Symantec Backup Exec™ 15 Channel FAQ

FAQ: Backup and Disaster Recovery

1. What is Backup Exec 15?

Symantec Backup Exec™ 15 is a single solution that delivers powerful, flexible backup and recovery for virtual and physical environments and is designed to help you create long-term, repeatable business and increase your revenue. With intuitive wizards, insightful dashboards and radically fast backup and recovery, Backup Exec easily enables you to improve your customers' backup performance, meet their recovery objectives, reduce management costs, secure confidential data and eliminate traditional backup complexity.

2. When will it be generally available?

The target release date is April 6, 2015.

3. What new features/enhancements are included in Backup Exec 15?

- Platform Support for VMware's Software-Defined Data Center
    - vSphere 6
    - ESXi 6.0
    - vCenter 6.0
- VMware Software-Defined Storage
    - Virtual SAN 5.5 and 6.0
    - Virtual Volumes
- VMware Hyper-Converged Infrastructure Appliances
    - VMware EVO:RAIL
- Enhanced Scalability and Performance
    - Granular recovery for VMware Virtual Machines with GPT disks
    - Granular recovery for VMware Virtual Machines with >2TB Volumes
    - VMware Virtual Machine SAN transport mode restore, leveraging high performance storage
    - VMware Virtual Machine SATA Disk support in HotAdd transport mode
    - Improved user interface performance and reduced memory usage (by as much as 90%) when browsing large directory structures
- Security
    - Support for vSphere 6 security certificates
- Upgrades and Migrations
    - Faster upgrades and migrations by maintaining single backup policies for multiple servers, and their configuration settings when upgrading from Backup Exec 2010-R3-SP3, and later.

For a full list of new features in Backup Exec 15, please visit: www.backupexec.com.

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In addition to the new features/functionality in Backup Exec 15, we have added support for a number of platforms and applications to Backup Exec since the initial release of Backup Exec 2014. These new additions include support for the following:

- Amazon Web Services (AWS) Storage Gateway Virtual Tape Library (VTL)
- VMware vSphere 5.5 U2
- ESXi 5.1 U3
- Exchange 2013 Cumulative Update 7
- Microsoft SQL 2014 as a repository for the Backup Exec database deployment
- Enterprise Vault 11.0.1
- Oracle 12c for Windows and Linux
- Red Hat Enterprise Linux (RHEL) 7.0
- Red Hat Enterprise Linux (RHEL) 6.5
- SUSE Linux Enterprise Server (SLES) 12
- Oracle Enterprise Linux (OEL) 7
- Open Enterprise Server (OES) 11 SP2
- SCOM for 2007 and 2012
- Simplified disaster recovery (SDR) support for Windows Server 2012 R2 and Windows 8.1 client
- Kaseya RMM platform support for 7.0 and 8.0 for Backup Exec 2012, Backup Exec 2014 (Note: update planned for Backup Exec 15.)

4. What is the biggest partner opportunity with this release?

- One of your biggest opportunities with this release is to target customers on older versions of Backup Exec and educate them on the advances in capability and performance that Backup Exec has made over the years. Re-engage with your customers and show them how they can reduce costs, meet recovery objectives and improve their overall backup and recovery performance with Backup Exec 15.
- For customers with an expired maintenance contract or who are on older versions of Backup Exec, this is your opportunity to renew their existing contracts and up-sell them new licenses of Backup Exec 15 including the new Capacity Lite offering. Our capacity based offerings provide you with an easier way to license and manage Backup Exec for your customers. The Capacity Edition Lite offering is a more affordable solution for small to medium sized business that want to start out small, allowing them to pay and grow with you as their trusted partner.
- Upgrade active maintenance customers to either Capacity Edition Lite or Capacity Edition via special cross grade SKUs.
- Backup Exec 15 enables you to offer a powerful, flexible and scalable Cloud based storage data protection solution. By leveraging Backup Exec 15 and AWS Storage Gateway VTL support, you can increase your value proposition by offering a reliable and cost-effective backup & DR solution that allows your customer to leverage existing server hardware and securely backup their data to the AWS VTL.
- Easily backup and migrate physical Windows 2003 systems and virtualize them using the Physical to Virtual (P2V) migration utility.

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- Attach Backup Exec with every new or refreshed Windows server, application, and VMware or Hyper-V virtual server sale to further build a complete and differentiating solution.
- Protect the unprotected – provide reliable backup to customers lacking backup and disaster recovery strategies.
- Take advantage of additional opportunity and service revenues through the Backup Exec Partner Toolkit – available at www.symantec.com/connect. Using the partner toolkit will help you ensure potential backup servers will perform to expectations, streamline the Backup Exec licensing process, and demonstrate the power of Backup Exec's deduplication technology.

5. How is Backup Exec 15 licensed?

Backup Exec 15 is a cost effective backup and recovery solution that's easy to acquire, license, and deploy. Flexible licensing options for on-premise software include our capacity or new capacity lite offerings that are scalable to accommodate data growth. With Backup Exec you benefit from the ability to choose the right licensing model for your customers' environment.

- Capacity Edition Lite and Capacity Edition are licensed per front-end TB.
- Traditional licensing is licensed per server, socket, host, device, and user pack; depending on agent/option, or edition.

For managed service providers we also have an ExSP licensing program, which offers flexible and convenient monthly subscription-based licensing with no upfront fees/commitments—Payments are made quarterly (in arrears) and licenses are bundled with support.

6. Were there any pricing changes in Backup Exec 15?

Yes; we've made a few changes to pricing, specifically around the Capacity Edition, with the release of Backup Exec 15. Please refer to the tables below which includes all pricing information and where noted with an * to indicate which prices changed from the previous version.

Capacity-based licensing

Tier	Capacity Edition Lite MSRP per TB	Capacity Edition MSRP per TB
1 TB	$2,829	$4,674*
2 to 5 TB	$2,546	$3,973*
6 to 15 TB	$2,405	$3,692*
16 to 25 TB	$2,291	$3,506*
26 TB Plus	$2,235	$3,412*

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A la Carte pricing

Product	Licensed per	MSRP
Backup Exec 15 Server	Backup Exec Media Server	$1,163
Agent for Windows	Windows Server	$695
Agent for Applications and Databases	Application Server	$1,163
Agent for VMware and Hyper-V	Host	$1,864
Agent for Linux	Linux Server	$462
Agent for Remote Media for Linux Servers	Remote Linux Server	$929
Agent for Mac	Mac Server	$462
Library Expansion Option	Tape Device	$1,163
Enterprise Server Option	Managed Backup Exec Server Environment	$3,500
Deduplication Option	Backup Exec Media Server	$1,747
NDMP Option	NAS Device	$2,331
VTL Unlimited Drive Option	Virtual Tape Library	$3,500
File System Archiving Option	File Server	$929
Exchange Mailbox Archiving (1 to 10) Option	User pack	$228
Small Business Edition	Windows Server	$1,163
Small Business Edition Agent for Windows	Windows Server	$929

Per-socket

Product	Licensed per	MSRP
V-Ray Edition 2 to 6 cores	Socket (CPU)	$1,285
V-Ray Edition 8 plus cores	Socket (CPU)	$1,461

Note: all prices listed are from Express Band S and the MSRP includes license + 1 year essential maintenance.

7. Who should these Capacity Editions appeal to?

Capacity Edition Lite targets Micro and Small Commercial Segments. Typical customer characteristics include:

• Customers with simple needs for Physical or Virtual, Windows and Linux, 1 – 3 TB of data, and 3-6 servers.

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Capacity Edition Full targets the Mid Commercial Segment. Typical customer characteristics include:

• Customers with more advanced or complex environments who need the Centralized Administration Server Option, or the Deduplication option. They likely have Physical and Virtual needs, and support for Windows and Linux, 3 – 10 TBs of data, and 6 – 20 servers.

8. What are the differences between the two Capacity Editions, and what functionality do I get with each?

Here is a comparison Matrix that shows what each Capacity Edition includes:

Product features		Capacity Edition Lite	Capacity Edition
		Per front-end TB	Per front-end TB
Protection coverage	Virtual	√	√
	Physical	√	√
Platform support	Windows	√	√
	Linux	√	√
	Mac		√
	VMware	√	√
	Hyper-V	√	√
Application support	Microsoft Exchange	√	√
	Microsoft SQL Server	√	√
	Microsoft SharePoint	√	√
	Active Directory	√	√
	Oracle	√	√
	Lotus Domino	√	√
	Enterprise Vault	√	√
Other key features	Physical to Virtual conversion	√	√
	Centralized Management		√
	Advanced Disk Backup		√
	Deduplication		√
	Physical Tape Drive Library Support	Single drive	Multiple drives

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	Virtual Tape Drive Library Support	Single drive	Multiple drives
	NDMP support		√
	File/Email Archiving		√

9. Were any changes made to the Agents and Options available in Backup Exec?

No. There are no new agents or options nor have any of the existing agents or options been discontinued or combined in Backup Exec 15.

10. Were any features removed or capabilities removed from Backup Exec 15?

Yes, Installing Backup Exec 15 as a backup server on a 32-bit Windows Server is no longer supported. However we will continue to protect 32-bit Windows physical and virtual machines, which have the Backup Exec Windows Remote Agent installed. For customers who need to migrate from a 32-bit Backup Exec Server to a Backup Exec 15 64-bit Server, please refer to the Technote via www.symantec.com.

11. How will customers receive this version if they are currently on maintenance?

Because Backup Exec 15 is a full new build, it will not be available via Tech Note or LiveUpdate. We will use LiveUpdate to notify customers of the new version, but they will need to download the software via FileConnect at fileconnect.symantec.com. An alternate option is to download trialware then import the customer's license keys.

12. If I have a customer who was participating in the beta, can the final product be installed on top of that beta installation?

Yes, an existing beta setup can be updated via LiveUpdate with the final product build once it becomes generally available, without having to uninstall/reinstall.

13. Is there a fee to upgrade?

If you have an existing customer with active maintenance, they can upgrade to the appropriate Backup Exec 15 licenses at no additional charge. If your customer does not have an active maintenance contract or if your customer is a new customer looking to switch from a competing solution, they can purchase Backup Exec 15 and SAVE up to 35% off MSRP. For help installing Backup Exec 15 or to get in touch with a Symantec Backup Exec specialist, please visit: http://www.symantec.com/business/contact_sales.jsp.

14. What is the earliest version of Backup Exec that allows for a direct upgrade to Backup Exec 15?

Customers using Backup Exec from 2010 R3 or newer can simply install version 15 over their existing versions of Backup Exec. Backup Exec will automatically migrate existing Backup Exec related data from versions 2010R3 and higher to version 15.

For customers who are using Backup Exec 12, 11d, 10d, 10 or older versions (including agents/options), we recommend that they step upgrade to 2010 R3 SP4 or 2014 then proceed to upgrade to Backup Exec 15. This will allow them to preserve their backup jobs. Alternatively, they could uninstall the previous version and install Backup Exec 15 but backup jobs would have to be set up again.

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15. What do my customers need to know about backward compatibility with Backup Exec 15?

- Backup Exec 2010 R3 and lower serial numbers and Backup Exec 2012 serial numbers and Symantec License Files (SLF) will not work in Backup Exec 15.
- Backup Exec 15 is backward compatible with Backup Exec 2010 R3, Backup Exec 2012, and Backup Exec 2014 agents/ options.
- Backup Exec 15 Server can manage Backup Exec 2010 R3, Backup Exec 2012 and Backup Exec 2014 remote agents.
- Backup Exec 15 Central Admin Server Option (CASO) can manage Backup Exec 2014, Backup Exec 2012 SP4 and Backup Exec 2010 R3 SP4 Managed Backup Exec servers.
- New Backup Exec 15 features or agents/options will not work on earlier versions.

16. Do my customers have to upgrade all agents/options at the same time when they upgrade the core media server to Backup Exec 15?

They do not. Your customers can upgrade remote agents (Linux, Windows, and Mac) and Managed Backup Exec Servers on a schedule that works for them, however, they still need to input Backup Exec 15 serial numbers to activate remote agent/media servers installed from a previous version. Important note: customers will not have the complete set of Backup Exec 15 improvements until all remote agents and managed servers are upgraded.

17. Can my customers try Backup Exec 15 for free?

Absolutely. Where most other software organizations provide trialware that lasts anywhere from 15 to 30 days, Symantec provides 60-day, fully functional trialware so that customers can experience the benefits of Backup Exec. To download a free 60-day copy of Backup Exec including all agents and options, please visit: www.backupexec.com/trybe.

18. My customer is an existing Backup Exec customer. How do they evaluate non-licensed agents and options?

A feature within Backup Exec allows customers who have already purchased Backup Exec to evaluate most non-licensed Backup Exec agents or options available, free for 60 days. This list includes, but is not limited to the agent for Applications and Databases (which includes Exchange, SQL, Active Directory™, etc); Agents for Linux® or Macintosh®; and such options as the Deduplication or NDMP Option.

To activate non-licensed agents and options, select "Options for Evaluation" section of the components tree in the management console. Each option has its own 60-day evaluation clock. The evaluation clock for each agent/option starts when it is first utilized in a backup session

NOTE: The following Option is only available for evaluation when the entire product is in trial mode (i.e. no licenses are installed) or when using a not-for-resale (NFR) copy:

- Enterprise Server Option

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19. What partner sales collateral and training is available for Backup Exec?

There is a host of sales tools and training available to help you sell Backup Exec including sales scripts, cheat sheets, presentations, data sheets, SSE/SSE+ training courses, etc. All of this collateral and training, along with other tools and resources, can be found at: https://partnernet.symantec.com/.

20. What training is available for my customers?

There are a wide variety of Backup Exec training courses available to help your customers quickly become a Backup Exec expert. For details visit www.symantec.com/training. The main courses are listed below:

Course / Resource	Duration	Delivery method
Backup Exec 2014: Administration	40 hours	Instructor led
Backup Exec 2014: Administration	40 hours	Web-based training/virtual class
Backup Exec 15: Differences	N/A	Online and available free of charge
Backup Exec Tech Center	N/A	Online and available free of charge

21. What is the Backup Exec Tech Center? Where can I find it?

The Backup Exec Tech Center is an online education service that provides an extensive collection of short, on-demand modules designed to help users quick-fix their problems; plan, install and manage their environment; and get the most out of Backup Exec. The modules also feature a 90-second recorded demonstration of the solution by a Backup Exec expert. The Tech Center is a great time saving training option to refresh and supplement product knowledge. Plus, it's completely free! For more information, visit: www.backupexec.com/techcenter.

More Information

Visit our website

www.backupexec.com | Follow us on Twitter: @BackupExec

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

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