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Document ID: 336931 http://support.veritas.com/docs/336931 E-Mail this document to a colleague

V-79-57344-65084 - Before you can back up the resource (\\<FQDN>\X:), you must purchase and install a license key for the appropriate Backup Exec agent.

#### Exact Error Message

V-79-57344-65084 - Before you can back up the resource (\\<FQDN>\X:), you must purchase and install a license key for the appropriate Backup Exec agent.

#### **Details:**

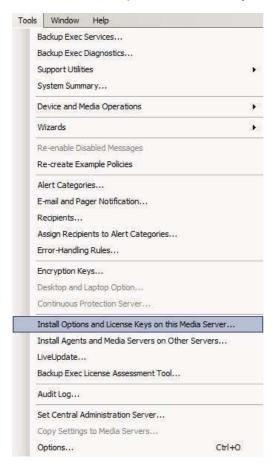
## Cause:

The license for the appropriate license for the resource is not installed or is not fully installed.

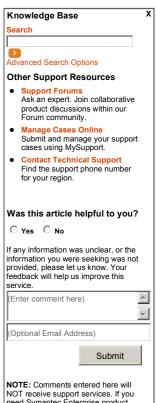
#### Solution:

First, check if the license keys are installed.

Go to Tools > Install Options and License keys on this Media Server



Then verify the appropriate license is installed.



NOT receive support services. If you need Symantec Enterprise product support, please click here.

Symantec Backup E	xec (TM) 12.5 for Windows Servers	
	Enter License Keys	
License Keys	To evoluate Backup Exec for 60 days, do not enter a license key. Elick Next to install the evoluation version.	
ocal Options	Dick here to purchase Backup Exec or additional egents and options.	
Settings	Enter the license keys (for example, 00-1111-2222-33333) for Backup Exec and for each additional option or agent that you want to instal on ether this concuter or an a renate computer.	Add
nstall		Import
Snish	Accepted license keys	Remove
Support Web Site		
Support Web Sile <u>View Reactive</u>		

If the appropriate license key is installed, verify the license shows in the license information window.

Go to Help > About Symantec Backup Exec for Windows Servers

Getting Started
Backup Exec Assistant
Topics
Symantec on the Web
ReadMe File
Adobe® Acrobat® Web Site
Administrator's Guide
Administrator's Guide Addendum
License Agreement
About Symantec Backup Exec for Windows Servers

Select the button "License Information"

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Now verify the appropriate license for the agent is installed.

Active Directory Recovery Agent Advanced Disk-based Backup Option Advanced Open File Option Advanced Open File Option Agent for DB2 on Windows Servers	Yes Yes Yes	Yes Yes	N/A N/A	
Advanced Open File Option	2.0	Yes	NI/A	
	Yes		11/100	
💯 Agent for DB2 on Windows Servers		No	N/A	
	Yes	No	N/A	
🥦 Agent for Enterprise Vault	Yes	No	N/A	
🦻 Agent for Lotus Domina	Yes	No	N/A	
🥦 Agent for Microsoft Exchange Server	Yes	Yes	N/A	
Agent for Microsoft SharePoint	Yes	Yes	N/A	-
🐉 Agent for Microsoft SQL Server	Yes	No	N/A	
🐉 Agent for Microsoft Vitual Servers	Yes	No	N/A	
Agent for Oracle on Windows or Linux Servers	Yes	Yes	N/A	
Agent for SAP Applications	Yes	No	N/A	
Agent for VMW are Viitual Infrastructure	Yes	Yes	N/A	
🔊 Central Admin Server Option	Yes	No	N/A	
📅 Copy Server Configurations	Yes	No	N/A	
💯 Desktop and Laplop Option	Yes	No	N/A	
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If the license does show up in the license key window, but not in the license information Window, the license was not properly installed.

### **Resolution 1:**

To resolve this, uninstall and re-install the license key.

- 1) Go to Tools > Install Options and License keys on this Media Server
- 2) Select the key that is installed, but not showing inside the license information window.
- 3) Select the remove button.
- 4) Select Next > Next > Install
  5) Go to Tools > Install Options and License keys on this Media Server
- 6) Add the license key then select Add
- 7) Select Next > Next > Install
- 8) Restart the services and attempt the backup again.

## **Resolution 2:**

If Resolution 1 did not resolve the issue, then there is possibly another service such as an Anti-Virus that may be blocking the license from a proper installation.

- 1) Temporarily disable the suspected service.
- 2) Go to Tools > Install Options and License keys on this Media Server
- 3) Select the key that is installed, but not showing inside the license information window.
- 4) Select the remove button.
- 5) Select Next > Next > Install
- 6) Go to Tools > Install Options and License keys on this Media Server
- 7) Add the license key then select Add
- 8) Select Next > Next > Install
- 9) Restart the services and attempt the backup again.

### **Related Documents:**

284800: Remote Windows system backup fails with the error "E000FE3C - Access to the device is not authorized with this edition of Backup Exec."

http://support.veritas.com/docs/284800

301349: Backup of Exchange 2003/2007 database configured in Microsoft Cluster or Cluster Continuous Replication (CCR) setup fails with an error "Access to the device is not authorized with this edition of Backup Exec"

http://support.veritas.com/docs/301349

326762: Error: 0xe000fe3c - "Before you can back up this resource, you must purchase and install a license key for the appropriate Backup Exec agent" occurs after upgrading Backup Exec for Windows Servers from a prior version

http://support.veritas.com/docs/326762

327894: Error: 0xe000fe3c - "Before you can back up this resource, you must purchase and install a license key for the appropriate Backup Exec agent" occurs after upgrading Backup Exec for Windows Servers from a prior version

http://support.veritas.com/docs/327894

#### Supplemental Material:

System: Ref.#	Description
UIVII. A-VA-2/244-P2084	Before you can back up the resource, you must purchase and install a license key

Products Applied: Backup Exec 12.0, 12.5 Last Updated: December 19 2009 02:56 PM GMT Expires on: 12-19-2010 Subscribe to receive critical updates about this document

Subjects:

Backup Exec Remote Agent For Windows Servers: Troubleshoot

Languages: English (US)

# Operating Systems:

Windows Server 2003 Enterprise Server, Standard Server Windows Server 2008 Enterprise (x64-64bit), Enterprise (x86-32bit), Standard (x64-64bit), Standard (x86-32bit)

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