

Backup Exec 2010 R2 FAQ

When will Backup Exec 2010 R2 be generally available?

Backup Exec 2010 R2 will be generally available on August 2, 2010.

What new features does Backup Exec 2010 R2 introduce?

Feature	Benefit
Improved Installation Wizards	Reduces time for new installations
Intuitive Backup Wizards	Reduces time to create new backup jobs
Backup Recommendations Advisor	Reduces risk by identifying gaps in backup process
In-product Renewal Assistant	Eases management of maintenance & renewal
Integrated RSS Support	Keeps you informed of best practices, new releases and news
Removable Hard Drive Support	Enables use of removable disk in your backup infrastructure
Improved Patching, Upgrading & Performance	Reduces time and effort associated with backup management

What is the cost to upgrade to Backup Exec 2010 R2?

Backup Exec 2010 customers or customers who are current with maintenance or support contracts for previous versions of their licensed Backup Exec software can upgrade to the appropriate Backup Exec 2010 R2 licenses at no additional charge. Existing customers who do not have current maintenance or support may purchase version upgrades at up to 35 percent off MSRP through their preferred reseller. To learn more about the upgrade discount, visit www.backupexec.com/save.

What is new with the Deduplication Option?

Several enhancements have been made to the Backup Exec Deduplication Option to simplify the process of deduplicating data and restoring granular data. You can now execute an Optimized Deduplication process so that you can perform stageless recovery of GRT backups from a second media server. Additional enhancements have been made with the Open Storage Technology (OST) certifications used with certified third party deduplication appliances, including appliances from Data Domain, ExaGrid and Quantum. For more information on the Backup Exec Deduplication Option, contact your reseller or read the solution brief at: www.backupexec.com/deduplication.

What is new with the VMware and Hyper-V Agents?

Backup Exec 2010 introduced first to market technology for backing up virtual servers with a single-pass backup of applications, dynamic inclusion of new virtual machines, and block-level deduplication. Now Backup Exec R2 delivers additional support for VMware and Hyper-V environments in several ways, including support for Microsoft Small Business Server in a Hyper-V environment and support for VMware vSphere 4.1. For full details, please read the VMware Agent FAQ or Hyper-V Agent FAQ which can be found on Symantec's website: www.backupexec.com/vmwarefaq and www.backupexec.com/hypervfaq.

Have prices or SKUs changed in Backup Exec 2010 R2?

No. There have been no changes to prices or product skus. Please contact your preferred Symantec reseller or call Symantec directly with questions.

Do I need new license keys to go from Backup Exec 2010 to Backup Exec 2010 R2?

No. Backup Exec 2010 R2 uses the same license keys as Backup Exec 2010. Customers on older versions, prior to 2010, and on maintenance can use the license keys contained within their Backup Exec 2010 upgrade notification letter to upgrade to Backup Exec 2010, alternatively please contact Symantec Customer Care for help.

Are there any new agents or options available with Backup Exec 2010 R2?

There are several important updates to the existing Backup Exec agents and options, including support for:

- Microsoft SharePoint 2010
- Microsoft Exchange 2010 SP1
- Microsoft SQL 2008 R2
- VMware vSphere 4.1
- Symantec Enterprise Vault 9
- NDMP – NetApp ONTAP 8.0 and EMC DART 6.0

Are there any new platforms supported in Backup Exec 2010 R2?

Yes. Mac OSX 10.6 (Snow Leopard) is now supported. For a full list of currently supported platforms visit:

www.backupexec.com/compatibility.

Are any platforms, agents or options End of Life (EOL) in Backup Exec 2010 R2?

No. Backup Exec 2010 offers support for an extensive set of platforms and applications. For a complete list of system requirements and supported devices, please refer to the Symantec Backup Exec hardware and software compatibility list at:

www.backupexec.com/compatibility.

Where can I download and evaluate Backup Exec 2010 R2?

Free 60 day evaluations are available at: www.backupexec.com/trybe

I am an existing customer on maintenance needing Backup Exec 2010 R2 media, where do I download?

Download Backup Exec 2010 R2 from Symantec FileConnect at: www.fileconnect.symantec.com

Have the features bundled with the Backup Exec 2010 core media server changed in Backup Exec 2010 R2?

No, along with network-wide data protection and continuous disk-based data protection, Backup Exec 2010 core media server also provides enhanced open file protection and disaster recovery for business critical Windows environments:

- Continuous Protection Server - disk-based data recovery
- Advanced Open File protection - protects open files on local or remote servers
- Intelligent Disaster Recovery - tape-based server recovery
- Desktop and Laptop Option (for 5 clients) - provides protection for desktops and laptops

Have the features that come bundled with the Agent for Windows Systems changed in Backup Exec 2010 R2?

No, the following agents and options are standard within the Agent for Windows Systems (AWS):

- Remote Agent for Windows Servers - protects remote file servers
- Continuous Protection Agent - disk-based data recovery

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- Advanced Open File Protection - protects open files on local or remote servers
- Intelligent Disaster Recovery - tape-based server recovery

What do I need to know about backward compatibility with Backup Exec 2010?

Backup Exec 2010 R2 uses the same license keys as Backup Exec 2010. Backup Exec 12.x and older license keys will not work with Backup Exec 2010 R2. However, Backup Exec 2010 R2 is backward compatible with all Backup Exec 12.5 agents and options.

- New Backup Exec 2010 features (such as deduplication or the latest VMware agents) will not work on earlier versions (12.5 and earlier)
- Backup Exec 2010 R2 media server can manage Backup Exec 12.5 for Windows Server Remote Agents
- Backup Exec 2010 R2 Central Admin Server Option (CASO) can manage Backup Exec 2010 R2 and Backup Exec 2010 Managed Media Servers (MMS)
- Backup Exec 2010 R2 Central Admin Server Option (CASO) supports rolling upgrades of Backup Exec 12.5 Managed Media Servers (MMS)
- Backup Exec 2010 R2 media server can manage a Backup Exec 12.5 Remote Agent for NetWare Servers
- Backup Exec 12.5 can accept Backup Exec 2010 R2 license keys

Do I have to upgrade all agents and options at the same time that I upgrade the core media server to Backup Exec 2010 R2?

No. Backup Exec supports previous versions of several agents and options to ease the physical migration of Backup Exec from one version to another. Some people call this “rolling upgrades”. We provide a way for customers to upgrade to the latest version without having to physically replace their existing agents, options or media server. Customers still need to input Backup Exec 2010 R2 license keys to activate remote agent/media servers installed from a previous version. The difference is what is installed versus what is licensed. In order to take advantage of the new Backup Exec 2010 R2 agent and option enhancements customers must upgrade to Backup Exec 2010 agents and options.

What training can I take to learn more about the Backup Exec family?

All training offerings can be purchased through your preferred Symantec reseller or by visiting: www.symantec.com/training.

I am having technical difficulties, what do I do?

For information on contacting Technical Support to help with your technical issue, please visit: http://www.symantec.com/business/support/contact_techsupp_static.jsp

For non-technical inquiries such as licensing, product delivery questions, maintenance renewal or other non-technical questions, please visit: <http://customercare.symantec.com/>

Many questions can be answered by the robust online Backup Exec community, Symantec Connect: <http://www.symantec.com/connect/backup-and-archiving>

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More Information

Visit our website

www.backupexec.com/be

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