

How to migrate (move) Backup Exec 2014 from one computer to another using the same version of Backup Exec and Windows, and the same computer name.

This technote contains instructions for moving Backup Exec 2014 to another computer on which the same versions of Backup Exec and Windows are installed. The destination computer must have the same computer name as the source computer.

Review the following notes:

- Symantec recommends that you use a similar hardware configuration and the same SQL Server version and instance name on the destination computer.
- To move computers that are in a CASO environment, you must first remove the source computer from the Central Admin Server Option (CASO) environment by making it a standalone computer. Then move Backup Exec to the destination computer by using the attached procedures, and then rejoin it to the CASO environment. For instructions, see the Backup Exec 2014 Administrator's Guide.
- The domain/workgroup information must be the same on the source and the destination Backup Exec server.

Use the procedures in this technote for the following scenarios:

- Moving an installation of Backup Exec from one 32-bit computer to another 32-bit computer.
- Moving an installation of Backup Exec from one 64-bit computer to another 64-bit computer.
- Moving an installation of Backup Exec from a 32-bit computer to a 64-bit computer.
- Rebuilding the same server (reinstalling the operating system and Backup Exec, and then restoring the saved Backup Exec program data).

Note: The Backup Exec SQL Instance used was installed by Backup Exec (SQL Express 2008 R2 SP2)

Do not use the procedures in this technote if any of the following conditions are true, otherwise you will have to reinstall and reconfigure Backup Exec:

- If Backup Exec is clustered.
- If the computer where Backup Exec is installed and the computer where it will be installed are running two different versions of the Windows operating system, or running different service packs.
- If you plan to move Backup Exec to a different drive/directory on the server.
- If you are upgrading from one version/revision (build) of Backup Exec to another.
- If the Backup Exec Exchange Mailbox Archiving Option or the Backup Exec File System Archiving Option is installed

Perform the following procedures in the order listed below:

1. [Obtain information about the current Backup Exec installation on the source computer.](#)
2. [Move Backup Exec data to a temporary location.](#)
3. [Install Backup Exec on the destination Backup Exec computer.](#)
4. [Move Backup Exec data from the temporary location to the destination Backup Exec computer](#)
5. [Verify that the destination Backup Exec installation matches the source Backup Exec installation.](#)

Important: Do not remove Backup Exec from the source computer until the migration of data and media to the destination computer is complete. You must verify that the destination Backup Exec installation matches the source installation.

1. Obtain information about the current Backup Exec installation on the source computer

1. Install all of the Backup Exec software updates (hotfixes and service packs) that are available for the Backup Exec version and revision that are currently installed.

You can get software updates from either Symantec LiveUpdate or from the following URL:

<http://www.symantec.com/business/support/index?page=content&id=TECH66724>

To run LiveUpdate, click the Backup Exec button, select **Installation and Licensing**, and then select **LiveUpdate**. It may be necessary to run LiveUpdate multiple times until all hotfixes and service packs are installed.

2. Write down the Backup Exec version and revision number.

To find this information, click the Backup Exec button, select **Help and Documentation**, and then select **About Backup Exec**.

An example of a version and revision number is "Version 14.1 Rev. 1786 (64-bit)"

3. Write down the installed Backup Exec options, their serial numbers, and the destination folder for the installation.

To find this information, do the following:

- a. Click the Backup Exec button, select **Installation and Licensing**, and then select **Install Options and Licenses on this Backup Exec Server**.
- b. On the **Add Licenses** screen, write down the serial numbers listed.
- c. Click **Next** to the **Review Licenses** screen and write down the following information:
 - The Backup Exec Edition selected in the dropdown
 - The Backup Exec Agents and Options checked
 - The "Number of licenses" selected for each Backup Exec Agent and Option
- d. Click **Next** to the **Configure Options** screen. Write down all of the Backup Exec agents and options that are checked.
- e. Click **Next** to the **Choose Languages** screen. Write down all of the languages that are checked.
- f. Click **Next** to the **Installation Review** screen. Write down the path of the Destination Folder in the Install Summary report
- g. Click **Cancel** to exit the installation.

4. Write down the properties of any Backup Exec disk storage that you will move to the destination Backup Exec server (including deduplication disk storage):

- If moving any Backup Exec disk storage to a new disk on the destination Backup Exec server, write down the properties of the disk storage.

To obtain this information, follow these steps for each disk storage device that you want to move:

- a. On the **Storage** tab, double-click the disk storage.
 - b. In the left pane, click **Properties**.
 - c. Write down all of the properties. If you are using deduplication disk storage, write down the Logon account and storage path.
- If moving any legacy backup-to-disk folders to a new disk on the destination Backup Exec server, write down the paths of the legacy backup-to-disk folders. The paths must be the same on the destination computer.

Note: Previous to Backup Exec 2012, the backup-to-disk feature let you back up data to a folder on a hard disk. These legacy backup-to-disk folders are read-only in Backup Exec 2012 and later. For more information, see the Backup Exec 2014 Administrator's Guide.

To obtain this information, follow these steps for each backup-to-disk folder that you want to move:

- a. On the **Storage** tab, double-click the backup-to-disk folder.
 - b. In the left pane, click **Properties**.
 - c. Write down the path of the backup-to-disk folder.
- If you are moving any tape drive/robotic library to the destination Backup Exec server, write down the properties of the tape drive.

To obtain this information, follow these steps for each tape drive that you want to move:

- a. On the **Storage** tab, double-click the tape drive.
- b. In the left pane, click **Properties**.
- c. Write down all of the properties.

2. Move Backup Exec data to a temporary location

1. On the source Backup Exec server, use the Windows Services manager to stop all the following Backup Exec services:
 1. Backup Exec Agent Browser
 2. Backup Exec Device and Media Service

3. Backup Exec Error Recording Service
 4. Backup Exec Job Engine
 5. Backup Exec Management Service
 6. Backup Exec Remote Agent for Windows
 7. Backup Exec Server
 8. If the Backup Exec Deduplication Option is installed, stop the following services also:
 1. Backup Exec Deduplication Engine
 2. Backup Exec Deduplication Manager
 3. Backup Exec PureDisk Filesystem Service
 4. PostgreSQL Server 8.3
2. On the source Backup Exec server, stop the appropriate Backup Exec SQL Server service. The SQL service could be named either of the following:

SQL Server (BKUPEXEC) - This is the SQL Express named instance.

SQL Server (MSSQLSERVER) - This is the SQL Express default instance

For supported versions, see the Backup Exec Software Compatibility List at the following URL: <http://entsupport.symantec.com/umi/V-269-1>

3. Use Windows Explorer to copy the following Backup Exec directories (files) to a temporary location (on a separate computer). Keep the directories separate and include any subdirectories:

C:\Program Files\Symantec\Backup Exec\Data
C:\Program Files\Symantec\Backup Exec\Catalogs
C:\Program Files\Symantec\Backup Exec\SDR
C:\Program Files\Symantec\Backup Exec\Reports
On Windows 2003: C:\Program Files\Common Files\Symantec
Shared\Licenses\Backup Exec\14.1
On Windows 2008 and later: C:\ProgramData\Symantec
Shared\Licenses\Backup Exec\14.1

IMPORTANT NOTES: - Do NOT copy the msgq*.*.dat files that are in C:\Program Files\Symantec\Backup Exec\Data\MQFILES over to the temporary location.

4. For any disk storage devices and legacy backup-to-disk folders, copy the storage device folder to a temporary location. The path for each disk storage device and legacy backup-to-disk folder was recorded in the Step 4 of [Obtain information](#)

[about the current Backup Exec installation on the source computer.](#) Storage device folders should contain the following:

- *.BKF files
- *.CFG files
- Subfolders with a prefix of IMG in the name (if a GRT-enabled backup was performed)

For deduplication disk storage, copy the following files from the Backup Exec installation location to a temporary location. The path for deduplication storage device was recorded in the Step 4 of [Obtain information about the current Backup Exec installation on the source computer.](#)

Located in the C:\Program Files\Symantec\Backup Exec folder:

- [servername].cfg (a config file exists for each agent that uses direct access)
- contentrouter.cfg
- pd.conf
- random-seed

Located at the root of a drive:

- The actual storage path where all of the deduplication disk storage data resides. The storage folder for Backup Exec 2014 is “BackupExecDeduplicationStorageFolder” (unless Backup Exec was upgrade from a Backup Exec version prior to Backup Exec 2012). The storage path is part of the Deduplication folder properties.

5. After all files have been copied to a temporary location, shut down the source computer.

3. Install Backup Exec on the destination Backup Exec computer

Before you install Backup Exec on the destination computer, note the following tips:

- The destination computer should have the same computer name as the source computer
- The destination computer should be in the same domain/workgroup as the source computer
- Move any physical hardware such as the tape drives and robotic libraries to the destination computer

To install Backup Exec on the destination Backup Exec server:

1. On the destination Backup Exec server, install the same version and revision of Backup Exec that is installed on the source Backup Exec server.
 - On the **Add Licenses** screen, manually enter the Backup Exec serial numbers from the source Backup Exec server, or you can click **Import From File** to import the Symantec License Files (.SLF) from the temporary location where you saved them.
 - On the **Review Licenses** screen select all the items that were previously selected:
 1. Backup Exec Edition in the dropdown
 2. The Backup Exec Agents and Options checked
 3. The “Number of licenses” selected for each Backup Exec Agent and Option
 - On the **Configure Options** screen, check all the Backup Exec agents and options that were checked previously.
 - On the **Choose Languages** screen, check all the languages that were checked previously.
 - When you are prompted for the installation path, use the same path as the source Backup Exec server. For example, if you used the path C:\Program Files\Symantec\Backup Exec in the previous installation, then use the same path on the destination Backup Exec server.
 - When you install SQL Express (the SQL default option for the Backup Exec database), you can change the SQL install path (since the instance will use the Backup Exec database files located in the \Symantec\Backup Exec\Data folder which is copied over in a future step).
2. Install all of the Backup Exec software updates, including all hotfixes and service packs that are available for the Backup Exec version and revision that are currently installed.

You can get software updates from either Symantec LiveUpdate or from the following URL:

<http://www.symantec.com/business/support/index?page=content&id=TECH66724>

To run LiveUpdate, click the Backup Exec button, select **Installation and Licensing**, and then select **LiveUpdate**. It may be necessary to run LiveUpdate multiple times until all hotfixes and service packs are installed.

3. Create the Deduplication disk storage. When prompted, select the same drive letter as the drive specified under the Deduplication storage device properties. When prompted for the logon account to use to create the Deduplication storage device, create a new Backup Exec logon account with the same name/password as the logon account specified under the Deduplication storage device properties. The drive letter and logon account was recorded in the Step 4 of [Obtain information about the current Backup Exec installation on the source computer.](#)
4. Restart the computer.

4. Move Backup Exec data from the temporary location to the destination Backup Exec computer

1. On the destination Backup Exec server, use the Windows Services manager to stop all of the following Backup Exec services:
 1. Backup Exec Agent Browser
 2. Backup Exec Device and Media Service
 3. Backup Exec Error Recording Service
 4. Backup Exec Job Engine
 5. Backup Exec Management Service
 6. Backup Exec Remote Agent for Windows
 7. Backup Exec Server
 8. If the Backup Exec Deduplication option was installed, stop the following services also:
 1. Backup Exec Deduplication Engine
 2. Backup Exec Deduplication Manager
 3. Backup Exec PureDisk Filesystem Service
 4. PostgreSQL Server 8.3
2. On the destination Backup Exec server, stop the appropriate Backup Exec SQL Server service. The SQL service could be named either of the following:

SQL Server (BKUPEXEC) - This is a SQL Express instance.

SQL Server (MSSQLSERVER) - This is a default SQL Express instance

For supported versions, see the Backup Exec Software Compatibility List at the following URL: <http://entsupport.symantec.com/umi/V-269-1>

3. Copy the Backup Exec files from the temporary locations, and overwrite the data on the destination Backup Exec server. Make sure the drive letters and folder paths match the source computer. The folders that should be copied to the destination computer are:
 1. C:\Program Files\Symantec\Backup Exec\Data
 2. C:\Program Files\Symantec\Backup Exec\Catalogs
 3. C:\Program Files\Symantec\Backup Exec\SDR
 4. C:\Program Files\Symantec\Backup Exec\Reports
 - For all disk storage devices, copy the storage device folders to the same drive letter as before.
 - NOTE: Do not copy the legacy backup-to-disk files to the destination Backup Exec server. You must add them using the Configure Storage wizard after you start Backup Exec.
 - If using the Backup Exec Deduplication Option, copy the folder “BackupExecDeduplicationStorageFolder“ to the destination computer. It must be on the same drive letter as it was before
 - If using the Backup Exec Deduplication Option, copy the following files from the temporary folder to C:\Program Files\Symantec\Backup Exec folder on the destination computer
 1. [servername].cfg (a config file exists for each agent that uses direct access)
 2. contentrouter.cfg
 3. pd.conf
 4. random-seed
4. Restart the computer.

5. Verify that the destination Backup Exec installation matches the source Backup Exec installation

1. On the destination Backup Exec server, start Backup Exec.
2. Click the **Storage** tab. Using the Configure Storage wizard, import any legacy backup-to-disk folders by selecting “Disk-based storage” then “Import a legacy backup-to-disk folder”.
3. On the **Backup and Restore** tab, verify that all of your jobs are present, can be edited and saved, and are identical to the settings from the source computer.
4. On the **Backup and Restore** tab, verify that all of the backup jobs run.

5. On the **Backup and Restore** tab, verify that restore jobs can be created (this verifies whether catalogs files are present on the destination computer).
6. On the **Job Monitor** tab, verify that all of your scheduled, active, and completed jobs appear. Double-click on your completed jobs, and verify that job history and job logs can be accessed
7. On the **Storage** tab, verify that all of the storage devices appear and are online.
8. On the **Storage** tab, verify that all of the storage devices can be written to and restored from (legacy backup-to-disk can only be restored from).
9. On the **Storage** tab, verify that all of the storage devices have the same settings as the Source computer.
10. On the **Reports** tab, verify that your reports run, and that all Custom reports are present.
11. Verify that Alerts from the source computer can still be accessed and that new alerts appear and can be responded to.
12. Verify that the Backup Exec global settings are set correctly for your new environment. To verify the Backup Exec global settings, click the Backup Exec button, select **Configuration and Settings**, select **Backup Exec Settings**, and review the settings.