Backup Exec Partner Toolkit

FAQ

To assist partners as they sell and implement Backup Exec solutions and technology, Symantec has released the Backup Exec Partner Toolkit. The Backup Exec Partner Toolkit demonstrates the power of the Backup Exec data protection portfolio by ensuring potential backup servers will perform to expectations, by streamlining the Backup Exec licensing process, and by demonstrating the power of Backup Exec's deduplication technology.

This guide is designed to help answer many of the most common questions surrounding the Backup Exec Partner Toolkit and its capabilities.

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Introduction

To assist partners and end users as they implement Backup Exec 2012 and the Backup Exec 3600 Appliance, Symantec has released the Backup Exec Partner Toolkit. The Backup Exec Partner Toolkit demonstrates the power of the Backup Exec data protection portfolio by qualifying the hardware configuration of potential backup servers to ensure they will perform to expectations, by calculating front-end capacity amounts to streamline the Backup Exec licensing process, and by demonstrating the storage optimization benefits of Backup Exec's deduplication technology.

The Backup Exec Partner Toolkit is available to Symantec partners and end users at no charge and is available for download from the Symantec Connect portal.

Business Value

The Backup Exec Partner Toolkit includes three tools designed to help partners and end users perform environmental assessments either before or after installing a Backup Exec solution. These are as follows:

- Performance Analyzer
- Deduplication Assessment Tool
- Front-end Capacity Analyzer

The three tools listed above represent key opportunities to Symantec partners and end users who utilize Backup Exec data protection and solutions and technology. Partners and end users are now able to perform pre-installation assessments of IT environments to determine the readiness of the environment for Backup Exec and set expectations around performance and deduplication.

Performance Analyzer

The Performance Analyzer Tool will assess the readiness of one or more server systems to act as a Backup Exec server. Each server's hardware and software configuration is analyzed for performance inhibitors, including any disk and tape backup devices attached to that server.

Deduplication Assessment Tool

The Deduplication Assessment Tool will directly demonstrate the value of Backup Exec's deduplication technology to partners and end users by scanning one or more servers in an environment and offering deduplication ratio and backup storage savings estimates.

Front-end Capacity Analyzer

The Front-end Capacity Analysis Tool will easily and quickly identify the amount of front-end data in an environment and greatly streamlines the process of selling the Backup Exec Capacity Edition, which is licensed against the amount of front-end data in an environment.

Ease of Use

By design, the Backup Exec Partner Toolkit offers a wizard-driven experience that is very easy to use. Simply select the tool to run, identify the servers and associated volumes and application resources to scan, provide associated credentials, and run the selected operation. Upon completion, a results screen is displayed in the form of a report which can be saved to a number of common file formats.

Platform and Application Support

The Backup Exec Partner Toolkit supports Windows 2003, Windows 2008, and Windows 2012 x86 and x64 platforms, including both physical and virtual systems. Front-end capacity analysis is supported for Windows volumes. Deduplication analysis is supported for Windows volumes, Exchange application data, and SQL

application data. Performance analysis is supported for any server running Windows 2003, Windows 2008, or Windows 2012 (x86 or x64).

Availability

The Backup Exec Partner Toolkit is available no charge. Simply visit the Symantec Connect portal to access the Backup Exec Partner Toolkit and related materials.
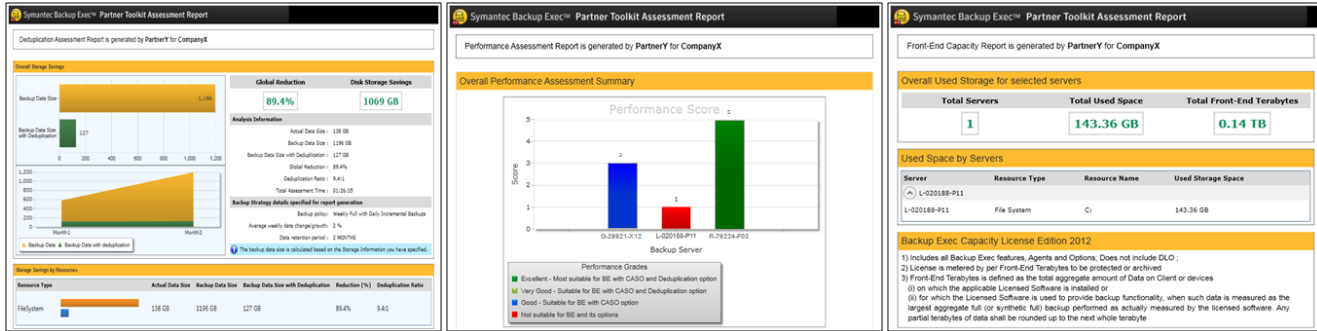

Figure 1: Backup Exec Partner Toolkit Report Screenshots

Backup Exec Partner Toolkit General FAQ

1. **What is the Backup Exec Partner Toolkit?**

   The Backup Exec Partner Toolkit is a collection of tools and utilities designed improve the experience partners and end users have when selling and implementing Backup Exec solutions – such as Backup Exec software or appliance offerings – in their environments.

   The primary focus of the Backup Exec Partner Toolkit is enabling partners and end users to perform assessments of their environments to help set expectations around Backup Exec performance, deduplication, and other capabilities before implementing the Backup Exec solution. These assessments will also help identify potential issues in an environment proactively, allowing the implementation phase to go smoothly and ensuring the Backup Exec solution performs according to expectations.

2. **What tools are currently available in the Backup Exec Partner Toolkit?**

   The Backup Exec Partner Toolkit currently includes three tools:

   - Backup Exec Performance Analyzer
   - Backup Exec Deduplication Assessment Tool
   - Backup Exec Front-end Capacity Analyzer

3. **Will additional tools and features be added to the Backup Exec Partner Toolkit in the future?**
   Yes. Additional tools will be added to the Backup Exec Partner Toolkit over time according to the feedback and requests we receive from our partner community. To submit an enhancement request or additional tool idea for the Backup Exec Partner Toolkit, please email the Backup and Recovery Product Management team at DL-SYMC-BRTools@Symantec.com

4. **Where can I download the Backup Exec Partner Toolkit?**

   The Backup Exec Partner Toolkit is available for download from the Symantec Connect portal: https://www-secure.symantec.com/connect/BEToolkit

5. **How much does the Backup Exec Partner Toolkit cost?**

   At this time, the Backup Exec Partner Toolkit is offered at no charge.

6. **What is the general architecture of the Backup Exec Partner Toolkit?**

   The Backup Exec Partner Toolkit is a single program or binary that offers multiple tool functions as separate features. Individual tools are not available for individual download; they are only accessible as features of the parent Backup Exec Partner Toolkit executable.

   The Backup Exec Partner Toolkit supports analysis of the local system from which it is being run, as well as analysis of remote network servers accessible from the system on which the Backup Exec Partner Toolkit is being run. Multiple servers can be analyzed concurrently.

7. **For whom was the Backup Exec Partner Toolkit designed?**

   The Backup Exec Partner Toolkit was designed for Symantec partners and end users who implement and support Backup Exec solutions. It is designed to enable partners and end users to perform pre-sale environmental assessment services in order to help answer common customer questions, ensure the environment is ready for a Backup Exec solution, identify performance bottlenecks, and more.

8. **Can end user customers download and use the Backup Exec Partner Toolkit?**

Yes. The Backup Exec Partner Toolkit will be made available to end users. When available, end users will be able to download the Backup Exec Partner Toolkit also from the Symantec Connect portal: https://www-secure.symantec.com/connect/BEToolkit

9. **Does the Backup Exec Partner Toolkit transmit any information back to Symantec?**

The Backup Exec Partner Toolkit is capable of transmitting non-personally identifiable telemetry information to Symantec for generic usage tracking and planning purposes. Users can opt-out of this process by un-checking the associated checkbox presented at the beginning of the Backup Exec Partner Toolkit user experience.

The Backup Exec Partner Toolkit does not capture or transmit any actual data from the servers involved in scanning or assessment operations, even when the telemetry feature is enabled.

10. **What operating systems are supported by the Backup Exec Partner Toolkit?**

Windows platforms from which the Backup Exec Partner Toolkit can be run/executed:

Windows Server Platforms
Windows Server 2003 Family
Windows Server 2008 Family
Windows Server 2008 R2 Family
Windows Server 2012 Family

Windows Small Business Server Platforms
Windows Small Business Server 2003 Family
Windows Small Business Server 2008 Family
Windows Small Business Server 2011 Family
Windows Small Business Server 2012 Family

Windows Desktop/Laptop Platforms
Windows Vista (Ultimate, Business, Enterprise)
Windows XP Professional/Home (SP2 or later)
Windows XP Media Center
Windows 7 (Ultimate, Enterprise, Professional)
Windows 8 Family

Windows platforms supported for assessment scanning, either local or remote:

Windows Server Platforms
Windows Server 2003 Family
Windows Server 2008 Family
Windows Server 2008 R2 Family
Windows Server 2012 Family

Windows Small Business Server Platforms
Windows Small Business Server 2003 Family
Windows Small Business Server 2008 Family
Windows Small Business Server 2011 Family
Windows Small Business Server 2012 Family

11. **Can I run the Backup Exec Partner Toolkit from my Windows laptop?**

Yes, the Backup Exec Partner Toolkit can be run or executed from a Windows laptop. Support for assessment scanning of laptops may vary from tool to tool.

12. **Can I run the Backup Exec Partner Toolkit from my Mac or iPad?**

The Backup Exec Partner Toolkit does not currently support iPads or other Apple devices. To submit an enhancement request or additional tool idea for the Backup Exec Partner Toolkit, please go here: https://www-secure.symantec.com/connect/forums/backup-and-recovery-tools or contact the Backup and Recovery Product Management team at DL-SYMC-BRTools@Symantec.com

13. **How do I update the Backup Exec Partner Toolkit to the latest available version?**

The Backup Exec Partner Toolkit is enabled for automatic self-updates. When run on a system that is connected to the internet, the Backup Exec Partner Toolkit will automatically check for a newer toolkit version. If a newer version is found, the self-update process will occur automatically.

14. **Does the Backup Exec Partner Toolkit support virtualized servers?**

Yes, the Backup Exec Partner Toolkit fully supports virtualized servers. This includes the ability to perform assessment scans of virtual servers as well as the ability for the toolkit to be executed from a virtual server. When the Backup Exec Partner Toolkit is used to perform assessments of virtual servers, the virtual servers are scanned as if they were standalone physical servers.

15. **I'm experiencing a problem while using the Backup Exec Partner Toolkit. Where can I go for assistance?**

Before contacting Symantec about a problem with the Backup Exec Partner Toolkit, refer to the Backup Exec Partner Toolkit troubleshooting guide. Most common issues can be solved using information and guidance found in the troubleshooting guide. If the problem persists after following instructions in the troubleshooting guide, you may post your problem here: https://www-secure.symantec.com/connect/BEToolkit. We are continuously monitoring these forums and are happy to assist you.

If your problem is not solved through the forum and you are a Symantec Partner with an active Backup Exec entitlement, you may contact the Symantec Partner Support team for technical assistance regarding issues with the Backup Exec Partner Toolkit.

16. **I have a recommendation or feature request for the Backup Exec Partner Toolkit. Where can I go to submit my request?**

Partners and end users who have feature ideas or enhancement requests for the Backup Exec Partner Toolkit are encouraged to provide those to Symantec. To submit an enhancement request or additional tool idea for the Backup Exec Partner Toolkit, please go here: https://www-secure.symantec.com/connect/forums/backup-and-recovery-tools

17. **I need to enable verbose logging in the Backup Exec Partner Toolkit to troubleshoot a problem. How do I do that?**

To enable full logging, simply select the "Settings" button on the main screen of the Backup Exec Partner Toolkit, and then check the "Enable full logging" check box.

Front-end Capacity Analyzer FAQ

1. **What does the Front-end Capacity Analysis Tool do exactly?**

   The Front-end Capacity Analyzer queries Windows volumes on selected servers and calculates the amount of front-end data on each volume. Front-end capacity information is displayed in the user interface itself, and can be viewed for the global environment in the form of a report. The report can be saved to a file if desired. Front-end capacity information can be used to understand how many licenses of the Backup Exec Capacity Edition would be required to protect an environment.

2. **Do I need to run the Front-end Capacity Analyzer separately on each server I want to scan?**

   No. The Front-end Capacity Analyzer can be used to scan multiple servers concurrently for front-end capacity assessment.

3. **Do I need to take my servers or applications offline before running the Front-end Capacity Analyzer?**

   No. Front-end capacity results can be generated with near-zero impact on selected servers.

4. **What performance impact will the Front-end Capacity Analyzer have on the servers in my environment?**

   Front-end capacity results can be generated with near-zero impact on selected servers.

5. **How long will it take the Front-end Capacity Analyzer to scan my environment?**

   The generation of front-end capacity results takes minutes or less to complete, depending largely on the number of servers targeted for front-end capacity assessment.

6. **Does the Front-end Capacity Analyzer deploy a software package to the servers I select for front-end capacity assessment?**

   Yes. A small temporary agent is deployed to each server selected for front-end capacity analysis. This agent is automatically removed after all toolkit assessment processes have been completed and the user has exited the Backup Exec Partner Toolkit.

7. **Will the Front-end Capacity Analyzer tell me how many licenses of the Backup Exec Capacity Edition I need to protect my environment?**

   The Front-end Capacity Analysis Tool will generate a total or "global" front-end capacity for all servers selected for assessment; in addition, it will generate results on a per server basis. These results allow the user to view the total front-end capacity for all the servers scanned, as well as the front-end capacity of each individual server.

   This data can be easily used to determine how many Backup Exec Capacity Edition licenses would be required to protect the target environment. The Front-end Capacity Analysis Tool does not directly display or offer a result that lists the number of Backup Exec Capacity Edition licenses required for an environment.

Backup Exec Deduplication Assessment Tool FAQ

1. **How does the Backup Exec Deduplication Assessment Tool work?**

   The Backup Exec Deduplication Assessment tool deploys a temporary software agent to each server selected for deduplication scanning. This temporary software agent scans selected Windows volumes and applications and generates deduplication block fingerprints for each. This block fingerprint data is transmitted back to the primary system on which the Deduplication Assessment Tool is being run and used to calculate important results, such as deduplication percentages, deduplication ratios, storage saved through deduplication over time, and more. This temporary software agent is automatically removed from each server after deduplication scanning processes have been completed.

   VSS snapshots are captured of selected Windows volumes and applications allowing them to be scanned for deduplication block fingerprint information without having to take the target server or application offline.

2. **Do I need to run the Backup Exec Deduplication Assessment Tool separately on each server I want to scan?**

   No. The Deduplication Assessment Tool can assess multiple servers concurrently. When used in this mode, the Deduplication Assessment Tool can generate deduplication predictions for each server selected for scanning as well as global deduplication predictions across all servers – in other words, how well all data from all servers will deduplicate against each other.

   While the Deduplication Assessment Tool can also be run individually on each server, in this mode the user will not receive global deduplication predictions that cover all servers in the environment; results will only apply to the individual server.

3. **Do I need to take my servers or applications offline before running the Backup Exec Deduplication Assessment Tool?**

   No. VSS snapshots are captured of selected Windows volumes and applications allowing them to be scanned for deduplication block fingerprint information without having to take the target server or application offline.

4. **What performance impact will the Backup Exec Deduplication Assessment Tool have on the servers in my environment?**

   The Deduplication Assessment Tool can have a relatively high performance impact on the servers scanned for deduplication assessment. In particular, disk I/O can be meaningfully impacted. It is recommended that the Deduplication Assessment Tool be used during hours of low server activity, such as during night or off hours.

5. **How long will it take the Backup Exec Deduplication Assessment Tool to scan my environment?**

   The time required to complete deduplication assessment scans will vary from server to server and is largely dependent upon the performance capabilities of the disk subsystem in a particular server as well as the amount of data on a particular server. On average, the Deduplication Assessment Tool will process around 2 GB of data on a server per minute.

   It's important to note that when scanning multiple remote servers simultaneously, the overall deduplication assessment process will be dependent upon the server that takes the longest time to complete the scan. This may be the server with the most data, or the server with the slowest hardware.

6. **Does the Backup Exec Deduplication Assessment Tool deploy a software package to the servers I select for deduplication assessment?**

Yes. The Backup Exec Deduplication Assessment tool deploys a temporary software agent to each server selected for deduplication scanning. This temporary software agent scans selected Windows volumes and applications and generates deduplication block fingerprints for each. This block fingerprint data is transmitted back to the primary system on which the Deduplication Assessment Tool is being run and used to calculate important results, such as deduplication percentages, deduplication ratios, storage saved through deduplication over time, and more.

This temporary software agent is automatically removed from each server after deduplication scanning processes have been completed.

7. **What method does the Backup Exec Deduplication Assessment Tool use to scan servers for deduplication block fingerprints?**

VSS snapshots are captured of selected Windows volumes and applications allowing them to be scanned for deduplication block fingerprint information without having to take the target server or application offline.

8. **What data types will the Backup Exec Deduplication Assessment Tool discover and analyze on my servers?**

The Deduplication Assessment Tool currently supports assessment of the following types of data:

- Windows file system (NTFS)
- SQL
- Exchange

To submit an enhancement request for the Backup Exec Partner Toolkit, please go here: https://www-secure.symantec.com/connect/forums/backup-and-recovery-tools

9. **How many servers should I scan concurrently using the Backup Exec Deduplication Assessment Tool?**

From a best practices perspective, around 20 servers can be scanned concurrently from one run instance of the Deduplication Assessment Tool. This upper limit best practice will vary depending upon the hardware performance capabilities of any individual environment.

For very large environments, multiple run instances of the Deduplication Assessment Tool can be used, or the Deduplication Assessment Tool can be run on a smaller number of "representative" servers and the results can be extrapolated to estimate what the results would be for the larger environment.

10. **To what Symantec products do the results generated by the Backup Exec Deduplication Assessment Tool apply?**

The results offered by the Deduplication Assessment Tool are designed to represent the deduplication capabilities of Backup Exec software and appliance solutions that support deduplication. The results are also an accurate representation for the NetBackup product and its deduplication capabilities, as the core deduplication technology is the same between Backup Exec and NetBackup.

Backup Exec Performance Analyzer FAQ

1. **How does the Backup Exec Performance Analyzer work?**

   The Backup Exec Performance Analyzer Tool scans one or more servers – presumably servers that are backup server candidates – for performance attributes. This includes software configurations that could affect performance, the basic hardware components of the server, as well as a disk or tape device attached to the server that will be used for backup storage.

   Upon completion of the performance scan, a report is presented to the user with the findings or results of the scan operation. This report can be used to judge the "readiness" of a server to act as a backup server in the environment, and to help the user identify any hardware or software attributes that may prevent the server from performing as a backup server at a high level.

2. **What elements of a server will the Backup Exec Performance Analyzer scan for performance assessment?**

   The Backup Exec Performance Analyzer Tool scans one or more servers – presumably servers that are backup server candidates – for performance attributes. This includes software configurations that could affect performance, the basic hardware components of the server such as RAM, CPU, and network adapter, as well as a disk or tape device attached to the server that will be used for backup storage.

3. **Do I need to run the Performance Analyzer separately on each server I want to scan?**

   No. The Performance Analyzer Tool can scan multiple servers concurrently.

4. **Do I need to take my servers or applications offline before running the Performance Analyzer Tool?**

   No. The Performance Analyzer Tool is capable of gathering performance information from a server without having to take the server – or any applications hosted on that server – offline.

5. **What performance impact will the Performance Analyzer Tool have on the servers in my environment?**

   The Performance Analyzer Tool will have a near-zero impact on the servers it is used to scan.

6. **How long will it take the Performance Analyzer Tool to scan my server?**

   The Performance Analyzer Tool should take minutes or less to complete an analysis of one or more servers.

Additional Resources

Link	Description
https://www-secure.symantec.com/connect/BEToolkit	**Backup Exec Partner Toolkit Download**
https://www-secure.symantec.com/connect/forums/backup-and-recovery-tools	**Backup Exec Partner Toolkit Forum**
http://www.symantec.com/business/support/index?page=content&id=TECH178479	**Backup Exec Licensing Guide**
http://www.symantec.com/business/support/index?page=home	**Enterprise Support Portal**
www.backupexec.com	**Backup Exec Family Landing Page**
www.symantec.com/business/products/whitepapers.jsp?pcid=pcat_business_cont&pvid=57_1	**White Papers, Datasheets, Solution Briefs**
www.backupexec.com/compatibility	**Compatibility Documentation**
www.backupexec.com/skugenerator	**SKU Generator and BEST Tool**

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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Symantec helps organizations secure and manage their information-driven world with data backup and recovery software.