Installing Backup Exec

This document includes the following topics:

- System requirements
- Before you install
- About the Backup Exec services account
- Installing Backup Exec to a local computer
- Installing Backup Exec options to the local computer
- Upgrading from previous versions of Backup Exec
- Post-installation tasks

System requirements

The following are the minimum system requirements for running this version of Backup Exec:
### Table 1-1: Minimum system requirements

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| Operating system              | You can find a list of compatible operating systems, platforms, and applications at the following URL:  
  http://entsupport.symantec.com/umi/V-269-1  
  You cannot install a Backup Exec media server on a computer that runs the Windows Server Core installation option of Windows Server 2008. You can only install the Backup Exec Remote Agent for Windows Systems on Server Core computers.  
  You cannot install SQL Express or SQL Server 2005 on a Windows Server 2008 computer that is configured in a Read Only Domain Controller (RODC) role. The Read Only Domain Controller role does not allow you to use the local accounts which are required for SQL Express and SQL Server 2005. When you install Backup Exec on an RODC computer you must select a remote SQL instance for the Backup Exec database. |
| Additional application support | You can use Backup Exec with Microsoft Windows Microsoft Operations Manager (MOM) 2005. |
| Internet browser              | Internet Explorer 6.0 or later. Service Pack 1 is required for SQL Server 2005 Express. |
| Processor                     | Intel Pentium, Xeon, AMD, or compatible. |
| Memory                        | Required: 256 MB RAM  
  Recommended: 512 MB RAM (or more for better performance)  
  **Note:** RAM requirements may vary depending on the operations performed, the options installed, and the specific computer configuration.  
  For the Central Admin Server Option: 512 MB RAM required, 1 GB recommended.  
  Virtual Memory Recommendations: 20 MB above the Windows recommended size for total paging file size (total for all disk volumes). Refer to your Microsoft Windows help documentation for instructions on how to view or set the paging file size. |
Table 1-1  Minimum system requirements (continued)

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation disk space</td>
<td>695 MB (Typical installation)</td>
</tr>
<tr>
<td></td>
<td>1045 MB (Includes all options)</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Disk space requirements may vary depending on the operations performed, the options installed, and the specific system configuration. Backup Exec database and catalogs require additional space.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Hardware</th>
<th>The following hardware is recommended:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>■ Network interface card or a virtual network adapter card.</td>
</tr>
<tr>
<td></td>
<td>■ CD-ROM drive.</td>
</tr>
<tr>
<td></td>
<td>■ (Recommended) A mouse.</td>
</tr>
<tr>
<td></td>
<td>■ (Optional for pager notification) Modem supported by Microsoft Windows.</td>
</tr>
<tr>
<td></td>
<td>■ (Optional for printer notification) Printer supported by Microsoft Windows.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Storage Hardware</th>
<th>Backup Exec requires at least one storage media drive or single-drive robotic library and the appropriate controller card. You can also use removable storage devices and non-removable hard drives.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>You can find a list of compatible devices at the following URL: <a href="http://entsupport.symantec.com/umi/V-269-2">http://entsupport.symantec.com/umi/V-269-2</a></td>
</tr>
<tr>
<td></td>
<td>Support for a single robotic library drive is available when you purchase Backup Exec. To enable support for additional robotic library drives, you must purchase the Backup Exec Library Expansion Option.</td>
</tr>
</tbody>
</table>

Before you install

Before you install Backup Exec, you should do the following:

- Run the Backup Exec Environment Check on the computer on which you want to install Backup Exec. The Environment Check analyzes the computer to make sure that the installation process can complete. If Backup Exec finds configuration issues that can be fixed during the installation, or that may prevent the installation, warnings appear. Although the Environment Check runs automatically during installation, you may want to run it manually before you install Backup Exec or before you back up data with Backup Exec.

- Install the storage device hardware (controller, drives, robotic libraries) on the media server. Refer to the documentation that is included with your storage device hardware for installation instructions. Use the appropriate Windows
hardware setup functions to configure your controller and storage devices. Refer to your Microsoft Windows documentation for more information.

- Check your Windows security settings to make sure they work properly with the Backup Exec service account.

- If the drive on which you want to install Backup Exec is encrypted or compressed, and you would like to use a default SQL Express database, verify that an unencrypted and uncompressed drive is available for SQL Express installation.

- Check the computer name of the computer on which you want to install Backup Exec. It should only use standard ANSI characters. You may receive errors if you install Backup Exec on a computer with a name that uses non-standard characters.

- Exit all other programs.

### About the Backup Exec services account

All Backup Exec services on the media server run in the context of a user account configured for the Backup Exec system services. You can create this account during the Backup Exec installation, or you can use an existing user account. To create a service account for Backup Exec during installation, enter the name and password of an Administrator account for the Backup Exec services to use.

If this computer is in a domain, enter a Domain Administrators account, or an equivalent account that is part of the Domain Admins group. In the Domain list, select or enter the Domain name.

If this computer is in a workgroup, enter an Administrators account, or an equivalent account that is part of the Administrators group on the computer. In the Domain list, select or enter the computer name.

The account that you designate for Backup Exec services, whether it is a new account or an existing user account, is assigned the following rights:

- Authenticate as any user and gain access to resources under any user identity.
- Create a token object, which can then be used to access any local resources.
- Log on as a service.
- Administrative rights (provides complete and unrestricted rights to the computer).
- Backup operator rights (provides rights to restore files and directories).
- Manage auditing and security log.
Due to security implementations in Microsoft Small Business Server, the service account must be Administrator.

You cannot install Backup Exec with an account that has a blank password on Windows Server 2003/2008 or XP computers unless Windows is configured to allow it. If you try to do so, the following error message appears when Backup Exec services are created:

The given password is not correct for account [server]\[username].

You can, however, configure Windows to allow for blank passwords. For more information, see your Windows documentation.

Installing Backup Exec to a local computer

The Backup Exec CD includes an installation program that guides you through the installation process.

You can also use the installation program to upgrade from a previous version of Backup Exec. Information about upgrading from a previous version of Backup Exec is available.

See “Upgrading from previous versions of Backup Exec” on page 12.

If you want to install Backup Exec to a non-English version of Windows, you must download the SQL Express SP2 setup file from the Microsoft Web site before you install Backup Exec if all of the following are true:

- You want to use a local Backup Exec SQL Express instance.
- You have non-English SQL Server instances on the computer on which you want to install Backup Exec.

In addition, if you upgrade from a previous version of Backup Exec that uses a non-English version of Windows, you must download the SQL Express SP2 setup file for that language from the Microsoft Web site.

Note: If you install Backup Exec through Terminal Services and the installation media is on a shared drive (CD-ROM or network share), you must install it using a UNC path. Installation via mapped drives is not supported in this situation.

To install Backup Exec to a local computer

1. From the installation CD browser, click Installation, and then click Start the Backup Exec Installation.
2. On the Welcome panel, click Next.
3. Click I accept the terms of the license agreement, and then click Next.
4 Check **Local Install**, and then click **Install Backup Exec software and options**.

5 Click **Next**

   For first-time installations and upgrade installations, the Backup Exec Environment Check runs automatically after you click **Next**.

6 Review the results of the Environment Check.

7 Do one of the following:
   ■ If the Environment Check does not reveal any issues that may prevent a successful installation of Backup Exec, click **Next**.
   ■ If the Environment Check reveals issues that may prevent a successful installation of Backup Exec, click **Cancel** to exit the wizard. Correct the issues before you attempt to install Backup Exec again.

8 Do one of the following:
   **If you have serial numbers for Backup Exec and its options**
   ■ Go to [https://licensing.symantec.com](https://licensing.symantec.com) to activate the product. After you activate the product, Symantec sends license keys to you. License keys are required to install Backup Exec and its options. You can access the Web site from any computer that has Internet access.
   ■ When you receive your license keys, go to step 9.

   **If you have license keys for Backup Exec and its options**
   Go to step 9.

9 Select one of the following methods to enter license keys:

   **To enter license keys manually**
   Do the following in the order listed:
   ■ Type a license key into the license key field.
   ■ Click **Add**.
   ■ Repeat for each license key for each option or agent that you want to install.

   **To import license keys from a file**
   Do the following in the order listed:
   ■ Click **Import**.
   ■ Select the `besernum.xml` file.
Do the following in the order listed:

- Leave the license key field blank.
- Proceed to step 10.

10 Click Next.

The license keys that you entered are saved to the besernum.xml file, which is located in the Windows or WINNT directory.

11 Check any additional features to install.

12 Do one of the following:

- To change the directory where the Backup Exec files are installed
  - Click Change to select a new directory.
  - Proceed to step 13.
  - Symantec recommends that you do not select a mount point as the destination directory because if you delete the mount point, Backup Exec is uninstalled.
  - To accept the default directory
    - Proceed to step 13.

13 Click Next.

14 Provide a user name, password, and domain for an Administrator account that the Backup Exec system services can use, and then click Next.

See “About the Backup Exec services account” on page 6.

15 On the Symantec Backup Exec Database panel, do one of the following to select a location to store the Backup Exec database.

- The Symantec Backup Exec Database panel does not appear for upgrades. You cannot change the database location during the upgrade process. If you want to change the database location after the upgrade, use BEUtility.

To create a local Backup Exec SQL Express instance

Do the following in the order listed:

- Click Create a local Backup Exec SQL Express instance to store the database on.
- To change the location of the Backup Exec SQL Express instance, click Browse.
- Select the location, and then click OK.
To use an existing SQL Server 2000 or SQL Server 2005 instance on the network to store the database on, do the following in the order listed:

- Click **Use an existing SQL Server 2000 (SP3a or later) or SQL Server 2005 (SP2 or later) instance on the network to store the database on.**
- Select the instance.

When Backup Exec is installed into an existing instance, the automated master database restore feature is not available. To recover the Master database, you must replace it with the Master database copy that Backup Exec automatically creates and updates when the Master database is backed up.

**Caution:** During the installation process and upgrade process, Backup Exec stops and starts the SQL service several times. Other user-created databases that use the SQL Server instance are unavailable during the process. To avoid such conflicts, you should install Backup Exec into its own SQL instance.

16 Click **Next.**

Backup Exec attempts to connect to the instance.

17 If the Symantec Backup Exec Database panel appears, perform the following steps to identify the location of the SQL Express SP2 setup file:

- Click **Browse.**
- Navigate to the location where you downloaded the SQL Express SP2 setup file.
- Click **OK.**
- Click **Next.**

18 If prompted, select how the Symantec Device Driver Installer should install device drivers for the tape storage devices that are connected to the server, and then click **Next.**

It is recommended that you select Use Symantec device drivers for all tape devices.

19 If you are prompted, enter information or choose settings for additional options that you want to install. Click **Next** after each selection.
20 Read the Backup Exec installation review, and then click **Install**.

The installation process takes several minutes to complete. During the process, the progress bar may not move for several minutes.

21 When the installation is complete, you can run LiveUpdate, view the readme, and create a shortcut to Backup Exec on the desktop.

22 Click **Finish** to close the installation wizard.

23 If Restart System appears, restart the computer in order for the configuration to take effect.

The installation process creates a job log named bkupinst.htm on the computer where Backup Exec is installed. This file lists any errors that may have occurred during installation. The last line of the log indicates if the installation was successful and if you must restart the computer.

See “**Post-installation tasks**” on page 13.

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**Installing Backup Exec options to the local computer**

You can install additional options, such as the Library Expansion Option, when you install Backup Exec.

See “**Installing Backup Exec to a local computer**” on page 7.

However, if you have already installed Backup Exec and want to install additional options, you should first review the documentation for that option to ensure that you have met all minimum requirements.

If you installed the Evaluation version or the Not For Resale (NFR) edition of Backup Exec, you can install evaluation versions of the additional options. If you have a licensed version of Backup Exec, you can evaluate most options and agents for a specified period of time.

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**Note:** If you install Backup Exec through Terminal Services and the installation media is on a shared drive (CD-ROM or network share) you must install using a UNC path. Installation via mapped drives is not supported.

The Backup Exec services are stopped while the additional options are installed. If any active jobs are running, you are prompted to stop them, or to wait for the jobs to finish.
Note: If the Central Admin Server Option is installed, and you want to install additional options on a managed media server, you can pause the managed media server to prevent the central administration server from delegating jobs to it. When the installation is complete, un-pause, or resume, the managed media server.

To install Backup Exec options to the local computer

1. Start Backup Exec for Windows Servers or verify that it is running.
2. On the Tools menu, click **Install Options and License Keys on this Media Server**.
3. Select one of the following methods to enter license keys:
   - To manually enter license keys
     - Type a license key into the license key field.
     - Click **Add**.
     - Repeat for each license key for each option or agent that you want to install.
   - To import license keys from a file
     - Click **Import**.
     - Select the besernum.xml file.
4. Click **Next**.
5. Verify that the additional options are selected for installation, and then click **Next**.
6. If you are prompted, enter information or choose settings for additional options that you want to install. Click **Next** after each selection.
7. Read the Backup Exec installation review, and then click **Install**.
   - The Backup Exec services are stopped while the additional options are installed. If any active jobs are running, you are prompted to stop them, or to wait for the jobs to finish.
   - When the installation is complete, the services are restarted.
8. Click **Finish**.

Upgrading from previous versions of Backup Exec

This version of Backup Exec for Windows Servers replaces any previous versions. No separate migration or upgrade utility is necessary. Most settings and all catalogs
and data directories from previous versions of Backup Exec are kept. At the end of the installation, the upgrade process is summarized. Only Backup Exec version 11d and later can be migrated to this release.

The new version of Backup Exec for Windows Servers (including the Evaluation version) replaces any current installation. Separate installations of different versions cannot exist on the same computer.

Before you upgrade Backup Exec, do the following:

■ Delete job histories and catalogs that you no longer need to shorten the upgrade window.

■ Run a database maintenance job.

To upgrade from previous versions of Backup Exec

1 Begin the installation program.

   See “Installing Backup Exec to a local computer” on page 7.

2 Enter license keys for Backup Exec, and for each Backup Exec option that you want to install, and then click Next.

   Read the Installation Review. To add additional license keys, click Back until the Symantec Backup Exec license keys page appears. Enter the license keys, and then click Next to continue.

   The default location is C:\Program Files\Symantec\Backup Exec.

3 On the Back Up Existing Data page, enter or browse to a directory to which you want to back up all existing catalogs and data. The default location is:

   C:\Program Files\Symantec\Backup Exec\DataBackup

   If you do not want to keep previous catalogs and data, click Continue with the upgrade without backing up existing data.

4 Click Next to continue.

   An upgrade summary is displayed.

   You cannot change the database location during the upgrade process. If you want to change the database location after the upgrade, use BEUtility

Post-installation tasks

For best results before starting Backup Exec, do the following:

■ Make sure that your storage devices are connected and configured properly.
Decide if your backup will be to a tape device or a disk device. You can configure both devices when you prepare your Backup Exec environment. Note the following:

- If you’re backing up to a tape device, verify that the device is supported. You can install drivers for the devices when you configure your Backup Exec environment.
- If you’re backing up to a disk device using the Backup-to-Disk feature, decide where you can create a backup folder. You should create it on a disk that won’t be included in the backup jobs and that has enough free space to contain the backup job.

- Understand how Backup Exec provides overwrite protection for your media.
- Understand the default media set and its infinite overwrite protection period.
- Learn about creating new media sets with weekly, monthly, or quarterly retention periods.
- Decide which resource credential you want your Backup Exec logon account to use when browsing and making backup selections. You can use an existing Backup Exec logon account, or create a new one.
- Decide the format that you want to display all reports, either HTML or Adobe Portable Document Format (PDF). The default setting is HTML.