



# QuickStart

## Symantec Backup Exec™ System Recovery 8.5

### PRODUCT OVERVIEW

**Symantec Backup Exec™ System Recovery 8.5** enables you to restore complete Windows systems in minutes, not hours or days, even to dissimilar hardware, virtual environments including VMware ESX 3.5, Microsoft Hyper-V and Citrix XenServer 4.x or in remote, unattended locations, with new functionality to automate physical to virtual conversions for immediate system recovery.

To enhance your disaster recovery efforts, Backup Exec System Recovery includes flexible offsite protection to an FTP location or secondary disk. With the Granular Restore Option you can quickly recover individual Exchange messages, SharePoint documents or files and folders from a single interface. Additional capabilities include integration with Symantec security and systems management solutions and support for the complete Microsoft Windows Server 2008 portfolio.

### Additional Options

OPTIONS / AGENTS	DESCRIPTION	BENEFITS
<b>Granular Restore Option</b>	<p>The Granular Restore Option* works with Symantec Backup Exec System Recovery to provide granular restore capabilities through a single, multi-tab interface for the following applications:</p> <ul style="list-style-type: none"> <li>• Microsoft Exchange 2003 and 2007</li> <li>• Microsoft SharePoint 2003 and 2007</li> <li>• File and folder data</li> </ul> <p><i>*This option is included with Backup Exec System Recovery Windows Small Business Server Edition, and is available for purchase with Backup Exec System Recovery Server Edition.</i></p>	<ul style="list-style-type: none"> <li>• Recover Exchange mailboxes, folders, messages or attachments in seconds – without requiring full mailbox backups – then forward directly through Outlook if desired</li> <li>• Recover Microsoft SharePoint Server documents in seconds from a single system recovery point</li> <li>• Restore files and folders in seconds with the ability to search multiple recovery points at the same time</li> </ul>
<b>Backup Exec System Recovery Manager</b>	<p>Centralized management capabilities in Backup Exec System Recovery Manager simplify administration by providing IT administrators with an at-a-glance view of system backup and recovery jobs across the entire organization. Users can:</p> <ul style="list-style-type: none"> <li>• Centrally deploy, modify and maintain recovery activities, jobs, and policies for local and remote systems</li> <li>• Monitor real-time status</li> <li>• Access "Hot Spots" for quick problem analysis and correction</li> <li>• Create reports to analyze trends over time</li> </ul>	<ul style="list-style-type: none"> <li>• Simplifies administration of multiple servers, desktops and laptops</li> <li>• Delivers reporting functionality and trend analysis views</li> <li>• Scales from small businesses to larger Windows environments</li> </ul>

### WHO NEEDS BACKUP EXEC SYSTEM RECOVERY 8.5?

**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 solution for system recovery and restoration. Identified below are situations where organizations can most effectively leverage the capabilities and advantages Backup Exec System Recovery offers:

- Existing Symantec Backup Exec customers can purchase the Backup Exec System Recovery Server Edition to provide advanced disk-based system recovery capabilities to their existing data protection environment
- Upgrading from current Backup Exec System Recovery products and/or LiveState Recovery products will ensure organizations have the most up to date restore and recovery capabilities, including support for VMware ESX 3.5, Microsoft Hyper-V and Citrix XenServer 4.x virtual environments as well as support for the complete Windows Server 2008 portfolio including Small Business Server 2008 and Essential Business Server 2008.
- Symantec Endpoint Protection customers can ensure their Windows systems are available and secure by purchasing Backup Exec System Recovery, which together provides a multi-layered solution capable of rapid and reliable system recovery, assessment of threats, monitoring controls, shielding individual applications, and protecting local and remote servers and workstations
- When Altiris Notification Server customers combine the power and flexibility of Altiris manageability with Symantec Backup Exec System Recovery 8.5, IT administrators have the best of both worlds at their fingertips—the leading systems management solution together with complete Windows system recovery



# QuickStart

## Symantec Backup Exec™ System Recovery 8.5

- And for those enterprise organizations who already have a data protection solution, purchasing Backup Exec System Recovery 8.5 will offer you an extremely cost effective, high-end solution offering fast, dissimilar system recovery for Windows systems that includes centralized management

### BUSINESS CHALLENGES

REQUIREMENTS	DECISION MAKER	HOW WE DELIVER
Rapid, reliable disk-based system recovery – even to dissimilar hardware	IT Administrator	<ul style="list-style-type: none"> <li>• Supports Microsoft Windows Server 2008, Small Business Server 2008 and Essential Business Server 2008</li> <li>• Recovers complete server, desktop, and laptop systems in minutes</li> <li>• Scales to meet your growing business needs</li> </ul>
Comprehensive virtual conversion capabilities	IT Administrator	<ul style="list-style-type: none"> <li>• Enables IT administrators to easily convert physical systems to virtual environments through a virtual conversion wizard – with the ability to automate physical to virtual conversions for immediate system recovery</li> </ul>
Flexible offsite protection and enhanced recovery capabilities	IT Administrator	<ul style="list-style-type: none"> <li>• Enables off-site copy to FTP location or secondary disk drive</li> <li>• Granular recovery of Exchange, SharePoint, or files and folders from a single interface</li> </ul>
Innovative multi-product integration with market leading technologies	IT Director	<ul style="list-style-type: none"> <li>• System protection against IT threats with Symantec ThreatCon triggered backups</li> <li>• System Recovery Management With Altiris Notification Server</li> <li>• Complements Symantec Backup Exec for Windows Servers</li> </ul>
Minimize or avoid costly business interruptions (including IT costs, potential lost revenue, damaged reputation and loss of employee productivity)	C-Level	<ul style="list-style-type: none"> <li>• Symantec Backup Exec System Recovery 8 allows businesses and IT to recover from system loss or disasters in minutes, not hours or days</li> </ul>
Improve operational efficiency	C-Level	<ul style="list-style-type: none"> <li>• Organizations can quickly and easily restore to dissimilar hardware or virtual environments with the Restore Anyware technology in Backup Exec System Recovery, thereby eliminating the need to have the exact same hardware on hand to restore to in the event of a failure and significantly improving recovery times</li> <li>• Organizations can also easily consolidate multiple physical systems into a single virtual environment for server consolidation efforts providing a saving on significant hardware investments</li> </ul>

### IT Projects

PROJECT	SYMANTEC BENEFIT
Eliminating backup windows	Backup Exec System Recovery captures and protects the entire live Windows system including the operating system, applications, databases, all files, device drivers, profiles, settings, and registry in one easy-to-manage recovery point—without disrupting user productivity or application usage.
Meeting strict recovery time objectives (RTO) and service level agreements (SLA)	When systems fail, Backup Exec System Recovery enables you to restore them in minutes, not hours or days so you can meet the most demanding RTOs or SLAs.
Reduce complexity of system recovery	<ul style="list-style-type: none"> <li>• Backup Exec System Recovery enables you to perform a full system restoration or bare-metal recovery in minutes, even to dissimilar hardware or virtual environments, without the need to manually reinstall and reconfigure operating systems, applications, system settings, and preferences.</li> <li>• In addition, the Symantec Recovery Disk auto-detects hardware and loads the</li> </ul>



## QuickStart

## Symantec Backup Exec™ System Recovery 8.5

PROJECT	SYMANTEC BENEFIT
	appropriate drivers to boot the system, eliminating the need to manually build recovery media and load drivers from scratch. Administrators also have the option of using the recovery disk wizard to create a customized recovery environment tailored to meet your unique hardware needs.
Managing and protecting constantly changing system volumes	Recovery point scheduling and event-driven backup capabilities allow you to capture changes of the system on a regular basis or before a set of events happen to ensure that you have a backup to roll back to in the event of failure.
Managing remote/branch office system protection and recovery	Centralized management capabilities in Backup Exec System Recovery Manager, along with the LightsOut Restore technology allow you to not only ensure that remote systems are protected, but to quickly restore them should the need arise, without having IT staff at the remote location.
Unreliability of other system recovery solutions or manual recovery processes	Hot snapshot technology ensures that you have an exact copy of the entire system at the time the backup was captured and can restore back to that exact point in time should the need arise.
Enhancing disaster recovery efforts in a cost effective manner and ensuring business continuity in case of disaster	Backup Exec System Recovery allows organizations to recover from complete system failure/disaster in minutes not hours or days. It's a cost effective solution delivering a very rapid ROI, especially when compared with technologies such as mirroring or clustering. With the new offsite copy functionality, this enhances an organization's disaster recovery efforts even further by allowing them to copy backups to an ftp location or secondary disk.

### Symantec Offers Additional Capabilities in these Corresponding Solutions

- For **complete data and system recovery for their Windows environment** organizations would benefit by combining Backup Exec System Recovery with Symantec Backup Exec for Windows Servers.
- Organizations looking for a **multi-layered secure and available Windows systems solution** should consider combining Backup Exec System Recovery with Symantec Endpoint Protection to offer a solution capable of providing rapid and reliable system recovery, assessing threats, monitoring controls, shielding individual applications and protecting local and remote servers and workstations.
- By combining the power and flexibility of Altiris manageability with Symantec Backup Exec System Recovery and the Integration Component for Altiris with Altiris Notification Server, IT administrators have the best of both worlds at their fingertips—the **leading systems management solution together with complete Windows system recovery**.

## KEY FEATURES AND BENEFITS

### New in Backup Exec System Recovery 8.5

FEATURE	DESCRIPTION	BENEFIT
Schedule physical to virtual system conversions	IT Administrators can now set a schedule for having their physical recovery points (backups) converted to virtual systems through an easy to use, wizard driven interface.	<ul style="list-style-type: none"> <li>• Enables immediate system recovery through scheduled physical to virtual conversions</li> <li>• Converted virtual disks can be stored directly to ESX and Hyper-V servers</li> <li>• Enables local or site-to-site 'warm failover'</li> </ul>
Windows Small Business Server 2008, Essential Business Server 2008 and SQL Server 2008 Support	Support for Microsoft's latest Server Operating System, including Restore Anywhere™ technology for dissimilar hardware and P2V restoration.	<ul style="list-style-type: none"> <li>• Allows organizations who are moving to these new environments to ensure that their systems are enabled for rapid recovery, even to dissimilar hardware with Backup Exec System Recovery's award-winning Restore Anywhere™ technology</li> </ul>
Enhanced Virtual Environment Support	Supports the latest virtual environments including VMware ESX 3.5, Microsoft Hyper-V and Citrix XenServer 4.x.	<ul style="list-style-type: none"> <li>• Converted VMDK's are now uploaded/imported in a single step and include improved performance capabilities</li> <li>• Support for the new Microsoft Hypervisor including the ability to protect Hyper-V virtual machines</li> <li>• Converted VHD files can be stored directly to Hyper-V instance</li> </ul>
Pre-boot, Agentless Protection for Windows	Enables IT Administrators to capture a backup of a system in a pre-boot state	<ul style="list-style-type: none"> <li>• Backup non-bootable or corrupt file systems</li> <li>• Enhanced forensics support for eDiscovery or</li> </ul>



## QuickStart

## Symantec Backup Exec™ System Recovery 8.5

FEATURE	DESCRIPTION	BENEFIT
<b>Systems</b>	without having to install any software on the system.	<ul style="list-style-type: none"> <li>post-mortem system analysis</li> <li>Backup and recover servers in secure or locked-down configurations</li> </ul>
<b>Off-site copy capabilities through Backup Exec System Recovery Manager</b>	IT Administrators can configure off-site copy capabilities for remote systems.	<ul style="list-style-type: none"> <li>Simplifies IT administration for remote systems enabling them to ensure they are protected in case of site disaster</li> </ul>

**Continuing Backup Exec System Recovery Features**

FEATURE	DESCRIPTION	BENEFIT
<b>Dissimilar Hardware Restoration with Restore Anyware™ Technology</b>	Combines hot imaging with the ability to restore to different hardware platforms on the fly.	<ul style="list-style-type: none"> <li>Enables organizations to quickly and easily restore systems to dissimilar hardware, breaking the barrier of incompatible storage controllers and hardware abstraction layers</li> </ul>
<b>Comprehensive Virtual Conversion Capabilities</b>	Easily convert physical systems to virtual environments through a virtual conversion wizard – with the ability to automate physical to virtual conversions for immediate system recovery.	<ul style="list-style-type: none"> <li>Leverages the power of virtualization, enabling seamless physical to virtual (P2V) and virtual to physical (V2P) conversions for VMware and Microsoft Virtual Server disk formats</li> <li>Allows for conversion of all systems at once or selective volumes at a time</li> </ul>
<b>Offsite Backup Copy</b>	Copy recovery points to FTP locations or secondary disk device for offsite recovery protection and/or long-term archival.	<ul style="list-style-type: none"> <li>Enhances disaster recovery capability by allowing IT administrators to have extra copies of their recovery points at a second and even third physical location.</li> </ul>
<b>Granular Restore Option</b>	Granular recovery of Exchange emails, SharePoint documents or files and folders from a single, multi-tab interface	<ul style="list-style-type: none"> <li>Enables IT administrators to restore Exchange email, SharePoint Server documents and files and folders in seconds from a single interface</li> </ul>
<b>Symantec Recovery Disk</b>	Symantec Recovery Disk auto-detects hardware and loads the appropriate drivers to boot the system.	<ul style="list-style-type: none"> <li>Eliminates the need to manually build recovery floppy disks thus saving IT administrators' time and frustration</li> <li>Administrators can also customize the Symantec Recovery Disk for a customized recovery environment tailored to meet unique hardware needs</li> </ul>
<b>Bare Metal System Recovery</b>	Enables complete recovery of systems even from a bare-metal state.	<ul style="list-style-type: none"> <li>Perform a full system restoration, even to bare-metal systems, in minutes – without the need to manually reinstall and reconfigure operating systems, applications, system settings, and preferences</li> </ul>
<b>Customizable Event-Driven Recovery Points</b>	Allows users to specify executable(s) or .com files for which recovery points should be triggered. Users can also select to automatically capture recovery points prior to application installation, user logon or logoff, and configurable storage utilization changes.	<ul style="list-style-type: none"> <li>Enhances change management efforts by providing them with a recovery point to roll-back to should the change impact the system in a negative way</li> </ul>
<b>Symantec ThreatCon Integration</b>	Ties directly into Symantec's global DeepSite ThreatCon infrastructure, enabling system recovery points to be captured immediately in the event of a change in Internet ThreatCon levels.	<ul style="list-style-type: none"> <li>Improves system protection against IT threats by providing the capability to capture recovery points when security threat levels increase</li> </ul>
<b>Easy Remote System Recovery</b>	If a server must be recovered from bare metal, you can reboot the server remotely using the baseboard management controller and then access the	<ul style="list-style-type: none"> <li>Easily restores servers in remote, unattended or distributed locations from a desktop, laptop or Pocket PC using</li> </ul>



## QuickStart

## Symantec Backup Exec™ System Recovery 8.5

FEATURE	DESCRIPTION	BENEFIT
	Symantec Recovery Disk stored on the system hard drive to perform a full system restore using the built-in pcAnywhere host for connectivity.	LightsOut Restore functionality – without needing to visit the remote site
<b>Job Calendar View</b>	Calendar View shows past, present and future recovery points for each volume on the system and the protection level of each.	<ul style="list-style-type: none"> <li>Provides administrators with a quick at-a-glance view of system protection over time</li> </ul>
<b>Google™ Desktop and Backup Exec Retrieve Integration</b>	Enables end user recovery of files and folders using a familiar Web-browser interface.	<ul style="list-style-type: none"> <li>Fast and simple recovery without IT intervention</li> </ul>
<b>Hot Imaging Technology</b>	Captures and protects the entire Windows system including the operating system, applications, databases, all files, device drivers, profiles, settings, and registry in one easy-to-manage recovery point.	<ul style="list-style-type: none"> <li>Helps to eliminate backup windows without disruption to user productivity or application usage when creating backups</li> </ul>

## QUESTIONS TO CONSIDER

**Strategic Business - CxO**

1. Are you satisfied with how your organization manages business efficiency?
2. Are you looking to reduce costs? Are you currently making efforts to improve ROI / reduce TCO?
3. Has your organization been impacted by system failures? How fast are you able to recover? What is the impact of not being able to continuously transact business?
4. How confident are you that our organization meets all government regulatory compliance initiatives?

**Strategic IT - VP/Dir. IT/ Ops IT Mgmt**

1. What is the impact to your organization if you cannot transact business if systems are unavailable?
2. What are your current costs/investments for product usage, staff trainings and maintenance?
3. What are the risks to your organization when you don't meet SLAs and RTOs?
4. How much does downtime cost your organization?
5. Who is held accountable for system downtime? What would you do to mitigate that risk?

**Functional IT – Storage/Network/Desktop/Server Mgrs/Ops/Sys Admin/DBA**

1. How are you currently managing and protecting constantly changing system volumes?
2. What is the effect to your organization if you can't keep systems running, recover quickly and more efficiently after a system failure?
3. What is your current process to restore in the event of a system failure?
4. How long does it typically take you to recover from a system failure?
5. Would it benefit you if your organization could recover systems in minutes, not hours or days?
6. Do you have remote offices/end users? How do you manage their system protection and recovery?

## SYMANTEC COMPETITIVE ADVANTAGES – BACKUP EXEC SYSTEM RECOVERY 8.5

- Granular Exchange and SharePoint Recovery from full system backups. No other system recovery solution provides the ability to recover granular Exchange information like emails, folders, mailboxes, and attachments; individual SharePoint documents; or files and folders from a single, multi-tab interface.
- Customizable System Recovery Disk (SRD) – While there are other organizations that offer the ability to create recovery CDs, no other vendor automatically harvests all current system drivers and enables administrators to add additional drivers for a customized system recovery environment that is tailored to meet their unique hardware needs.
- Web-based end user file recovery via Google™ Desktop and Backup Exec Retrieve – Backup Exec for Windows Servers introduced the first web-based end user file recovery. Backup Exec System Recovery added to this capability by offering the ability for end users to recover their files using either Google™ Desktop or Backup Exec Retrieve. This revolutionary functionality provides simple and easy file recovery without IT intervention. None of the competition in the system recovery space provides this functionality to date.



## QuickStart

### Symantec Backup Exec™ System Recovery 8.5

- First to provide support for both VMware ESX and Microsoft Virtual Server and first to provide simple wizard-based virtual conversions with the ability to schedule physical to virtual conversions enabling immediate system recovery. Backup Exec System Recovery provides an easy-to-use, intuitive wizard to walk users through this conversion process.
- Multi-product Integration is another advantage we have. We now have the ability to proactively capture system backups when ThreatCon levels rise and optional centralized management capabilities through our integration with Altiris Notification Server – the leading systems management solution.

#### AVAILABLE SYMANTEC SERVICES

For Small and Medium Businesses, Symantec delivers a range of services that help Symantec Backup Exec System Recovery customers 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 may be available from your Symantec partner.

SERVICE	SYMANTEC BENEFIT
<b>Education and Training Services</b>	<ul style="list-style-type: none"> <li>• Best practice usage</li> <li>• Unrivaled product training expertise</li> <li>• Flexible, cost-effective knowledge transfer</li> <li>• Improves the business value of IT</li> </ul>
<b>Enterprise Support Services and Responses</b>	<ul style="list-style-type: none"> <li>• Maximizes availability</li> <li>• Flexible, cost-effective knowledge transfer</li> <li>• Industry-recognized support expertise</li> <li>• Flexible support plans</li> </ul>

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

#### LICENSING, SUPPORT AND MAINTENANCE

- Backup Exec System Recovery is licensed on a per system basis. For example, if you have 20 servers you want to protect with Backup Exec System Recovery, you would need to purchase 20 licenses of Backup Exec System Recovery Server Edition.
- Backup Exec System Recovery Granular Restore Option is licensed on a per server basis.
- For centralized management capabilities you can manage an unlimited number of clients with a single license of Backup Exec System Recovery Manager (based on any performance and bandwidth constraints you may have). Note, however, that our recommendation is for customers to purchase one license of Backup Exec System Recovery Manager for every 1500 nodes that they wish to manage.\*

\*Technical support for Backup Exec System Recovery Manager will not be offered for customers who are using this to manage more than 1500 nodes.

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

#### CLIENT / OS SUPPORT

Additional comprehensive information is available via [www.backupexec.com](http://www.backupexec.com).

<b>Operating Systems for the Server Edition</b>	Windows 32-bit or 64-bit operating systems: <ul style="list-style-type: none"> <li>• Windows 2000 Server (SP4 or later)</li> <li>• Windows 2000 Advanced Server (SP4 or later)</li> <li>• Windows Server 2003</li> <li>• Windows Server 2008 including SP1</li> </ul>
<b>Operating Systems for the Windows Small Business Server Edition</b>	Windows 32-bit or 64-bit operating systems: <ul style="list-style-type: none"> <li>• Windows Small Business Server 2008</li> <li>• Windows Essential Business Server 2008</li> <li>• Windows Small Business Server 2000</li> <li>• Windows Small Business Server 2003</li> </ul>



## QuickStart

## Symantec Backup Exec™ System Recovery 8.5

## Operating Systems for the Desktop Edition

Windows 32-bit or 64-bit operating systems:

- Windows Vista Ultimate
- Windows Vista Business
- Windows Vista Enterprise
- Windows XP Professional/Home (SP2 or later)
- Windows XP Media Center

**Additional Support Information via [www.symantec.com](http://www.symantec.com)**

- **Support:** <http://www.symantec.com/business/support/overview.jsp?pid=53845>
- **Product Manual:** <http://www.symantec.com/business/support/documentation.jsp?pid=53845>
- **Knowledge Base:** [http://www.symantec.com/business/support/knowledge\\_base\\_sli.jsp?pid=53845](http://www.symantec.com/business/support/knowledge_base_sli.jsp?pid=53845)
- **Software Alerts:** <http://www.symantec.com/business/support/overview.jsp?pid=53845>
- **Product Updates:** [http://www.symantec.com/business/support/release\\_details.jsp?pid=53845](http://www.symantec.com/business/support/release_details.jsp?pid=53845)
- **Contact Support:** [http://www.symantec.com/enterprise/support/contact\\_techsupp.jsp?pid=53845](http://www.symantec.com/enterprise/support/contact_techsupp.jsp?pid=53845)
- **Symantec Technology Network:** <https://forums.symantec.com/syment/board?board.id=111>

Copyright © 2008 Symantec Corporation. All rights reserved. Symantec, the Symantec logo and Backup Exec System Recovery are trademarks or registered trademarks of Symantec Corporation or its affiliates in the United States and other countries. Other names may be trademarks of their respective owners.