Symantec Backup Exec 2010

Quick Installation Guide

Installing Backup Exec

This document includes the following topics:

System requirements

The following are the minimum system requirements to run this version of Backup Exec:

Table 1-1   Minimum system requirements

Item	Requirements
Operating system	You can find a list of compatible operating systems, platforms, and applications at the following URL:
	http://entsupport.symantec.com/umi/V-269-1
	You cannot install a Backup Exec media server on a computer that runs the Windows Server Core installation option of Windows Server 2008. You can only install the Backup Exec Remote Agent for Windows Systems on Server Core computers.
	You cannot install SQL Express or SQL Server 2005 on a Windows Server 2008 computer that is configured in a Read Only Domain Controller (RODC) role. The Read Only Domain Controller role does not let you use the local accounts which are required for SQL Express and SQL Server 2005. When you install Backup Exec on an RODC computer you must select a remote SQL instance for the Backup Exec Database .
Additional application support	You can use Backup Exec with Microsoft Windows Microsoft Operations Manager (MOM) 2005.
Internet browser	Internet Explorer 6.0 or later. Service Pack 1 is required for SQL Server 2005 Express.
Processor	Intel Pentium, Xeon, AMD, or compatible.
Memory	Required: 512 MB RAM
	Recommended: 1 GB RAM (or more for better performance)
	Note: RAM requirements may vary depending on the operations performed, the options installed, and the specific computer configuration.
	For the Central Admin Server Option: 512 MB RAM required, 1 GB recommended.
	Virtual Memory Recommendations: 20 MB above the Windows recommended size for total paging file size (total for all disk volumes). Refer to your Microsoft Windows help documentation for instructions on how to view or set the paging file size.

Table 1-1	Minimum system requirements *(continued)*
Item	**Requirements**
Installation disk space	1.44 GB (Typical installation) 2.32 GB (Includes all options) **Note:** Disk space requirements may vary depending on the operations performed, the options installed, and the specific system configuration. Backup Exec database and catalogs require additional space. An additional 330 MB is required for SQL Express.
Other Hardware	The following hardware is recommended: ■ Network interface card or a virtual network adapter card. ■ CD/DVD drive. ■ (Recommended) A mouse. ■ (Optional for pager notification) Modem that Microsoft Windows supports. ■ (Optional for printer notification) Printer that Microsoft Windows supports.
Storage Hardware	You can use storage media drives, robotic libraries, removable storage devices, and non-removable hard drives. You can find a list of compatible devices at the following URL: http://entsupport.symantec.com/umi/V-269-2 Support is available for the first drive in each robotic library when you purchase Backup Exec. To enable support for each additional robotic library drive, you must purchase the Backup Exec Library Expansion Option.

Before you install

Before you install Backup Exec, you should do the following:

■ Run the Backup Exec Environment Check on the computer on which you want to install Backup Exec. The Environment Check analyzes the computer to make sure that the installation process can complete. If Backup Exec finds configuration issues that can be fixed during the installation, or that may prevent the installation, warnings appear. Although the Environment Check runs automatically during installation, you may want to run it manually before you install Backup Exec or before you back up data with Backup Exec.

■ Install the storage device hardware (controller, drives, robotic libraries) on the media server. Refer to the documentation that is included with your storage

device hardware for installation instructions. Use the appropriate Windows hardware setup functions to configure your controller and storage devices. Refer to your Microsoft Windows documentation for more information.

■ Check your Windows security settings to make sure that they work properly with the Backup Exec service account.
See "About the Backup Exec service account" on page 6.

■ If the drive on which you want to install Backup Exec is encrypted or compressed, and you would like to use a default SQL Express database, verify that an unencrypted and uncompressed drive is available for SQL Express installation.

■ Check the computer name of the computer on which you want to install Backup Exec. It should only use standard ANSI characters. You may receive errors if you install Backup Exec on a computer with a name that uses non-standard characters.

■ Exit all other programs.

About the Backup Exec service account

All Backup Exec services on the media server run in the context of a user account that is configured for the Backup Exec system services. You can create this account during the Backup Exec installation, or you can use an existing user account. To create a service account for Backup Exec during installation, enter the name and password of an Administrator account for the Backup Exec services to use.

Note: The Backup Exec service account and the Backup Exec System Logon Account are set to the same user name when Backup Exec is installed. If you need to change the user name for the service account is no longer used, then you should also change the Backup Exec System Logon Account to use new credentials.

If this computer is in a domain, enter a Domain Administrators account, or an equivalent account that is part of the Domain Admins group. In the Domain list, select or enter the Domain name.

If this computer is in a workgroup, enter an Administrators account, or an equivalent account that is part of the Administrators group on the computer. In the Domain list, select or enter the computer name.

The account that you designate for Backup Exec services, whether it is a new account or an existing user account, is assigned the following rights:

■ Authenticate as any user and gain access to resources under any user identity.

- Create a token object, which can then be used to access any local resources.

- Log on as a service.

- Administrative rights (provides complete and unrestricted rights to the computer).

- Backup operator rights (provides rights to restore files and directories).

- Manage auditing and security log.

Due to security implementations in Microsoft Small Business Server, the service account must be Administrator.

You cannot install Backup Exec with an account that has a blank password on Windows Server 2003/2008 or XP computers unless Windows is configured to allow it. If you try to do so, the following error message appears when Backup Exec services are created:

The given password is not correct for account [server]\[username].

You can, however, configure Windows to allow for blank passwords. For more information, see your Windows documentation.

Installing Backup Exec to a local computer

The Backup Exec installation media includes an installation program that guides you through the installation process.

You can also use the installation program to upgrade from a previous version of Backup Exec.

To install Backup Exec to a non-English version of Windows, download the SQL Express SP3 setup file from the Microsoft Web site before you install Backup Exec if all of the following are true:

- You want to use a local Backup Exec SQL Express instance.

- You have non-English SQL Server instances on the computer on which you want to install Backup Exec.

If you upgrade from a previous version of Backup Exec that uses a non-English version of Windows, you must download the SQL Express SP3 setup file for that language from the Microsoft Web site.

Note: If you install Backup Exec through terminal services and the installation media is on a shared drive (network share), you must install it using a UNC path. Installation by mapped drives is not supported in this situation.

The installation process creates an installation log named Bkupinst.htm on the computer where Backup Exec is installed.

After you install Backup Exec, you should perform the post-installation tasks.

To install Backup Exec to a local computer

1   From the installation media browser, click **Installation**, and then click **Start the Backup Exec Installation**.

    If the Microsoft.NET Framework 3.5 SP1 is not already installed on this computer, Backup Exec installs it. The installation of the Microsoft.NET Framework may take some time.

2   On the **Welcome** panel, click **Next**.

3   Click **I accept the terms of the license agreement**, and then click **Next**.

4   Check **Local Install**, and then click **Install Backup Exec software and options**.

5   Click **Next**.

    For first-time installations and upgrade installations, the Backup Exec Environment Check runs automatically after you click **Next**.

6   Review the results of the Environment Check.

7   Do one of the following:

    ■ If the Environment Check does not reveal any issues that may prevent a successful installation of Backup Exec, click **Next**.

    ■ If the Environment Check reveals any issues that may prevent a successful installation of Backup Exec, click **Cancel** to exit the wizard. Correct the issues before you attempt to install Backup Exec again.

8   Do one of the following:

If you do not have license keys for Backup Exec and its options	Do the following in the order listed: ■ Go to https://licensing.symantec.com to activate the product. License keys are required to install Backup Exec and its options. You can access the Web site from any computer that has Internet access. ■ When you receive your license keys, go to step 9.
If you have license keys for Backup Exec and its options	Go to step 9.

9 Select one of the following methods to enter license keys:

To enter license keys manually	Do the following in the order listed:
	■ Type the Backup Exec license key into the license key field.
	■ Click **Add**.
	■ Repeat for each license key for each option or agent that you want to install.
To import license keys from a file	Do the following in the order listed:
	■ Click **Import from file**.
	■ Select the besernum.xml file.
To install a trial version	Leave the license key field blank.

10 Click **Next**.

The license keys that you entered are saved to the besernum.xml file, which is located in the %allusersprofile%\Application Data\Symantec\Backup Exec directory.

11 Select any additional options or agents that you want to install.

12 Click **Next**.

If you selected the File System Archiving Option or the Microsoft Exchange Mailbox Archiving Option, the Archiving Option Environment Check runs. The Archiving Option Environment Check verifies that the computer meets the minimum requirements for installing and configuring Enterprise Vault. If the computer does not meet the minimum requirements, you must uncheck the archiving options or fix the errors before you can continue with the installation.

13 Do one of the following:

To change the directory where the Backup Exec files are installed	Click **Change** to select a new directory.
To accept the default directory (recommended)	Proceed to step 14.

Symantec recommends that you do not select a mount point as the destination directory because if you delete the mount point, Backup Exec is uninstalled.

14 Click **Next**.

15 Provide a user name, password, and domain for an Administrator account that the Backup Exec system services can use, and then click **Next**.

See "About the Backup Exec service account" on page 6.

16 On the **Choose SQL Server** panel, do one of the following to select a location to store the Backup Exec Database .

The **Choose SQL Server** panel does not appear for upgrades. You cannot change the database location during the upgrade process. If you want to change the database location after the upgrade, use BE Utility.

To create a local Backup Exec SQL Express instance	Do the following in the order listed: ■ Click **Create a local Backup Exec SQL Express instance to store the database on**. ■ To change the location of the Backup Exec SQL Express instance, click **Browse**. ■ Select the location, and then click **OK**.
To use an existing SQL Server 2005 or SQL Server 2008 instance	Do the following in the order listed: ■ Click **Use an existing instance of SQL Server 2005 (SP3a or later) or SQL Server 2008 on the network to store the database on**. ■ Select the instance. When Backup Exec is installed into an existing instance, the automated master database restore feature is not available. To recover the Master database, replace it with the Master database copy that Backup Exec automatically creates and updates when the Master database is backed up. **Caution:** During the installation process and upgrade process, Backup Exec stops and starts the SQL service several times. Other user-created databases that use the SQL Server instance are unavailable during the process. To avoid such conflicts, you should install Backup Exec into its own SQL instance.

17 Click **Next**.

Backup Exec attempts to connect to the instance.

18 If the Symantec Backup Exec Database panel appears, perform the following steps to identify the location of the SQL Express SP3 setup file:

■ Click **Browse**.

- Navigate to the location where you downloaded the SQL Express SP3 setup file.

- Click **OK**.

- Click **Next**.

19 If you are prompted, select how the **Symantec Device Driver Installer** should install device drivers for the tape storage devices that are connected to the server, and then click **Next**.

Symantec recommends that you select **Use Symantec device drivers for all tape devices**.

20 If you are prompted, enter information or choose settings for the additional options that you want to install, and then click **Next** after each selection.

21 Read the Backup Exec installation summary, and then click **Install**.

The installation process takes several minutes to complete. During the process, the progress bar may not move for several minutes.

22 When the installation is complete, you can run LiveUpdate, view the readme, and create a shortcut to Backup Exec on the desktop.

23 Click **Finish** to close the installation wizard.

24 If Restart System appears, restart the computer in order for the configuration to take effect.

Installing additional Backup Exec options to the local media server

You can install agents and options when you install Backup Exec. However, if you have already installed Backup Exec and want to install additional options, review the documentation for those options to ensure that your system meets all minimum requirements. The Backup Exec services may be stopped while the additional options are installed. If any active jobs are running, you are prompted to stop them, or to wait for the jobs to finish.

See "Installing Backup Exec to a local computer" on page 7.

Note: If you install Backup Exec through Terminal Services and the installation media is on a shared drive (network share) you must install using a UNC path. Installation by mapped drives is not supported.

If you installed the trial version or the Not For Resale (NFR) edition of Backup Exec, you can install trial versions of the additional options. If you have a licensed version of Backup Exec, you can use a trial version of most options and agents for a specified period of time.

Note: If the Central Admin Server Option is installed, and you want to install additional options on a managed media server, you can pause the managed media server. When a managed media server is paused, the central administration server does not delegate jobs to it. When the installation is complete, un-pause, or resume, the managed media server.

To install additional Backup Exec options to the local media server

1   On the **Tools** menu, click **Install Options and License Keys on this Media Server**.

2   On the **Welcome** panel, click **Next**.

3   Verify that **Local Install** and **Additional Options** are selected, and then click **Next**.

4   Select one of the following methods to enter license keys:

To manually enter license keys	Do the following in the order listed: ■ Type a license key into the license key field. ■ Click **Add**. ■ Repeat for each license key for each option or agent that you want to install.
To import license keys from a file	Do the following in the order listed: ■ Click **Import from file**. ■ Select the besernum.xml file.
To install a trial version	Leave the license key field blank.

5   Click **Next**.

6   Select the additional options that you want to install, and then click **Next**.

7   If you are prompted, enter information or choose settings for the additional options that you want to install. Click **Next** after each selection.

8   Read the Backup Exec installation summary, and then click **Install**.

The Backup Exec services are stopped while the additional options are installed. If any active jobs are running, you are prompted to stop them, or to wait for the jobs to finish.

When the installation is complete, the services are restarted.

9   Click **Finish**.

About upgrading from previous versions of Backup Exec

You can use the Backup Exec installation media to upgrade from Backup Exec version 11d and later to the current version. No separate upgrade utility is necessary. The current version of Backup Exec replaces any previous versions. Separate installations of different versions cannot exist on the same computer. Most settings and all catalogs and all data directories from previous versions of Backup Exec are kept, unless you choose to remove them.

A Backup Exec Remote Administration Console that runs the current version of Backup Exec can manage media servers on which Backup Exec version 11d and later is installed. However, if the media server uses a previous version of Backup Exec, you cannot use any of the new features of the current version. If you want to use the features of the current version, you must use the current version on both the Remote Administration Console and the media server. A Remote Administration Console that uses a previous version of Backup Exec cannot be used with a media server on which the current version is installed.

Before you upgrade Backup Exec, do the following:

■   Delete the job histories and the catalogs that you no longer need to shorten the upgrade window.

■   Run a database maintenance job.

■   Upgrade any existing instances of SQL Server 2000 to either SQL Server 2005 with SP3 or to SQL Server 2008.

You cannot change the configuration of your media servers during an installation. For example, you cannot change a central administration server to a managed media server. If you want to change the configuration of your media servers, do it either before or after you upgrade to the current version. You cannot change the database location during the upgrade process. If you want to change the database location after the upgrade, use BEUtility

To upgrade the options that are installed on remote computers, you must reinstall them. Options that are push-installed are not upgraded until you reinstall them.

The Remote Agent for Windows Systems and the Advanced Open File Option are push-installed.

Post-installation tasks

For best results before starting Backup Exec, do the following:

- Make sure that your storage devices are connected and configured properly.

- Decide if your backup will be to a tape device or a disk device. You can configure both devices when you prepare your Backup Exec environment.

   Note the following:

   - If you're backing up to a tape device, verify that the device is supported. You can install drivers for the devices when you configure your Backup Exec environment.

   - If you're backing up to a disk device using the Backup-to-Disk feature, decide where you can create a backup folder. You should create it on a disk that won't be included in the backup jobs and that has enough free space to contain the backup job.

- Understand how Backup Exec provides overwrite protection for your media.

- Understand the default media set and its infinite overwrite protection period.

- Learn about creating new media sets with weekly, monthly, or quarterly retention periods.

- Decide which resource credential you want your Backup Exec logon account to use when browsing and making backup selections. You can use an existing Backup Exec logon account, or create a new one.

- Decide the format that you want to display all reports, either HTML or Adobe Portable Document Format (PDF). The default setting is HTML.