

Upgrading to Symantec Backup Exec™ 2012

How to upgrade to Backup Exec 2012 in three simple steps

Fact Sheet: Backup and Disaster Recovery

Existing customers with a valid technical support contract

1. Receive notification email

If you are an existing Symantec Backup Exec™ customer with a current technical support contract, you can upgrade your supported Backup Exec licenses to the latest version of Backup Exec free of charge. As an existing customer with active maintenance, you will receive an upgrade notification email with a Symantec License File (SLF) attachment or a letter from Symantec if we do not have your email address. See example email below.

2. Go to FileConnect

To download the latest version of Backup Exec, go to FileConnect at: <https://fileconnect.symantec.com> and enter your serial number. Your serial number can be found in your upgrade notification email. In the example email notification to the right, the serial number is circled in red.

3. Activate your product

After you have successfully downloaded Backup Exec 2012 from FileConnect, launch the Backup Exec installation wizard. On the Add Licenses panel, enter your serial numbers or import your Symantec License Files.

This will also activate the in-product licensing feature within Backup Exec. After Backup Exec 2012 is installed, you can install additional agents and options from the Backup Exec user interface.



Existing customers without support or with expired maintenance

Upgrade to Backup Exec 2012 today and save up to 35 percent off MSRP. Learn more at: www.backupexec.com/save.

Troubleshooting—get help

Requesting your Backup Exec 2012 version upgrade notification

If you did not receive your Backup Exec 2012 software version upgrade notification, please send an email to: license@symantec.com with the following subject line: **ONLINE Backup Exec 2012 Version Upgrade Request.**

Backup Exec 2012 upgrade information

- **Backup Exec 2012–Upgrade Matrix**—www.backupexec.com/compare
If you're running older versions of Backup Exec, use this matrix to quickly see the new features and functionality that are only available when you upgrade to Backup Exec 2012.
- **Backup Exec 2012 FAQ**—www.backupexec.com/faq
Quick answers to your most frequently asked questions.
- **Software Upgrade FAQ**—www.symantec.com/business/products/licensing/upgrades/faq.jsp
Quick answers to your most frequently asked questions about Symantec software upgrades.
- **Symantec Licensing Portal**—<https://licensing.symantec.com>
Within the Symantec Licensing Portal you can retrieve licenses, verify which upgrades you are eligible for, and update your contact information.
- **Backup Exec 2012–Related Services**—www.symantec.com/business/services/
Provides information about services for upgrading, implementation, education, and support.
- **Backup Exec Technical Support**—www.symantec.com/business/support/
Provides information about Symantec's support offerings.
- **Backup Exec 2012 Hardware and Software Compatibility Information**—www.backupexec.com/compatibility
Provides information on database compatibility and supported operating systems, backup-to-disk drives, OpenStorage appliances, virtual tape libraries (VTL), tape drives, and tape libraries.
- **Backup Exec 2012 Administrator's Guide**—www.backupexec.com/support
A comprehensive guide to using Backup Exec.
- **Backup Exec User Forum**—www.symantec.com/connect/backup-and-archiving/forums/backup-exec
Find answers to product questions and share technical knowledge on Symantec's online Backup Exec user community.
- **On-Demand Training**—www.symantec.com/business/training/
Provides information on technical training, IT best practices education, and custom learning services.

More Information

Visit our website

www.backupexec.com

Follow us on Twitter: @backupexec

Join the Backup Exec User Community at: www.symantec.com/connect

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

Call toll-free 1 (800) 745 6054

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

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

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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