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http://support.veritas.com/docs/336931

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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.

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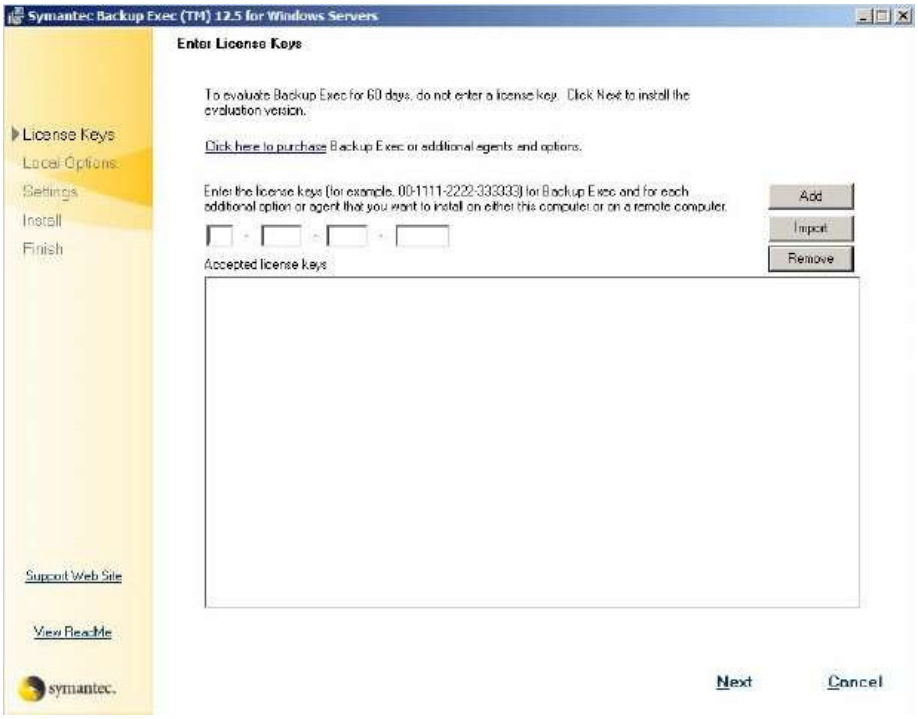
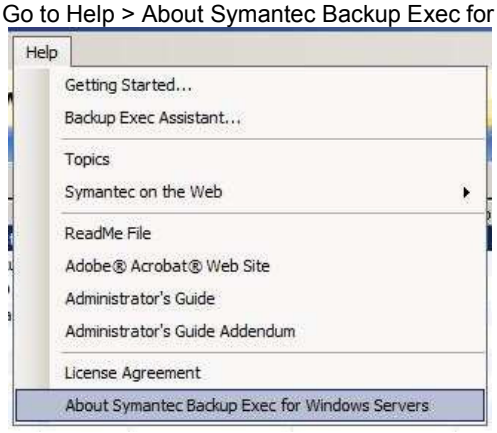
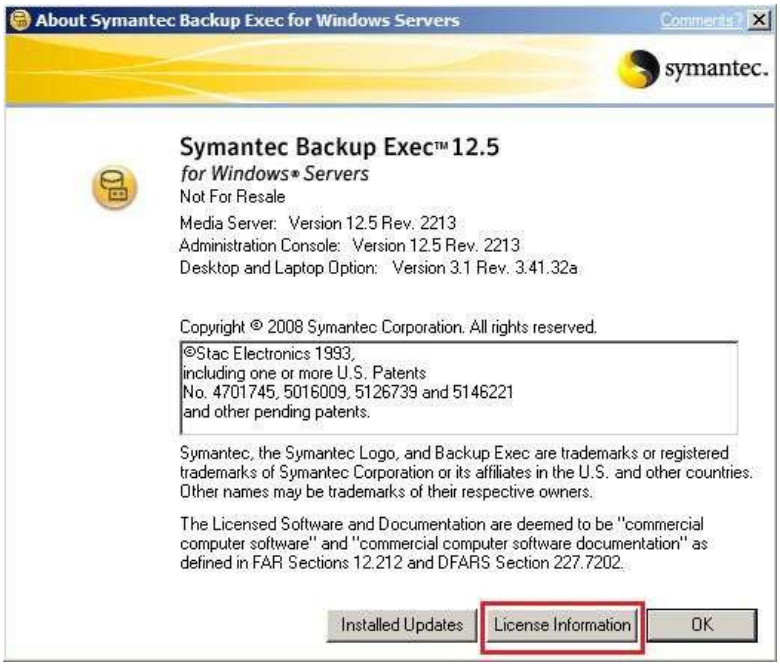


If the appropriate license key is installed, verify the license shows in the license information window.

Go to Help > About Symantec Backup Exec for Windows Servers



Select the button "License Information"



Now verify the appropriate license for the agent is installed.

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
UMI: V-79-57344-65084	*Before you can back up the resource, you must purchase and install a license key*

Products Applied:
Backup Exec 12.0, 12.5

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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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