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## Introduction

This document provides details about migrating from Backup Exec System Recovery 2010 Management Solution on a Windows 2003 32-bit server to Symantec System Recovery 2011 Management Solution on a Windows 2008 R2 64-bit server.

**Note:** References to Backup Exec System Recovery Management Solution and Symantec System Recovery Management Solution include both the Windows Management solution and the Linux Management solution. For information about migrating other solutions that are installed in your environment, please consult Symantec Endpoint Management (Altiris) support.

Before you begin the migration process, carefully read the best practices for migrating to Symantec Management Platform 7.1 (ITMS\_70Migration\_Guide.pdf), which is available at [IT Management Suite Migration Guide version 7.0 to 7.1](http://www.symantec.com/business/support/index?page=content&id=DOC3550) (<http://www.symantec.com/business/support/index?page=content&id=DOC3550>)

**Note:** Starting with this release, support for Backup Exec System Recovery 8 has been removed. Hence, the endpoints for Backup Exec System Recovery 8 cannot be managed after migration. To continue managing such endpoints, upgrade to supported versions of Symantec System Recovery.

## Migrating from Backup Exec System Recovery Management Solution (32-bit) to Symantec System Recovery Management Solution (64-bit)

**Back up the 7.0 Configuration Management Database (CMDB) and Symantec Management Platform 7.0 Server to back up the CMDB using SQL Management Studio:**

- a. Open Microsoft SQL Manager Studio.
- b. In the left pane, expand the Databases folder.
- c. In the left pane, under Databases, right-click the name of your database.
- d. In the shortcut menu, click **Tasks > Back Up**.
- e. In the Backup Database dialog box, click the Backup type drop-down list, and select **Full**.
- f. In the Backup set section, enter a name for your backup.
- g. In the Destination section, add the location for storing your backup file. Ensure that you use a secure storage location and not a location on a local computer.
- h. Click **OK**.

### Prepare for the migration

On the Symantec Management Platform 7.0 Server, complete the following tasks in the order listed:

- a. Verify the completion of all outstanding tasks, policies, package imports, and hierarchy replication schedules.
- b. If you use hierarchy, document the hierarchy setup and then remove all hierarchy relationships. The hierarchy setup does not migrate and must be recreated on the Symantec Management Platform 7.1 Server. Since Symantec Management Platform 7.1 can manage more endpoints than Symantec Management Platform 7.0, you may be able to reduce or eliminate your hierarchy.
- c. Document the Windows Server user accounts that you have set up on the Symantec Management Platform 7.0 Server.

You can find the user accounts on the Symantec Management Platform 7.0 console at: SMP (NS) Console -> Settings -> Security.

**Note:** You must recreate these accounts manually on the Symantec Management Platform 7.1 Server. Symantec recommends using the same user credentials for Symantec Management Platform 7.1 Servers that were used for the Symantec Management Platform 7.0 migration.

- d. Create a backup of your software package files.  
To back up, you can use backup software or just copy the software package files into a safe location that is accessible over the network.

**Note:** It is recommended to move to the new Symantec System Recovery 2011 to manage endpoints. If you want to continue using existing backup software, such as Backup Exec System Recovery 2010 or 8.5 or Backup Exec System Recovery Linux Edition, then back up the install package for Backup Exec System Recovery 2010, Backup Exec System Recovery 8.5, Backup Exec System Recovery Linux Edition, Lights Out Restore, and command files (if any) to a safe location that is accessible over the network.

- e. Create a list of the products that are currently installed on your computer. You must install at least the same supported products on the Symantec Management Platform 7.1 Server that you installed on the Symantec Management Platform 7.0 Server. You can install additional products later. You can view a list of the installed products on the Installed Products page in Symantec Installation Manager. If you have Backup Exec System Recovery Management Server, Backup Exec System Recovery Linux Edition, Backup Exec System Recovery, or Lights Out Restore installed, then you must install Symantec System Recovery Management Server, Symantec System Recovery Linux Edition, Symantec System Recovery, or Lights Out Restore on the Symantec Management Platform 7.1 Server.

**Warning:** Failure to have exact product parity can result in corruption of the database and the operating system when connecting to the 7.0 database. Please see the following technote for more information:

<http://www.symantec.com/business/support/index?page=content&id=HOWTO10630>.

- f. Back up the 7.0 database again to capture the most recent data.

### Restore the backed-up 7.0 database

If you host Microsoft SQL Server on-box, install it on the 7.1 server and copy the backed-up database to the 7.1 server, and then restore it. If you host Microsoft SQL Server off-box, you can use the same SQL Server or set up a new SQL Server. If you use the same SQL Server, restore the database with a new name to retain the 7.0 database in a working state until the migration is completed successfully.

To restore the Configuration Management Database using SQL Management Studio:

- a. Open Microsoft SQL Management Studio.
- b. In the left pane, right-click the Databases folder, and then click **Restore Database**.
- c. In the Restore Database dialog box, click **From device**.
- d. Click the **ellipsis** option next to the **From device** option, and then select the database.
- e. In the Specify Backup dialog box, click **Add**.
- f. In the Locate Backup File dialog box, select the CMDB that you backed up on the Symantec Management Platform 7.0 Server, and then click **OK**.
- g. In the Specify Backup dialog box, click **OK**.
- h. In the Restore Database dialog box, in the **To database** option, enter a name for the database. Select the database in the Select the backup sets to restore section, and then click **OK**.
- i. Click the Options page just under General on the left side.
- j. In the **Restore the database files as** option, change the file names for the db and db\_log files in their respective locations.

- k. Click the General page just over the Options page on the left side.
- l. Click **OK** near the bottom to start the restore.
- m. After the database is restored, click **OK**.

### Set the appropriate permissions to the SQL database

When you restore the Configuration Management Database (CMDB) on a new server, you must set the appropriate permissions to the SQL database. If you use application permissions to access SQL in Symantec Installation Manager, you must give the application account database ownership (DBO). If you use a specific SQL account to access SQL in Symantec Installation Manager, you must give that account DBO.

To set permissions to the SQL database:

- a. Open Microsoft SQL Management Studio.
- b. In the left pane, under the Databases folder, right-click the CMDB, and then click **Properties**.
- c. In the Database Properties dialog box, in the Select a page section, click **Files**.
- d. In the right pane of the Database Properties dialog box, click the **ellipsis** option next to the **Owner** option.
- e. In the Select Database Owner dialog box, click **Browse**.
- f. In the Browse for Objects dialog box, select the appropriate account, and then click **OK**.
- g. In the Select Database Owner dialog box, click **OK**.
- h. In the Database Properties dialog box, click **OK**.

### Prepare the 7.1 server for installation

The 7.1 server must be running the Microsoft Windows 2008 R2 operating system. Symantec recommends that you specify a name and an IP address for the 7.1 server that is different from the name and IP address of the 7.0 server. Because the Windows server user accounts are not migrated during the migration process, you must recreate them on the 7.1 server. If you use the same user names, they are aligned with the security roles during the migration process. You should also install the following items:

- SSL and certificates (if you use them).
- Third-party plug-ins that Symantec System Recovery Management Solution requires. These plug-ins include Microsoft Silverlight 4.0.

### Install Symantec Installation Manager on the 7.1 server

You use the Symantec Installation Manager to install the Symantec Management Platform 7.1 products. When you install Symantec Installation Manager on the 7.1 server, you must use the same installation path that you used on the 7.0 server. For example, if the installation path is C:\Program Files on the 7.0 server, then use C:\Program Files on the 7.1 server. If the installation path is D:\Program Files on the 7.0 server, then use D:\Program Files on the 7.1 server.

**Warning:** If you change the installation path for Symantec Installation Manager from 7.0 to 7.1, you cannot migrate the Symantec Management Agent and its plug-ins.

### Install the Symantec System Recovery 2011 Management Solution products

You install the Symantec System Recovery Management Solution products using Symantec Installation Manager. When you select the products to install, be sure to install all of the Symantec System Recovery Management Solution products that correspond to the Backup Exec System Recovery Management Solution products that are installed on the 7.0 server. Symantec recommends that you install any new products after you complete the migration of your 7.0 products.

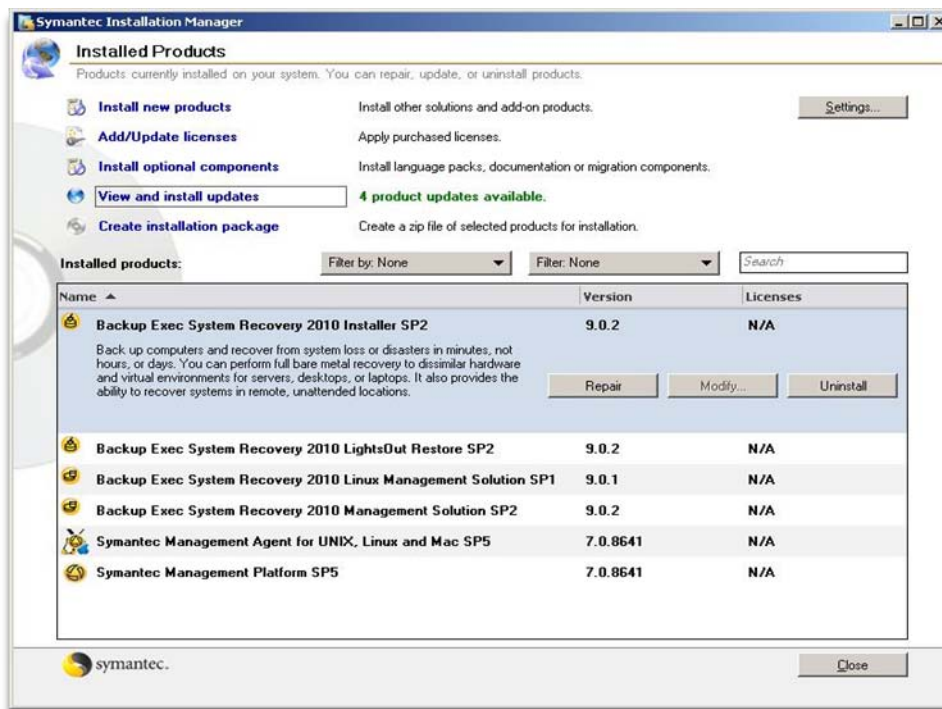


Figure 1: Products installed on Symantec Management Platform 7.0

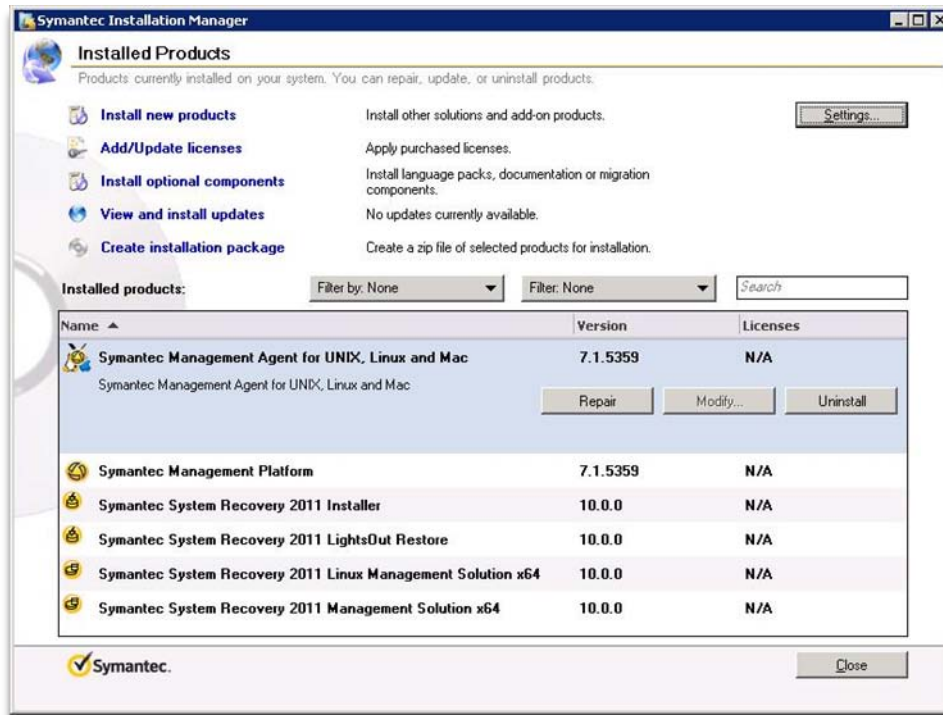


Figure 2: Products installed on Symantec Management Platform 7.1

**Warning:** Failure to install all of the 7.0 products may result in corruption of the database and the operating system when you connect to the restored 7.0 database.

Please see the following technote for more information:

<http://www.symantec.com/business/support/index?page=content&id=HOWTO10630>.

When migrating from Symantec Management Platform 7.0 to 7.1, you will use the existing Notification Server 7.0 database. You can connect to the database when installing 7.1 or after completing the 7.1 installation. To do it after the 7.1 installation, while in the Symantec Management Console:

- a. Navigate to Settings > Notification Server > Database Settings.
- b. Under the Database Name section, select the **Use existing database** option.
- c. Select the existing 7.0 database, and then click **Reconfigure Database**.

OR

During the installation process, Symantec Installation Manager displays a Database Configuration page. Symantec recommends that you connect to the restored 7.0 CMDB from this page. After you connect to the restored 7.0 CMDB, it is upgraded.

When you install the Symantec Management Platform products, you should also install the migration wizard components. The migration wizard is used in the next step. During the installation process an Optional Installations page appears where you have the option to install the migration wizard components. You can also install the migration wizard components any time using Symantec Installation Manager.

Verify that the Backup Exec System Recovery Management Solution data was successfully migrated. Browse to the migrated data and verify that the data was migrated correctly. For example, verify backup policies and their state, reports, alerts and failures, backup destinations, password store, backup state, tasks, license policies, configuration policies, and filters.

## Post-migration Tasks

### Move specific Backup Exec System Recovery Management Solution items from the 7.0 server to the 7.1 server

**Note:** This step is only required when you want to use previous versions of Backup Exec System Recovery or Backup Exec System Recovery Linux Edition for managing endpoints.

Copy the command files for Backup Exec System Recovery 2010/8.5, Backup Exec System Recovery Linux Edition, or Lights Out Restore to corresponding folders in Symantec System Recovery Management Solution. You can check the default path by going to the Package and Policies Tab > Update packages section.

After you manually copy the above packages, you must select the Update distribution point option to use it for deployment.

### Restore security roles to the 7.1 Server

This step will not be needed if same user accounts were recreated on the 7.1 server before installation as mentioned in “Prepare the 7.1 server for installation” step above. If you use the same user names, they are aligned with the security roles during the install process.

**Note:** Before following the steps below, Symantec recommends that you read the “About data migration” section (Chapter 3) in ITMS\_70Migration\_Guide.pdf. For “What is and how the Migration/Upgrade Wizard works?”, please refer the article on the Web site: <http://www.symantec.com/docs/HOWTO9729>.

Use the migration wizard to export 7.x data from the source 7.0 server.

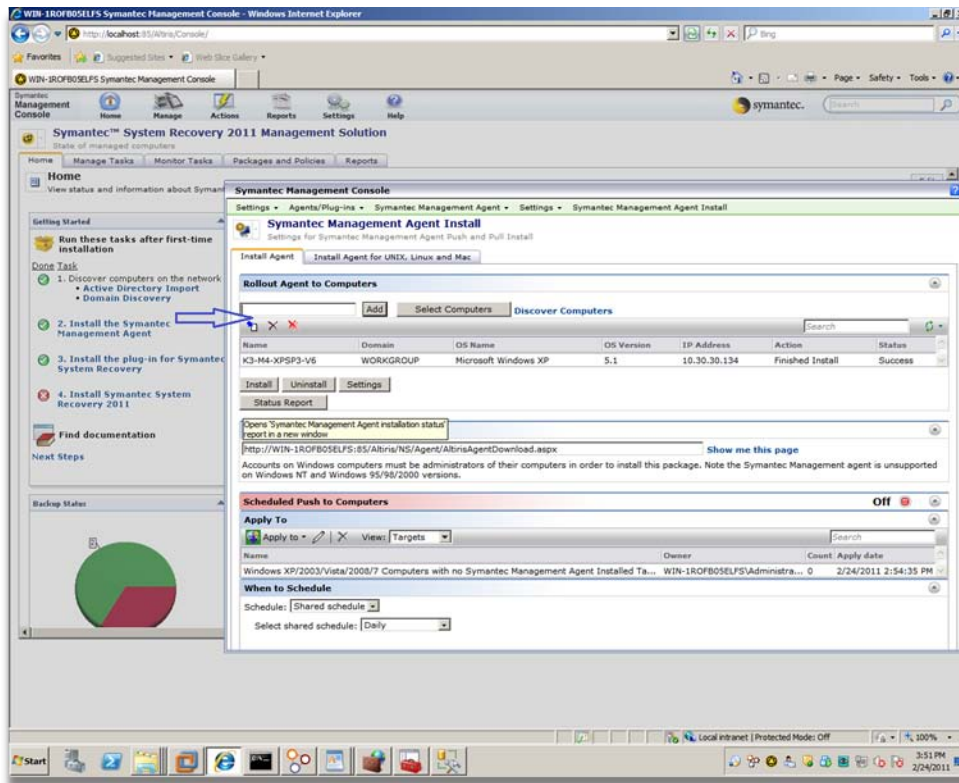
- a. Copy the x86 migration package from your 7.1 server. The package is located at Program Files\Symantec Installation Manager\Migration Package\.
- b. From the program files\ upgrade directory on the 7.0 server, run the migration wizard (NSUpgradeWizard.exe).
- c. Export the security settings into a data store file (\*.adb).
- d. Run the x64 migration wizard and import the backed up .adb file.



### Redirect Symantec Management Agents to the new server

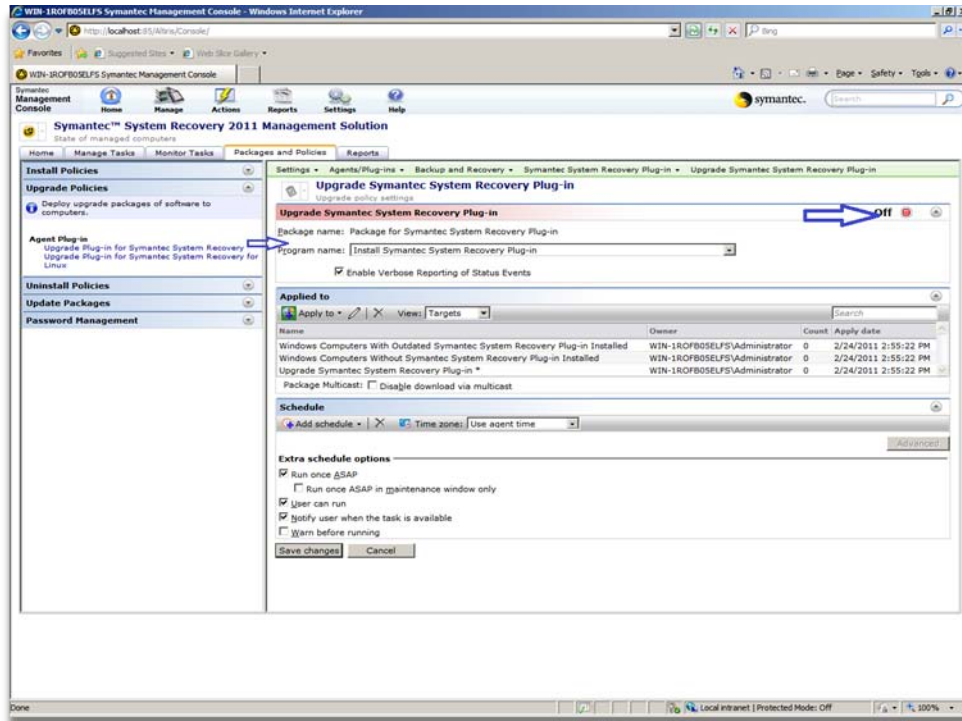
The Symantec Management Agents that previously reported to the 7.0 Notification Server must be redirected to the 7.1 Notification Server. Redirect the managed computers in groups.

- a. From the Symantec System Recovery Management Solution 2011 Console, push-install the Symantec Management Agent to the Backup Exec System Recovery clients. For details about how to push-install the Symantec Management Agent, please see the SSRMS AdminGuide.pdf (Chapter 3 - Installing the Symantec Management Agent on client computers).

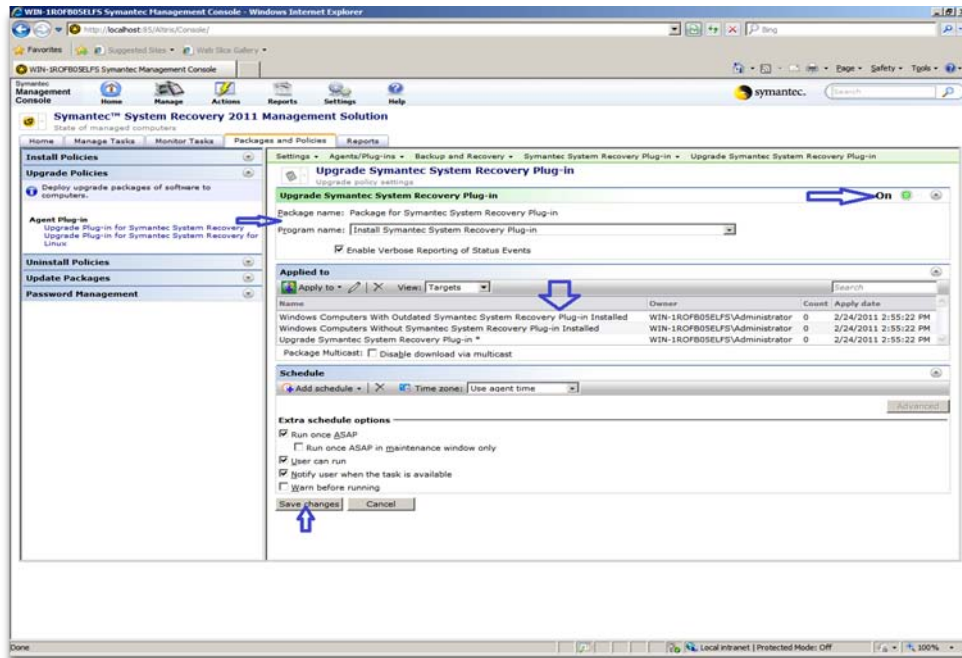


- b. On the Packages and Policies tab, expand Upgrade Policies. Under Agent Plug-in, click **Upgrade Plug-in for Symantec System Recovery**.

# Migrating Backup Exec™ System Recovery 2010 Management Solution 32-bit to Symantec™ System Recovery 2011



- c. Enable the Upgrade Symantec System Recovery Plug-in policy by changing the Red button (OFF) to Green (ON). Apply the policy to the default resource target Windows Computers with Outdated Symantec System Recovery Plug-in Installed, and then click **Save Changes**.



After you perform all the steps above, the Backup Exec System Recovery clients start reporting to the new Symantec System Recovery Management Solution. Using the Symantec System Recovery Management Solution, the administrators will be able to manage the Backup Exec System Recovery clients, push new backup policies and tasks, and protect client computers.

Enable items that were not migrated

- a. Custom web parts are not a part of the CMDB. Therefore, you must enable them to see them on the Home page.
- b. Reconfigure and turn on install policies.

### Conclusion

After following these steps you are ready to use the 64-bit Symantec System Recovery Management Solution to manage your Backup Exec System Recover/Symantec System Recovery installations.

For more information and additional resources on migration, please refer to the site:

[IT Management Suite Migration Guide version 7.0 to 7.1.](#)

### For More Information on Symantec System Recovery 2011

| Link  | Description                 |
|---|-----------------------------|
| <a href="http://www.symantecsystemrecovery.com">www.symantecsystemrecovery.com</a>  | Product Website             |
| <a href="http://www.symantec.com/business/support/index?page=home&amp;locale=en_us">http://www.symantec.com/business/support/index?page=home&amp;locale=en_us</a> | Symantec Support Portal     |
| <a href="http://entsupport.symantec.com/umi/V-306-38">http://entsupport.symantec.com/umi/V-306-38</a>   | Software Compatibility List |