Symantec NetBackup™ Installation Checklist

Release 7.0 Beta

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Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

http://www.symantec.com

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Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's maintenance offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and Web-based support that provides rapid response and up-to-the-minute information
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For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL:

www.symantec.com/techsupp/

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL:

www.symantec.com/techsupp/

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system

DRAFT

- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

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Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
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- Latest information about product updates and upgrades
- Information about upgrade assurance and maintenance contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

DRAFT

Maintenance agreement resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:

Asia-Pacific and Japan	customercare_apac@symantec.com
Europe, Middle-East, and Africa	semea@symantec.com
North America and Latin America	supportsolutions@symantec.com

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To access more information about Enterprise services, please visit our Web site at the following URL:

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DRAFT

Read this first

This document includes the following topics:

- Preparing for NetBackup installation

Preparing for NetBackup installation

Use this checklist to prepare for NetBackup installation.

The following tables describe the key points that should be addressed before NetBackup installation.

Table 1-1 describes the minimum system requirements for NetBackup 7.0.

DRAFT

Table 1-1 Minimum system requirements

Check	Windows systems	Check	UNX systems
	For server configurations: ■ Windows 2003 Server/XP, Windows 2008 Server/Vista, or Windows 2008 R2 Server/Windows 7 ■ 256 MB RAM ■ Internet Explorer 5 or later ■ NTFS partition ■ Minimum 1 GB of storage space to accommodate the server software (512 MB) and the NetBackup catalogs (512 MB) ■ For production environments with several database agents, minimum 2 GB of memory for each master server and media server ■ To run the NetBackup-Java interfaces, a minimum 512 MB of RAM is required. Of that space, 256 MB must be available to the interface program (`jnbSA` or `jbpSA`).		For server configurations: ■ AIX AIX 5.3 TL7 SP5 (5300-07-05-0831) or later ■ HP-UX Itanium 11.31 and September 2008 (or later) patch bundle ■ HP-UX PA-RISC Supported only as a true media server (without Enterprise Media Manager or EMM) ■ IRIX ■ Linux ■ MacOSX 10.5 ■ Solaris Solaris SPARC 10 ■ SUSE Linux SLES 10 (x86_64), update 2 (or later) ■ Tru64

DRAFT

Table 1-1 Minimum system requirements *(continued)*

Check	Windows systems	Check	UNX systems
	For client configurations: ■ Windows 2003 Server/XP, Windows 2008 Server/Vista, or Windows 2008 R2 Server/Windows 7 ■ Internet Explorer 5.5 or later ■ TCP/IP transport that is Windows Sockets compliant ■ Network adaptor that is supported by your TCP/IP transport ■ For production environments, minimum 512 MB of memory each client ■ To run the NetBackup-Java interfaces, a minimum 512 MB of RAM is required. Of that space, 256 MB must be available to the interface program (`jnbSA` or `jbpSA`).		For client configurations: ■ AIX AIX 5.3 TL7 SP5 (5300-07-05-0831) or later ■ HP-UX ■ IRIX ■ Linux ■ MacOSX ■ Solaris Solaris SPARC 9 ■ Tru64

Table 1-2 describes the tasks that you should perform on your backup environment before you install NetBackup.

Table 1-2 Preinstallation tasks

Check	Preinstallation task
	Remove any backup software from other vendors.
	Install the latest operating system (OS) updates for all computers in your backup environment. See the NetBackup 7.0 Release Notes for any OS patch dependencies that may apply to your environment.
	Install and configure the latest updates for all storage devices and make sure that they work with your OS.

DRAFT

Table 1-2 Preinstallation tasks *(continued)*

Check	Preinstallation task
	For Windows clustered systems and remote systems, verify and set up the following before NetBackup installation: ■ The source system or primary node must run Windows 2003/2008/2008 R2 Server. ■ The destination systems or clients must have Windows 2003/2008/2008 R2 Server. ■ The installation account must have administrator privileges on all remote systems or on all nodes in the cluster. ■ All nodes in the cluster must run the same operating system, service pack level, and version of NetBackup. You cannot mix versions of server operating systems.
	For UNIX clustered systems, verify and set up the following before NetBackup installation: ■ Make sure that each node can run the `rsh` command or its equivalent (`remsh` for HP-UX). The root user must be able to perform a remote login to each node in the cluster without the need to enter a password. Remote login is necessary for installation of NetBackup servers, agents, and options. After installation and configuration are completed, remote access is not required. ■ Install, configure, and start the cluster framework before you install NetBackup. ■ You must define a virtual name by using DNS, NIS, or the `/etc/hosts` file. The IP address is defined at the same time. (The virtual name is a label for the IP address.) Use the virtual name and the IP address only for the NetBackup resource.
	For UNIX systems, the `gzip` and the `ungzip` commands must be installed on the local system. The directories where these commands are installed must be part of the root user's `PATH` environment variable setting.
	For Windows and UNIX systems, set your screen resolution to a minimum of 1024x768, 256 colors.

Table 1-3 describes the information you should have available when you install NetBackup.

DRAFT

Table 1-3 NetBackup installation information

Check	Required information
	■ NetBackup Media Kit or the Electronic Software Distribution (ESD) images ■ License keys for NetBackup and all other NetBackup products that you purchased ■ NetBackup Installation Guides
	Master server name (fully qualified domain name and short name)
	Media server names (fully qualified domain names and short names)
	Client names (fully qualified domain names and short names)
	User names and passwords
	Credentials for an administrator account Backup administrators must have administrator privileges to install NetBackup.

When you have checked all items in the tables that pertain to your backup environment, you are ready to install NetBackup.

Be sure to have your NetBackup Installation Guides with you when you install NetBackup.

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