

Symantec Backup Exec Appliance Quick Start Guide

3600 R3

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Technical Support

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 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 Symantec's support offerings, you can visit our website at the following URL:

www.symantec.com/business/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.symantec.com/business/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 Symantec
 - Recent software configuration changes and network changes

Licensing and registration

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

www.symantec.com/business/support/

Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

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- 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
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support 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

Backup Exec Appliance Quick Start Guide

This document includes the following topics:

- [Contents of the Backup Exec appliance package](#)
- [Configuring the Backup Exec Appliance](#)

Contents of the Backup Exec appliance package

The Backup Exec appliance package includes the following contents:

- One Backup Exec appliance
- Two mounting rails
- One 1U bezel with mounting hardware
- Two power cords
- One SAS cable

Note: To connect a tape device, use the SAS cable that ships with the appliance. To connect a multi-tape drive library, you must use a SAS Fanout cable, which is sold separately.

- A portfolio folder containing:
 - One USB key
 - One license key card

Configuring the Backup Exec Appliance

Setting up and configuring the Backup Exec appliance

Use the following process as a guide to set up and configure your Backup Exec appliance.

Warning: Failure to follow the steps in the recommended order can result in a non-functional appliance.

Table 1-1 Setting up and configuring the appliance

Step	Task	More information
Step 1	Locate the default appliance host name on the back of the appliance, and then write it down. The default host name is used to connect to the appliance.	See “Locating the default appliance host name and using it to access and configure the Backup Exec appliance” on page 9.
Step 2	Install the appliance mount rails, and then mount the appliance in a rack.	See “Installing the Backup Exec appliance mount rails and mounting the appliance in a rack” on page 10.
Step 3	Connect to the appliance and view the factory test results.	See “Connecting to the Backup Exec appliance for the first time and verifying the factory test results” on page 13.
Step 4	Perform the initial configuration of the appliance.	See “Performing the initial configuration of the Backup Exec appliance” on page 14.
Step 5	Install software updates.	See “Updating the Backup Exec appliance software and hardware firmware” on page 19.
Step 6	Start Backup Exec.	See “Starting Backup Exec from the Backup Exec appliance” on page 21.

Locating the default appliance host name and using it to access and configure the Backup Exec appliance

The default host name of the appliance is required to connect to the appliance using a laptop and an Ethernet cable so you can begin the configuration process. The default host name is derived from the MAC address of the appliance's Ethernet port 0. It uses all of the characters that comprise the MAC address, excluding the MAC address separator characters (-) or (:).

For example,

- Appliance MAC address = 01-23-45-67-89-AB
- Default appliance host name = 0123456789AB

Table 1-2 Default host name label format

Appliance model	Default host name label format
Backup Exec 3600 R3 Appliance	Appliance MAC address label: <i>01-23-45-67-89-AB</i> Default appliance host name: 0123456789AB

You can find the default host name on a label that is located on the rear chassis of the Backup Exec 3600 R3 Appliance directly under the Ethernet ports. The model of the appliance determines the printed format of the host name label.

Symantec recommends that you locate the default appliance host name label on the Backup Exec 3600 R3 Appliance back panel and then write down the default host name *before* you rack mount the appliance. Viewing the host name label is difficult after you mount the Backup Exec 3600 R3 Appliance in a rack.

The configuration process includes typing the 12-digit alpha-numeric default host name in the address bar of either the Internet Explorer or Firefox browser. Later during initial configuration, you can change the default host name to a name you prefer.

For example, type: `http://0123456789AB` and then press **Enter**.

Note: When reviewing the Windows Event Viewer logs for the appliance, you may notice the entries that show the appliance computer name or host name as "BEAppliance". You can ignore these events, as these initial appliance-related entries are generated when the appliance is deployed at the factory, or after you initiate a factory reset. Before the initial configuration of the appliance occurs, the appliance host name is changed from "BEAppliance" to an alpha-numeric name based on the appliance's eth0 MAC address. The name change is done to avoid host name conflicts when you connect the appliance to your network.

You can now install the application mount rails and mount the appliance in a rack.

See ["Installing the Backup Exec appliance mount rails and mounting the appliance in a rack"](#) on page 10.

Installing the Backup Exec appliance mount rails and mounting the appliance in a rack

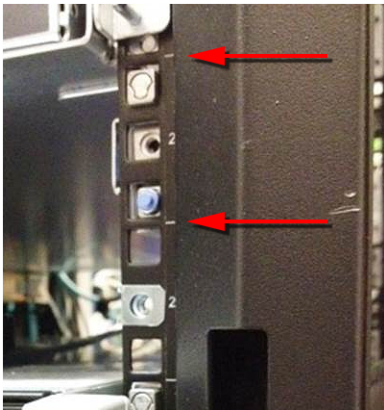
Standard mounting rails are included in the shipping box to accommodate standard enterprise square hole 19" racks.

Note: Mounting methods vary by rack manufacturer. Racks may contain mounting rails with square holes, round holes, or round threaded holes. Regardless of the type of holes your rack has, ensure that the rails are installed between the rack unit spacing lines. You may need to acquire other mounting hardware to install the guide rails in your rack.

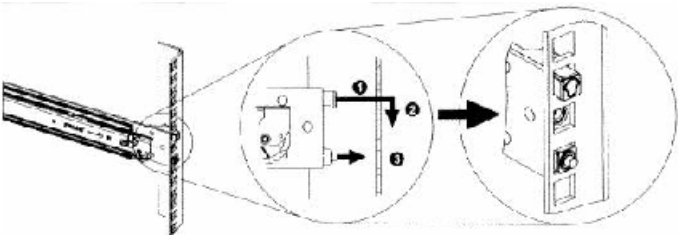
To install the Backup Exec appliance mount rails and to mount the appliance in a rack

- 1 Mount the rails to the rack.

Note: Ensure that the rails are installed between unit spacing lines of the rack.

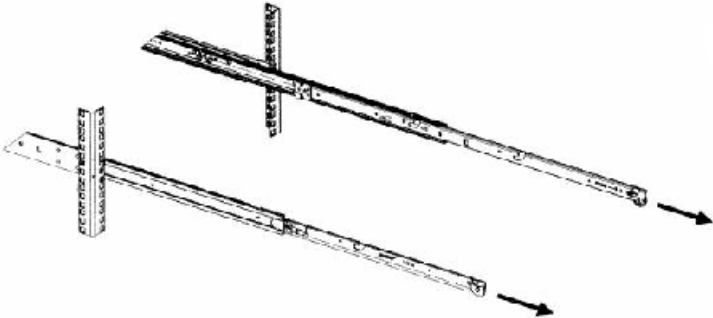


-
- 2 Place the top fastener into the rail hole.
 - 3 Snap the edge of the fastener down.
 - 4 Insert the bottom fastener and make sure that it is secure.



- 5 Secure the rails to the rack by inserting the provided screws into the threaded holes between the top fastener and bottom fastener at the ends of each rail.

6 Fully extend the rails forward.

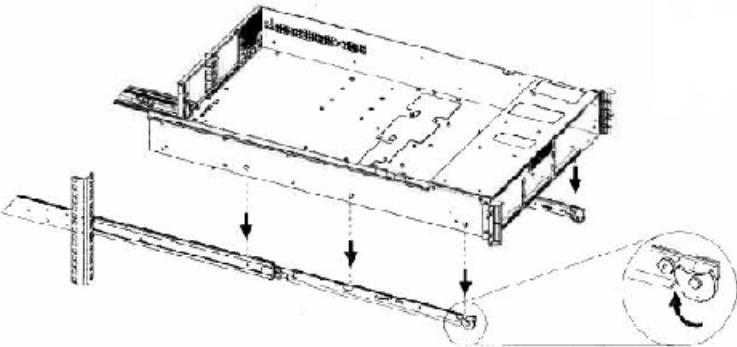


7 Lower the chassis onto the extended rails.

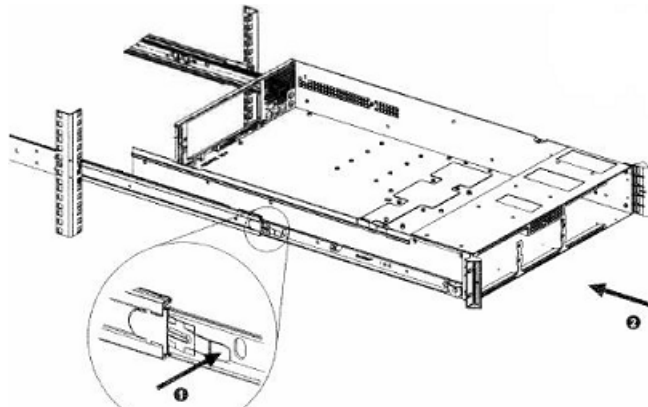
8 Be sure that the three locking pins on the sides of the chassis fit into the three slots in the extended rails.

Note: The following drawings show an empty chassis. Your appliance is fully loaded, with the chassis cover installed, when it arrives from the factory. The following drawings show a generic chassis. You can use these instructions regardless of the height of your appliance.

9 Secure the fasteners over the front hole, on each side of the appliance.



- 10 Press the release tab on the extended rail (#1 on the following picture).
- 11 Push the chassis into the rack until it snaps into place (#2 on the following picture).



You can now connect to the Backup Exec appliance and verify the factory test results.

Connecting to the Backup Exec appliance for the first time and verifying the factory test results

You initially connect to the Backup Exec appliance directly or remotely using either a laptop computer and a standard Ethernet cable, or by using a Windows computer on the network.

Note: Using a laptop computer is the recommended method to initially connect to the appliance. For instructions to connect to the appliance using a networked Windows computer, see the *Symantec Backup Exec Appliance Administrator's Guide 3600 R3*.

Ensure that the laptop's IPv4 IP network setting is set to **Obtain an IP address automatically**. A connection to the appliance cannot be made if you use a static IP address.

To connect to the Backup Exec appliance for the first time and verify the factory test results

- 1 Connect a standard Ethernet cable to the network interface card port on the laptop and to the eth0 port on the appliance.
- 2 Connect a network Ethernet cable to the eth1 port on the appliance, or select an Ethernet port of your choosing.
- 3 Connect both power cords to the appliance.
- 4 Plug the power cords into a surge-protected power source.
- 5 Press the **ON** button on the front panel to turn on the appliance.
- 6 On the laptop, open a web browser and then type the default host name in the browser's address field. For example, `http://0123456789AB`

See [“Locating the default appliance host name and using it to access and configure the Backup Exec appliance”](#) on page 9.

- 7 On the right side of the Backup Exec appliance web UI, click **selftest_factory_report.txt**.

A text file reports the results of software tests that were run on the appliance at the factory. If the report shows that the appliance functions normally (PASS), you can perform the initial configuration of the appliance. If any tests show as failed (FAIL), contact your reseller.

You can now perform the initial configuration of the appliance.

See [“Performing the initial configuration of the Backup Exec appliance”](#) on page 14.

Performing the initial configuration of the Backup Exec appliance

The Backup Exec appliance initial configuration process enables you to set appliance security passwords, configure network access to the appliance, set time zone and language options, and enter AutoSupport registration information.

Before you begin the initial configuration

The initial configuration of the appliance requires your Symantec License File (SLF) file to fully license the appliance. Without a valid SLF, the Backup Exec appliance runs in Trial Mode for a limited time.

You can find your SLF file in the Backup Exec appliance purchase materials that Symantec emailed to you.

If you directly connect to the appliance using a laptop computer to run the initial configuration, Symantec recommends moving the SLF file from your email to the

laptop. If you use DHCP to connect to the appliance, place the SLF file in an accessible share on your network. You can then browse to the location where the SLF file is located when you are prompted to upload the SLF file.

To perform the initial configuration of the Backup Exec appliance

- 1 Confirm that the Selftest Factory Report shows that components function properly.
- 2 Log in to the appliance using the appliance web UI as follows:
 - Accept the default user name of **administrator**.
 - For **Password**, enter **P@ssw0rd** (where “0” is the number zero).

Note: The password is case-sensitive.

- 3 Click **Next**.
- 4 Review the **Appliance configuration overview** page.

All of the items that are marked with an asterisk (*) are required. Symantec recommends that you notate the information and have it handy because you cannot complete the initial configuration process without it.
- 5 Click **Configure**.
- 6 On the **Network** page, do one of the following:

To use DHCP to configure your network Do the following in the order listed:

- Click **DHCP**.
- In the **Network Interface Card** list box, select **eth1**, or the port that you used to connect your network cable.

Note: Double asterisks (**) represent the active Ethernet port.

- Click **Add**.
- Click **Next**.
- Continue with step 7.

To manually set the IP addresses for your network Do the following in the order listed:

- Click **Static IP**.
- Enter IP address, netmask, and gateway information in the boxes provided.
- In the **Network Interface Card** list box, select **eth1**, or the port that you used to connect your network cable.
Note: Double asterisks (**) represent the active Ethernet port.
- Click **Add**.
To connect additional networks to the appliance, repeat the process to assign additional network information to the remaining Ethernet ports.
- Click **Next**.
- Continue with step 7.

7 On the **DNS** (Domain Name Services) page, do one of the following:

If you selected **DHCP** on the **Network** page

No input is required. The initial configuration process automatically configures the DNS IP address for you. In the **Applied configuration** fields, you should see the word **Auto** and the Ethernet port that DHCP used to bind the IP address.

However, if you want to use a proxy server, do the following in the order listed:

- Select **Enable Proxy**.
- Enter the proxy server information.
Note: If your proxy server supports Secure Socket Layer tunneling, select **Enable SSL Tunneling**.
- Click **Next**.
- Continue with step 8.

If you want to manually configure the connection to a DNS server

Do the following in the order listed:

- In **DNS Settings**, add the DNS IP address, and then select an eth port to which you want to bind the address.
- Click **Add**.
- If you want to use a proxy server, select **Enable Proxy**, and then enter the pertinent proxy server information.

Note: If your proxy server supports Secure Socket Layer tunneling, select **Enable SSL Tunneling**.

- Click **Next**.
- Continue with step 8.

- 8 When the DNS summary page reports a successful configuration, click **Next**.
- 9 On the **Security** page, review the information. Then enter an administrator account password and a password to use as the new deduplication logon account password. You use the deduplication logon account password to access the deduplication disk storage device.

The administrator password can be seven or more characters in length, and it must include a specific combination of characters, with minimum requirements for acceptable passwords.

A password with seven characters must include all of the following requirements, while a password with more than seven characters must include at least three of the following requirements:

- One uppercase letter
- One lowercase letter
- One number (0-9)
- One of the following special characters: @ # \$ % ^ & ! * () { } []

Note: Use only the special characters listed. Be aware that using other special characters in non-English languages may be considered as invalid characters.

- 10 Click **Next**.
- 11 Click **OK** when you are prompted to proceed.
- 12 After successfully updating the passwords, click **Next**.

- 13 On the **Language/Time Zone** page, select the language you want to use with the Backup Exec Administration Console.

By default, the appliance uses the English language during the initial configuration process. To use the language you set during the initial configuration, restart the appliance after you complete the initial configuration.

Note: After you complete the initial configuration, you can change the language that the appliance uses from the login page of the web UI.

- 14 Under **Appliance Locale**, select the country where the appliance is located.

Based on the language that you selected in step 13 for the Backup Exec Administration Console, all of the countries that use that language appear in the **Appliance locale** list box. If you want to work in a different language other than the language that is used in the country where the appliance is located, check **Show all languages**. Then select the language that you prefer to use.

For example, you can select English (United States) as the locale of the appliance, yet choose **Corsu (France)** as the appliance locale language.

- 15 *Optional:* Under **Date and Time Format**, select the appliance location, and then select a date format and a time format.

The date format and time format that you select are used in the appliance web UI, the Backup Exec Administration Console, and the Windows operating system. You can reset the date format and the time format, or select a different format type on the **Time Zone and Synchronization** tab within the appliance web UI.

If you want to work in a different language, or use a different date format other than what is used in the country where the appliance is located, check **Show all languages**. Then select the language that you prefer to use.

- 16 *Optional:* Under **Time Synchronization**, select **Network Time Protocol (NTP)**, and then enter the NTP server name or the IP address.

Network Time Protocol (NTP) is a networking protocol for clock synchronization between computer systems over packet-switched, variable-latency data networks.

- 17 *Optional:* To manually set the date and local time for the appliance, click **None**, and then enter the appropriate date and time values in the **Date** and **Time** fields.

- 18 *Optional:* In the **Time Zone** field, select the time zone of the appliance.

- 19 Click **Next**.

- 20 Review the summary of the location and language settings, and then click **Next**.
- 21 On the **AutoSupport Registration** page, verify that **Enable Call Home** is checked, and then add the registration information in the fields provided. Fields that are marked with an asterisk (*) are required.

Note: The Symantec AutoSupport organization works with the Call Home feature to minimize Backup Exec appliance downtime by simplifying both your technical support experience and the repair process whenever appliance repairs become necessary. The Call Home feature is enabled by default.

If you do not want to add AutoSupport registration information, uncheck **Enable Call Home**.

- 22 Click **Next**.
- 23 If the **AutoSupport Registration** summary page reports a successful configuration, or if it reports that you disabled the **Call Home** option, click **Next**. Otherwise, click **Back** to enter the registration information again.
- 24 On the **Host Name and License** page, enter a new user-defined host name.
- 25 *Optional:* Enter a domain, along with a user name and password with rights to join the domain.
- 26 Click **Next**.
- 27 Click **OK** to restart the appliance.

To see host name or domain changes, you must restart the appliance.

After the appliance restarts, the appliance web UI logon screen appears. Before you log in to the appliance, confirm that the initial configuration was successfully completed.

See [“Updating the Backup Exec appliance software and hardware firmware”](#) on page 19.

Updating the Backup Exec appliance software and hardware firmware

Symantec recommends that you download and install Microsoft Windows operating system updates, Symantec Backup Exec software updates, and appliance firmware updates immediately after completing the initial configuration. Symantec also recommends that you periodically check for updates so that the latest software versions that are available can be installed on the appliance. Install all available Windows updates and Backup Exec patches or updates.

To download the Windows updates and Symantec Backup Exec updates, the appliance web UI connects directly to servers at both Microsoft and Symantec. To successfully download the available software updates, the appliance must be connected to the Internet. If you prefer, you can configure local Microsoft Windows Server Update Servers and Symantec Central LiveUpdate servers. When you use internal local update servers you eliminate the need for the appliance to connect to external networks for product updates. By using local update servers, you can eliminate the update traffic between the local networks and the external networks.

For more information about Symantec LiveUpdate servers, see the *Symantec LiveUpdate™ Administrator 2.3 User's Guide*.

For more information about Microsoft Windows Server Update Servers, contact Microsoft.

The process of installing updates may take a few hours. When the process has completed, a message appears on the **Update Information** page that states that the updates have been successfully installed and the appliance needs to be restarted. Perform this task during off-peak hours so that your appliance operations are not interrupted or degraded.

Note: You may have to run Symantec LiveUpdate more than once, along with subsequent appliance restarts, to completely update your software.

To update the Backup Exec appliance software and hardware firmware

- 1 Log in to the appliance web UI.
- 2 Navigate to the **Manage > Appliance > Update Information** tab.
- 3 Under **Schedule Updates**, click **Check now** next to the **Check and download available updates** option.

You can review the progress of the download process in the **Real time progress** box.

After the updates finish downloading, the **Product update** message indicates that the updates are ready to be installed.

- 4 Do one of the following:

To immediately install the updates

Do the following in the order listed:

- Ensure that all Backup Exec jobs have finished.
- Under **Schedule Updates**, click **Install Now**.

When the update installation finishes, the **Product update** message reports that the installation is complete and the appliance must be restarted.

- Restart the appliance.

To schedule the installation of updates

Do the following in the order listed:

- Under **Schedule Updates**, click the calendar icon to select an installation date.
- Click the clock icon to select a time to run the installation.
- Click **Schedule**.

5 After installing the software updates, restart the appliance.

You can now start Backup Exec.

See [“Starting Backup Exec from the Backup Exec appliance”](#) on page 21.

Starting Backup Exec from the Backup Exec appliance

After you successfully finish the initial configuration of the Backup Exec appliance, the appliance is ready to use.

Note: Ensure that the appliance host name is resolvable before you launch Backup Exec.

To start Backup Exec from the Backup Exec appliance

- 1 On the client computer that you use to access the appliance, open a supported web browser, and then enter the host name of the appliance.
- 2 Log in to the web UI.
- 3 Navigate to **Manage > Remote Launch**.

- 4 Under **Management Tools**, click **Backup Exec Administration Console**.

Note: If the appliance is a member of a domain, you must log in using valid credentials for that domain when prompted.

- 5 Symantec recommends that you install your Symantec Backup Exec appliance maintenance SLF license file after you start Backup Exec.

See [“Installing the Symantec Backup Exec appliance maintenance SLF license file”](#) on page 22.

For more information about Backup Exec, see the *Symantec Backup Exec 2014 Administrator's Guide*.

Installing the Symantec Backup Exec appliance maintenance SLF license file

Symantec software products require product activation by entering an activation code or running a license file during the installation process of the software. Your Backup Exec appliance has been preloaded with the proper Symantec Licensing File (SLF) so no further software activation is required. Along with your product license certificate email from Symantec, you also receive a unique Backup Exec appliance SLF license file. You should retain the Backup Exec appliance SLF license file as it is used in case the software must be reinstalled. Your licensing certificate email also includes a Symantec SLF license file. The SLF license file is required for activation of maintenance and to establish your technical support entitlement period that is included with your Backup Exec appliance product.

To install your Backup Exec appliance maintenance SLF license file

- 1 In the Backup Exec Administration Console, click the Backup Exec button, select **Installation and Licensing**, and then select **Install Options and Licenses on this Backup Exec Server**.
- 2 Click **Import Symantec License File**.
- 3 Browse to the location of your license file, and then select the file.
- 4 Click **Next**.
- 5 Click **Next** on the **Configure Options** page.
- 6 Click **Next** on the **Choose Languages** page.
- 7 Click **Install** on the **Installation** page.
- 8 After the installation completes, click **Finish**.