

Symantec Backup Exec™ 3600 Appliance FAQ

FAQ: Data Protection

1. What is the Symantec Backup Exec™ 3600 Appliance?

Symantec Backup Exec™ 3600 Appliance includes Symantec Backup Exec™ 2012 software, optimized hardware, and licensing all integrated in a single, affordable appliance from the industry leader in backup—Symantec.¹ Easily backup both physical and virtual environments and recover data in seconds while reducing storage costs and improving backup performance through integrated data deduplication.

2. What are the benefits of an appliance backup and recovery solution?

Appliances are a proven delivery platform for software applications in the security, communications, and storage markets. An appliance form factor means just one vendor designs, certifies, and supports the total solution, rather than forcing users to deal with multiple vendors for each of the components (such as hardware, operating system (OS) patches, software configurations, etc). This reduces management complexity and integration costs, eliminates vendor finger pointing, and more importantly, improves resolution time. Backup Exec 3600 Appliances also offers "all-in-one" benefits, providing comprehensive protection and recovery capabilities, whether running Windows®, Linux®, Mac®, Microsoft® applications, Lotus Domino®, Oracle®, or virtual systems with VMware® or Microsoft Hyper-V®.

3. What are the technical specifications?

Technical Specifications	Backup Exec Appliance
Operating system	Windows® Storage Server 2008 R2 x 64
Motherboard/chassis	<ul style="list-style-type: none">Intel® S3420GPRX1U chassis: SR1695 (full depth)
Processor	Single Intel® Xeon®, Quad Core, Intel® chipset
Memory	16 GB installed
Expansion	One (1) PCI-E 2.0 x 16 (x8 throughput) connector
IO devices	<ul style="list-style-type: none">5x Gigabit Ethernet ports (3 production, 1 admin, 1 RMM)1x Serial port4x USB 2.0 portsIntegrated RAID module with LSI 1078 3Gbps SAS Controller
Drive bays	<ul style="list-style-type: none">4x hot-swappable 3.5" SAS HDDs2x 2.5" SSD drives for OS/Application
Storage capacity	<ul style="list-style-type: none">2 X 80 GB 2.5" SSD Disks for OS (RAID 1)4 X 2 TB hot-swappable 3.5" HDD (RAID 5) - 5.5 TB usable capacitySAS card for tape out
Power supply	Two redundant 400 W AC power supplies

6. What is the storage capacity of the Backup Exec 3600 Appliance?

The Backup Exec 3600 Appliance comes standard with 5.5 TB of fixed usable disk storage. Because it includes data deduplication technology, the storage capacity scales to protect much more than 5.5 TB of front-end data (depending on file types).

1. Market Share: Storage Management, Worldwide, 2012, Gartner (March 2013)

7. Is the storage capacity expandable?

The disk storage capacity for Backup Exec 3600 Appliance is not expandable at this time. However, the Backup Exec 3600 Appliance does include a Serial Attached SCSI (SAS) port for tape out to meet customer requirements of data retention and data off-site for disaster recovery.

8. How is the appliance licensed?

The Backup Exec 3600 Appliance is licensed per appliance. There are two Backup Exec 3600 Appliance Suites: Essential Protection Suite and Total Protection Suite. Each suite comes with either one or three years of bundled maintenance (Advanced System Replacement and 24 hours a day, seven days a week hardware and software support). With a single license, users can utilize the full disk capacity of the appliance for protecting an unlimited number of source systems. The appliance licensing bundle also includes an unlimited number of selected Backup Exec Agents and Options that will optimize backup and recovery for all of the appliances' supported systems. To learn more and to download the Backup Exec 3600 Appliance licensing guide, please visit: www.backupexec.com/3600licensing.

9. What options are included and pre-licensed in the Backup Exec 3600 Appliance?

The Backup Exec 3600 Appliance comes standard with an unlimited number of options for “all you can eat” protection up to the 5.5 TB of configured RAID 5 back-end storage, at no additional charge. Optional licenses are purchased separately and there are a small number of Backup Exec Agents and Options not supported in the Backup Exec 3600 Appliance. To find out what agents and options are included, optional, and not supported, please view the table below.

Software	Essential Protection Suite	Total Protection Suite
Backup Exec 2012	X	X
Deduplication	X	X
Protection for VMware and Hyper-V	X	X
Protection for Application and Databases ²	X	X
Protection for Windows Systems	X	X
Protection for Linux Systems	X	X
Protection for Mac Systems	X	X
Enterprise Server Option ³	Optional	X
Remote Media Agent for Linux	Optional	X
NDMP Option	Optional	X

10. Does the appliance come with a hardware warranty?

Yes, the Backup Exec 3600 Appliance comes with a one or three year advance system replacement in addition to a 36-month hardware warranty.

11. How does the Backup Exec 3600 Appliance receive hardware warranty service?

Hardware warranty service will be delivered through an advanced replacement program. Customer replaceable parts, such as hard drives and power supplies, will be shipped overnight to the customer. If support determines there is an issue with a non-

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³. Enterprise Server Option includes Central Admin Server Option simplifies remote and distributed management by providing a centralized management console view of all backup and restore operations. Also enables replication of deduplicated data from other Backup Exec Appliances and media servers.

replaceable part, a replacement appliance will be shipped overnight to the customer. All hardware warranty support is initiated through Symantec Technical Support.

12. Can I upgrade the Backup Exec software when newer versions are available?

The Backup Exec 3600 Appliance is shipped with Backup Exec 2012 software and will be fully upgradable to newer versions of Backup Exec software, as long as your maintenance/support contract is active.

13. Which features of Backup Exec software are not included with the Backup Exec 3600 Appliance?

Backup Exec 3600 Appliance runs the latest version of Backup Exec software, and delivers advanced features such as source-based deduplication, granular recovery, and robust support for a wide variety of platforms and applications. The Backup Exec 3600 Appliance does not support the Backup Exec Archiving Options or the Backup Exec Virtual Tape Library Unlimited Drive Option. Learn more about the advanced features delivered in Backup Exec software at: www.BackupExec.com/3600

14. Is data deduplication technology included?

Yes, support for source and target deduplication is included at no additional charge, making the appliance unique in offering a backup solution with highly flexible deduplication. Learn more about deduplication at: www.backupexec.com/deduplication.

15. Will I be able to buy Backup Exec 3600 Appliances through my reseller?

Yes, the Backup Exec 3600 Appliance is available to purchase through Symantec's channel partners.

16. Will the Backup Exec 3600 Appliance and Backup Exec software work together?

Yes, Backup Exec 3600 Appliance operates seamlessly together with Backup Exec software and multiple instances of both can be managed through the Backup Exec Enterprise Server Option that includes the Central Administration Server Console (CASO).

17. How can I get in touch with Symantec Technical Support?

For information on how to contact Technical Support, please visit: http://www.symantec.com/business/support/contact_techsupp_static.jsp.

For non-technical inquiries, such as licensing, product delivery questions, maintenance renewal, or other non-technical questions, please visit: <http://customercare.symantec.com/>.

18. What training programs are available?

Symantec offers a broad suite of unrivaled technical training programs and resources designed to ensure you quickly become proficient in award-winning backup and recovery solutions from Symantec. To learn more, please contact your preferred Symantec reseller or visit: www.symantec.com/training.

More Information

Visit our website

go.symantec.com/be-3600

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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