

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

Pre-Installation Checklist

This Pre-Installation checklist must be completed and returned to Symantec no later than 24 hours prior to your scheduled installation appointment.

Key information

Contact Information

- Name of Primary Point of Contact:
- 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:
- Backup Exec License Key:

Backup Exec for Windows Servers 12

- Location of downloaded and unzipped product installation files:

Environment-Planner qualification questions

- Is the machine intended for Backup Exec Windows Server a 64-bit machine?
- How many total servers are in your environment?
- How many total workstations (desktop/laptop) in your environment?

The MSInfo32 files will need to be uploaded to the File Share account designated in the original e-mail. Please zip up the files before uploading them.

Please provide the following for all Windows Media Servers to be installed/upgraded.

- Machine Name(s):
- Machine IP Address(s):
- Operating System(s) (32 or 64 bit):
- MSInfo32 Uploaded? (Yes or No)

Internet Connectivity

Dial-up connectivity is not supported and your internet connection speed must be at least 256K.

What is your Internet Connectivity Service?

- Cable Modem
 - DSL
 - Other: _____
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Installation details**Basic Information**

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

NOTE: If upgrading, your 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.

- Backup Exec Service Logon Account Name:
- Backup Exec Service Logon Account Password:

What path would you like Backup Exec Installed? (C:\Program Files is 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 restore)

- What time do you want your backups to start?
- How much disk space does the data use currently?
- Will you be backing up to DISK or to TAPE?

If backing up to disk

- Do you have 3 times the amount of used space available per our best practices recommendation?
- 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?
-

Customer tasks

Please complete the following tasks prior to the installation engagement.

- Download and run the Pre-Install Environment Checker on the machine where Backup Exec will be installed.
 - Download and Extract the Backup Exec installation files.
 - Confirm that the MSInfo32 file has been provided.
 - Ensure your systems meet the minimum requirements for Backup Exec for Windows Servers.
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Disclaimer

The Remote Expert Installation Service (REIS) is a paid premium service offered as an addition to your current Symantec Support Contract. At this time, the REIS offering is designed to assist customers who are either upgrading from an existing supported version of Backup Exec for Windows Servers, or for customers planning to deploy a new Backup Exec for Windows Servers environment. If you have already begun a Backup Exec for Windows Servers deployment or are having technical difficulties with your installation, please contact Symantec Enterprise Technical Support to get additional assistance.

To contact Technical Support: 1-800-342-0652

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

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 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.

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