

Symantec Backup Exec™ 2012 OEM FAQ

1. What is Backup Exec™ 2012?

Only Symantec Backup Exec™ with patented V-Ray technology offers one product that unifies physical and virtual backups, and includes integrated disaster recovery, data deduplication and replication technology while offering a choice among on-premise, appliance, or cloud based solutions. The new, modern and innovative range of Backup Exec solutions are designed to adapt for any business, large or small, to easily protect increasing amounts of data, in either virtual, physical, or combined environments and rapidly recover complete Virtual Machines, systems, applications, file/folders and even granular objects in minutes – all from a single pass backup.

2. What's new in Backup Exec™ 2012?

- ✓ One Product! Any Recovery! - Complete data, application, VM and system level recovery for physical and virtual environments.
- ✓ Integrated bare metal disaster recovery - Integrated disaster recovery is built in to Backup Exec 2012 so you can perform backups and restore a complete system to entirely different hardware with a single solution.
- ✓ Convert backups to virtual machines for instant recovery - If a server fails, you can get that server back up and running in a VMware or Hyper-V environment in the time it takes to turn on a virtual machine through virtual to physical conversion technology.
- ✓ Innovative and modern administration console – The new user interface makes it easier than ever to set up backups, manage backup policies and perform disaster recoveries.
- ✓ Client/Source deduplication for Linux servers - enables significant LAN/WAN bandwidth and backup storage savings while protecting Linux servers.
- ✓ Discover data to back up - Easily configure Backup Exec™ 2012 to browse the network and discover unprotected servers and application data so that you can be sure your entire environment is protected.
- ✓ Virtual Machine Validator - Ensure your Virtual Machine backups are recoverable with the Backup Exec Virtual Machine Validator. The Virtual Machine Validator enables VMware and Backup Exec administrators with the ability to easily validate the recoverability of full virtual machine backups via the vSphere client console.

3. When will Backup Exec™ 2012 OEM be available on Dell servers?

OEM Software will be available for purchase with Dell Servers on April 3, 2012.

4. Is Backup Exec™ 2012 designed to protect virtual environments?

Absolutely. Backup Exec 2012 provides complete protection of VMware and Hyper-V virtual environments in addition to protection for physical environments. In fact, Backup Exec was one of the first backup solutions to feature new backup capabilities (e.g., agentless backup designed for virtual environments).

5. What is V-Ray and how does V-Ray improve my organization's data protection strategy?

Symantec V-Ray technology allows organizations to see inside their virtual environments with the same level of clarity and depth as they have in their physical environments. What this means is that organizations can leverage all the benefits of lower IT costs and increased agility afforded by virtualization without absorbing the added risk and potential costs associated with disparate products, multiple consoles, and virtual machine protection. This level of visibility into virtual machines is a crucial step in virtualizing mission-critical applications and databases that must run at the highest service levels. Without this level of visibility, your ability to expand into mission-critical virtualization is severely hampered.

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6. Does Backup Exec™ 2012 include Data Deduplication?

Yes. Backup Exec includes integrated data deduplication technology that supports a data-reduction strategy by deduplicating data at the media server, at the client, or on an intelligent disk device (EqualLogic, Compellent, others through OST). Data deduplication is activated through the purchase of the Backup Exec Deduplication Option. Please utilize the Hardware and Software Compatibility Lists for the latest supportability information.

7. Does Backup Exec™ 2012 support the new Dell DR4000 deduplication appliance?

Yes, Backup Exec is certified to work with the DR4000 and will treat it as a target deduplication device. In the near future DR4000 will support Open Storage Technology (OST) which will enable Backup Exec to have optimized backup data transfer and optimized replication with catalogue awareness.

8. Will the Dell DL2200 Backup to Disk Appliance support Backup Exec™ 2012?

Yes, the DL2200 Backup to Disk Appliance will be upgraded to support Backup Exec™ 2012. DL2200 will be available for purchase with Backup Exec 2012 SKUs in late April, 2012.

If you are currently running Backup Exec 12.5 or Backup Exec 2010 and plan on upgrading to Backup Exec™ 2012, Dell recommends not upgrading to Backup Exec 2012 until the new version of the Dell™ PowerVault™ DL Appliance Recovery and Update Utility (RUU) v3.5 is available in April.

When upgrading to Backup Exec 2012, you must apply the licenses for Backup Exec 2012. Storage Provisioning Option and prior backup jobs using virtual disks managed by the PERC controller will not work until the Backup Exec 2012 licenses are applied.

If you upgrade to Backup Exec 2012 without applying the latest version of the RUU, the following functionality will be affected :

- System Recovery of the DL Appliance using DL Backup to Disk Appliance Configuration Wizard
 - **Details:** Using the DL Backup to Disk Appliance Configuration Wizard to perform a system recovery of the DL Appliance will not work with Backup Exec 2012 media until it is updated to the latest version using the RUU v3.5 or later.
 - Recommendation: Ensure that the system is prepared for disaster recovery using Simplified Disaster Recovery (SDR). Refer to the Backup Exec 2012 Administrator's Guide for more details. Existing IDR jobs are not converted to SDR jobs during migration. You can either edit your existing IDR jobs manually or you can create new SDR jobs after migration. Note that Agents for Windows must be updated before you can run new SDR jobs. For more information see the following technote <http://entsupport.symantec.com/umi/V-269-51>
- For full functionality of the DL Backup to Disk Appliance Console with Backup Exec 2012, the RUU v3.5 software stack is required. The following features will be unavailable in Appliance Console prior to loading RUU v3.5. Alternatively, the Backup Exec 2012 console can be used to retrieve the information.
 - Disk usage statistics
 - Backup Exec services status
 - The Appliance Role (Central Administration Server or Standalone server)

For detailed instructions on upgrading to BE2012, refer to the "Upgrading to Backup Exec 2012—PowerVault DL Backup to Disk Appliance" document available here: <http://support.dell.com/support/edocs/stor-sys/pvdl2200/symantec/en/index.htm>

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9. What is the difference between client-side and media server (target) deduplication?

Client-side deduplication removes duplicate data at the source. It distributes the deduplication workload across source clients and reduces the amount of data sent over the network and the amount of data stored. Target deduplication deduplicates data after it is sent over the network just before it's written to storage – or in other words at the media server.

10. What new agents or options have been added to Backup Exec™ 2012?

✓ **Agent for Applications and Databases**

This new combines the Agent for Microsoft Active Directory, Agent for Microsoft Exchange, Agent for Microsoft SharePoint, Agent for Microsoft SQL, Agent for Lotus Domino, Agent for Oracle and the Agent for Enterprise Vault into a single agent with a single SKU.

✓ **Offhost, SAN and Admin option**

This new Enterprise Server Option consolidates the Advanced Disk Backup Option, Central Admin Option and the SAN Shared Storage Option into a single Option with a single SKU.

11. What agents or options have been discontinued with Backup Exec™ 2012?

The following agents and options have been discontinued:

- ✓ Agent for DB2
- ✓ Agent for SAP
- ✓ Remote Agent for Netware Servers
- ✓ Open File for Netware Option
- ✓ Backup Exec Infrastructure Manager
- ✓ For details on support expiration dates, please visit:
http://verisearch.veritas.com/SearchServer/rosetta_view/viewer.asp

12. How is Backup Exec™ 2012 licensed?

Backup Exec 2012 is available through Suites, a new V-ray edition, and through traditional add-on packs. The OEM Suites have been significantly simplified from 8 suites in 2010 to 3 suites with 2012. The add-on packs have also been simplified by removing multi-packs to make configuring the suites and add-on packs easier. The three suites for 2012 are as follows:

✓ **Backup Exec 2012 Small Business Edition Suite**

Designed for up to 3 servers, the Backup Exec 2012 Small Business Edition is licensed on a “a la carte” basis which allows you to license the exact Backup Exec Small Business Edition and supported Backup Exec Agents and Options licenses as needed to protect your small business environment.

✓ **Server Protection Suite**

Designed to protect a single server, this suite consists of one Backup Exec Server license and one Storage Provisioning Option (SPO) license.

✓ **Server Virtualization Suite**

This suite contains one Backup Exec Server license, one Virtualization agent, and one Storage Provisioning Option (SPO) license.

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✓ Backup Exec 2012 V-Ray Edition

The newest member of the Backup Exec family, Backup Exec 2012 V-Ray Edition, is licensed per socket and includes an unlimited number of Agents for VMware and Hyper-V, Agents for Applications and Databases Agents, and Data Deduplication Option licenses. Additional agents and options not included with the Backup Exec 2012 V-Ray Edition can be purchased separately on a “a la carte” basis to customize your backup environment. There are two versions of the V-ray edition: one for processors with 2-6 cores and one for processors with 8+ cores. The OEM Suites can be combined with add-on packs to allow you to license the exact Backup Exec and Backup Exec Agent and Option licenses needed to protect and customize your backup environment. As your needs evolve you can add additional agents and options along the way.

13. Is Backup Exec™ 2012 directly upgradeable from previous versions?

Yes. Backup Exec 2012 is directly upgradeable from all Backup Exec 12.5, and 2010 versions. It is highly recommended to keep all of your software updated and on the same version throughout your environment.

14. Will a Backup Exec™ 2012 Agent work with a BE2010 Media server license?

No. Because of the new features in Backup Exec™ 2012, a Backup Exec 2012 Agent will not work with a Backup Exec 2010 Media server license. However, a 2010 agent will work with a 2012 Media server license; this is only recommended for purposes of a ‘rolling upgrade’ when you are in the process of upgrading all your software to the latest version.

15. How do I upgrade to Backup Exec™ 2012? Is there a fee to upgrade?

You can upgrade to Backup Exec™ 2012 from Backup Exec™ 12.5, and 2010 version. If you are on a version prior to the Backup Exec™ 12.5 release, your upgrade will uninstall the old version to install Backup Exec™ 2012. If you are an existing customer with active maintenance, you can upgrade to the appropriate Backup Exec 2012 licenses for free. If you do not have an active maintenance contract or if you are a new customer switching to Backup Exec please contact your Dell representative for pricing.

16. How do I activate and register the software once I receive my voucher?

You will receive a voucher number when you purchase the product. This voucher number will direct you to a Symantec licensing portal where you will register and activate your product. This will provide you with a serial number which will in turn allow you to download and activate the software as well as your maintenance contract. For more information on this procedure please see the Symantec Voucher Center Procedure Guide.

17. I have multiple versions of Backup Exec™ 2012 running in my environment and I am not sure what is licensed vs. what is deployed. Is there a tool that can help me easily inventory and manage all these licenses?

Yes, Symantec offers a free utility called the Backup Exec License Assessment Tool (known as BELAT). This easy-to-use tool is designed to help you determine what has been deployed. A report is generated for you as the user which details the number and type of Backup Exec licenses available and deployed in a given environment. BELAT does not report back any license information to Symantec or any 3rd party. If you are using Backup Exec 12 or later, you already have BELAT – just check under the tools menu in the product.

18. What operating systems are supported with Backup Exec™ 2012?

For a full list of supported hardware and software, please visit: www.backupexec.com/compatibility

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19. What encryption formats does Backup Exec™ 2012 support?

Backup Exec addresses data security requirements by providing and supporting a variety of data encryption methods across the network or to storage devices including:

- ✓ FAQ: Backup and Disaster Recovery
- ✓ AES 128-bit Advanced Encryption Standard (AES) and 256-bit AES
- ✓ Hardware encryption using the T10 standard requires 256-bit AES
- ✓ FIPS validated 256-bit AES encryption (CMVP validation)
- ✓ Support for LT0 4 T10 Encryption configurations
- ✓ BitLocker Encryption Support

20. Can I try Backup Exec™ 2012 for free?

Absolutely. Symantec offers FREE 60-day trial ware for Backup Exec. To download your free 60-day fully functional copy of Backup Exec, visit: www.backupexec.com/trybe

- ✓ Please note: the following agents and options are not available for trial evaluation:
- ✓ Backup Exec Central Admin Server Option
- ✓ Backup Exec File System Archiving Option
- ✓ Backup Exec Microsoft Exchange Mailbox Archiving Option
- ✓ Backup Exec SAN Shared Storage Option
- ✓ Advanced Disk Backup Option
- ✓ Symantec Desktop Laptop Option

21. I am an existing Backup Exec customer. How do I evaluate non-licensed agents and options?

A feature within Backup Exec allows customers who have already purchased Backup Exec to evaluate most non-licensed Backup Exec agents or options available, free for 60 days. To activate non-licensed agents and options, select the “Options for Evaluation” section of the component tree in the management console. Each agent/option has its own 60 day evaluation clock which starts when it is first utilized in a backup session.

For more information please visit: <http://dell.symantec.com/backup-exec-2012>

22. I want to learn more about Backup Exec™ 2012. What resources do you recommend?

The Backup Exec web site is a great starting point and is also the most comprehensive resource for all things related to the Backup Exec portfolio. This website includes links to virtual product tours, FREE 60-day trial ware, promotional offers, discussion forums and much more. Visit: www.backupexec.com.

In addition, the Backup Exec support website www.backupexec.com/support along with Backup Exec’s online user community <http://www.symantec.com/connect/backup-and-archiving> offers comprehensive resources from “how to” to “best practice” guides.

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23. What training is offered for Backup Exec™ 2012?

There is a wide variety of Backup Exec training courses available throughout the year to help you quickly become a Backup Exec expert. The main courses are listed below:

- ✓ Symantec Backup Exec 2012: Administration 40 Hrs Instructor Led
- ✓ Symantec Backup Exec 2012: Administration 40 Hrs Web Based Training / Virtual Class
- ✓ Symantec Backup Exec Tech Center 1 year Online subscription

To learn more, please visit: www.symantec.com/training.

24. What is the Backup Exec Tech Center?

The Backup Exec Tech Center is an online education subscription service that provides a collection of short On-Demand modules designed to help users' quick-fix problems, plan their environment, and get the most out of Backup Exec. 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 to refresh and supplement product knowledge. For more information, visit: www.backupexec.com/techcenter.

25. The question I need answered is not listed here. What should I do?

Please visit the Backup Exec Knowledge Base (<http://www.symantec.com/business/support/index?page=landing&key=15047>)

or Symantec's user community forum, Symantec Connect (<http://www.symantec.com/connect/backup-and-archiving>) where you can search articles and post your questions. Alternatively please contact your Dell account manager or preferred reseller.