



QuickStart

Symantec Backup Exec™ 2010

PRODUCT OVERVIEW

Symantec Backup Exec™ 2010 provides new technologies that offer multiple opportunities to expand every sale. That's because it seamlessly complements Symantec's market-leading security, archiving, and disaster recovery products, making it easy for you to deliver complete solutions that will set you apart from the competition. With integrated deduplication and archiving, plus first-to-market granular application recovery for the latest Microsoft® applications and VMware™ and Microsoft Hyper-V™ virtual environments, the new Backup Exec will help your customers improve backup performance, reduce storage and administration costs, and minimize business downtime—all while presenting profitable add-on sales and consulting opportunities with every server, storage, and application deployment.

ADDITIONAL AGENTS AND OPTIONS

Backup Exec Agents and Options enhance and extend platform and feature support for Backup Exec environments. Whether your customers need to protect critical Microsoft applications or non-Windows Operating systems, **Backup Exec 2010** has an expansive portfolio of high powered Agents and Options to scale and grow a Backup Exec environment.

For a complete list of agents and options, please see the Backup Exec 2010 License and Support Services guide, available on [Symantec PartnerNet](#).

NEW AND ENHANCED FEATURES AND BENEFITS

OPTIONS / AGENTS	BENEFITS	DESCRIPTION
NEW Integrated Deduplication (using Symantec NetBackup PureDisk technology)	<ul style="list-style-type: none"> • Save time and storage costs • Minimize Backup Windows • Operational Simplicity Fully Integrated into Backup Exec • Easily Adaptable to Your Environment 	Backup Exec NEW Deduplication Option provides integrated and customizable deduplication offering to optimize any backup strategy with: client deduplication (deduplication at the source or remote server), media server deduplication (deduplication in-line at the media server), appliance deduplication (integrates with a third party OST deduplication appliances).
NEW Unified Archiving (powered by Symantec Enterprise Vault)	<ul style="list-style-type: none"> • Easily Automate Savings • Consolidate Your Data • Reduce Backup Management Resources • Improves backup & recovery times • Optimize Exchange and File Server Performance • Keep storage at predictable levels. 	Backup Exec NEW Archive Options provide unified backup and archiving for File and Exchange environments by uniquely archiving data from the backup copy rather than separately pulling data from the source. The archive option will provide administrators with the ability reduce redundant data from the Exchange or Files server source to improve backup performance and free up storage space. Overall administrators will be able to easily index data and set retention periods to efficiently manage data lifecycles.
Enhanced VMware vSphere 4.0 support and new virtual server application support	<ul style="list-style-type: none"> • First-to-Market Granular Recovery for Applications • Rapid Exchange and Active Directory backup and recovery • Eliminate redundant backups and recover data in minutes • Protect the Latest VMware vSphere Environments • Deduplicate Virtual Server Backups • Reduce and consolidate storage 	The Agent for VMware provides integrated backup and deduplication support for both online and offline VMware ESX 3.5 Update 2 and vSphere 4.0 - plus new first-to-market virtual application protection for Microsoft Exchange, SQL, and Active Directory. Now from a single-pass backup, administrators will also experience automated Log Truncation of a virtual machine applications. From that single backup, administrators can then easily recover either the virtual machine or granular application data such as Exchange mailboxes, messages, calendar items or individual Active Directory user accounts or objects



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NEW Hyper-V R2 Support	<ul style="list-style-type: none"> • First-to-Market Granular Recovery for Applications • Rapid Exchange and Active Directory backup and recovery • Eliminate redundant backups and recover data in minutes • Protect the Latest Hyper-V and Hyper-V R2 Environments • Deduplicate Virtual Server Backups • Reduce and consolidate storage 	<p>The Agent for Hyper-V provides integrated backup and deduplication support for both online and offline Microsoft Hyper-V 2008 and Hyper-V 2008 R2 environments - plus new first-to-market virtual application protection for Microsoft Exchange, SQL, and Active Directory. Now from a single-pass backup, administrators will experience automated Log Truncation of a virtual machine applications. From that single backup, administrators can then easily recover either the virtual machine or granular application data such as Exchange mailboxes, messages, calendar items, and individual Active Directory user accounts or objects.</p>
NEW Windows 7 , Exchange 2010 and Windows Server 2008 R2 Support	<ul style="list-style-type: none"> • Backup the latest Windows desktop and server and email application environments with ease. • Easily meet your recovery point objectives for Exchange with unmatched backup technology • Reduce your Exchange 2010 backup requirements • Manage your desktop and server backups through a single console. 	<p>Comprehensive protection for the latest Windows desktop, email and server environments Windows 7 and Server 2008 support for new VSS Express Writers, plus redirected restore support to .VHD files for simple protection of virtual disk data alongside of traditional physical disk data</p> <p>Integrated Exchange 2010 support for the new Database Availability Group (DAG) in Exchange 2010 and enhanced granular recovery support provides fast recovery of individual email and mailboxes while helping to eliminate the need to perform an additional mailbox-level backup .</p>
Enhanced Agent for Enterprise Vault	<ul style="list-style-type: none"> • Simple and flexible backup protection for some or all of an Enterprise Vault infrastructure • Recover all aspects of the Enterprise Vault infrastructure, from entire installations to individual index files • New migration simplicity for migrating Enterprise Vault data to tape or a B2D folder for long-term retention. • Automatically recover data that has been migrated to tape 	<p>The Agent for Enterprise Vault now provides automated backup and recovery of Enterprise Vault 8 SP2 (and higher) infrastructures with the ability to configure a single job to protect the entire Enterprise Vault infrastructure and easily recover an Enterprise Vault Site or individual indexes.</p> <p>The Agent for Enterprise Vault will also integrate with the Enterprise Vault Migrator to provide archived data migration to Backup Exec tapes which is easily managed and controlled via the Enterprise Vault administration interface.</p>
NEW Lotus Domino 8.5 Support	<ul style="list-style-type: none"> • Protection for the latest shipping version of Lotus Domino • Provides backup and recovery of the Domino Attachment and Object Store (DAOS) and associated NLO files • Supports both 32-bit and 64-bit versions of Lotus Domino 	<p>The Agent for Lotus Domino now supports the latest Lotus Domino 8.5 email environments including support for :</p> <ul style="list-style-type: none"> • New Domino Attachment and Object Store (DAOS) • Ability to restore individual Domino NLO (DAOS attachments) from a Database-level backup • 32-bit Domino installations running in a 64-bit Windows environment in order to allow for more flexible Domino environments <p>Plus an improved restore browser view including new Lotus Domino specific nodes which simplifies the backup selection process</p>



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NEW Virtual Tape Library (VTL) Support and Licensing	<ul style="list-style-type: none"> Enhanced protection for virtual tape libraries Simple, cost efficient pricing for VTL devices. 	<p>New VTL enhancements that integrates each VTL storage environment as a unique devices and shows only tape functions that are valid for VTLs (i.e. no retention). VTL media can also be modified to erase data that has reached its expiration data to reclaim storage space for more crucial data.</p> <p>In addition Backup Exec introduces a new VTL Unlimited Drive Option with provides unlimited Library Expansion Options per VTL devices</p>

WHO NEEDS BACKUP EXEC 2010?

Midsize Businesses (100-999 employees) with Windows-centric environments / Small Business(10-100 employees) running Windows Small Business Server

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 offers:

- Existing Symantec Backup Exec customers** would benefit from upgrading to the new Backup Exec 2010 which features additional enhancements and innovative technology to save business management time and storage costs. To take advantage of these features, existing customers must upgrade and purchase the new and enhanced Agents and Options, including the Deduplication Option, Archiving Options (Exchange and File Server) and the enhanced virtual agents for VMware vSphere and Hyper-V R2 servers. For customers who have fallen off maintenance you can offer them our Upgrade SKU's which provides up to a 35% off MSRP through distribution.
- New or Competitive customers** looking to expand and grow their business will find value in this scalable, easy to manage backup and recovery solution for physical and virtual servers which helps reduce storage and management costs while providing unmatched recovery features to restore critical data in seconds. In addition, for competitive customers who are looking to migrate to Backup Exec, you can offer them our competitive upgrade SKU's which provides up to 35% off MSRP through distribution.
- Symantec Endpoint Protection or Symantec Protection Suite customers** not only need to secure their data from viruses and spam but they also ensure they have complete backup and recovery protection with Backup Exec 2010. Help your customers 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 of individual applications, and protection for local and remote servers and workstations. Backup Exec also provides 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 backup protection of critical archives. Backup Exec provides an Agent for Enterprise Vault which allows administrators 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. This integrated functionality helps ensure complete data availability and fast recovery of a customer's Enterprise Vault environment.

BUSINESS CHALLENGES

IT PROJECTS	HOW WE DELIVER
Reduce storage consumption, network utilization and administration time	New integrated deduplication and archiving technology allows administrators to easily reduce storage costs and improve network utilization by eliminating the need to backup and store redundant data. In addition, unified archiving allows administrations to manage data lifecycles more efficiently from tier 1 storage down to lower cost, tier 2 and tier 3 storage environments.
Optimized data protection for virtual servers and virtual applications	Comprehensive data protection for VMware and Microsoft Hyper-V servers provides fast, efficient data protection from a single console. One agent efficiently backs up unlimited virtual guest machines to disk or tape allowing backup administrators can easily restore an individual file or folder saving management time and resources. In addition Backup





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	Exec introduces unique technology allowing administrators to easily recover granular application data on virtual systems such as Exchange mailboxes, Active Directory user accounts and SQL databases from a single pass backup.
Reducing backup windows	Backup Exec 2010 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.
Comprehensive data protection the latest Microsoft Windows Server 2008 R2, Exchange 2010 and Windows 7 environments	Backup Exec 2010 delivers comprehensive data protection for the Windows Server 2008 R2 portfolio, Exchange 2010 and Windows 7 environments – including backup and recovery support for Microsoft Hyper-V R2, Small Business Server 2008, Windows Essential Business Server 2008 and SQL 2008 systems.
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 recovery point objectives (RPO).
Managing data protection and recovery in a distributed server environment	Backup Exec 2010 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 and will support Backup Exec 2010 in late 2010.
Reduce the challenge in backing up and recovering Enterprise Vault archives	Backup Exec 2010 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 2010 delivers reliable, cost efficient data protection for mission-critical Windows-based systems and virtual server infrastructures. Help customers improve their overall backup and recovery performance and reduce storage costs through integrated deduplication and archive technology, scalable management features and innovative product integration to ensure businesses meet strict recovery time objectives.

FEATURE	FUNCTIONALITY	BENEFIT
Integrated and adaptable deduplication (using NetBackup PureDisk technology)	Backup Exec NEW Deduplication Option provides integrated and customizable deduplication offering to optimize any backup strategy with: client deduplication (deduplication at the source or remote server), media server deduplication (deduplication in-line at the media server), appliance deduplication (integrates with third party appliances running OST).	Reduce storage costs while optimizing network utilization across physical and virtual environments





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FEATURE	FUNCTIONALITY	BENEFIT
Unified Archiving (powered by Enterprise Vault)	Backup Exec's two NEW Archive Options provide unified backup and archiving for File and Exchange environments by uniquely archiving data from the backup copy rather than separately pulling data from the source. The archive option will provide administrators with the ability to reduce redundant data from the Exchange or Files server source to improve backup performance, free up storage space. Overall, administrators will be able to easily index data and set retention periods to efficiently manage data lifecycles.	Easily automate storage and management savings through efficient data lifecycle management.
First-to-market granular recovery for virtual applications	Integrated backup and deduplication support for both online and offline VMWare and Hyper-V environments - plus new first-to-market virtual application protection for Microsoft Exchange, SQL, and Active Directory. Now from a single-pass backup, administrators will also experience automated Log Truncation of a virtual machine application. Administrators can easily recover either the virtual machine or granular application data such as Exchange mailboxes, messages, calendar items, Active Directory user accounts or objects and SQL databases.	Eliminate redundant backups for Microsoft Exchange, Active Directory, and SQL in a virtual environment with integrated VMWare and Hyper-V backup protection.
Patent-pending Granular Recovery Technology (GRT) recovers critical Microsoft application data in seconds	Backup Exec Agents for Exchange, SharePoint and Active Directory provide the unique advantage of being able to restore granular data from a single pass backup. For Exchange environments, this means that administrators no longer need to run a mailbox backup but can still get the benefits of message and mailbox level recovery.	Restores individual Exchange messages, SharePoint site items or documents, and Active Directory user preferences from a single-pass backup, reducing administration time and storage constraints.
Centralized 3-Tier Set-up, Reporting and Patch Management	As a Backup Exec environment grows with multiple media servers and 20+ remote servers, it is critical to implement Central Admin Server Option (CASO) to help centrally manage multiple media servers jobs and Backup Exec Infrastructure Manager (BEIM)* to provide centralized infrastructure management across a growing environment.	Scalable job set-up, reporting and software patch management across multiple media servers running on LAN or WAN environment to reduce and simplify backup administration time.
Scalable heterogeneous support through remote Agents and Options	High-powered Backup Exec Remote Agents and Options extend data protection to Linux, Unix, Mac, NetWare and other non-Windows environments.	Easily protect both Windows and non-Windows systems through a single console.
Continuous Data Protection	Backup Exec comes standard with Continuous Protection Server for Exchange, Files Servers, and SQL environments. With continuous data protection implemented, administrators can eliminate their backup windows and easily recover data to any point in time.	Backup Exec replication technology ensures data changes are continuously backed up from remote servers, allowing administrators to meet strict recovery point objectives.



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FEATURE	FUNCTIONALITY	BENEFIT
Innovative multi-product integration with market leading technologies	Backup Exec works with and complements other Symantec mid market solutions like Backup Exec System Recovery, Symantec Protection Suite, Enterprise Vault and many more to ensure your customers can completely protect their business critical information from viruses and threats while ensuring disaster recovery is fast and efficient.	Easily complement any Backup Exec environment with complete disaster recovery protection and comprehensive desktop security from Symantec

COMPLEMENTARY DISASTER RECOVERY, SECURITY, ARCHIVING PROTECTION

Backup Exec 2010 delivers new, integrated protection across multiple Symantec product lines simplifying our customer's experience to secure, backup and archive their Windows-based environment with market leading products that surpass the competition in features and functionality.

- Backup Exec 2010 for Windows Servers and **Backup Exec System Recovery 2010** provide small businesses with easy to manage data and system recovery for Windows-based environments. Plus it can be combined with Backup Exec 2010 for complementary bare-metal disaster recovery to existing hardware or dissimilar hardware in seconds.
- Backup Exec is integrated with **Symantec ThreatCon security alerts** to complement a **Symantec Protection Suite** 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 2010 provides customers with enhanced backup protection for the latest **Symantec Enterprise Vault** environments. Backup Exec 2010 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.

QUESTIONS TO CONSIDER

- How would you describe your organization's current Windows backup and recovery solution?
- Would you like to reduce your storage and data management costs while improving network utilization?
- Do you have a solution in place to help you efficiently manage your data lifecycles?
- Are you running VMWare or Microsoft Hyper-V virtual servers? How are you backing up these environments?
- Are you running applications like Exchange, SQL or Active Directory in a virtual environment?
- 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?
- 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?
- 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?



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SYMANTEC COMPETITIVE ADVANTAGES – BACKUP EXEC 2010

- **Integrated deduplication and archiving technology** provides customers with new levels of storage and management savings that sets Backup Exec apart from the competition. Backup Exec deduplication technology is adaptable to any environment by supporting three different types of deduplication (client, media server and third party appliances) and our integrated archiving technology is powered by Enterprise Vault which is a leader in archiving technology.
- **First-to-market 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. In addition Backup Exec delivers granular recovery of Exchange, SQL and Active Directory environments running on virtual systems from a single pass backup, this functionality is unique in the market today.
- **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 43.7% according to Gartner*
- 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 R2 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, Exchange 2010, Windows 7 and Hyper-V R2
- **Heterogeneous backup and recovery for UNIX, Linux, Mac and NetWare servers through Remote Agents.** Backup Exec 2010 Hardware compatibility list: <http://seer.entsupport.symantec.com/docs/281670.htm>

*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 2010 include:

- Symantec Backup Exec 2010 (Agents and Options sold separately) – also supports Windows Essential Business Server 2008
- Symantec Backup Exec 2010 for Windows Small Business Servers (includes an Agent for Exchange, SQL, SharePoint (**new**), and Agent for Windows Servers and 2 (**new**) licenses of Backup Exec System Recovery 2010)
- **New** Symantec Backup Exec 2010 Deduplication Suite (includes a media server license and a Deduplication Option)
- **New** Symantec Backup Exec 2010 Deduplication and Archiving Suite (includes a media server license, Deduplication Option, Agent for Exchange and Exchange Mailbox Archiving Option (10 pack))

Each Backup Exec environment is licensed per server and requires 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:

With the launch of Backup Exec 2010 all SKU's will come bundled with Basic or Essential Support. There will be no "license only" SKU's available through the channel. In addition, there will be three new SKU offerings for current and competitive customers available through the channel:

1. Upgrade SKUs (35% off MSRP)
2. Competitive Upgrade SKUs (35% off MSRP)
3. and Family Cross-grade SKUs (35% off MSRP)

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
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 Symantec PartnerNet).

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 (R2) • 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.(only supported by the Agent for Windows Systems- no media server support) • Microsoft Windows Small Business Server (SBS) 2000 (only supported by the Agent for Windows Systems- no media server support) • Microsoft Windows Small Business Server (SBS) 2003 (SP1) (SP1 is min for support of SQL Express 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 3.0 and 3.5 and vSphere 4.0 • VMware Infrastructure 3 (replacement/rename for ESX Server) • VMware Server 1.0 (replacement/rename for GSX Server) • Microsoft Hyper-V (R2)
Client Support	<ul style="list-style-type: none"> • Microsoft Windows 7 (Supported by DLO and Remote Agent for Windows Servers) • Microsoft Windows Vista (Ultimate, Business & Enterprise) (Supported by Remote Agent for Windows Servers only) • Microsoft Windows XP Professional (SP2) (SP2 is min for support for SQL Express 2005) <p>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</p>

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SP1. **Storage Provisioning** will require Window 2003 R2 or Window s 2008. It will also depend on VDS 1.1

Additional Support Information via www.backupexec.com

Support: <http://www.symantec.com/enterprise/support/overview.jsp?pid=15047>

Product Manual: <http://www.symantec.com/enterprise/support/documentation.jsp?pid=15047>

Know ledge Base: http://www.symantec.com/enterprise/support/knowledge_base_sli.jsp?pid=15047

Softw are Alerts/Updates: <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

Symantec Connect: <https://www-secure.symantec.com/connect/backup-and-archiving>

Hardw are and Softw are compatibility: www.backupexec.com/compatibility

Backup Exec product page: www.backupexec.com/be