
Symantec Backup Exec - About

<https://campus.barracuda.com/doc/84314018/>

About Symantec Backup Exec

Symantec Backup Exec provides fast, reliable backup and restore capabilities for servers and workstations across the network.

Within Barracuda Managed Workplace, you can get snapshot views of your backup environment. It also provides remote access to the Backup Exec server so that you can prepare backup jobs or remediate any issues.

See “Using Service Modules” in the User Guide or online help

User Requirements and Setup

To integrate Barracuda Managed Workplace with Symantec Backup Exec, you must ensure the following:


- The user account for the user working with Symantec Backup Exec through Barracuda Managed Workplace must have object access to the site where the Backup Exec server exists. (Note that object access to just the device does not provide access to Symantec Backup Exec.) See “Setting the Objects a User Account Can Access” in the User Guide or online help.
- The role for the user working with Symantec Backup Exec through Barracuda Managed Workplace must be set up to have permissions to device management, automation and reporting. By default, Administrators, Technicians and Service Managers are set up with these permissions. See “Setting Permissions for a Role” in the User Guide or online help.
- The Symantec Backup Exec service module requires that the Onsite Manager and any Device Manager machines have .NET 3.5.1 and PowerShell 2.0 installed. Additionally, for PowerShell, the execution policy must be set to unrestricted.
- You must install the Symantec Backup Exec service module, which contains a policy module that can either be applied directly to a device, or automatically applied to devices using a policy set, which relies on the pre-defined automatic inclusion rules associated with the policy module. You can apply this service module to multiple devices (the Backup Exec server) at a site. You can create a service group that contains all the Backup Exec servers at all your sites and then apply the service module to the group. Note that it takes about 15 minutes for data to be collected after applying the service module. See “Using Service Modules” in the User Guide or online help.

Viewing the Symantec Backup Exec Dashboards

There are two Symantec Backup Exec dashboards available:

- the Multi-Site Overview dashboard provides an aggregated look at the number of active alerts, failed jobs, and successful jobs for Backup Exec servers across all sites.
- the Backup Exec site dashboard provides details about the servers at the site, including a list of current and historical jobs.

From the Backup Exec Multi-Site Overview dashboard, you can view the active alerts, failed jobs, and successful jobs for backup servers across all sites, and you can access a list of Symantec partner services:



Multi-Site Overview

Symantec Backup Exec™

Active Alerts: 0, Failed Jobs: 0, Successful Jobs: 0

Symantec Partner Services

- [Backup Exec Knowledge Base](#)
- [Backup Exec Downloads](#)
- [Backup Exec Product Alerts](#)
- [Backup Exec Tech Center](#)
- [Backup Exec Training](#)
- [Backup Exec Forums](#)
- [Symantec PartnerNet](#)

Sites

Page size: 500, 1 items in 1 pages

Site	Install Date	Successful Jobs - 72hrs	Failed Jobs - 72hrs	ActiveAlerts
LPI - dbg hst 7.1.2.52 var1 om1	2/4/2013 6:40:36 PM	0	0	0

From the Multi-Site Overview dashboard, you can click a site name to view details about the Backup Exec servers at that site, including disk utilization and details about current and historical jobs.

To view the Symantec Backup Exec Multi-Site dashboard

1. In Service Center, click Status and then click Service Modules.
2. Click Symantec Backup Exec on the right sidebar.

To view a Symantec Backup Exec site dashboard

1. On the Central Dashboard, click the Symantec icon for a site:



Symantec icon

Tip: You can also access a Symantec site dashboard from the Symantec Multi-Site Overview dashboard, by clicking the site name.

Viewing Alerts and Errors

Viewing Barracuda Managed Workplace Backup Alerts

Both the Symantec Multi-Site Overview and the site-specific dashboards display the number of alerts reported by Barracuda Managed Workplace.

Active Alerts
1

To view alerts across all sites

- 1 In Service Center, click Status and then click Service Modules.
- 2 Click Symantec Backup Exec on the right sidebar.
- 3 Click the number below the Alerts heading.

To view alerts for a specific site

- 1 On the Central Dashboard, click the Symantec icon for a site:

Symantec icon

- 2 Click the number below the Alerts heading.

Viewing Symantec Backup Exec Errors

Symantec Backup Exec also reports alerts, which we call errors on this overview page to avoid confusion with Barracuda Managed Workplace alerts. This information is available per site, and is refreshed every 15 minutes by default.

To view Backup Exec errors

- 1 On the Central Dashboard, click the Symantec icon for a site:

Symantec icon

- 2 Click the number below the Errors heading.

Accessing Symantec Partner Services

The Symantec Backup Exec Multi-Site Overview dashboard provides links to a variety of Symantec partner services.

To access Symantec Partner Services

- 1 In Service Center, click Status and then click Service Modules.
- 2 Click Symantec Backup Exec on the right sidebar.
- 3 Under the Symantec Partner Services section, the following links to Symantec resources are provided:
 - Backup Exec Knowledge Base
 - Backup Exec Downloads
 - Backup Exec Product Alerts
 - Backup Exec Tech Center
 - Backup Exec Training
 - Backup Exec Forums

- Backup Exec PartnerNet

Viewing Jobs

Viewing the Task Timeline for Jobs at a Site

Use the Task Timeline to see a status on the actions that you've triggered from the Backup Exec dashboard. The Backup Exec job types it shows include the following:

- Backup Exec Diagnostics
- LiveUpdate
- Start Job

Use to view the outcome of jobs at a specific site.

1 In Service Center, do one of the following:

- On the Central Dashboard, click the Symantec icon for a site.

Symantec icon

2 Click Task Timeline on the right sidebar.

See Also

“To view the status of scheduled tasks” in the User Guide or online help

Viewing Job History Summary and Details

You can view an overview of failed or successful jobs across all sites, and you can view a list of current jobs for a specific site.

The Jobs table shows a history of Symantec jobs that have been requested and the results, including all of the details about the job. The table provides overview information for key data points:

- Name
- Type
- JobStatus
- Start Time
- Elapsed Time
- ByteCount
- Backup Server

For each job, you can generate a job log HTML file which provides detailed job information, device and media information, job options, file statistics, and job completion status for completed jobs.

To view the job history for a site

1 In Service Center, do one of the following:

- On the Central Dashboard, click the Symantec icon for a site.

Symantec icon

- Under the Job History - Last 7 days section, set the page size for the table.

2 If you wish to view details about a particular job, click the Detail link. You are prompted to save the log file as an .html file.

To view failed jobs across all sites

1 In Service Center, click Status and then click Service Modules.

2 Click Symantec Backup Exec on the right sidebar.

3 Click the number below the Failed Jobs heading.

4 If you wish to view details about a particular job, click the Detail link. You are prompted to save the log file as an .html file.

To view successful jobs across all sites

1 In Service Center, click Status and then click Service Modules.

2 Click Symantec Backup Exec on the right sidebar.

3 Click the number below the Successful Jobs heading.

4 If you wish to view details about a particular job, click the Detail link. You are prompted to save the log file as an .html file.

Note: If you delete a job within Backup Exec, Barracuda Managed Workplace can no longer detect this job and its job history is not available. You can view the job history in Backup Exec.

Note: Missed jobs (jobs that did not run during the scheduled time window) are not listed in the Job History in Barracuda Managed Workplace.

Viewing Current Jobs

The Current Jobs list shows what jobs are executing now and what jobs are scheduled to run.

Use to view current jobs at a site.

Notes:

- Barracuda Managed Workplace is unable to retrieve the current state or status information for the following jobs: Verify, Report and Test Run.

To view current jobs

1 In Service Center, do one of the following:

- On the Central Dashboard, click the Symantec icon for a site.

Symantec icon

- 2 Click the number below the Current Jobs heading.

Working with Jobs

Starting Jobs

The View and Start Jobs page shows all the jobs that exist.

Use to start backup jobs. Only backup job types can be started from within Barracuda Managed Workplace. Other job types (such as restore, verify, duplicate) cannot be started from within Barracuda Managed Workplace.

- 1 In Service Center, do one of the following:
 - On the Central Dashboard, click the Symantec icon for a site.

Symantec icon

- 2 Under Backup Server Management, click Start a Job.

Starting Backup Exec Diagnostics

The Backup Exec Diagnostics application (Bediag.exe) gathers information about a Windows computer for troubleshooting purposes.

The type of information collected includes the following:

- account groups, account privileges and environment settings
- version and registry information, agent listing, Windows version information, SCSI hardware configuration, SQL Server information, driver services information and Windows Services information, server information, supported shared directories and Windows sockets information

1 In Service Center, do one of the following:

- On the Central Dashboard, click the Symantec icon for a site.

Symantec icon

2 Under Backup Server Management, click Start Diagnostics.

Starting a LiveUpdate

Symantec LiveUpdate searches for updates, upgrades, and new versions of Backup Exec.

1 In Service Center, do one of the following:

- On the Central Dashboard, click the Symantec icon for a site.

Symantec icon

2 Under Backup Server Management, click Start Live Update.

Viewing Reports for Symantec Backup Exec

Three new reports are available for Backup Exec.

Backup Exec Operational Report v2

Provides configuration details of current jobs for Backup Exec servers

Backup Exec Job History v2

Provides a summary of job results for a site

Current Backup Exec Job Details v2

Provides configuration details of current jobs for Backup Exec servers

You can view these reports from the Backup Exec dashboard, or you can access them from the Reports list.

Note: If you delete one of these reports, then the link on the Backup Exec dashboard won't work. However, you can re-import it from the partner portal. See "Importing a Report from the Partner Portal" in the User Guide or online help.

1 In Service Center, do one of the following:

- On the Central Dashboard, click the Symantec icon for a site.

Symantec icon

2 Under Backup Reports, click the name of the report you want to view.

3 Specify the time period and click Preview.

Configuring the Web Server

If you are using IIS 6.0, there are a few additional steps you must take to configure the web server running Service Center, to ensure that the service module functions as expected.

Configuring IIS 6.0 (Virtual Directory)

- 1 Open Internet Information Services (IIS) Manager.
- 2 Expand the Web Sites folder.
- 3 Expand the Default Web Site folder.
- 4 Right-click the Service Center site, and select Properties.
- 5 Click the Virtual Directory tab.

- 6 Click Configuration.
- 7 Click Insert.
- 8 In the Executable field, type c:\windows\microsoft.net\framework\v4.0.30319\aspnet_isapi.dll.
- 9 Clear the Verify that file exists check box.
- 10 Click OK.

Configuring IIS 6.0 (Website)

- 1 Open Internet Information Services (IIS) Manager.
- 2 Expand the Web Sites folder.
- 3 Right-click the Service Center site, and select Properties.
- 4 Click the Home Directory tab.
- 5 Click Configuration.
- 6 Click Insert.
- 7 In the Executable field, type c:\windows\microsoft.net\framework\v4.0.30319\aspnet_isapi.dll.
- 8 Clear the Verify that file exists check box.
- 9 Click OK.

Modifying the Web Configuration File

- 1 Go to C:\Program Files\Level Platforms\Service Center\SC.
- 2 Open web.config.xml using Notepad.
- 3 Between the <httpHandlers> and </httpHandlers> tags, add the following:

```
<add  
path="ServiceModules/Download/*"verb="*"type="SC.ServiceModules.Handlers.DownloadHandler"/>
```

Figures

1. Image 1.png
2. Symantec icon.png
3. BackupandDisasterActiveAlerts.png

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