media Server.

### 2. What are the service options available with REIS for Backup Exec?

Currently REIS for Backup Exec has just one service option, REIS for one Symantec Backup Exec Windows Media Server.

### 3. What does the service include?

- Installing and configuring the Backup Exec for Windows Server (BEWS) software on a single Customer supplied server
- Configuring the BEWS server per standard REIS best practices.
- Running the appropriate installation verification tests required for this service
  - Limited local test backup
  - Limited local test restore
- Running LiveUpdate™
- Completing the following steps from the Backup Exec Assistant:
  - Configure local Backup Devices
  - Create up to 3 Media Sets
  - Create up to 3 Backup Jobs

**4. How much does REIS cost?**

REIS costs \$249 per Windows Media Server upgraded/installed

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**5. Is there a limit to the number of single server installs I can buy?**

No. Customers can purchase as many as they like.

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**6. Does the service include the installation of Options and Agents?**

No. REIS is installation & configuration of the Windows Media Server only. Installation of options & agents is not included.

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**7. When and where are these services available for purchase?**

Remote Expert Installation Service is currently available to new and existing Symantec Backup Exec customers with valid Symantec Maintenance Contracts in North America only. This offering is currently available through the Reseller (Large Account Reseller (LAR) and Value Added Reseller (VAR)) Channel as well as through the Symantec Store beginning Feb 18th 2008.

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**8. Can I purchase / obtain REIS for any version of Backup Exec?**

Remote Expert Installation Services will only install the “then most current” version of Symantec Backup Exec, which is currently BE 12. REIS can also be used for upgrades from BE 10d(10.1) with SP2 and above to BE 12. Versions of Backup Exec released prior to BE 10d (10.1) are not covered.

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**9. What are the deliverables of REIS? How is REIS delivered?**

REIS is delivered via remote broadband network access services. The services provide a comprehensive technical implementation including a pre-installation session with a Symantec specialist, delivery of the services at a scheduled time convenient to the customer and installation and configuration of Symantec Backup Exec 12 for Windows Media Server. The services conclude with thorough verification tests, a post installation customer acceptance checklist and product orientation to help familiarize the customer with the product usage.

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**10. I understand that the REIS offering is targeted at Small & Medium Business (SMB). However this is a broad category. Who within SMB is this suitable for?**

The REIS offering is best suited for small businesses with up to 4 Windows Media Servers who are not using options and agents. Larger customers should contact their Partner or Symantec consulting services for assistance with the installation of larger BE implementations.

**11. When can I expect to receive the service after purchase? When and how should I schedule it?**

Upon completion of your purchase of REIS, Symantec will send you a certificate confirming your purchase as well as the terms and conditions of REIS and a welcome packet. Once you receive these materials, please call 1-800-342-8652 to schedule your service. The attendant will request your email address in order to mail you a Pre-Installation Checklist and your phone number so that an engineer can contact you to schedule your installation service. The Pre-Installation checklist must be received no later than 24 hours prior to the scheduled installation appointment. The installation will be performed remotely, via a web ex type session. Once the installation is completed, the engineer will ask you to complete a post installation checklist and will leave you with critical installation information. Finally, a customer satisfaction survey will be mailed to you for feedback regarding your installation experience.

The right to receive Remote Expert Installation Services is valid for a period of 90 days from the date of purchase. After 90 days, the rights to receive Remote Expert Installation Services will expire, and no refunds will be permitted.

Please refer to current REIS datasheet posted at <http://go.symantec.com/reis/> for a step by step process of what to expect after purchasing REIS.

**12. What are the Service Eligibility requirements for REIS?**

Customers are eligible for the delivery of Remote Expert Installation Services if they meet the following prerequisites and environmental requirements:

- Customers must have an active Symantec Backup Exec for Windows Servers support maintenance agreement in place i.e. Basis or Essential Support. Symantec per incident support does not constitute a maintenance agreement.
- Customers must agree to the conditions identified in the “Customer responsibilities” section of the datasheet and the certificate.

Please refer to current REIS BE datasheet posted at <http://go.symantec.com/reis/> for the most up to date list of service eligibility requirements and conditions for the services.

**13. What are the customer responsibilities for the successful completion of REIS?**

- They are properly licensed for Symantec Backup Exec 12 for Windows Media Servers.
- Have an existing or new functional/operational server which meets the hardware prerequisites and is preconfigured with an operating system, relevant service packs and hot-fixes, on which BEWS can be installed and configured
- Firewalls, routers, and switches are set up so that they enable Backup Exec for Windows Servers to communicate with Symantec LiveUpdate™ servers.

- Firewalls, routers, and switches are set up so that they enable remote control connectivity from Symantec networks.
- All existing data and programs on affected systems are backed up and prepared for subsequent recovery operations. Symantec has no liability for loss or recovery of data or programs.
- Review, complete, and provide the pre-installation checklist to Symantec.
- Ensure that all service eligibility prerequisites have been met.
- Assign a designated individual who:
  - Has authorization to grant all approvals, provide information, and ensure the availability of all hardware, firmware, and software that Symantec will need in order to deliver these services.
  - Has ensured that Backup Exec for Windows Servers is properly licensed
  - Is available to assist Symantec in facilitating the delivery of these services
- Provide the designated individual a suitable work area for the assigned delivery of the service, including access to an outside telephone line, power, and any broadband network connections required.
- Adhere to licensing terms and conditions regarding the use of Symantec software in the delivery of these services, if applicable.
- Provide a designated server for the installation of Backup Exec for Windows Servers
- Provide a static IP address for the Backup Exec for Windows Servers Media Server.
- Provide the Backup Exec for Windows Servers installation media and any associated product keys.

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#### **14. What activities would exclude customers from RIES?**

- Installation on hardware that does not meet Backup Exec for Windows Servers system requirements.
- Installation on operating systems that do not meet Backup Exec for Windows Servers system requirements.
- Installation on virtual environments such as VMWare®.
- Software application installation, configuration, or data transfer other than that which is specifically stated in this data sheet.
- Un-installation or reinstallation of product(s) or software application(s) other than that which is specifically stated in this data sheet.
- Warranty support or service for third-party systems.

- Any services not clearly specified in this data sheet or the Certificate.

Please refer to current REIS BE information posted at <http://go.symantec.com/reis/> for the most up to date list of REIS Service Exclusions.

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#### **15. What is the refund policy for the REIS offering?**

You may receive a refund for unused REIS services at any time upon written notice within thirty 30 days of the Issue Date on the REIS Certificate. NO OTHER REFUNDS SHALL BE PERMITTED. Symantec may terminate at any time after the Issue Date if you fail to perform or observe any condition of the REIS Certificate or Datasheet.

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#### **16. Where can I learn more about REIS?**

For comprehensive information about REIS please visit our website at <http://go.symantec.com/reis/>

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#### *Contact Us Today*

Call toll-free 1 (800) 745 6054

#### *Visit our Web site*

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

#### *About Symantec*

Symantec is a global leader in infrastructure software, enabling businesses and consumers to have confidence in a connected world. The company helps customers protect their infrastructure, information, and interactions by delivering software and services that address risks to security, availability, compliance, and performance. Headquartered in Cupertino, California, Symantec has operations in 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

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