

How to Upgrade to Backup Exec 2010 in 3 Simple Steps

Existing customers with a valid maintenance / support contract

1. Customer Notification Email

If you are an existing customer on maintenance / support who is eligible for an upgrade to the latest release of Backup Exec: Backup Exec 2010, you will receive a notification email inviting you to upgrade. See example notification email to the right. This email will include your activation license keys.

2. Go to FileConnect

Next, go to FileConnect (<https://fileconnect.symantec.com>) and input your serial number to download the latest version of Backup Exec. This serial number can be found within your notification email (circled in red on the example email). To enter the site, please have the serial number of your software for login.

3. Install License Keys

Once you have successfully download Backup Exec 2010 from FileConnect, simply install your license keys. Your license keys can also be found on your notification email (circled in green in the example email above).



 **symantec™**

Version Upgrade Notification

January 25, 2010

 Dear Symantec Customer,

We are pleased to announce the release of Symantec Backup Exec 2010 available February 1st 2010. As a customer with current maintenance/support on a previous version of this product, you are entitled to this new release free of charge as part of your maintenance/support subscription for supported licenses. To learn more about this new product release, please visit www.backupexec.com.

Please note that this notification is a product release notice and not a maintenance/support renewal notice. We are sending you this notification based on our records, which indicate that you have a current maintenance/support agreement with Symantec on or after August 2, 2009. You are only authorized to use this release to update software copies for which you have a current maintenance/support agreement.

Licensing and Registration
License keys for your product upgrade are listed below. The quantity referenced in the table represents the number of times you are entitled to deploy the key.

Product	Qty	License Key
Backup Exec 2010	1	09-9329-9998-021162

Downloading Software or Requesting Physical Media
Software downloads:
You will need the following serial number to access your product in File Connect: <Serial Number>.

Depending on location or tax status, you may have the option to request a media kit to be mailed to you at no additional charge. Once you enter your serial number and agree to the End User License Agreement in FileConnect, click the "Ship Me a CD" tab, then fill out and submit the request form.

[Get Software or Physical Media \(FileConnect\)](#)

Thank you for using Symantec products.

Sincerely,
Symantec

Existing customers without support or with expired maintenance

Upgrade to Backup Exec 2010 today and save up to 35% off MSRP. Learn more at www.backupexec.com/save.

Troubleshooting – Get Help

Request Your Backup Exec 2010 Version Upgrade Notification

To receive your Backup Exec 2010 Software Version Upgrade Notification, please send an email to: license@symantec.com with the following **Subject line: ONLINE BE 2010 VU REQUEST**. In this email, please provide the following information:

COMPANY NAME:

CUSTOMER NUMBER:

CONTACT NAME:

SALES ORDER NUMBER:

SERIAL NUMBER:

Backup Exec 2010 Upgrade Information

Backup Exec 2010 – Upgrade Matrix

If you're running older versions of Backup Exec, use this matrix to quickly see the features and functionality that are only available when you upgrade to Backup Exec 2010 www.backupexec.com/compare.

Backup Exec 2010 – Customer FAQ

Did you know that you may be able to upgrade to Backup Exec 2010 at no charge? Need a quick way to determine which versions of the product you're running on what machines? This and other useful information to help speed your implementation of Backup Exec 2010 are included in this FAQ: www.backupexec.com/faq.

Symantec Licensing Portal

Within the Symantec Licensing Portal (<https://licensing.symantec.com>) you can retrieve license keys, verify which upgrades you are eligible for, update your contact information and much more. A customer ID number or product serial number (circled in red in the example email above) is needed for login.

Version Upgrade Website

This version upgrades website offers general information for Symantec customers on how to upgrade eligible software licenses. To visit the upgrade website, please [click here](#).

Version Upgrade – General Customer FAQ

Quick answers to your most frequently asked Symantec software upgrade questions.

<http://www.symantec.com/business/products/licensing/upgrades/faq.jsp>

Backup Exec 2010 – Related Services

For services for upgrading, implementation, education and support that are specific to Backup Exec customers, please visit: <http://go.symantec.com/backupexecservices>

Backup Exec 2010 Technical Documentation

Hardware Compatibility: <http://entsupport.symantec.com/docs/294294>

Software Compatibility: <http://entsupport.symantec.com/docs/295304>

Manuals: <http://www.symantec.com/business/support/overview.jsp?pid=15047>

Discussion Forums - Backup Exec

<http://www.symantec.com/connect/backup-and-archiving/forums/backup-exec>

On-Demand Training - Backup Exec Tech Center

<http://techcenter.symantec.com/ecampus/enterprise?siteName=vena&partNo=DP6000>