

FAQ SYMANTEC BACKUP EXEC 3600 APPLIANCE OCTOBER 2014 CUSTOMER

FAQ: Backup and Disaster Recovery

Symantec Backup Exec 3600 End of Sale – Frequently Asked Questions (FAQs)

Symantec has had success over the last 5 years with our backup appliance offering, and thanks to customer demand, we have become a market leader. This demand has been driven mainly by the strength in our enterprise NetBackup appliances. For small and midsized companies, our Backup Exec software business has been re-energized by the launch of Backup Exec 2014 in June.

After careful consideration of changing market dynamics and evolving customer needs, Symantec has decided to discontinue building new units of the Backup Exec appliance.

For more information on what this decision means for you, please review the FAQs below.

What does this mean for my Backup Exec appliance?

- As long as you have active maintenance, Symantec will continue providing you with the updates and support you need for your Backup Exec 3600 appliance. In addition, when your current hardware and software maintenance expires, you have the option to renew them for another 2 years.

What are the key dates I should be aware of?

- January 5, 2018: Maintenance renewals will no longer be available for purchase.
- January 5, 2020: Support for the Backup Exec 3600 appliance will no longer be available.

How are hardware and software maintenance renewals sold for my appliance?

- Hardware and software maintenance renewals are sold separately after your initial 1- or 3-year bundled maintenance contract has expired.

What are the benefits I receive with my maintenance?

- Hardware maintenance:
 - 7x24 Technical support for the Backup Exec 3600 hardware
 - Next day replacement parts or entire system shipped to you in advance of you returning anything
- Software maintenance:
 - 7x24 Technical support on Backup Exec software
 - Any updates to Backup Exec software that are compatible with the Backup Exec 3600 platform for the duration of your maintenance contract

Am I still eligible to upgrade the software on my Backup Exec 3600 appliance to Backup Exec 2014?

- As long as you have active maintenance, you are eligible to upgrade to Backup Exec 2014. If you purchased your appliance prior to October 7, 2014, you should have received an email from Customer Care instructing you on how to download Backup Exec 2014 via FileConnect. If you purchased your Backup Exec 3600 appliance after October 7, 2014, it will ship to you with Backup Exec 2014 pre-installed.

As updates for Backup Exec software become available, will I be able to download them to my Backup Exec 3600 appliance?

- From the time of the initial purchase, each Backup Exec 3600 appliance is eligible for up to 5 years of maintenance. As long as you have active maintenance, you will be able to download updates for Backup Exec software compatible with the Backup Exec 3600 platform for the duration of your maintenance contract. Software and hardware maintenance renewals will be available for purchase until January 5, 2018.

How do I renew my hardware and software maintenance?

- Your hardware and software maintenance can be renewed by contacting your channel partner or a Symantec sales representative.

How long will I have access to support?

- You can access Symantec support for your Backup Exec 3600 appliance as long as you have active maintenance.

What is Symantec’s strategic plan for integrated backup appliances?

- Symantec is firmly dedicated to the support and development of enterprise appliances for the NetBackup product line. Symantec will also continue to seek other appliance opportunities across the entire product portfolio.

What is Symantec’s strategic plan for the Backup Exec product line?

- This decision does not impact the Backup Exec software line. Backup Exec 2014 was released in June 2014 and has been met with praise from customers, partners, journalists and industry analysts. According to ESG’s Senior Analyst Jason Buffington, “Organizations that haven’t looked at Backup Exec in a while should find that Backup Exec 2014 offers the modern user interface that today’s IT managers want, and a level of versatility in media, platform, and deployment that would be hard to find in other products.” This release delivers exactly what customers asked for - powerful backup and restore performance, flexible and broad platform support, an easy-to-use user interface and seamless migration capabilities.

More Information

Visit our website

<http://enterprise.symantec.com>

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

About Symantec

Symantec Corporation (NASDAQ: SYMC) is an information protection expert that helps people, businesses, and governments seeking the freedom to unlock the opportunities technology brings—anytime, anywhere. Founded in April 1982, Symantec, a Fortune 500 company operating one of the largest global data intelligence networks, has provided leading security, backup, and availability solutions for where vital information is stored, accessed, and shared. The company’s more than 20,000 employees reside in more than 50 countries. Ninety-nine percent of Fortune 500 companies are Symantec customers. In fiscal



2014, it recorded revenue of \$6.7 billion. To learn more go to www.symantec.com or connect with Symantec at: go.symantec.com/socialmedia.

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