



Veritas Backup Exec™
Migration Assistant
Administration Guide

March 2023

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Veritas Technologies LLC
2625 Augustine Drive.
Santa Clara, CA 95054
<http://www.veritas.com>

Contents

Legal Notice	2
About the Backup Exec Migration Assistant	4
Migration Assistant and Backup Exec Server Licensing	5
Migration Assistant Limitations	5
Migration Assistant Pre-Run Checklist	6
Running the Migration Assistant	6
Best Practices for Using the Migration Assistant	9
Protecting Data on the Source Server After a Migration	9
Troubleshooting the Migration Assistant	9
Migration Assistant Logs	10
Technical Support	10
Contacting Technical Support	10
Support Agreement Resources	11
Backup Exec Install, Upgrade or Migrate Service	11
Useful Links	12

About the Backup Exec Migration Assistant

Veritas Backup Exec™ Migration Assistant lets you migrate your Backup Exec installation data from one Backup Exec server (source) to another Backup Exec server (destination). It provides an easy way to move your Backup Exec installation to a new operating system on either new hardware or a new virtual machine. You must run the Migration Assistant on the destination server.

The migration does not modify the original database or the configuration on the source server. You can continue using the source server to protect operating system or application versions that are no longer supported by a newer version of Backup Exec. The Migration Assistant copies all Backup Exec configuration and data from the source server (read only) to the destination server. Data copied includes:

- 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

Backup Exec must be installed on the destination server. You must use the version of the Migration Assistant that matches the version of Backup Exec running on the destination server. For example, if the destination server is running Backup Exec 21.4, then you must use the 21.4 version of the Migration Assistant.

The source server can be running an older version of Backup Exec. Generally, the Migration Assistant supports the two previous versions. For example, the Backup Exec 22.1 version of the Migration Assistant supports migrations from Backup Exec 20.x, 21.x, and 22.x to Backup Exec 22.1.

The Migration Assistant utility can be downloaded from the [Veritas Download Center](#) in addition to the installation files required for the destination server. The Download Center version descriptions of the Migration Assist include the versions supported for migration.

The destination server requires a local SQL instance for the Backup Exec Database. A local SQL Express instance is installed by default during a typical Backup Exec installation. For non-default installations refer to knowledgebase articles:

- 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>

The Backup Exec Migration Assistant is available only in English.

Migration Assistant and Backup Exec Server Licensing

The Migration Assistant does not require a license. Both the source and destination Backup Exec servers require a license to operate on an on-going basis.

Veritas recommends that Backup Exec be installed on the destination server in trial mode (no license file installed) until the migration process is complete. Backup Exec will run in trial mode for 60 days. A license file can be installed at any time during the trial. Once the migration process has completed you can generate a new license file for the destination server from the Veritas Entitlement Management System (VEMS). See [Article 100040083](#) for more information about VEMS. Please keep in mind that Backup Exec license files are version-specific, meaning that a license file for Backup Exec 22.x is different than a license file for 21.x.

The license for the source server is considered as migrated to the destination server for license compliance calculations. If the source server will continue to be used, it will require an additional license.

Migration Assistant Limitations

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

- The Migration Assistant cannot migrate the following:
 - Any Backup Exec server database which resides on a remote SQL server instance
 - Target server is in a different security domain than the source server.
 - Deduplication storage (can be manually reattached)
 - Remotely-attached backup to disk storage (can be manually reattached)
 - Central Admin Server and Managed Backup Exec server relationships (can be manually reassociated)
 - Shared Storage relationships (can be manually reshared)
- 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.

Migration Assistant Pre-Run Checklist

Before you run the Migration Assistant, you should:

- Disconnect any tape devices and autoloaders from the source server and reconnect these devices to the destination server. Ensure that drivers are installed and that the destination server recognizes the tape devices. Keep devices connected to the destination server throughout the migration process. 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.
- Install Backup Exec and any maintenance updates and hotfixes on the destination server. Use a typical installation or ensure that there is a local SQL instance for the Backup Exec database. The destination server should have the same features and options installed as the source server.
- 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.
- It is advisable to run the Backup Exec services on both the source and destination server using the same account. If the Backup Exec services on the source and destination server are running with different accounts, while running the Backup Exec Migration Assistant, enter the Backup Exec Service Account credentials of the source machine.
- Ensure that the logged in user on the destination server has access to the SQL Express instance that hosts the Backup Exec Database on the source server.
- 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.

Running the Migration Assistant

The Migration Assistant must be run on the destination server and does not function if it is run on the source server.

1. Unzip the Migration Assist tool download and double-click MigAssist.exe to 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.
2. (Optional) Click Assistant Version to view the version of the Migration Assistant that you are currently running. The version of the Migration Assistant must match the version of Backup Exec installed.

3. Click Next.
4. On the License Agreement screen, read the information, and then mark the check box for "I accept the terms of the license agreement."
5. Click Next.
6. On the Source Server screen, complete the required fields:

Source Backup Exec server	Browse or specify the server name or the IP address of the source Backup Exec server.
Username	Provide the username for the source server Backup Exec Service Account
Password	Provide the password for the source server Backup Exec Service Account
Domain	Provide the domain name or server name of the source server Backup Exec Service Account

Veritas recommends using the same the Backup Exec Service Account credentials on both the source and destination servers until the migration process is complete.

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. If you are connecting to a workgroup, use the same username and password credentials on the source and the destination server accounts to allow passthrough authentication to work.

7. Click Next.
8. On the Server Validation screen, the Migration Assistant validates the configuration of the source server and checks the source server environment.
9. Complete the Environment check:
 - 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.
 - You can change the location to which the validation test results are saved and print the validation results.
10. 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 Guide are also available.

11. Click Next.
12. The Upgrade Notice screen displays information about the changes in user interface and data lifecycle management. Read the information and mark the check box for "I have read and acknowledge the changes that occur as a result of data lifecycle management."
13. 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.

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

14. Click Start to begin the migration.
15. The Migration Assistant displays a prompt to confirm that you want to overwrite the local Backup Exec product data. Click OK to continue.
16. The Database Migration Progress screen displays the progress of the database migration.
17. 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. Click the link to view the migration report and then mark the check box for "I have read and acknowledge the changes in the migration."
18. Click Next.
19. 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 Agents for Windows and Agents for Linux servers.

Best Practices for Using the Migration Assistant

- Veritas recommends using the same the Backup Exec Service Account credentials on both the source and destination servers until the migration process is complete.
- 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 Agent for Windows 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.

Troubleshooting the Migration Assistant

To prevent or resolve server connectivity problems which you may encounter while running the Migration Assistant, perform these 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.

Migration Assistant Logs

When the Migration Assistant runs, it creates a migration log file, named MIGASSIST<version>.htm. This log file is located in: %ProgramData%\Veritas\Backup Exec\Logs.

The text in the log file is color-coded to identify warnings and errors:

This color	Indicates
Black	Normal operations
Orange	Warning messages
Red	Error messages

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, visit our website at www.veritas.com/support

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

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at 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

Support Agreement Resources

To contact Veritas regarding an existing support agreement, please contact the support agreement administration team for your region:

Worldwide (except Japan) CustomerCare@veritas.com

Japan CustomerCare_Japan@veritas.com

Backup Exec Install, Upgrade or Migrate Service

At Veritas, we realize that some customers simply don't have the time or bandwidth to implement a solution. That's why we've created an option to allow customers to enjoy the benefits of our latest updates while lessening the impact on their busy schedules. Our Professional Service for Backup Exec™—the Backup Exec Installation, Migration and Upgrade Service—will help implement the latest version of Backup Exec. For more information, go to https://www.veritas.com/content/dam/www/en_us/documents/at-a-glance/AG_deployment_service_protection_be_install_upgrade_migrate_V1119.pdf.

Useful Links

For more detailed information on Backup Exec, including user guides, software compatibility guides and technical support, please visit: https://www.veritas.com/content/support/en_US/dpp.BackupExec

To manage and obtain license keys, please visit the Veritas Entitlement Management System (VEMS). To access VEMS, click Licensing on the Veritas Support portal – <https://support.veritas.com>. More information on Licensing and VEMS may be found at <https://www.veritas.com/licensing/process>

For license support please visit <https://www.veritas.com/support> or contact Customer Care

End of Standard Support and End of Support Life – <https://sort.veritas.com/eosl>

Evaluate Backup Exec FREE for 60 days. Backup Exec will run in evaluation mode for 60 days when no license key is entered during the installation. During this 60-day period all features and options, except Central Administration and shared storage, are available for evaluation. To try Backup Exec free for 60 days, please visit:

<https://www.veritas.com/form/trialware/backup-exec>

About Veritas

Veritas Technologies is a leader in multi-cloud data management. Over 80,000 customers—including 95 percent of the Fortune 100—rely on Veritas to help ensure the protection, recoverability, and compliance of their data. Veritas has a reputation for reliability at scale, which delivers the resilience its customers need against the disruptions threatened by cyberattacks, like ransomware. No other vendor is able to match the ability of Veritas to execute, with support for 800+ data sources, 100+ operating systems, 1,400+ storage targets, and 60+ clouds through a single, unified approach. Powered by Cloud Scale Technology, Veritas is delivering today on its strategy for Autonomous Data Management that reduces operational overhead while delivering greater value. Learn more at [veritas.com](https://www.veritas.com). Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

2625 Augustine Drive, Santa Clara, CA 95054
+1 (866) 837 4827
[veritas.com](https://www.veritas.com)

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