



QuickStart

Symantec Backup Exec™ 12.5

PRODUCT OVERVIEW

Symantec Backup Exec™ 12.5 for Windows® Servers is the gold standard in Windows data protection for physical and virtual systems, providing complete disk and tape backup and recovery support for Windows-based environments including the latest Windows Server 2008 portfolio. Continuous data protection and patent-pending granular recovery technology delivers reliable point in time recovery for critical Microsoft applications and ensures individual Exchange emails, SharePoint documents and Active Directory user profiles can be restored in seconds.

With Backup Exec 12.5 critical business data is easily secured, backed up and archived through cross-platform integration with other market-leading Symantec solutions while scalable management and heterogeneous storage protection is delivered through a single Backup Exec console.

ADDITIONAL AGENTS AND OPTIONS

Backup Exec Agents and Options enhance and extend platform and feature support for Backup Exec Environments. Whether you need to protect critical Microsoft applications or non-Microsoft Operating systems, **Backup Exec 12.5 for Windows Servers** has an expansive portfolio of high powered Agents and Options to scale and grow a Backup Exec environment. The Backup Exec 12.5 Media Server and Agent of Windows Systems licenses include Advanced Open File Option (AOFO) and Intelligent Disaster Recovery Option (IDRO). *Advanced Open File Option (AOFO) and Intelligent Disaster Recovery Option (IDRO) are included with each core Backup Exec 12.5 license and with each Agent for Windows Systems providing complete out-of-the-box data protection.*

For a complete list of agents and options, please see the Backup Exec 12.5 License and Support Services guide, available on SCORE and PartnerNet.

New and Enhanced in Backup Exec 12.5 for Windows Servers

OPTIONS / AGENTS	BENEFITS
NEW! Symantec Backup Exec 12.5 Agent for VMware Virtual Infrastructures	<ul style="list-style-type: none"> • One agent delivers comprehensive data protection to an unlimited number of VMware virtual guest systems • Comprehensive backup application for virtual systems and legacy physical systems supporting both disk and tape storage environments • Integration with VMware Consolidate Backup (VCB) to maximize backup and recovery performance • Granular file and folder recovery for VMware Infrastructures saves time and lowers cost
NEW! Symantec Backup Exec 12.5 Agent for Microsoft Virtual Servers	<ul style="list-style-type: none"> • Optimized backup and recovery for virtual systems and physical systems through one console • Granular file folder recovery for new Windows Server 2008 Hyper-V systems and virtual systems running Windows Server 2000 and 2003 environments from a single backup • One agent delivering affordable data protection to an unlimited number of Microsoft virtual systems • Comprehensive data protection for virtual systems supporting both disk and tape storage environments
NEW! Backup Exec 12.5 Remote Media Agent for Linux Server	<ul style="list-style-type: none"> • New storage flexibility for Linux servers running in a Backup Exec for Windows Server environment • IT administrators can directly attach a storage device to a remote Linux servers for added flexibility and reduced bandwidth requirements for backup jobs on remote Linux servers • Each Remote Media Agent for Linux Servers includes a Remote Agent for Linux Servers and all backup and recovery job configurations are centrally managed through the primary Windows media server console
Enhanced! Backup Exec NDMP Option	<ul style="list-style-type: none"> • Supports the backup and restore of Network Data Management Protocol (NDMP) enable NAS device storage configurations with tape devices attached and new protection for NDMP devices residing in remote locations including in a Storage Area Network (SAN) configurations for added flexibility • Automated NDMP filer data duplication to tape, reducing backup management • Overall support for NDMP devices that greatly expands the number of disk targets that can be selected for disk-based data protection



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OPTIONS / AGENTS	BENEFITS
<p>NEW! Backup Exec Infrastructure Management Option (powered by Altiris)</p>	<ul style="list-style-type: none"> • Added management functionality to complement and expand on the existing functionality in Backup Exec Central Admin Server Option (CASO) • New infrastructure manager is powered by Altiris technology so it can easily integrate into an existing Altiris environment or it can also be used independently with no prior knowledge of Altiris technology with powerful management advantages for Backup Exec 12.5 environments including: <ul style="list-style-type: none"> Inventory – Inventory an entire Backup Exec environment including current and older versions of Backup Exec through an easy -o-view graphical representation of the Backup Exec environment Discover – Easily discover, locate, and manage existing/new server resources in a Backup Exec environment and locate unprotected servers with recommendations for the appropriate Agent or Option to support the unprotected system. Software Package Management – Quickly define and deploy the current patch levels to Backup Exec and Backup Exec System Recovery servers, applications and databases across an environment Upgrade and Deploy – Easily configure and manage the upgrade process from Backup Exec v9.1 up to v12.5 plus deploy and configure Backup Exec installation packages with the ability to set pre-made jobs

WHO NEEDS BACKUP EXEC 12.5 FOR WINDOWS SERVERS?

Small and Medium Businesses (10-999 employees) / Large Enterprise/Enterprise (1000+ employees)

Functional and strategic IT personnel are typically most interested in identifying the best backup solution for complete data protection and system restoration. Identified below are situations where organizations can most effectively leverage the capabilities and advantages Backup Exec for Windows Servers offers:

- **Existing Symantec Backup Exec customers** would benefit from upgrading to the new Backup Exec 12.5 which features additional enhancements and innovative technology; in addition, existing customers would benefit by purchasing additional or new Agents and Options, including new virtual agents for VMware and Hyper-V servers providing virtual and physical data protection through one console..
- **Symantec Endpoint Protection customers** are encouraged to research the capabilities of Backup Exec 12.5 and consider this combined solution, which can enable a multi-layered secure and available Windows protection solution capable of providing data recovery, assessment of threats, monitoring controls, shielding individual applications, and protecting local and remote servers and workstations. Backup Exec also provides new Endpoint Protection customers with an integrated proactive ThreatCon backup which further protects business critical data from harmful malware and other threats.
- **Symantec Enterprise Vault customers** can benefit from integrated data protection of critical archives. Integration with Backup Exec allows users to easily select some or all of the Enterprise Vault resources they wish to backup and then quickly browse and select the Enterprise Vault components for recovery. This new integrated functionality helps ensure complete data availability and fast recovery of a customer’s Enterprise Vault environment.
- **New customers** looking to expand and grow their business will find value in this complete, easy to manage data protection solution for physical and virtual servers which provides unmatched recovery features to restore critical data in seconds making it the gold standard for Windows data protection.
- And for those **businesses with a competitive data protection solution**, now is the time to consider upgrading to Backup Exec 12.5, the market leader in data protection and backup and recovery, featuring unmatched Granular Recovery Technology (GRT) which restores Windows application data and virtual file and folder data in seconds all though on easy to manage console. Now customers can upgrade to Backup Exec 12.5 and save up to 35% off MSRP (version upgrade SKU’s) and experience a data protection solutions easily scales to meet their strict recovery time objectives

BUSINESS CHALLENGES

IT PROJECTS	HOW WE DELIVER
<p>Optimized data protection for physical and virtual servers</p>	<p>Comprehensive Data Protection for VMware Infrastructures and Microsoft Hyper-V Servers provide fast, efficient data protection from a single console. One agent efficiently backs up unlimited virtual guest machines to disk or tape and Backup administrators can easily restore an individual file or folder saving management time and resources.</p>



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Reducing backup windows	Backup Exec 12.5 for Windows Servers provides efficient backup and recovery—with available continuous data protection for Microsoft Exchange, SQL, file servers, and workstations to ensure data is continuously captured, almost eliminating any backup windows—without disrupting user productivity or application usage.
Complete data protection the latest Microsoft Windows Server 2008 Portfolio	Backup Exec 12.5 delivers complete data protection for Windows Server 2008 including Hyper-V, Small Business Server 2008 and integrated data protection for Windows Essential Business Server 2008 Backup Exec also protects the latest SQL 2008 servers with point in time recovery and integrated support for file stream and SQL database compression.
Reduce complexity of data recovery to meet strict recovery time objectives and service level agreements	Automated backup and recovery that easily integrates into your existing environment and provides efficient, flexible database and granular data recovery, keeping business data available for when you need it most. Backup Exec for Windows Servers provides fast, reliable data and application recovery in minutes, even down to an individual email or document with patent pending Granular Recovery Technology (GRT) for Exchange, SharePoint, Active Directory and virtual servers allowing businesses to meet the most demanding RTOs or SLAs.
Managing data protection and recovery in a distributed server environment	Backup Exec 12.5 centralized management simplifies the ongoing management and monitoring of multiple Backup Exec media servers in a distributed environment without any interruption. The Central Admin Server Option makes Backup Exec simple to grow and effortless to manage. In addition, new simplified license discovery, inventory and patch management through Backup Exec Infrastructure Manager (powered by Altiris) reduces total cost of ownership
Reduce the challenge in backing up and recovering Enterprise Vault archives	Backup Exec 12.5 provides full application protection for Enterprise Vault Directory databases, partitions or Vault Stores and indexes. All backup and recovery jobs are managed through the Backup Exec console which allows users to easily select some or all of the Enterprise Vault resources they wish to backup as well as quickly browse and select the Enterprise Vault components for recovery, including individual partition files and Indexes.
Protecting heterogeneous server environments	Backup Exec provides extended platform support for heterogeneous servers including UNIX, Linux, MAC and NetWare plus protection and recovery for IBM® DB2® and Oracle® RAC and Oracle RMAN through high-performance agents.

Key Benefits

Backup Exec 12.5 delivers reliable, cost efficient data protection for mission-critical Windows-based systems and virtual server infrastructures improving overall backup and recovery performance through enhanced platform support, scalable management features and innovative product integration to help businesses meet strict recovery time objectives.

FEATURE	FUNCTIONALITY	BENEFIT
Market leading data protection for physical and virtual server environments	Complete backup and recovery for legacy and new Windows server environments and the latest virtual server infrastructures in a single solution.	Complete data protection for Windows-based businesses including optimized support for Microsoft Windows Server 2008 portfolio and comprehensive data protection for VMware and Microsoft virtual server infrastructures.
Patent-pending Granular Recovery Technology (GRT) recovers critical Microsoft application data in seconds	Restores individual Exchange messages, SharePoint site items or documents, and Active Directory user preferences from a single-pass backup.	Eliminate Exchange mailbox backups, reduce recovery times, storage requirements and overall management resources.
Centralized 3-Tier Set-up, Reporting and Patch Management	Central Admin Server Option (CASO) and Backup Exec Infrastructure Manager provides scalable job set-up, reporting and software patch management.	Easily update and manage a growing Backup Exec infrastructure throughout a Windows data center, distributed throughout the network or at remote offices from one console.
Scalable heterogeneous support through remote Agents and Options	High-powered Backup Exec Remote Agents and Options extend data protection to Linux, Unix, Mac and Netware environments.	Prevent data loss on heterogeneous servers and maximize performance with supported NDMP filers and SAN environments.



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FEATURE	FUNCTIONALITY	BENEFIT
Continuous Data Protection	Backup Exec replication technology ensures data changes are continuously backed up from remote servers.	Eliminates the backup window and ensures recovery point objectives are easily met for Exchange, File Server, SQL servers and desktop data.
Innovative multi-product integration with market leading technologies	Data protection integration with Symantec ThreatCon, Symantec Enterprise Vault and Symantec Online Storage.	Simplified management of multiple consoles, delivering integrated security, backup and archive functionality, further providing complete data protection for growing businesses.

Symantec Offers Additional Protection and Security in these Offerings

Backup Exec 12.5 delivers new, integrated protection across multiple Symantec product lines simplifying our customers experience to secure, backup and archive their Windows-based environment with market leading products that surpass the competition in features and functionality.

- Backup Exec 12.5 for Windows Servers and **Backup Exec System Recovery 8.5** provide small, to lower enterprise businesses with easy to manage data and system recovery for Windows-based environments. The Backup Exec Family of data and system recovery solutions out performs the competition with a combined feature set that delivers granular recovery of business critical data quickly and easily, plus fast, efficient dissimilar hardware system recovery in seconds.
- Backup Exec is integrated with **Symantec ThreatCon security alerts to complement a Symantec Endpoint Protection** installation which provides a single agent for antivirus, antispyware, firewall, intrusion prevention, and device control all under a single management console. As soon as the threat landscape increases, Symantec ThreatCon will initiate automatic backups based on the administrator's alert setting, further ensuring an uninfected copy of data is backed up for recovery in the event of a successful security attack. .
- Backup Exec 12.5 provides customers with new integrated backup protection for **Symantec Enterprise Vault**. Backup Exec 12.5 delivers full application protection of Enterprise Vault including Directory database, partitions or Vault Stores and indexes. Symantec Enterprise Vault customers can now backup and recover data quickly and easily with the Backup Exec Agent for Enterprise Vault archives. All backup and recovery jobs are managed through the Backup Exec console and allows users to easily select some or all of the Enterprise Vault resources they wish to backup as well as quickly browse and select the Enterprise Vault components for recovery down to an individual partition file or index.
- Backup Exec 12 provides North America users **Symantec Online Storage**, a simple off-site storage option to Symantec Protection Network (SPN) Data Centers offering customers the flexibility and additional protection of backing up their data via Disk-to to SPN. Symantec Online Storage integration is a cost efficient, easy to manage off-site data protection configuration, eliminating the headache of maintaining and configuring new off-site storage hardware. In addition, all the data sent to the SPN offsite location is encrypted at the Backup Exec Media Server prior to transport to SPN destination to ensure complete security and compliance.

KEY FEATURES AND BENEFITS

New in Backup Exec 12.5 for Windows Servers

FEATURE	BENEFIT	DESCRIPTION
NEW Granular Data Recovery for VMware Infrastructures and Microsoft Virtual Servers	<ul style="list-style-type: none"> • Quickly restore virtual server files and folders from a single pass backup – save time and storage costs by eliminating a redundant file level backup • Easily backup an unlimited number of virtual guest machines to disk or tape for added flexibility and savings • Fast, efficient data protection for physical and virtual server environments from a single console • One agent (for unlimited virtual guest machines), One Backup (eliminating a second file-level backup), One Console (protecting both physical and virtual systems) 	Expanded virtual server data protection with two new virtual Agents! Backup Exec Agent for VMware Virtual Infrastructures and Backup Exec Agent for Microsoft Virtual Servers (including Hyper-V)



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FEATURE	BENEFIT	DESCRIPTION
Enhanced Market Leading Data Protection for the Complete Microsoft Windows 2008 Server Portfolio	<ul style="list-style-type: none"> Complete data protection for Windows Small Business Server 2008 Integrated data protection for Windows Essential Business Server 2008 through a single console. Unique, easy manage backup and recovery set-up and monitoring through the EBS console SQL 2008 point in time recovery and integrated support for file stream and SQL database compression 	Complete data protection for the latest Windows Server 2008 portfolio including Windows Server 2008, Windows Small Business Server 2008, new Essential Business Server 2008 and SQL 2008 databases
Expanded Granular Recovery benefits for SharePoint	<ul style="list-style-type: none"> Restore SharePoint server documents, sites and list items in seconds through patent pending granular recovery technology Added flexibility to restore individual SharePoint web parts including: calendars, folders, contacts, etc. 	Backup Exec Agent for SharePoint now provides new flexibility to restore SharePoint documents, sites and list items from a single pass backup
NEW Backup Exec Infrastructure Manager	<ul style="list-style-type: none"> Reduce total cost of ownership with simplified license discovery, inventory and patch management Easily view and assess existing Backup Exec components and environment through an easy to manage network map UI 	Backup Exec Infrastructure Manager is powered by market leading Altiris technology and allows administrators to easily inventory and existing Backup Exec environment to quickly locate both protected and unprotected systems, deploy new Backup Exec components to unprotected systems and easily upgrade existing Backup Exec components to the latest version
Enhanced protection for NDMP enabled NAS devices	<ul style="list-style-type: none"> Enhanced flexibility to protect NDMP enabled NAS devices Added scalability and Improved NDMP backup performance Automated NDMP data duplication to tape, reducing backup management. 	Backup Exec NDMP option now protects NDMP configurations directly attached to the media server and in remote locations including Storage Area Network (SAN) environments
NEW Remote Media Server Agent for Linux Servers	<ul style="list-style-type: none"> Increase Linux server storage flexibility and backup performance with the Remote Media Agent for Linux Servers Reduced bandwidth requirements for backup jobs on remote Linux servers. 	Enhanced Linux server data protection with new support for direct attached storage configurations for remote Linux server

QUESTIONS TO CONSIDER

- How would you describe your organization's current Windows backup and recovery solution?
- Are you running VMware virtual Infrastructures or Microsoft virtual servers? How are you backing up these environments?
- Do you have a data protection solution to support granular file and folder recovery for physical and virtual servers?
- How does it address both data and systems protection? How confident are you that you could quickly recover critical data, servers, or even desktops or laptops with your existing solution?
- Do you easily inventory and existing Backup Exec environments to quickly locate both protected and unprotected systems, deploy new Backup Exec environments?
- Are you currently running Exchange mailbox (MAPI) backups?
- Can you quickly restore an Active Directory user profile or directory attribute without multiple system reboots?
- Can you easily restore an individual SharePoint document, site or list item from a single pass backup?
- Do you have a single data protection solution in place that can easily protect your physical and virtual systems from data corruption or data loss?
- What is your current process to restore in the event of a data loss?



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- How long does it typically take you to recover business-critical data or a mission-critical server?
- How efficient is your current data recovery process?
- How do you currently manage your storage at remote offices and do you have a reliable off-site data protection strategy?
- Is your organization looking to lower IT costs and increase productivity?
- Would it benefit your organization to have a data and system recovery solution that would allow you to restore business-critical information or systems quickly? To let end users restore their own data without IT intervention? Or restore systems to dissimilar hardware platforms or perform remote system restorations?

SYMANTEC COMPETITIVE ADVANTAGES – BACKUP EXEC 12.5

- **Comprehensive data protection for VMware and Microsoft Hyper-V environments** - though a single Backup Exec console, administrators can backup an unlimited number of virtual guest machines to disk or tape with granular file and folder recovery from a single backup. Today there are many point solutions to protect just virtual or physical environments but Backup Exec is one of few to protect both to multiple storage environments.
- **Patent Pending Granular Recovery for Exchange, SharePoint and Active Directory.** No other solution provides the ability to recover granular Exchange information like emails, folders, mailboxes plus individual SharePoint documents and Active Directory attributes from a single pass backup through innovative Backup Exec application Agents.
- **Leadership in the data protection market** with Backup Exec and NetBackup owning the majority of Backup and Recovery market 45.4% according to Gartner*.
- New Enterprise Vault Agent and Symantec Endpoint Protection integration delivers a **complete Security, Backup and Archive solution** with three marketing leading technologies.
- **Market Leading Data Protection and Support for the Complete Microsoft Windows 2008 Server Portfolio** highlights how Backup Exec ensures complete data protection for all Windows-based environments including Small Business Server 2008, Essential Business Server 2008, SQL2008 and Hyper-V
- **Heterogeneous backup and recovery for UNIX, Linux, Mac and NetWare servers through Remote Agents.** Backup Exec 12.5 Hardware compatibility list: <http://seer.entsupport.symantec.com/docs/281670.htm>
- **Enhanced Management and Platform Scalability Delivers Optimized Data Protection** reduces total cost of ownership with simplified license discovery, inventory and patch management through Backup Exec Infrastructure Manager (powered by Altiris)

*Gartner 2008 Backup and Recovery Market Report

LICENSING, SUPPORT AND MAINTENANCE

Backup Exec can be purchased as through Symantec Channel Partners or direct through the Symantec Online Store. The Backup Exec products that will be available with the launch of Backup Exec 12.5 include:

- Symantec Backup Exec 12.5 for Windows Servers (including new Agents and Options) – also supports Windows Essential Business Server 2008
- Symantec Backup Exec 12.5 for Windows Small Business Servers (including new Agents and Options)

Each Backup Exec environment is licensed per server and includes at least one media server which is the server directly attached to a customer's storage device (disk or tape). For every additional server, application and database in a customer's environment they would purchase the supporting Agents and Options needed.

New Licensing Update:

The launch of Backup Exec 12.5 brings exciting new Agents and Options and several new pricing changes. There will be several incremental pricing increases in the existing Backup Exec 12.5 for Windows Servers portfolio due to add functionality and general demand in the market. In addition, Backup Exec 12.5 and Backup Exec System Recovery 8.5 have created a new Upgrade SKU (35% off MSRP) to replace the previous version upgrade, Competitive upgrade SKUs and Family Cross-grade SKUs to help reduce the number of BE SKUs and pricing confusion.

The only additional change is that Backup Exec System Recovery Option will no longer be available under the Backup Exec for Windows Server portfolio as of October 6, 2008 All Backup Exec System Recovery Option customers on maintenance will map to Backup Exec System Recovery Server Edition in NAM, EMEA and APAC.

For more detailed information and quoting samples, please consult the Licensing and Support Services Guide (available through Symantec Sales Reps and Channel Partners).



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AVAILABLE SYMANTEC SERVICES

For small and medium-size organizations, Symantec delivers a range of services to help Symantec Backup Exec for Windows Servers customers and partners install and upgrade quickly, train employees to leverage advanced functionality, and maximize uptime with the right support plan. In addition to the services offered by Symantec, additional service offerings are available from Symantec partners.

SERVICE	SYMANTEC BENEFIT
Professional Services – Remote Expert Installation Services (NAM only)	<ul style="list-style-type: none"> • Why install the software yourself? Let Symantec install it for you! • Reduces the risks typically associated with upgrades and implementations • Reduces the time-to-benefit of the software • Flexible, cost-effective knowledge transfer
Managed and Hosted Services – Education Services	<ul style="list-style-type: none"> • Best practice usage • Unrivaled product training expertise • Flexible, cost-effective knowledge transfer • Improves the business value of IT
Symantec Online Storage for Backup Exec (NAM only)	<ul style="list-style-type: none"> • Easy sign-up and deployment, simply select Online Storage as your backup device from within Backup Exec. • Backup Exec data is stored in Symantec's secure and redundant data centers. • Simplified management to set up off-site storage through Backup Exec.
Enterprise Support Services and Responses – Essential Support Services	<ul style="list-style-type: none"> • Maximizes availability – 24x7 support • Flexible, cost-effective knowledge transfer • Free product updates and version releases • Industry-recognized support expertise

For more detailed information and quoting samples, please go to <http://go.symantec.com/backupexecservices> and/or consult the Licensing and Support Services Guide (available through Symantec Sales Reps and Channel Partners).

CLIENT / OS SUPPORT

Additional comprehensive information is available via Symantec.com. www.backupexec.com/compatibility

Operating Systems Supported	<ul style="list-style-type: none"> • Microsoft Windows Server 2008 • Microsoft Windows Essential Business Server 2008 • Microsoft Windows Server 2003 family (SP1) • Microsoft Windows Server 2003 R2 family. • Microsoft Windows Storage Server 2003 (SP1) • Microsoft Windows 2000 Server family (SP4 Update Rollup 1 for Windows SP4) Note: SP4 is min for support of SQLExpress 2005 • For Windows Small Business Server, please see Backup Exec for Windows Small Business Server • Microsoft Windows Small Business Server (SBS) 2000 (SP4) Note: SP4 is min for support of SQLExpress 2005 • Microsoft Windows Small Business Server (SBS) 2003 (SP1) Note: SP1 is min for support of SQLExpress 2005 • Microsoft Windows Small Business Server (SBS) 2003 R2 • Microsoft Windows Small Business Server (SBS) 2008
Virtual Environments	<ul style="list-style-type: none"> • VMware ESX Server 2.5, 3.0 and 3.5 • VMware Infrastructure 3 (replacement/rename for ESX Server) • VMware Server 1.0 (replacement/rename for GSX Server) • VMware GSX Server 3.1 and 3.2 • Microsoft Hyper-V • Microsoft Virtual Server 2005 R2



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Client Support

- Microsoft Windows Vista (Ultimate, Business & Enterprise, supported by Remote Agent for Windows Servers only)
- Microsoft Windows XP Professional (SP2)
Note: SP2 is min for support for SQL Express 2005

For Mini-filter drivers (needed for Exchange granular support), only certain versions of Windows Server 2000 and Windows Server 2003 support minifilters. Specifically: Windows Server 2000 must have SP4 and the "Update Rollup 1 for Windows SP4". Windows Server 2003 must have at least SP1. **Storage Provisioning** will require Windows 2003 R2 or Windows 2008. It will also depend on VDS 1.1

Additional Support Information via www.symantec.com

- Support: <http://www.symantec.com/enterprise/support/overview.jsp?pid=15047>
- Product Manual: <http://www.symantec.com/enterprise/support/documentation.jsp?pid=15047>
- Knowledge Base: http://www.symantec.com/enterprise/support/knowledge_base_sli.jsp?pid=15047
- Software Alerts: <http://www.symantec.com/enterprise/support/overview.jsp?pid=15047>
- Product Updates: http://www.symantec.com/enterprise/support/release_details.jsp?pid=15047
- Contact Support: http://www.symantec.com/enterprise/support/contact_techsupp_numbers.jsp?pid=15047
- STN: <http://www.symantec.com/enterprise/stn/index.jsp>
- Backup Exec Family page: www.backupexec.com
- Backup Exec product page: www.backupexec.com/be

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