

Frequently Asked Questions

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1. About Our Products

Backup Exec

What is Backup Exec?

Backup Exec is CSG's (Cloud Software Group) unified backup and recovery product for organizations, covering physical servers, virtual machines, and cloud/SaaS workloads (including Microsoft 365) from a single console and a single license model.

This service uses enterprise-grade Backup Exec software to automatically back up and restore your servers, virtual machines, applications, and selected cloud workloads so that you can recover quickly from data loss or system failures

What can Backup Exec protect?

Backup Exec provides unified backup and recovery across virtual, physical, and multi-cloud environments, with built-in disaster recovery to help minimize downtime — including bare-metal recovery of an entire server to the same or dissimilar hardware, and the ability to convert physical servers or their backups into virtual machines.

Who makes Backup Exec, and has ownership changed?

Backup Exec is currently owned by the Cloud Software Group (CSG)

How is Backup Exec different from cloud storage or file-sync tools?

Cloud storage and file-sync services keep copies of files, but they aren't designed to provide full, point-in-time recovery of entire servers, applications, and configurations. Backup Exec is built for structured, scheduled backups with defined restore points across your critical systems, including bare-metal and application-level recovery that sync tools don't offer.

Desktop and Laptop Option (DLO)

What is Desktop and Laptop Option (DLO)?

DLO is CSG's user-centric endpoint backup solution for Windows and Mac desktops and laptops. It offers flexible, distributable server components and centralized administration, and scales from single-site deployments to multi-site or remote-office environments.

What does DLO back up, and what features are built in?

DLO backs up designated folders on Windows and Mac endpoints, with source-side deduplication (including Outlook PST and NSF files), automatic switching between offline, online, and Backup Over Internet modes, and self-restore through the agent, a web browser, or a mobile app.

Can DLO protect laptops that aren't on the corporate network?

Yes. DLO's Backup Over Internet (BOI) capability lets Desktop Agents back up over any internet connection without a VPN, once BOI is configured with a trusted SSL certificate on the DLO Edge Server.

Does DLO help with ransomware recovery?

Yes. DLO supports highly customizable backup configurations tailored to combat ransomware and provides rollback capabilities alongside its self-restore options.

Can I still buy or renew a DLO license today?

No. DLO is covered by the same CSG portfolio announcement as Backup Exec: it reached End of Sale on March 31, 2026, and new licenses or renewals are no longer available through standard channels. Existing installations remain supported through End of Support Life on April 30, 2029.

System Recovery

What is System Recovery?

System Recovery (formerly Backup Exec System Recovery / Veritas System Recovery) is an image-based backup and bare-metal recovery product. It lets businesses recover from system loss or disaster in minutes rather than hours or days, including bare-metal recovery to dissimilar hardware and virtual environments for servers, desktops, or laptops.

What recovery options does System Recovery support?

Beyond full bare-metal recovery, System Recovery provides granular recovery of individual files, folders, and application objects, and supports remote or unattended recovery through LightsOut Restore.

Can System Recovery convert between physical and virtual machines?

Yes. Using its Restore Anywhere technology, System Recovery supports cross-platform Physical-to-Virtual (P2V), Virtual-to-Virtual (V2V), and Virtual-to-Physical (V2P) recovery.

Does System Recovery support cloud storage for backups?

Yes. Backups can be copied offsite to public cloud storage (such as Amazon S3 or Microsoft Azure), an FTP location, portable storage, or a remote network server, and System Recovery is also available as a pre-configured offering in the Azure Marketplace.

Is System Recovery data encrypted?

Yes. System Recovery includes integrated in-flight and at-rest encryption to protect backup data during transfer and storage, along with compression to reduce backup size.

Where do I get support or documentation for Backup Exec, DLO and System Recovery?

For User's Guide visit <https://supportbackupexec.cloud.com/support-home/home>.

For Support: Zoom chat available on support resource page - <https://supportbackupexec.cloud.com/support-home/home>

2. Getting Started & Installation

How do I install Backup Exec?

The Backup Exec installation wizard guides you through installing Backup Exec and its agents/features on a local computer, or you can push-install them to a remote computer. The computer on which Backup Exec is installed is called the Backup Exec server. You can also install the Remote Administrator to manage a Backup Exec server from a separate Windows workstation or server.

Can I install Backup Exec unattended, across many machines?

Yes. In addition to push-installing to remote computers, Backup Exec supports command-line ("silent mode") installation using Setup.exe from the installation media, which is useful for scripted or large-scale rollouts.

Are there any volumes or configurations Backup Exec cannot be installed on?

Yes. Backup Exec (or the Agent for Windows) cannot be installed on a volume enabled for Windows data deduplication, on an ReFS volume, or on Cluster Shared Volumes. The Backup Exec server component also requires a 64-bit operating system (the Agent for Windows can run on 32-bit systems).

How do I license Backup Exec during installation?

During installation you can enter a license in two ways, and after installation you can add further agents and features if you hold valid licenses for them. See Section 10, "Sales, Licensing & How to Buy," for how to obtain and manage licenses.

Can I upgrade an existing Backup Exec install instead of a fresh install?

Yes. You do not need to uninstall a previous version first — the current version installs over it, and most settings, catalogs, and data directories are preserved. A valid license is required at the time of upgrade; existing licenses (even under active maintenance) cannot simply be reused to jump to a new major version. Different Backup Exec versions cannot coexist on the same computer, and configuration (e.g., administration vs. managed server, database location) cannot be changed during the upgrade itself.

3. How Backups Work

How do I control who can do what in the Backup Exec console?

Backup Exec supports Role-Based Access Control (RBAC), which restricts console functionality by assigning each user one of several pre-defined roles rather than managing permissions individually. RBAC is disabled by default and must be enabled by an administrator.

What are the built-in Backup Exec roles?

Administrator (full access, including licensing, configuration, logon accounts, and adding workloads), Storage Administrator (manages storage, inventory, and catalog devices, and resolves storage issues), Backup and Restore (runs day-to-day backup and restore jobs and can modify job templates/schedules), and View Only (can view jobs and job status but not modify them).

How do I add or manage the servers Backup Exec protects?

An administrator adds servers into Backup Exec; once added, users with the Backup and Restore role perform the regular backup and restore work against those servers, including customizing default job templates, retention policies, and schedules.

How often are backups run?

Backup frequency is defined by the job schedule you configure in Backup Exec — for example, a weekly full backup with daily incremental — and can be adjusted at any time as your requirements change.

What types of backups does Backup Exec run?

Backup Exec supports full, incremental, and differential backups, which can be combined within a job policy to balance backup window, storage usage, and restore speed.

Will backups slow down our systems?

Backups consume CPU, network, and storage resources while a job is running. Job scheduling, throttling, and deduplication options can be tuned to keep that impact within acceptable limits for each protected system.

4. Restores & Recovery

What recovery options does Backup Exec offer if a whole server fails?

Backup Exec includes built-in Disaster Recovery (Simplified Disaster Recovery) to help minimize downtime and business disruption. In a disaster, it can try to recover an entire server from a bare-metal state to the same or dissimilar hardware in minutes rather than hours or days.

How do we request a restore?

Raise a restore request through our support channel via Zoom chat available on support resource page - <https://supportbackupexec.cloud.com/support-home/home> (for example, ticket system or email), specifying which system, which data (file, folder, mailbox, database, etc.), and the approximate date or restore point you need.

What if I only need to restore data and my subscription has lapsed?

Under the Backup Exec Simple Restore Only subscription, the software may be used solely to restore data that was already backed up. Any restoration must be completed during the active subscription term — there is no credit, refund, or extension for unused capacity, and once the subscription ends you can no longer use the software for any purpose, including restoring previously backed-up data.

Can I restore data to a different server or location?

Yes. Backup Exec can restore data to an alternate server, virtual machine, or file path — for example, to a test environment or replacement hardware — subject to your own environment and policies.

How long does a restore usually take?

Restore times depend on the size of the data, storage and network performance, and the number of concurrent jobs. Item-level restores are typically quick; full server or application-level restores take longer and should be planned for accordingly.

5. Data Storage & Retention

Where can Backup Exec store backup data?

Backup Exec supports a wide range of storage targets, including disk-based storage, standalone tape drives, robotic tape libraries and virtual tape libraries (VTL), removable storage devices, and cloud storage via cloud connectors. Support for additional drives within a multi-drive tape library, robotic library, or auto-loader requires the Library Expansion Option (LEO).

Does Backup Exec deduplicate backup data, and where can that go?

Yes. Client-side deduplication requires the Agent for Windows or the Agent for Linux and Unix, and each Backup Exec server can have one deduplication storage location configured.

Is there a minimum amount of data I must license for each server?

Yes. Each Backup Exec server deployed may not protect less than one Front-End Terabyte (FETB) or one Instance in the datacenter, and for Simple subscriptions licensed by Instance, each Instance cannot exceed 1.45 FETB

Does Backup Exec support keeping multiple copies of a backup?

Yes. Backup Exec's Duplicate Backup Sets feature can copy backups to secondary storage or a different location for added resilience, independent of the deduplication storage location described above.

How long are backups retained, and can retention be changed later?

Retention is set per backup job or media set within Backup Exec. New settings apply without needing a fresh install.

6. Security & Access Control

How do I restrict console access to specific staff?

Enable Role-Based Access Control (RBAC) and assign each Windows user account one of the pre-defined roles- Administrator, Storage Administrator, Backup and Restore, or View Only. Options in the console are enabled or disabled per user based on their assigned role, so, for example, only Administrators can change licensing, configuration, or logon accounts.

Does Backup Exec help protect backups against ransomware?

Yes! Ransomware resilience and prevention are called out as core product capabilities in current Backup Exec releases, alongside disaster-recovery features such as instant

recovery to Azure. For configuration specifics (immutability, storage hardening, etc.), consult the Administrator's Guide security settings for your version.

Is backup data encrypted?

Backup Exec supports encrypting backup data, and encryption at rest can be used on supported storage devices and media. For configuration specifics, consult the Administrator's Guide security settings for your version.

7. Compliance & Shared Responsibility

What am I responsible for vs. what does Backup Exec take care of?

Backup Exec is licensed software you install and operate in your own environment (on your own servers, VMs, and storage) — Backup Exec does not manage your backup infrastructure for you. Your responsibilities include staying within your licensed Use Level (FETB/Instance count), maintaining an active subscription or maintenance agreement for support and updates, and operating the product within a "Supported Configuration" (only supported operating systems, hardware, applications, and storage). What the software is licensed to do, and the limits of that license, are defined in the End User License Agreement (EULA) and the Product Use Rights (PUR) document for your edition/version.

Does Backup Exec help with regulatory compliance (e.g., GDPR)?

Current Backup Exec releases list GDPR compliance assistance among their capabilities, alongside ransomware prevention and instant cloud recovery. Compliance assistance features support your own compliance program; they do not by themselves make your organization compliant that determination depends on your overall controls and configuration.

Can I mix older (legacy) licenses with the current licensing model?

No. Backup Exec Subscription supersedes all previous licensing models. Customers on previous models- Custom, V-Ray, Bronze, Silver, or Gold — cannot add further licenses under those models and must move to Backup Exec Subscription (Instance or Capacity) to continue growing their deployment; Subscription and legacy licenses cannot be combined on the same server.

8. Cognizant, Distributor & Customer Roles

What do Cognizant and the distributor handle?

Cognizant handles sales processing, licensing, renewals, and technical support for Backup Exec, DLO, and System Recovery. Distributors continue to own the day-to-day

reseller and end-customer relationships, sales engagement, account management, and purchase order submission for customers.

What role does the distributor play with end customers under this operating model?

Distributors continue to own the day-to-day reseller and end-customer relationship , sales engagement, account management, and purchase order submission . while Cognizant operates new sales processing, renewals, licensing, and technical support.

Does Cognizant sell directly to end customers, bypassing distributors?

No. End-customer sales inquiries and quote requests are still routed through the distributor channel; when Cognizant's sales team receives a direct inquiry, it is routed back to the appropriate distributor for fulfillment.

Who is the end customer's point of contact with the distributor or Cognizant?

For sales, quotes, and purchase orders, the distributor remains the end customer's primary point of contact. For technical issues, troubleshooting assistance, or product-related questions, customers may visit the Backup Exec Support Portal to access knowledge base articles, technical documentation, and self-service support resources. Customers can also connect with a Zoom Contact center -online chat feature for real-time assistance on the support resources site. Please note that a valid support account login is required to access chat support. You can chat via this site page by clicking on Live chat available in <https://supportbackupexec.cloud.com/support-home/home>

Why is the End Customer Name required on every Purchase Order?

Backup Exec licenses and entitlements are issued to a specific end customer. The distributor must include the End Customer Name, Entitlement ID(s), and expiration dates on each Purchase Order so Cognizant can correctly issue and track that end customer's license, even though the distributor remains the purchasing and billing party.

Does the distributor's responsibility to its end customers change because of this transition?

No. Distributors remain responsible for their reseller and end-customer relationships, including sales support and account management. Cognizant's role is limited to the operational functions - sales processing, licensing, renewals, and technical support.

How do end customers reach Cognizant's sales and support teams directly?

For new Sales or adding new license Distributor will contact Cognizant Sales team via Sales_backupexec@cognizant.com

For technical issues, troubleshooting assistance, or product-related questions, customers may visit the <https://supportbackupexec.cloud.com/support-home/home> . Customers can also connect with a Zoom Contact center -online chat feature for real-time assistance. Please note that a valid support account login is required to access chat support.

9. Sales, Licensing & How to Buy

Can I still buy a new license today?

Yes ! Sales inquiries, quote requests, should be directed to the Cognizant Backup Exec Sales team by emailing Sales_backupexec@cognizant.com . A member of the sales team will review your request and respond with the appropriate next steps and route your request to a distributor

I already own Backup Exec - can I renew or extend my subscription?

Yes ! Cognizant will manage Sales and Support and work directly with distributors. To process a renewal Distributors must submit a Purchase Order (PO) to Sales_backupexec@cognizant.com and include following information in the email.

- Entitlement ID(s) - Typically starts with "A" for example A123456
- Expiration date(s) - required Star and End dates
- End Customer Name - required

What's the difference between a subscription and a perpetual license?

A perpetual license lets you use a specific version of Backup Exec indefinitely for a single upfront fee, with maintenance/support purchased and renewed separately. A subscription (term) license is non-perpetual — you license the right to use the software, receive updates, and receive support only for the paid term (12, 24, or 36 months); you do not own the license, and rights to use the software (including restoring previously backed-up data) end when the subscription ends.

Is monthly billing available?

No. Backup Exec Subscription is available only as a prepaid, term-based subscription (12, 24, or 36 months) — there is no monthly payment option.

Does my subscription auto-renew?

No, auto-renewal is not available. You must contact your Distributor Sales representative before expiration to renew. Since End of Sale, renewal availability depends on availability of products

What happens if my subscription lapses?

If renewed before expiration, backups continue without interruption. If not renewed, the software stops working and can no longer be used for any purpose including restoring previously backed-up data. You must contact your Distributor Sales representative before expiration to renew. Distributor will work with Cognizant Sales team to get the license renewed.

Can I mix legacy licenses and Backup Exec Subscription on the same server?

No. Backup Exec Subscription and legacy licenses cannot be combined on the same server; customers should migrate all licensing on a given server to Subscription. When moving from a legacy model to Subscription, existing configuration settings, jobs, history, and protected data are retained.

Where do I find the legally binding license terms (EULA)?

The End User License Agreement (EULA)

<https://www.cloud.com/content/dam/cloud/documents/legal/backup-exec-end-user-agreement.pdf>

10. Support & Maintenance

How do I contact Backup Exec technical support?

For technical issues, troubleshooting assistance, or product-related questions, customers may visit the Backup Exec Support Portal to access knowledge base articles, technical documentation, and self-service support resources. Customers can also connect with a Zoom Contact center -online chat feature for real-time assistance on the support resources site. Please note that a valid support account login is required to access Live chat support. Support resources:

<https://supportbackupexec.cloud.com/support-home/home>

What does an active maintenance/support agreement actually cover?

Maintenance/Support gives you technical assistance limited to error-correction of the product when run in a "Supported Configuration." It does not include training, installation, migration, and implementation. Sustaining Software Support (SSS), where

applicable, requires an active Basic Maintenance, Essential Support, or Verified Support agreement alongside it along with new purchase or renewals.

What information should I include when contacting technical support?

Include the affected server or job name, any error messages or screenshots, and details of recent environment changes (for example, patching or network changes) when you contact Cognizant Technical Support at via Zoom Contact center -Live chat available in <https://supportbackupexec.cloud.com/support-home/home>

What is "Continuous Efforts" support, and when can I request it?

For a Severity 1 case, you can request Continuous Efforts, under which support personnel hand the case between global support centers using a follow-the-sun model, with a remote session with Support team member.

11. Operations & Monitoring

How do I check my current license usage?

License usage information is monitored Only by Cognizant Support team directly on the and will notify in case of any issues found in the License or backup tools

How does Backup Exec stay up to date?

Backup Exec is kept current through CSG Update (previously "Veritas Update"), which delivers product updates; administrators can view installed updates and, if needed, uninstall a specific update from within the console.

How do I troubleshoot a failed or problem job?

Cognizant support team will get system alerts and will notify end customer for any configuration or backup related issues and work towards resolution without altering the core product and respective licenses

Whom Do I contact for configuration guidance?

For technical issues, troubleshooting assistance, or product-related questions, customers may visit the <https://supportbackupexec.cloud.com/support-home/home> . Customers can also connect with a Zoom Contact center -online chat feature for real-time assistance. Please note that a valid support account login is required to access Live chat support.

Can I see whether backup jobs are succeeding or failing?

Only Cognizant Support team has access to the console to track or monitor how the product is performing and share alert in case there is any technical issue identified and mitigate the issues by sending notifications.

12. Official Documentation & Resources

Where is the full Backup Exec Administrator's Guide?

The Administrator's Guide for each version (e.g., 24, 25.1) is published on the support site, organized by chapter — Introducing Backup Exec, Installation, Configuration, Backup and Restore, Agents, Troubleshooting, and version-specific appendices for each supported workload <https://www.cognizant.com/us/en/services/enterprise-platform-services/backup-exec> or <https://docs.backupexec.com/>

Where can I find self-service documentation and support resources?

Use the Support Page to open, view, and, or search the Knowledge Base (accessible from inside the Backup Exec console) for installation, configuration, and troubleshooting guidance. <https://docs.backupexec.com/>