WHAT IS VERITAS BACKUP EXEC?

Veritas Backup Exec™ is the backup solution without barriers, delivered your way. You choose what to back up, where to store it and how to pay for it. Your data remains secure and available at every stage—whether backing up on-premises to the cloud, protecting workloads within the cloud, recovering from the cloud or connecting to on-prem storage. With Backup Exec you can connect with an ever-expanding family of solutions to help you to run your business confidently.

Backup Exec is available for purchase in either perpetual or term subscription licensing, with the level of functionality you require—Bronze, Silver or Gold. Bronze edition offers the most economic option. Silver edition offers the most-used features. Gold edition includes all features and functionality available in Backup Exec. Your purchase is based on the amount of front-end data you need to back up. Your chosen license-set is available in whatever quantities you require.

Backup Exec gives you comprehensive protection against external threats. So if the unthinkable happens, your critical data is backed up and ready to be recovered, quickly and easily.

WHAT PUBLIC CLOUD PROVIDERS ARE CURRENTLY SUPPORTED BY THE BACKUP EXEC?

Backup Exec supports most major public cloud providers including AWS™, Azure™, Google™, and many more.

Note: Refer to the Backup Exec Hardware and Cloud storage Compatibility List for the latest and complete list of supported cloud platforms. [www.backupexec.com/compatibility](http://www.backupexec.com/compatibility)

CAN I INSTALL BACKUP EXEC IN THE CLOUD?

Yes. Placing Backup Exec in the cloud is not only a smart way to extend proven data protection to your cloud-based workloads, but it also drastically simplifies your on-premises data protection requirements. Veritas has now made it even easier for those wishing to try Backup Exec running in AWS or Azure, as we’ve made a 60-day trial of Backup Exec available as a one-click, pre-configured cloud deployment in the AWS and Azure Marketplaces.

IS BACKUP EXEC DESIGNED TO PROTECT VIRTUAL ENVIRONMENTS?

Yes. Backup Exec provides comprehensive protection of VMware™ and Hyper-V™ virtual environments in addition to protection for cloud and physical environments. Backup Exec provides advanced backup capabilities including: agentless backup, granular recovery for Microsoft Exchange™, Active Directory™, SQL™, and SharePoint™ through a single image backup, integration with VMware and Hyper-V, data deduplication across all backup jobs, instant recovery, dynamically protect new VMs found at job run-time, and change block tracking. In addition, Backup Exec offers support for multiple transport modes in VMware (including SAN transport and Hot Add), and disk space optimization for Hyper-V.
DOES BACKUP EXEC USE AN AGENT TO BACKUP VIRTUAL MACHINES?

No. The Agent for VMware and Hyper-V simply unlocks Backup Exec deep integration with Microsoft Volume Shadow Copy Service (VSS) and VMware’s vStorage APIs for Data Protection (VADP) to provide reliable and consistent application-aware backups for all your virtual machines. This agent does not carry out the backup process.

DOES BACKUP EXEC PROVIDE GRANULAR RECOVERY OF VIRTUALIZED APPLICATION DATA?

Yes. Backup Exec provides granular recovery of virtualized Microsoft application data by leveraging the Agent for Applications and Databases. This agent gathers application metadata to enable multiple avenues of recovery: full virtual machine, applications, databases, files, folders, and granular objects. Cataloging can be completed at restore selection time (Instant GRT) to reduce the backup window and improve operations.

DOES BACKUP EXEC PROVIDE INSTANT RECOVERY OF VIRTUAL MACHINES?

Yes. Protected VMware and Hyper-V virtual machines can be powered on and activated within seconds from the Backup Exec console, saving valuable time-to-recovery. Choose whether to start up the image’s original network settings, or activate the VM as a test or dev machine. This is a fast and convincing way to test the validity of your backed up data.

DOES BACKUP EXEC OFFER DATA DEDUPLICATION?

Yes. Backup Exec offers deduplication to on-prem storage, as well as deduplication to public and hybrid cloud. All license bundles support deduplication to on-prem storage, as well as deduplication to public and hybrid cloud.

WHAT IS THE DIFFERENCE BETWEEN CLIENT-SIDE (SOURCE) AND SERVER SIDE (TARGET) DEDUPLICATION?

Client-side deduplication removes duplicate data at the source. It distributes the deduplication workload across source clients and reduces the amount of data sent over the network and the amount of data stored. Target deduplication deduplicates data after it is sent over the network just before it is written to storage—or in other words at the Backup Exec server.

HOW IS BACKUP EXEC LICENSED?

Backup Exec gives you the ability to choose the right licensing model for your environment—all at affordable prices. Backup Exec is available with the following licensing editions:

- Gold - perpetual and subscription.
- Silver - perpetual and subscription.
- Bronze - perpetual and subscription.
- Custom (à la carte) - perpetual only.
WHAT ENCRYPTION FORMATS DOES BACKUP EXEC SUPPORT?

Backup Exec provides and supports a variety of data encryption methods across the network or to storage devices. This includes:

- 128-bit and 256-bit Advanced Encryption Standard (AES).
- Hardware encryption using the T10 standard (requires 256-bit AES).
- FIPS 140-2 compliant 256-bit AES encryption (CMVP validation).
- Support for LTO 4 T10 Encryption configurations.
- BitLocker Encryption Support.

Backup Exec also encrypts operational communications, trust relationships, cloud backups and the media and file database. Encryption key management is included in the product.

I WANT TO LEARN MORE ABOUT BACKUP EXEC. WHAT RESOURCES DO YOU RECOMMEND?

The Backup Exec website (www.backupexec.com) is a great starting point and the most comprehensive resource for all things related to the Backup Exec portfolio. It includes links to videos, free 60-day trialware, whitepapers, and much more.

In addition, the Backup Exec support website (www.backupexec.com/support) along with the Backup Exec online user community (www.backupexec.com/forum) offers comprehensive resources including “how to” and “best practice” guides.

There are a wide variety of Backup Exec training courses are available throughout the year to help you quickly become a Backup Exec expert. To learn more, please visit: www.backupexec.com/training

WHERE CAN I GO IF I HAVE MORE QUESTIONS?

Please visit the Backup Exec Knowledge Base (www.backupexec.com/support) or the Veritas Backup Exec user community forum VOX (www.backupexec.com/forum) where you can search articles and post your questions. Alternatively, please contact your preferred reseller or Veritas account manager.

INSTALLATION AND UPGRADE FAQS

WHAT IS THE PROCESS FOR UPGRADING TO BACKUP EXEC 20.1?

Backup Exec 20.1 includes an easy-to-use Installer that provides wizards to help the customer through the upgrade process.

HOW DO I UPGRADE TO BACKUP EXEC 20.1? IS THERE A FEE TO UPGRADE?

Existing customers with active maintenance can upgrade the appropriate Backup Exec 20.1 licenses free of charge.

Customers who do not have an active maintenance contract or new customers switching to Backup Exec can save up to 35 percent off MSRP when they upgrade. For more information on current Backup Exec offers, please visit: www.backupexec.com/save
IS BACKUP EXEC 20.1 UPGRADE-COMPATIBLE WITH PREVIOUS VERSIONS?

Yes. Backup Exec 20.1 is upgrade-compatible with Backup Exec 2014 and newer versions. Older versions of Backup Exec (prior to Backup Exec 2014) must be uninstalled before installing Backup Exec 20.1. Alternatively, for customers who are using Backup Exec 2012, 2010 R3 or older versions (including agents/options), you can upgrade in steps to Backup Exec 16, update all remote agents, and then upgrade to version 20.1.

DO I NEED NEW SERIAL/LICENSE FILES TO UPGRADE TO BACKUP EXEC 20.1?

Yes. You will need new license files for Backup Exec 20.1 downloadable from the Veritas Entitlement Management System (https://www.veritas.com/support/en_US.html). Please contact the Veritas licensing team for more information.

HOW CAN I TELL IF MY OPERATING SYSTEM IS SUPPORTED WITH BACKUP EXEC?

For a full list of supported hardware and software, please visit: www.backupexec.com/compatibility.

CAN I TRY BACKUP EXEC FOR FREE?

Yes. Veritas offers a free 60-day fully-functional copy of Backup Exec that includes all agents and options. To download, please visit: www.backupexec.com/trybe. A 60-day trial of Backup Exec is also available as a one-click, pre-configured cloud deployment in the AWS and Azure Marketplaces.

GENERAL LICENSING FAQS

WHAT IS THE DIFFERENCE BETWEEN PERPETUAL AND SUBSCRIPTION LICENSING?

With perpetual licensing, customers pay an upfront charge for the software license as well as a limited maintenance period during which additional support options are included. After the support period ends, customers have the option of continuing to use the current version of the software without additional support, or renewing their maintenance for continued access to technical support and upgrades.

A subscription, or term subscription, allows customers to license the product during a specified period of time. During the term of the subscription, customers have the right to use the product, install product updates, and receive technical support. Customers do not own the license but can use Backup Exec for the duration of the term. At the end of the term, customers can renew the term subscription to continue using the product. If subscription is not renewed, customers lose the right to continue to use the product for backups.

HOW MANY TBs DO I PURCHASE?

You need to purchase licenses for the amount of front-end data (data that is uncompressed/not deduplicated) that you will back up within the next year. If you think the volume of data you need to back up will increase, but are unsure by how much, we recommend you factor in a 20 percent data growth rate and include that amount in the total TBs purchased. Refer to the table below as a guide. Download the Veritas Capacity Assessment Tool to calculate the amount of data, in TB, on the servers in an environment to provide information about the number of licenses needed to protect these servers.

<table>
<thead>
<tr>
<th>CURRENT TBs</th>
<th>RECOMMENDED TBs TO PURCHASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>10</td>
<td>12</td>
</tr>
</tbody>
</table>
WHAT IF I PURCHASED 5 TBs AND NEED TO PURCHASE AN ADDITIONAL 1 TB AT A LATER TIME, DOES THAT INCREMENTAL PURCHASE QUALIFY FOR A VOLUME DISCOUNT?

No. The first purchase would qualify for the 2 to 5 tier price. The second purchase would qualify for the 1 TB tier price. The discounts are based per line per order. At renewal time, if all licenses are renewed at the same time, the price tier applied will be that of the aggregate amount.

CAN I BUY BRONZE EDITION AND BUY THE LIBRARY EXPANSION OPTION FROM THE CUSTOM EDITION MENU?

No. Mixing the capacity model with other licensing models is not allowed. In this case, if Library Expansion Option is needed then Silver or Gold editions should be purchased and not the Bronze edition.

I HAVE 1 MAIN SITE AND 2 REMOTE SITES, CAN I PURCHASE GOLD EDITION FOR THE MAIN SITE AND SILVER EDITION FOR THE REMOTE SITES?

No. You must purchase the same capacity license for all sites. You can purchase licenses for the total FETB and allocate capacity to individual servers. Servers with allocated capacity licenses do not need to be centrally managed. See Allocating Capacity Licensing for more information.

IF I BUY BRONZE OR SILVER EDITIONS AND THEN LATER DECIDE THAT I NEED MORE FEATURES, CAN I UPGRADE TO SILVER OR GOLD EDITION?

Yes. Upgrading from Bronze or Silver to Silver or Gold is allowed. We have cross grade SKUs that are available to easily allow the upgrade.

WHAT IS THE DIFFERENCE BETWEEN “AVAILABLE” AND “ALLOCATED” LICENSES?

Backup Exec allows you to purchase licenses for the total FETB needed and allocate different licensing to different Backup Exec servers. This allows you to take advantage of tier pricing. For example, you can purchase 15 TB to take advantage of the discount pricing and then distribute or allocate across multiple servers, such as 5 TB to Server A and 3 TB each to Servers B and C and 4 TB to Server D. In this example there would be 15 TB Available and 15 TB Allocated among 4 servers. To add capacity to any of these servers, the new license must be the same Bronze/Silver/Gold edition as the existing license. In this example if 2 more TB were purchased, there would be 17 TB Available and 15 TB Allocated. Servers with allocated licensing do not have to be centrally managed.

WHAT HAPPENS IF I EXCEED MY CAPACITY LICENSE?

If Customers exceed their capacity licenses by 15 percent for 30 consecutive days, the backup functions will no longer run, but the product will still allow customers to restore backed up data. In order to make the backup functions perform normally, please contact your Sales representative to purchase additional TBs or reduce the amount of data backed up to remain compliant.

I AM AN EXISTING CUSTOMER WITH CAPACITY LICENSING AND WOULD LIKE TO MOVE TO THE NEW BRONZE, SILVER OR GOLD EDITION, IS THAT ALLOWED?

Switching is unnecessary. Capacity Ed and Capacity Lite Ed customers will have automatic entitlement to the new Gold and Silver Capacity offerings in addition to their existing products. Customers can take advantage of this entitlement via the Veritas Entitlement Management System (VEMS) portal by downloading keys to the latest offerings.

Existing customers on Capacity Ed and Capacity Lite Ed will continue to be able to renew and buy additional TB under their existing licensing option and model.
SUBSCRIPTION-SPECIFIC FAQS

CAN I PAY FOR BACKUP EXEC MONTHLY?
No. Backup Exec subscription is available as a term license for 1, 2 or 3 years, paid in advance.

IF I BUY THE GOLD PACKAGE AND THEN LATER DECIDE THAT I ONLY NEED THE FEATURES OF THE SILVER PACKAGE, CAN I DOWNGRADE?
Yes. You can downgrade at end of the subscription term. The ability to downgrade during the term of the subscription is not allowed.

WHAT HAPPENS IF I STOP PAYING FOR THE TERM SUBSCRIPTION AT THE END OF THE TERM? WILL I BE ABLE TO CONTINUE USING THE PRODUCT?
No. If the term subscription is not renewed at the end of the term, the product will no longer be able to perform backup jobs. However, it will allow you to restore backed up data.

CAN I CO-TERM EXISTING SUBSCRIPTIONS TO A RENEWING SUBSCRIPTION?
Yes. We will help Customers co-term existing subscriptions to a renewing subscription. Please contact your Sales representative to process a subscription co-terming. Co-term allows customers to align the expiration dates of multiple subscription license purchases. This may allow subscriptions to be renewed at a new discount tier.

CAN I SIGN UP FOR AUTO-RENEWAL FOR MY SUBSCRIPTION?
No. Auto-renewal is not currently available. Please contact your Sales representative to process a subscription renewal.

I AM AN EXISTING CUSTOMER WITH PERPETUAL LICENSING AND WOULD LIKE TO SWITCH TO A BRONZE, SILVER OR GOLD PACKAGE THAT IS SUBSCRIPTION BASED, IS THAT ALLOWED?
We do not offer a cross grade path for switching from perpetual to subscription. However, if the subscription license model is preferred, a customer may choose to purchase one of these offerings in place of their next maintenance renewal contract.

I AM AN EXISTING CUSTOMER WITH PERPETUAL LICENSING, WILL MY RENEWAL BE SUBSCRIPTION BASED?
No, customers renewing existing licenses will renew as perpetual licenses.
### ABOUT VERITAS TECHNOLOGIES LLC

Veritas Technologies empowers businesses of all sizes to discover the truth in information—their most important digital asset. Using the Veritas platform, customers can accelerate their digital transformation and solve pressing IT and business challenges including multi-cloud data management, data protection, storage optimization, compliance readiness and workload portability—with no cloud vendor lock-in. Eighty-six percent of Fortune 500 companies rely on Veritas today to reveal data insights that drive competitive advantage. Learn more at [www.veritas.com](http://www.veritas.com) or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

---

<table>
<thead>
<tr>
<th>LINK</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backup Exec web page</td>
<td><a href="http://www.backupexec.com">www.backupexec.com</a></td>
</tr>
<tr>
<td>Backup Exec admin guide</td>
<td><a href="http://www.backupexec.com/admin">www.backupexec.com/admin</a></td>
</tr>
<tr>
<td>Backup Exec resources</td>
<td><a href="http://www.backupexec.com/resources">www.backupexec.com/resources</a></td>
</tr>
<tr>
<td>Backup Exec compatibility</td>
<td><a href="http://www.backupexec.com/compatibility">www.backupexec.com/compatibility</a></td>
</tr>
<tr>
<td>Backup Exec support</td>
<td><a href="http://www.backupexec.com/support">www.backupexec.com/support</a></td>
</tr>
<tr>
<td>Backup Exec training</td>
<td><a href="http://www.backupexec.com/training">www.backupexec.com/training</a></td>
</tr>
<tr>
<td>Backup Exec user forum</td>
<td><a href="http://www.backupexec.com/forum">www.backupexec.com/forum</a></td>
</tr>
<tr>
<td>Backup Exec blogs</td>
<td><a href="http://www.backupexec.com/blogs">www.backupexec.com/blogs</a></td>
</tr>
<tr>
<td>60-day trialware for Backup Exec</td>
<td><a href="http://www.backupexec.com/trybe">www.backupexec.com/trybe</a></td>
</tr>
<tr>
<td>Backup Exec subscription</td>
<td><a href="http://www.backupexec.com/subscription">www.backupexec.com/subscription</a></td>
</tr>
<tr>
<td>Backup Exec promotions</td>
<td><a href="http://www.backupexec.com/save">www.backupexec.com/save</a></td>
</tr>
<tr>
<td>PartnerNet</td>
<td><a href="https://partnernet.veritas.com/">https://partnernet.veritas.com/</a></td>
</tr>
<tr>
<td>Find a Backup Exec Partner</td>
<td><a href="http://veritas.force.com/public">http://veritas.force.com/public</a></td>
</tr>
</tbody>
</table>

---

Copyright © 2018 Veritas Technologies LLC. All rights reserved. Veritas and the Veritas Logo are trademarks or registered trademarks of Veritas Technologies LLC or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.