

# Symantec BackUpExec Basic Installation



The installation consultant will setup an installation environment for either product and install it from the distribution media. They will then **configure a primary media server with a locally attached library and up to 10 file system clients** (same OS and same site).

## Key Benefits:

- The customer will benefit from full documentation of the installation process and basic administration guidelines
- The customer will benefit from the technical experience and expertise in a guided installation
- The customer will have confidence they can proceed to use the BackUp solution and that it will satisfy their needs for the period specified by the consultant
- The customer will save time and future discrepancies that would otherwise occur from an unguided installation

## Service Scope:

The installation procedure will be delivered in the following pre-defined stages:

- Arrival at client site followed by a meeting with relevant personnel to outline expectations and delineate configuration requirements
- Ensure sufficient system access and permissions are available to complete the implementation.

Following this Partner Services seek to establish that the

systems involved are stable and within a satisfactory base level. This will include checking that:

- Verifying current OS patch level
- Responding to all necessary inter-server communication requests (DNS lookups, etc.)
- Verifying Controller and Tape Device firmware and drivers.

Partner Services will then install:

- BackUpExec Server onto up to two servers with attached library or tape devices
- Configuration of BackUp Exec Shared Storage Option in the event of a shared Tape Library
- Push installation of up to 15 network clients (same OS)
- Installation and configuration of up to 5 database agents (customer to supply DBA resources if necessary)
- Configure BackUpExec device and media pools
- Creation of backup 'selection lists' for up to 15 network clients
- Create and configure a single backup policy for each

BackUpExec Media server to protect itself and up to 15 network clients.

**Deliverables:**

- Provision of a configure and working backup solution
- Provision of an installation report and documentation.

**Exclusions:**

This packaged service does not include:

- Performance tuning of the BackUpExec solution
- Delivery outside normal working hours (09:00 – 17:30 Monday – Friday)
- Backup and restore of customer data
- Disaster recovery restoration of entire servers
- Documentation will only cover configuration and will not be a user guide.

**Customer Responsibilities:**

Have the system(s) that the BackUpExec solution is going to be installed onto:

- Patched to the latest level of OS
- Have any HBA/Controller installed and DNS resolution working
- The required BackUpExec licenses
- Server and clients will require one or more reboots.

**Acceptance Criteria:**

- Demonstrate a successful run of the BackUpExec backup policy and restoration of selected subset of the backed up data.

**The above services are delivered during normal business hours (09:00 – 17:30) Monday – Friday, excluding bank holidays.**