



# Backup Exec System Recovery Management Solution 2010 FAQ

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## Overview

### 1. What is the Backup Exec System Recovery Management Solution?

*Answer-*

The Backup Exec System Recovery Management Solution is a new offering from Symantec that enables centralized management of Backup Exec System Recovery clients. It replaces earlier management offerings, such as Backup Exec System Recovery Manager and Backup Exec System Recovery Solution.

This new offering is designed to simplify the infrastructure and operational management aspects of a large Backup Exec System Recovery environment. Through centralization and automation of key implementation and management tasks, Backup Exec System Recovery Management Solution streamlines the overall experience, saving administrators time and lowering overall cost of ownership.

Based on the Symantec Management Platform (formerly Altiris Notification Server), the Backup Exec System Recovery Management Solution combines the best of legacy management capabilities, includes increase scalability, and adds new functionality not previously available. All core editions of Backup Exec System Recovery are supported, including Server Edition, Desktop Edition, and Small Business Server Edition, as well as the new Virtual Edition, and the new Linux Edition.

### 2. Can I upgrade from my current Backup Exec System Recovery management tool to the new Backup Exec System Recovery Management Solution?

*Answer-*

*License Upgrades*

The new Backup Exec System Recovery Management Solution offering is available at no charge. Users of previous management solutions, such as Backup Exec System Recovery



Manager and Backup Exec System Recovery Solution, may upgrade to the new Backup Exec System Recovery Management Solution at no expense.

Client licenses for Backup Exec System Recovery are fully transferrable and can be administered by the Backup Exec System Recovery Management Solution.

#### *Technical Upgrade – Backup Exec System Recovery Manager*

You can migrate managed client computers from Backup Exec System Recovery Manager 8.5 to Backup Exec System Recovery 2010 Management Solution. Also, hardware that was used for hosting the Backup Exec System Recovery Manager 8.5 server can be repurposed to host the Backup Exec System Recovery 2010 Management Solution server. The minimum system requirements still apply; you may not need to purchase or provision new hardware for the migration. When you migrate managed client computers from Backup Exec System Recovery Manager 8.5 to Backup Exec System Recovery 2010 Management Solution, you must first do the following:

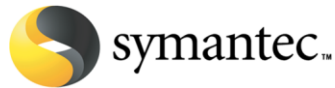
- Install the Altiris Agent on all the client computers that Backup Exec System Recovery Manager 8.5 manages.
- Install the Backup Exec System Recovery Plug-in on all the client computers that Backup Exec System Recovery Manager 8.5 manages.

When the newly managed client computers in Backup Exec System Recovery 2010 Management Solution publish information back to the Backup Exec System Recovery 2010 Management Solution server, the following occurs:

- Client computers with Backup Exec System Recovery already installed can be discovered and targeted from Backup Exec System Recovery 2010 Management Solution. A default resource target of computers with Backup Exec System Recovery already installed comes with Backup Exec System Recovery.
- Management Control, as used by Backup Exec System Recovery Manager 8.5 and installed on client computers, is automatically removed. This event occurs when the client computer with Backup Exec System Recovery is brought under management by the Backup Exec System Recovery 2010 Management Solution server.
- The Backup Exec System Recovery Agent Plug-in and the Backup Exec System Recovery 2010 install package is centrally 'push-able' from the Backup Exec System Recovery 2010 Management Solution server.
- Client computer history and events are preserved. Such preservation means you can recover from recovery points that were created before the migration to Backup Exec System Recovery 2010 Management Solution.
- Client computer settings for Backup Exec System Recovery are preserved. However, if the administrator has created policies in Backup Exec System Recovery 2010 Management Solution to adjust those settings, then they are not preserved.

The following are not preserved after the migration:

- Backup jobs and policies, and backup destination are not preserved following the migration. Backup policies, as they are known in Backup Exec System Recovery 2010 Management Solution and backup destinations must be recreated.
- The Backup Exec System Recovery Manager database is not preserved. Instead, the new Backup Exec System Recovery 2010 Management Solution database is re-populated with client computer data as each one is brought under backup management.



### *Technical Upgrade – Backup Exec System Recovery Solution*

If you are upgrading from Backup Exec System Recovery Solution 8.5 to Backup Exec System Recovery 2010 Management Solution, all configurations, policies, tasks, and recovery points are preserved.

### **3. What editions of Backup Exec System Recovery are supported by the Backup Exec System Recovery Management Solution?**

*Answer-*

Backup Exec System Recovery Management Solution 2010 supports the following client editions:

- Backup Exec System Recovery 2010
  - o Server Edition
  - o Desktop Edition
  - o Small Business Server Edition
  - o Virtual Edition
  - o Linux Edition
  
- Backup Exec System Recovery 8.5
  - o Server Edition
  - o Desktop Edition
  - o Small Business Server Edition
  
- Backup Exec System Recovery 8.0
  - o Server Edition
  - o Desktop Edition
  - o Small Business Server Edition

### **4. What specific problems does the Backup Exec System Recovery Management Solution solve?**

*Answer-*

Backup Exec System Recovery Management Solution solves a number of key problems for organizations looking to centrally manage a large number of Backup Exec System Recovery clients. Some of these are:

- How can I discover systems I wish to protect with Backup Exec System Recovery from a central location?
- What versions of Backup Exec System Recovery do I currently have deployed in my environment?
- What tools are available to centralize and automate the distribution of agent packages?
- Where can I centrally view the overall status of my backup environment?
- How can I easily and quickly drill-down to problem areas in order to troubleshoot and resolve problems?
- What is the storage capacity and usage state of disk devices being used to store backup data?
- How can I construct protection policies that can be applied to many systems at once?
- How can I construct policies for Backup Exec System Recovery client settings, such as throttling and alerts, which can be applied to many systems at once?



- How can I centrally manage the transfer of backup data to offsite locations for disaster recovery?
- What is the license status of systems running Backup Exec System Recovery?
- How can I easily and centrally deploy licenses to Backup Exec System Recovery clients?
- How can I recover a full system to a previous point in time without visiting the system directly?
- Where can I centrally manage and automate conversion of backup data to virtual disk format?
- Can I generate reports against my backup environment?

Backup Exec System Recovery Management Solution can help organizations solve these problems and more.

## **5. What are the main features of Backup Exec System Recovery Management Solution?**

*Answer-*

Some of the key features and capabilities offered by the Backup Exec System Recovery Management Solution product include:

- Remote client discovery (domain import, network search, import host names from file)
- Centralized agent distribution
- Dashboard status view of global backup environment
- Management of Windows and Linux editions of Backup Exec System Recovery from a single console
- Create, edit, delete, and deploy policies that govern backups and client settings
- Policy-based management system automates and simplifies administration
- License deployment and status views
- Powerful filtering system for easy identification of problem areas
- Storage device monitoring (capacity and usage)
- Centralized management of offsite data transfer operations
- Centralized management of P2V conversion operations, including direct-to-hypervisor uploads
- Built-in reporting system enables the generation of reports that show status and trends across the backup environment
- Remotely perform troubleshooting tasks from the central console such as re-deploy management agents, re-run backup jobs, or restart Backup Exec System Recovery services

## **6. What does “powered by the Symantec Management Platform” mean?**

*Answer-*

The Symantec Management Platform (formerly known as the Altiris Notification Server) is an industry-proven and award-winning foundation of technology that enables a management solution for Backup Exec System Recovery that is highly scalable, reliable, and feature rich. This same technology powers other Symantec solutions as well, which can be deployed and administered alongside the Backup Exec System Recovery Management Solution utilizing the same instance of the platform.



The benefits of the Symantec Management Platform are already utilized by many Backup Exec customers today, who use Altiris to manage thousands of systems and their applications worldwide. Additional information on Altiris CMDB technology is available at the following link: <http://www.altiris.com/Products/AssetCMDB.aspx>

### **7. Do I need to install the Symantec Management Platform to use Backup Exec System Recovery Management Solution?**

*Answer-*

The Backup Exec System Recovery Management Solution is built upon the Symantec Management Platform version 7.0, and as such the platform is required in order for the management solution to function. When installing the Backup Exec System Recovery Management Solution, the required components of the Symantec Management Platform are automatically installed as well, such as:

- Symantec Management Console
- Symantec Management Platform Configuration Management Database
- Symantec Management Agents
- Symantec Notification Server
- Microsoft SQL Express (existing Microsoft SQL Server installations can also be used)

### **8. Can other Backup Exec products be used together with Backup Exec System Recovery Management Solution?**

*Answer-*

The Backup Exec Infrastructure Manager product, also based upon the Symantec Management Platform, can be installed and administered alongside the Backup Exec System Recovery Management Solution, and each can utilize the same instance of the platform.

Other Symantec solutions can also be installed and administered alongside the Backup Exec management solutions, such as:

- Client Management Suite
- Server Management Suite
- Ghost Solution Suite
- pcAnywhere
- Inventory Solution

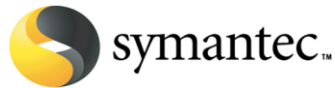
For more information: <http://www.symantec.com/business/theme.jsp?themeid=altiris>

### **9. Can Backup Exec System Recovery Management Solution also integrate with the Dell Management Console?**

*Answer-*

Yes, the Symantec Management Platform is the basis for the Dell Management Console and solutions like Backup Exec System Recovery Management Solution and Backup Exec Infrastructure Manager can be leveraged using the Dell Management Console.

### **10. How can I obtain Backup Exec System Recovery Management Solution?**



Answer-

Backup Exec System Recovery Management Solution can actually be obtained three different ways.

- Backup Exec System Recovery Management Solution can be obtained from the [www.backupexec.com](http://www.backupexec.com) site for evaluation purposes. For new installations, the download of Backup Exec System Recovery Management Solution will also contain the entire Symantec Management Platform 7 and can be quite large
- For existing Symantec Management Platform 7 installations, Backup Exec System Recovery Management Solution can be downloaded directly from within using the Symantec Installation Manager (SIM) that was originally used to install the Symantec Management Platform. Backup Exec System Recovery Management Solution will then be displayed for separate download from within SIM along with other Solutions and Suites from Symantec and its Partners.
- Additionally, DVD media will also be included in Backup Exec System Recovery media kits to avoid having to download the product.

## Supported Backup Exec System Recovery Versions and Configurations

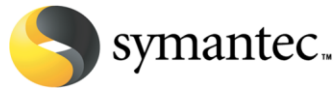
### 1. What versions of Backup Exec System Recovery does Backup Exec System Recovery Manager 2010 support?

Answer-

Backup Exec System Recovery Management Solution 2010 supports the following client versions:

- Backup Exec System Recovery 2010
  - Server Edition
  - Desktop Edition
  - Small Business Server Edition
  - Virtual Edition
  - Linux Edition
- Backup Exec System Recovery 8.5
  - Server Edition
  - Desktop Edition
  - Small Business Server Edition
- Backup Exec System Recovery 8.0
  - Server Edition
  - Desktop Edition
  - Small Business Server Edition

*Note: Available functionality at the manager console will be limited to the capabilities of the client being managed. For example, new features in Backup Exec System Recovery 2010 will not be available for centralized management on a Backup Exec System Recovery 8.0 client.*



## **Backup Exec System Recovery Management Solution Installation and Configuration**

### **1. What components are installed on a Backup Exec System Recovery Management Solution server?**

*Answer-*

Backup Exec System Recovery Management Solution leverages a number of Symantec and Microsoft technologies when installed.

A typical Backup Exec System Recovery Management Solution installation would include:

- The Symantec Management Platform (Altiris Notification Server 7.0)
- The Symantec Management Console (Altiris Notification Sever 7.0)
- Microsoft IIS
- Microsoft .NET framework
- Microsoft SQL Express 2005 (an existing SQL Server database can also be used)

### **2. Can Backup Exec System Recovery Management Solution use a Microsoft SQL Server 2008 database?**

*Answer-*

Not at this time. Backup Exec System Recovery Management Solution is currently on supported SQL Server 2005 and SQL Express 2005 databases only. Support for SQL 2008 is planned for an upcoming service pack release of the Symantec Management Platform.

### **3. What components of Backup Exec System Recovery Management Solution are installed on a client system running Backup Exec System Recovery?**

*Answer-*

Backup Exec System Recovery Management Solution requires two components to be installed on any server being managed by Backup Exec System Recovery Management Solution.

This includes:

- Symantec Management Agent (SMA)
- Backup Exec System Recovery Agent Plug-in

These agents can be centrally distributed from the Backup Exec System Recovery Management Solution console. Through its policy-oriented architecture, these deployment processes can be automated to occur at a time of the administrators choosing for a 'set it and forget it' implementation.

### **4. How many systems with Backup Exec System Recovery installed on them can be managed by a single Backup Exec System Recovery Management Solution server?**

*Answer-*

Up to 2,500 Backup Exec System Recovery clients (any mix of Server Edition, Small Business Server Edition, Desktop Edition, or Linux Edition) can be managed from a single instance of Backup Exec System Recovery Management Solution.



The Backup Exec System Recovery Management Solution can manage any mix of supported client editions and/or supported client versions.

**5. What versions of the Symantec Management Platform (formerly the Altiris Notification Server) does Backup Exec System Recovery Management Solution work with?**

*Answer-*

Backup Exec System Recovery Management Solution is supported on version 7.0 SP2 of the Symantec Management Platform (formerly known as Altiris Notification Server). When installing for the first time, version 7.0 SP2 of the Symantec Management Platform will be installed. The Backup Exec System Recovery Management Solution is forwards compatible with later updates and service packs for the Symantec Management Platform, such as 7.0 SP3 or 7.1, but is not backwards compatible with previous versions of the platform, such as Symantec Management Platform 7.0 or 7.0 SP1, or Altiris Notification Server 6.x.

**6. What are the system requirements for the Backup Exec System Recovery Management Solution?**

*Answer-*

Server requirements for installing the Backup Exec System Recovery Management Solution are as follows (note that these requirements do not apply to client server and desktop systems protected by Backup Exec System Recovery; these are management server system requirements):

Component	Requirements
Processor	Intel® Pentium® 4 CPU 2.0 GHz or faster
RAM	2 GB or more
Available disk space	20 GB or more
Software	<p>The following must be installed on the computer on which you want to install Backup Exec System Recovery 2010 Management Solution:</p> <ul style="list-style-type: none"><li>▪ 32-bit versions of Microsoft Windows Server 2003 R2, Enterprise Edition, or Standard Edition</li><li>▪ Microsoft SQL Server 2005 Express Edition is included on the Backup Exec System Recovery 2010 Management Solution media. Symantec recommends that you install Microsoft SQL Server on a computer separate from the one on which you install Backup Exec System Recovery 2010 Management Solution to avoid computer performance issues.</li><li>▪ Microsoft Internet Information Services</li><li>▪ Microsoft .NET Framework 3.5</li><li>▪ Microsoft ASP.NET</li><li>▪ Microsoft Internet Explorer 7 or later</li><li>▪ Microsoft Silverlight 3.0 or later</li><li>▪ Symantec Installation Manager</li></ul>



	<ul style="list-style-type: none"><li>▪ Symantec Management Platform</li></ul> Note: Installation of Backup Exec System Recovery 2010 Management Solution is not supported on encrypted file systems.
Internet access	High speed Internet access is recommended at the computer where you install Backup Exec System Recovery 2010 Management Solution.
DVD ROM drive	Required for installation.

Symantec also recommends that you familiarize yourself with the Symantec Management Platform by reviewing the [Symantec Management Platform Installation Guide](#).

### **7. What Operating Systems can the Backup Exec System Recovery Management Solution server components be installed on?**

*Answer-*

The Backup Exec System Recovery Management Solution and the Symantec Management Platform itself can only be installed on servers running the 32-bit Windows 2003 operating systems at this time. Additional platform support is planned for a future release of the Symantec Management Platform.

This limitation does not apply to clients being managed by the solution; the management agent supports all client operating systems supported by Backup Exec System Recovery, and they can be remotely managed by the Backup Exec System Recovery Solution.

Please see the Backup Exec System Recovery Software Compatibility List for updated information on supported operating systems and any limitations for Backup Exec System Recovery Management Solution <http://seer.entsupport.symantec.com/docs/314384.htm>

### **8. Can the Backup Exec System Recovery Management Solution server be virtualized on a Guest virtual machine?**

*Answer-*

For test deployments, the Backup Exec System Recovery Management Solution server and Symantec Management Platform can be installed and run from within a Guest Virtual Machine. However, running the Backup Exec System Recovery Management Solution server and the Symantec Management Platform on a Guest virtual machine (VM) in a production environment is not recommended or supported at this time.

## **Upgrades and Patching via the Backup Exec System Recovery Management Solution**

### **1. How does Backup Exec System Recovery Management Solution upgrade older versions of Backup Exec System Recovery to 2010?**

*Answer-*

With Backup Exec System Recovery Management Solution, upgrade packages that can be deployed to upgrade older versions of Backup Exec System Recovery to version 2010 are available by default and can be installed automatically to selected clients or client groups



via policy.

**2. How does Backup Exec System Recovery Management Solution patch Backup Exec System Recovery?**

*Answer-*

Backup Exec System Recovery 2010 service packs can be downloaded to the Backup Exec System Recovery Management Solution server using the Symantec Installation Manager. These packages can be installed automatically to selected clients or client groups via policy.

**3. Is Live Update required or used for Backup Exec System Recovery Management Solution patches and updates?**

*Answer-*

No, Live Update is not required nor used by Backup Exec System Recovery Management Solution to obtain or install Backup Exec System Recovery updates or patches. The Symantec Installation Manager can be run each time you wish to download a new Backup Exec System Recovery update or upgrade package.

## Licensing

**1. How is Backup Exec System Recovery Management Solution licensed?**

*Answer-*

The Backup Exec System Recovery Management Solution is offered to customers of Backup Exec System Recovery at no charge. Client Backup Exec System Recovery installations must still be properly purchased and licensed.

**2. How do I evaluate Backup Exec System Recovery Management Solution?**

*Answer-*

Like all Backup Exec products, Backup Exec System Recovery Management Solution is available for evaluation purposes from [www.backupexec.com](http://www.backupexec.com).

**3. Does Backup Exec System Recovery Management Solution support the centralized management of Backup Exec System Recovery client license keys?**

*Answer-*

Yes. The Backup Exec System Recovery Management Solution enables an administrator to deploy license keys to Backup Exec System Recovery clients or client groups. All client edition license keys are supported, including Server Edition, Small Business Server Edition, Desktop Edition, Virtual Edition, and Linux Edition. Administrators will be able to deploy/assign license keys via policy, and will be able to easily view client license status in the management console.

The Backup Exec System Recovery Management Solution enables an administrator to deploy license keys for the following versions of Backup Exec System Recovery:



- Backup Exec System Recovery 2010
  - o Server Edition
  - o Desktop Edition
  - o Small Business Server Edition
  - o Virtual Edition
  - o Linux Edition
  
- Backup Exec System Recovery 8.5
  - o Server Edition
  - o Desktop Edition
  - o Small Business Server Edition
  
- Backup Exec System Recovery 8.0
  - o Server Edition
  - o Desktop Edition
  - o Small Business Server Edition

## Additional Resources

### 1. Where can I find additional information on Backup Exec System Recovery, the Backup Exec System Recovery Management Solution, and the Symantec Management Platform (formerly Altiris Notification Server) 7.0?

Answer-

Altiris concepts and planning:

- Altiris products and services:  
<http://www.symantec.com/business/theme.jsp?themeid=altiris>
  
- The “*Altiris Notification Server 7.0 Planning and Deployment Guide*”  
<https://kb.altiris.com/display/1/kb/article.asp?aid=45803>
  
- The “*Altiris Software Compatibility List*”  
<https://kb.altiris.com/display/1/kb/article.asp?aid=46349>

Backup Exec System Recovery and Backup Exec System Recovery Management Solution:

- [www.backupexec.com](http://www.backupexec.com)
- [www.symantec.com/besr](http://www.symantec.com/besr)