Veritas Backup Exec™ Migration Assistant

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Technical Support

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 the company to answer your questions in a timely fashion.

Our support 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/or Web-based support that provides rapid response and up-to-the-minute information

- Upgrade assurance that delivers software upgrades

- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis

- Premium service offerings that include Account Management Services

For information about our support offerings, you can visit our website at the following URL:

www.veritas.com/support

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

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

www.veritas.com/support

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

- 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 Technical Support

  - Recent software configuration changes and network changes

Licensing and registration

If your product requires registration or a license key, access our technical support Web page at the following URL:

www.veritas.com/support

Customer service

Customer service information is available at the following URL:

www.veritas.com/support

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization

- Product registration updates, such as address or name changes

- General product information (features, language availability, local dealers)

- Latest information about product updates and upgrades

- Information about upgrade assurance and support contracts

- Advice about technical support options

- Nontechnical presales questions

- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

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

Worldwide (except Japan)	CustomerCare@veritas.com
Japan	CustomerCare_Japan@veritas.com

Contents

Introduction to the Veritas Backup Exec™ Migration Assistant

This chapter includes the following topics:

- About the Veritas Backup Exec™ Migration Assistant

- Migration Assistant known limitations

- How the Migration Assistant works

- Migration Assistant pre-run checklist

- The Migration Assistant log

- License Management

About the Veritas Backup Exec™ Migration Assistant

Veritas Backup Exec™ Migration Assistant lets you migrate your data from one Backup Exec server (source) to another Backup Exec server (destination). You must run the Migration Assistant on the destination server.

The Migration Assistant migrates all Backup Exec configuration and data from the source server to destination server. The migration does not modify the original database or the configuration on the source server. You can continue using the source server if you face any issues with the migration.

The Backup Exec version on the destination server must be installed with the local SQL instance for the Backup Exec Database.

For more information refer to the following tech notes:

How to manually install a named instance of SQL Express for Backup Exec

http://www.veritas.com/docs/000041810

How to change the Backup Exec Database location to a new instance using BEUtility

http://www.veritas.com/docs/000007060

For this version of the utility, the Backup Exec Migration Assistant is available only in English.

The Migration Assistant can migrate the following:

- The Backup Exec Database (required)
  The Backup Exec Database includes configuration information about jobs (logs and definitions), storage, and logon account information

- Catalogs (required)

- Disk storage devices

- Job history files

- Custom reports

Supported migration

The Migration Assistant supports the following migration.

Table 1-1

Source server	Destination server
Backup Exec 2010 R3 SP4	Backup Exec 16

Migration Assistant known limitations

Here are some of the known limitations of the Migration Assistant:

- Unserialized tape drives that are moved from the source server to the destination server may encounter an issue in which their SCSI Bus and LUN ID numbers are not preserved after the migration. Jobs which target these tape devices may fail or behave unpredictably. For more information about how to resolve this issue, see the Migration Assistant pre-run checklist.

- After the migration, the status of the source server displays **Renamed server, backup data available for restore** even though the source server is not renamed.

- If your user account is on a workgroup instead of a security domain and the user account on the source server is restricted, Backup Exec may produce a prompt on the destination server, saying that it cannot set the default login account. To resolve this, delete the migrated user account on the destination server after the migration is complete and create a new one.

- The Migration Assistant cannot migrate the following:

  - Deduplication stores

  - Desktop and Laptop Option (DLO). The DLO option is not supported in the latest version of Backup Exec.

  - Backup Exec Archiving Option (BEAO). The BEAO option is not supported in the latest version of Backup Exec.

  - CASO feature (including managed media servers and CAS)

  - Remotely-attached backup to disk folders

  - Shared Storage feature

  - Any Backup Exec server database which resides on a remote SQL server instance

How the Migration Assistant works

Before the release of the Backup Exec Migration Assistant, users had no convenient way to upgrade a Backup Exec Database from a 32-bit operating system to a 64-bit operating system. Users also had no way to directly migrate from one version of Backup Exec to another. The Backup Exec installer did not provide these options. The Backup Exec Migration Assistant now lets you perform this upgrade by migrating from one operating system to another.

Migration Assistant pre-run checklist

Before you run the Migration Assistant, you should do the following:

- Connect any tape devices from the source server to the destination server. Ensure that the destination server recognizes the tape devices. Servers can recognize serialized tape devices by their serial numbers, but unserialized devices must be identified by their SCSI bus numbers and LUN IDs. If these numbers are not preserved during the migration from the source to the destination

server, the destination server may reassign new SCSI bus numbers or LUN IDs to the tape devices. This causes any jobs which were specifically targeted to the unserialized devices to stop working. Connecting the tape devices to the destination server before running the Migration Assistant ensures that the destination operating system recognizes the devices by their SCSI bus numbers and LUN IDs.

- After you have ensured that both the source and the destination servers recognize the tape drivers, move the tape drivers and any autoloaders to the destination server. Keep them connected to it throughout the migration process.

- Install Backup Exec on the destination server.

- Install the latest service packs and patches before running the Migration Assistant.

- Place all jobs on the source server on hold.

- Ensure that there are no active users on the source server.

- Disable any third-party job monitoring software.

- Install Backup Exec on the destination server with local SQL Express instance for the Backup Exec Database.

- Install Backup Exec on the destination server using the same set of agents or features as the source Backup Exec server. This does not apply to items that are end of life in the destination Backup Exec version.

- Ensure that the current user on the destination server has access to the local SQL Express instance that is used for the Backup Exec Database.

- Ensure that the credentials that you use to connect to the source server are same as the Backup Exec service credentials.

The Migration Assistant log

The Backup Exec Migration Assistant creates a migration log file, named `MIGASSIST16.htm`, when you run the Migration Assistant. This log file can help you troubleshoot migration problems.

In addition, the text in the log file uses the following colors so you can identify warnings and errors:

Table 1-2 Installation Log Colors

This color	Indicates
Black	Normal operations

Table 1-2   Installation Log Colors *(continued)*

This color	Indicates
Orange	Warning messages
Red	Error messages

The MIGASSIST16.htm file is located at the following location:

%ProgramData%\Veritas\Backup Exec\Logs

Note: The ProgramData folder is a hidden folder. If you do not see the ProgramData folder, refer to the Microsoft Windows documentation for instructions on how to display hidden folders.

License Management

You can only have one Backup Exec license active at a time. It is recommended that you install the latest version of Backup Exec on the destination server in a trial mode. After the migration is complete, generate a new license from the Backup Exec portal for the destination server.

Running the Migration Assistant

This chapter includes the following topics:

■ System requirements

■ Running the Migration Assistant

System requirements

The following are the minimum system requirements to run Backup Exec:

Table 2-1 Minimum System Requirements

Item	Requirements
Operating system	You can find a list of compatible operating systems, platforms, and applications in the Software Compatibility List.
	Note: The latest version of Backup Exec supports the Backup Exec server installation on 64-bit operating systems only.
	You cannot install a Backup Exec server on a computer that runs the Windows Server Core installation option of Windows Server 2008 and later. You can only install the Backup Exec Agent for Windows on Server Core computers.

Table 2-1   Minimum System Requirements *(continued)*

Item	Requirements
Storage Hardware	You can use storage media drives, robotic libraries, removable storage devices, and non-removable hard drives.
	You can find a list of compatible types of storage in the Hardware Compatibility List.
	Support is available for the first drive in each robotic library when you purchase Backup Exec. To enable support for each additional robotic library drive, you must purchase the Backup Exec Library Expansion feature.

Running the Migration Assistant

To run the Migration Assistant

1   Download **MigAssist.exe** from the following tech note:
https://www.veritas.com/support/en_US/article.100041264.

Note: Download and run **MigAssist.exe** on the destination server. The Migration Assistant does not function if it is run on the source server.

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2   Double-click **MigAssist.exe** and launch the Migration Assistant.

The **Welcome Screen** displays information about how the Migration Assistant works, as well as some recommended steps to complete before proceeding.

3   (Optional) Click **Assistant Version** to view the version of the Migration Assistant that you are currently running.

4   Click **Next**.

5   On the **License Agreement** screen, read the information, and then select the **I accept the terms of the license agreement** check box.

6   Click **Next**.

7 On the **Source Server** screen, complete the following fields:

Source Backup Exec server	Browse or specify the server name or the IP address of the source Backup Exec server.
User name	Specify the user name of the source Backup Exec server.
Password	Specify the password of the source Backup Exec server.
Domain	Specify the domain name or server name of the source Backup Exec server.

If both the source and the destination servers are in the same security domain, ensure that the user account on the source server has sufficient privileges to connect to the destination server and make changes to it. If you are connecting to a workgroup, use the same user name and password credentials on the source and the destination server accounts to allow passthrough authentication to work.

8 Click **Next**.

9 On the **Server Validation** screen, the Migration Assistant validates the configuration of the source server and checks the source server environment.

10 Do one of the following:

- If the Environment Check does not reveal any issues that may prevent successful migration, click **Next**.

- If the Environment Check reveals any issues that prevent successful migration, click **Cancel** to exit the wizard. Correct the issues and then launch the Migration Assistant again.

Note: You can change the location to which the validation test results are saved and print the validation results.

11 After all validation tests are successfully completed, click **Next**.

12 On the **Migration Components** screen, select the Backup Exec data and components that you want to migrate from the source server to the destination server. Backup Exec catalog and data files must be migrated.

You can click each component to view its description in the right pane. Links to the Backup Exec Hardware and Software Compatibility lists and the Licensing and Pricing Guide are also available.

13 Click **Next**.

The **Upgrade Notice** screen displays information about the changes in user interface and data lifecycle management.

14 Read the information and select the **I have read and acknowledge the changes that occur as a result of data lifecycle management** check box.

15 The **Backup Exec Migration Assistant Review** screen displays a summary of the information for this migration, such as the source server name and destination server name, migration date and time, and the components which you have selected for migration. If you want to cancel the migration process, click **Cancel** on this screen.

The Migration Assistant saves the summary and you can also print the information.

16 Click **Start** to begin the migration.

The Migration Assistant displays a prompt to confirm that you want to overwrite the local Backup Exec product data.

Note: Ensure that the jobs are on hold, there are no active users, and all third-party service monitoring software is disabled.

17 Click **OK** to continue.

The **Database Migration Progress** screen displays the progress of the database migration. After the database is successfully migrated, the Backup Exec Database functional schema is raised to the latest version of Backup Exec. A migration report is generated to view the details about the configuration and job changes as a result of the migration to the latest version of Backup Exec.

18 Click the link to view the migration report and then select the **I have read and acknowledge the changes in the migration report** check box.

19 Click **Next**.

The **Migration Progress** screen displays the migration steps and the estimated time required to complete each step.

20 After the **Migration Complete** screen displays a confirmation message, click **Finish**.

The migration process is now complete.

21 Push the latest version of Backup Exec to your Remote Agent for Windows (RAWS) servers in order for them to receive the update.

Best practices for using the Migration Assistant

This chapter includes the following topics:

- About the best practices

- Best practices for the Migration Assistant

- Protecting data on the source server after a migration

About the best practices

The Migration Assistant has some best practices that you can follow when running the utility.

Best practices for the Migration Assistant

The following best practices are available:

- Connect any unserialized tape devices to both the source and the destination servers so that each server recognizes the devices. This will preserve the SCSI bus and LUN IDs for each device during the migration.

- Ensure that any tape devices are connected to the destination server before beginning the migration, and remain connected to it throughout the migration process.

- If you have a remote SQL database, move it to a local Backup Exec server using the Backup Exec Utility.

Protecting data on the source server after a migration

To continue to protect data which resides on the source server, uninstall the older version of Backup Exec from the source server, then install the newer version of the RAWS on the source server. You can then create backup and restore jobs for the source server from the destination server. The migration process creates a resource container for the source server, in which jobs can be created. The backup sets that were created before the migration are located in this resource container. If you submit a restore job for these sets, the data is restored to the original location on the source server.

Chapter **4**

Troubleshooting issues in the Migration Assistant

This chapter includes the following topics:

- Troubleshooting issues for the Migration Assistant

Troubleshooting issues for the Migration Assistant

To prevent or resolve server connectivity problems which you may encounter while running the Migration Assistant, perform the following steps:

- Verify that you can connect to the destination server and that you can ping the connection in both directions using both NETBIOS name and IP address.

- Connect to the destination server with different user accounts to verify that permissions are set up properly.

- Verify that the destination server can map a drive to the source server.

- On the destination server, verify that the user account can connect to the source server and view and edit its registry.

- Verify that the destination server's firewall is configured correctly and lets you access the destination server remotely. You may need to open ports or disable the firewall to allow the migration to proceed.

- If the source and the destination servers reside in a Workgroup, verify that the administrator credentials are the same on both, and that both accounts have administrator permissions.

- If the source and the destination servers reside in a security domain, verify that the destination server administrator account has administrator permissions on the source server.

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