

# Veritas Backup Exec™ 16 FAQ

## 1. What is Veritas Backup Exec™ 16?

Veritas Backup Exec™ 16 delivers powerful, flexible, and trusted data protection designed for your entire infrastructure regardless of platform: virtual, physical or cloud. With Backup Exec, you get fast, reliable protection of data and systems at every level, as well as advanced integration with the most recent releases of Microsoft® Server, Microsoft® Hyper-V and VMware® vSphere®. In a matter of minutes, you can recover nearly anything including VMs, servers, databases, files, and granular application objects. Protect one to thousands of virtual machines from a single user console, optimizing performance and efficiency. Backup Exec saves time, money and helps ensure your critical information is always protected and easily recoverable.

## 2. What's new in Backup Exec 16?

### A. Platform Support for Microsoft's Cloud Operating System

- Server 2016
- Hyper-V 2016

### B. Platform Support for Cloud Storage

- Azure direct targets

### C. Platform Support for latest versions of VMware's Software-Defined Data Center

### D. Enhanced Scalability and Performance

- Improved user interface performance and reduced memory usage when browsing large directory structures

### E. Default Database Instance

- SQL Server 2014 Express, instance name BKUPEXEC

### F. Upgrades and Migrations

- Seamless upgrades and migrations by maintaining single backup policies for multiple servers, and their configuration settings when upgrading directly from Backup Exec 2010-R3-SP4 or later.

For a full list of new features in Backup Exec 16, please visit:

[www.backupexec.com/BE16](http://www.backupexec.com/BE16)

## 3. When is Backup Exec 16 available to purchase?

The target release date for Backup Exec 16 is early November 2016.

## 4. What products make up the Backup Exec 16 portfolio?

The Backup Exec portfolio includes a number of flexible and scalable options to suit your business needs of today and tomorrow:

- Backup Exec™ 16
- Backup Exec™ 16 V-Ray Edition
- Backup Exec™ 16 Capacity Edition Lite
- Backup Exec™ 16 Capacity Edition

## 5. Where can I find a list of Backup Exec features introduced by product version?

A feature matrix organized by product version is available at:

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

## 6. I've heard that Backup Exec regularly supports new operating systems and platforms via service pack releases. What operating systems and platforms have been supported since the release of Backup Exec 15?

- CentOS 6.7 (32/64-bit) and 7.0 (64-bit)
- Customizable S3 Cloud Connector
- Cloud Connectors for Amazon S3 and Google Cloud Storage
- Enterprise Vault 12 - (without SQL AG)
- Exchange 2007 SP3 RU19
- Exchange 2010 SP3 RU13
- Exchange 2013 & cumulative updates, IP-less DAG Support
- Exchange 2016 & cumulative updates, IP-less DAG Support

- Exchange 2016 on Hyper-V and VMware virtual machines
- Oracle 12c including Service Packs
- Red Hat Linux (RHEL) 5.11, 6.6, (with AOFO)
- Red Hat Linux (RHEL) 6.7, 7.1, 7.2 (without AOFO)
- SharePoint 2010 cumulative updates
- SharePoint 2013 cumulative updates
- SharePoint 2013 with SQL 2014 or 2016 instance
- SQL 2008 R2
- SQL 2012 SP3
- SQL 2014 SP1 (Agent and BEDB Repository)
- SQL 2016
- SUSE Linux Enterprise Server (SLES) (BTRFS) 11 SP4, 12 SP1 without AOFO
- VMware ESXi 6.0
- VMware vSphere 6
- vSphere 5.5 U3, 6.0 U1, 6.0 U2
- Windows 10 client cumulative updates
- XenServer 6.5 SP1

#### 7. Is Backup Exec designed to protect virtual environments?

Absolutely. Backup Exec 16 provides comprehensive protection of VMware and Hyper-V virtual environments in addition to protection for physical environments. Backup Exec provides advanced data protection capabilities including: Instant Recovery, agentless backup, granular recovery for Microsoft® Exchange, Active Directory®, SQL®, and SharePoint® through a single image backup, integration with VMware and Hyper-V, data deduplication across all backup jobs, disaster recovery, dynamically protect new VMs found at job run-time, and change block tracking. In addition, Backup Exec 16 offers support for multiple transport modes in VMware (including SAN transport and Hot Add), and disk space optimization for Hyper-V.

#### 8. Does Backup Exec use an agent to backup virtual machines?

No. The Agent for VMware and Hyper-V simply unlocks Backup Exec deep integration with Microsoft® Volume Shadow Copy Service (VSS) and VMware's vStorage APIs for Data Protection (VADP) to provide reliable and consistent application-aware backups for all your virtual machines. This agent does not carry out the backup process.

#### 9. Does Backup Exec 16 provide granular recovery of virtualized application data?

Yes. Backup Exec provides granular recovery of virtualized Microsoft application data by leveraging the Agent for Applications and Databases. This agent gathers application metadata to enable multiple avenues of recovery: full virtual machine, applications, databases, files, folders, and granular objects. Cataloging is done after the backup job is complete (Instant GRT) to reduce the backup window and improve operations.

#### 10. Does Backup Exec 16 provide instant recovery of virtual machines?

Yes. Protected VMware and Hyper-V virtual machines can be powered on and activated within seconds from the Backup Exec console, saving valuable time-to-recovery. Choose whether to start up the image's original network settings, or activate the VM as a test or dev machine. This is a fast and convincing way to test the validity of your backed-up data.

#### 11. Does Backup Exec 16 offer data deduplication?

Yes. Backup Exec 16 offers global data deduplication technology at the server, at the client, or on an intelligent disk device. Global deduplication looks across all physical and virtual backup sets for common blocks, and stores a very small reference to those blocks instead of the entire block. The global method is more efficient than competitors' job-level method. Data deduplication is activated through the purchase of the Backup Exec Deduplication Option. Please note: the Data Deduplication Option is included at no additional charge with the Backup Exec Capacity Edition and the Backup Exec V-Ray Edition. Refer to the Backup Exec 16 SCL ([www.backupexec.com/compatibility](http://www.backupexec.com/compatibility)) for a complete listing.

#### 12. What is the difference between client-side (source) and server side (target) deduplication?

Client-side deduplication removes duplicate data at the source. It distributes the deduplication workload across source clients and reduces the amount of data sent over the network and the amount of data stored. Target deduplication deduplicates data after it is sent over the network just before it is written to storage—or in other words at the Backup Exec server.

#### 13. What has been End of Life'd in Backup Exec 16?

Installing Backup Exec as a backup server on a 32-bit Windows Server is no longer supported. However, Backup Exec 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 to a 32-bit Backup Exec Server to a Backup Exec 16 64-bit, please refer to Technote: TECH227436 at support.veritas.com. In addition, Lotus Domino and the Mac Agent are no longer supported in Backup Exec 16.

#### 14. How is Backup Exec 16 licensed?

Backup Exec gives you the ability to choose the right licensing model for your environment – all at affordable prices. Flexible licensing options include per module (agent/option), per TB or per socket.

#### 15. What's included in the Capacity Edition Lite?

- Backup Exec Server License
- Agent for Windows
- Agent for Applications and Databases
- Agent for VMware and Hyper-V
- Agent for Linux

#### 16. What's the difference between the Backup Exec Capacity Edition and the Backup Exec Capacity Edition Lite?

The Backup Exec Capacity Edition, also licensed per front-end TB of data to be protected, provides all the benefits of Backup Exec 16 without any restrictions. Through this licensing option, customers can deploy an unlimited number of Backup Exec and Backup Exec Agents and Options licenses to protect all environments.

#### 17. How do I upgrade to Backup Exec 16? Is there a fee to upgrade?

Existing customers with active maintenance can upgrade the appropriate Backup Exec 16 licenses free of charge. Customers who do not have an active maintenance contract or new customers switching to Backup Exec 16 can save up to 35 percent off MSRP when they upgrade. For more information on current Backup Exec offers, please visit: [www.backupexec.com/save](http://www.backupexec.com/save).

#### 18. I just received a Veritas email confirming my purchase of Backup Exec 16. The email also contained a serial number. Do I still need to go to the Veritas Licensing Portal to register my product in order to activate the product?

No. You do not need to go to the Veritas Licensing Portal to

activate Backup Exec 16. When installing Backup Exec 16, the licenses will be activated after you have entered the serial numbers or imported the Veritas License Files. However, customers must go to the Veritas Licensing Portal to register and activate maintenance contracts to ensure immediate access to technical support. If you are upgrading your licenses, you may need to “return” your old keys in the licensing portal to acquire new Backup Exec 16 keys.

#### 19. Can I upgrade existing Backup Exec licenses to either of the Capacity Editions?

Yes. We are offering our active maintenance customers an incentive to migrate to capacity. For every 1 Backup Exec eligible license, you get 1 TB at price of capacity renewal maintenance.

#### 20. Is Backup Exec 16 backward compatible with previous versions?

Yes. Backup Exec 16 is backward compatible with Backup Exec 2010 R3-SP4 and newer versions. Older versions of Backup Exec (those prior to Backup Exec 2010 R3) must be uninstalled before installing Backup Exec 16. Alternatively, for customers who are using Backup Exec 12.5, 12, 11d, 10d, 10 or older versions (including agents/options), you can upgrade in steps to Backup Exec 2014, update all remote agents, and then upgrade to version 16.

#### 21. Do I need new serial/license files to upgrade my Agents and Options to Backup Exec 16 Agents and Options?

Yes. You will need new license files for Backup Exec 16 Agents and Options. Please contact the [Veritas licensing team](#) for more information.

#### 22. How can I tell if my operating system is supported with Backup Exec 16?

For a full list of supported hardware and software, please visit: [www.backupexec.com/compatibility](http://www.backupexec.com/compatibility).

#### 23. What encryption formats does Backup Exec 16 support?

Backup Exec provides and supports a variety of data encryption methods across the network or to storage devices. This includes:

- 128-bit and 256-bit Advanced Encryption Standard (AES)
- Hardware encryption using the T10 standard (requires 256-bit AES)

- FIPS 140-2 compliant 256-bit AES encryption (CMVP validation)
- Support for LTO 4 T10 Encryption configurations
- BitLocker Encryption Support
- Backup Exec also encrypts operational communications, trust relationships, cloud backups, and the media and file database. Encryption key management is included in the product.

#### 24. Can I try Backup Exec for free?

You bet. Veritas offers a free 60-day fully-functional copy of Backup Exec that includes all agents and options. To download, please visit: [www.backupexec.com/trybe](http://www.backupexec.com/trybe). In addition, we offer a free cloud-based trial of Backup Exec on Amazon Test Drive <https://aws.amazon.com/testdrive/veritas/>

#### 25. I am an existing Backup Exec customer. How do I evaluate non-licensed agents and options?

A feature within Backup Exec enables customers who have already purchased Backup Exec to evaluate most non-licensed Backup Exec Agents or Options free for 60 days. To activate non-licensed agents and options, select Options for Evaluation of the component tree in the management console. Each agent/option has its own 60-day evaluation clock. The clock starts when the agent/option is first utilized in a backup session.

#### 26. I want to learn more about Backup Exec 16. What resources do you recommend?

The Backup Exec website ([www.backupexec.com](http://www.backupexec.com)) is a great starting point and is also the most comprehensive resource for all things related to the Backup Exec portfolio. It includes links to virtual product tours, free 60-day trialware, promotional offers, whitepapers, discussion forums, and much more. In addition, the Backup Exec support website (<https://support.veritas.com>) along with the Backup Exec online user community (<https://vox.veritas.com>) offers comprehensive resources including “how to” and “best practice” guides. There are a wide variety of Backup Exec training courses available throughout the year to help you quickly become a Backup Exec expert. To learn more, please visit: <http://go.veritas.com/training>.

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

The Backup Exec Tech Center is an online education service that

provides a collection of short, on-demand modules designed to help users find quick fixes to common problems; install, manage and plan their environment; and get the most out of Backup Exec. The modules also feature a 90-second recorded demonstration by a Backup Exec expert. The Tech Center is a 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).

#### 29. Where can I go if I have more questions?

Please visit the Backup Exec Knowledge Base (<https://support.veritas.com>) or the Veritas user community forum [VOX \(https://vox.veritas.com\)](https://vox.veritas.com) where you can search articles and post your questions. Alternatively, please contact your preferred reseller or Veritas account manager.

#### More Information

##### Visit our website

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

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

Call toll-free 1 (866) 837 4827

##### To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

#### About Veritas Technologies LLC

Veritas Technologies LLC enables organizations to harness the power of their information, with solutions designed to serve the world's largest and most complex heterogeneous environments. Veritas works with 86 percent of Fortune 500 companies today, improving data availability and revealing insights to drive competitive advantage.

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