

# Symantec Backup Exec™ 2014 Channel FAQ

## FAQ: Backup and Disaster Recovery

### 1. What is the main focus for the release of Symantec Backup Exec™ 2014?

Primarily platform, virtualization and Microsoft® Application support along with several quality and performance enhancements. This release also brings back key functionality that customers have been asking for such as the jobs view, multi-server jobs and the ability for them to ease their transition to new releases through seamless migration capabilities. Backup Exec 2014 is a single, unified solution that delivers powerful, flexible backup and recovery across both 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 faster backup and recoveries, Backup Exec easily enables you to improve your customers' backup performance, meet their recovery objectives, reduce overall costs and eliminate traditional backup complexity.

### 2. When will it be generally available?

The target release date is June 2, 2014.

### 3. What new features/enhancements are included in Backup Exec 2014?

- New Platform/Application support
  - Full support for Windows Server 2012 and Windows Server 2012 R2
  - Granular Recovery Technology (GRT) for Exchange 2013 and SharePoint 2013
- Enhanced Usability and Improved Performance
  - Monitor the status of all backup jobs from one location
  - Backup multiple servers from a single job to simplify backup operations
  - Enhanced speeds for deduplication, Exchange and virtual machine backups
  - Improved recovery times
- Faster Upgrades and Seamless Migrations
  - Reduced time to upgrade and migrate from previous versions of Backup Exec

For a full and comprehensive outline on what's new, visit [www.backupexec.com/new](http://www.backupexec.com/new).

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

- Migrate/upgrade the existing Backup Exec install base. For customers who are on older versions of Backup Exec or those with an expired maintenance contract, this is your opportunity to renew their existing contracts and up-sell them new licenses or the Backup Exec appliance.
- 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.
- Quickly grow your deal size by adding Backup Exec Agents and Options with new sales or while renewing maintenance for existing customers.

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- Cross-sell other Symantec solutions such as Symantec™ Endpoint Protection, Symantec Enterprise Vault™ or Symantec™ ApplicationHA for comprehensive protection.
- Increase your average order value and extend customer lifetime value through encouraging the uptake of discounted maintenance 3-year SKUs.
- Take advantage of additional opportunity and service revenues through the new Backup Exec Partner Toolkit – available at [www.symantec.com/connect](http://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. Can this release of Backup Exec be installed on a Windows 2012 server?

Yes, this release of Backup Exec provides full support for Windows Server 2012 and Windows Server 2012 R2.

#### 6. How is Backup Exec 2014 licensed?

With three cost effective and flexible licensing options including per module (or a la carte), per TB, or per socket and two deployment options including on premise software and an all-in-one, integrated software/hardware appliance, Backup Exec gives you the ability to choose the right licensing model and deployment method for your customers' environment – all at affordable prices.

- Backup Exec Traditional Licensing:
  - Licensed per media server with additional agents/options available based on customer need.
  - Licensed per up-front TB capacity for customers with a large number of servers to protect. A single Capacity Edition license provides all the benefits of Backup Exec without any restrictions. Through this licensing option you can deploy an unlimited number of Backup Exec and Backup Exec Agent and Option licenses to protect an environment with the ability to add, subtract and move media servers, agents, and options around at will.
- Backup Exec V-Ray Edition – licensed per occupied processor socket on the virtual host.
- Backup Exec Appliance – Sold per appliance with two Editions available: Essential Protection Edition and Total Protection 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.

#### 7. Were there any pricing changes in Backup Exec 2014?

Yes, there were a few price changes in this release. The table below includes all pricing information for Backup Exec 2014 with a \* to indicate which prices changed from the previous version.

A la Carte pricing

Product	Licensed per	MSRP
Backup Exec 2014	Backup Exec Media Server	\$1,162.66
Small Business Edition	Windows Server	\$1,162.66

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Small Business Edition Agent for Windows	Windows Server	\$928.96
Agent for Windows	Windows Server	\$695.26
Agent for Applications and Databases	Application Server	\$1,162.66
Agent for VMware and Hyper-V	Host	\$1,863.76
Agent for Linux	Linux Server	\$461.56
Agent for Remote Media for Linux Servers	Remote Linux Server	\$928.96
Agent for Mac	Mac Server	\$461.56
Library Expansion Option	Tape Device	\$1,162.66
Enterprise Server Option	Managed Backup Exec Server Environment	\$3,499.66
Deduplication Option	Backup Exec Media Server	\$1,746.91
NDMP Option	NAS Device	\$2,331.16
VTL Unlimited Drive Option	Virtual Tape Library	\$3,499.66
File System Archiving Option	File Server	\$928.96
Exchange Mailbox Archiving ( 1 to 10) Option	User	\$227.86

Capacity-based licensing

Product	Licensed per	MSRP
Capacity Edition 1 TB	TB	\$5,024.55*
Capacity Edition 2 to 5 TB	TB	\$3,768.41*
Capacity Edition 6 to 15 TB	TB	\$3,567.43*
Capacity Edition 16 to 25 TB	TB	\$3,366.45*
Capacity Edition 26 Plus TB	TB	\$3,265.96*

Per-socket

Product	Licensed per	MSRP
V-Ray Edition 2 to 6 cores	Socket (CPU)	\$1,285.35*
V-Ray Edition 8 plus cores	Socket (CPU)	\$1,460.63*

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

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### **8. Are there any new SKUs with this release?**

Yes, there will be new SKUs for Backup Exec 2014. To help you easily identify what SKU to sell to your customer, please visit our SKU Generator [www.backupexec.com/skugenerator](http://www.backupexec.com/skugenerator).

### **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 2014.

### **10. How will customers receive this version if they are currently on maintenance?**

Because Backup Exec 2014 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](http://fileconnect.symantec.com). An alternate option is to download trialware then import the customer's license keys.

### **11. How can I install Backup Exec 2014 on the Backup Exec Appliance?**

Customers who are running the Backup Exec 3600 appliance and are current on software maintenance will receive the version upgrade as well. These customers will need to access the image for the appliance on FileConnect, it will not be posted to the trialware site.

### **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. How do my customers upgrade to Backup Exec 2014? Is there a fee to upgrade?**

Your customers can upgrade to Backup Exec 2014 from any previous versions of Backup Exec beginning with Backup Exec 6.x. If you have an existing customer with active maintenance, they can upgrade to the appropriate Backup Exec 2014 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 2014 and SAVE up to 35% off MSRP. For help installing Backup Exec 2014 or to get in touch with a Symantec Backup Exec specialist, please visit: [http://www.symantec.com/business/contact\\_sales.jsp](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 2014?**

Customers using Backup Exec 2012, 2010 or 12.5 can simply install version 2014 over their existing versions of Backup Exec. Backup Exec will automatically migrate existing Backup Exec related data from versions 12.5 and higher to version 2014. Additionally, if a customer is migrating from Backup Exec 2012, there will be no impacts on migration and a 1:1 mapping on backup jobs. For those customers upgrading from Backup Exec 12.5 or Backup Exec 2010 R1, R2 or R3, jobs will not be split and there will be a 1:1 mapping on most backup jobs. These users will also experience a simpler migration result and overall improved user experience when upgrading to Backup Exec 2014.

For customers who are using Backup Exec 12, 11d, 10d, 10 or older versions (including agents/options), they must uninstall the previous version and install Backup Exec 2014.

### **15. What do my customers need to know about backward compatibility with Backup Exec 2014?**

- Backup Exec 2010 and lower serial numbers and Backup Exec 2012 serial numbers and Symantec License Files (SLF) will not work in Backup Exec 2014.
- Backup Exec 2012 can accept most Backup Exec 2014 serial numbers or license files.
- Backup Exec 2014 is backward compatible with Backup Exec 12.5, Backup Exec 2010 and Backup Exec 2012 agents/options.
- Backup Exec 2014 Server can manage Backup Exec 12.5, Backup Exec 2010 and Backup Exec 2012 remote agents.
- Backup Exec 2014 Central Admin Server Option (CASO) can manage Backup Exec 2014, Backup Exec 2012 SP4 and Backup Exec 2010 R3 SP3 Managed Backup Exec servers.
- New Backup Exec 2014 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 2014?**

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 2014 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 2014 improvements until all remote agents and managed servers are upgraded.

### **17. Can my customers try Backup Exec 2014 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](http://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

## 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 throughout the year to help your customers quickly become a Backup Exec expert. For details visit [www.symantec.com/training](http://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 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 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](http://www.backupexec.com/techcenter).

### More Information

#### Visit our website

[www.backupexec.com](http://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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