

NetBackup Self Service Release Notes

7.7

Document version: 1



Documentation version: 7.7

Legal Notice

Copyright © 2015 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, the Checkmark Logo, Veritas, the Veritas Logo, and NetBackup are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

<http://www.symantec.com>

Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our website at the following URL:

www.symantec.com/business/support/

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.symantec.com/business/support/

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information

- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/business/support/

Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan customercare_apj@symantec.com

Europe, Middle-East, and Africa semea@symantec.com

North America and Latin America supportsolutions@symantec.com

Contents

Technical Support	3
Chapter 1	
NetBackup Self Service Release Notes	7
About NetBackup Self Service 7.7	7
Chapter 2	
New features and enhancements	9
New features and enhancements in Self Service 7.7	9

NetBackup Self Service Release Notes

This chapter includes the following topics:

- [About NetBackup Self Service 7.7](#)

About NetBackup Self Service 7.7

NetBackup Self Service 7.7 empowers users to self-serve common backup and restore requests while providing automation and control to IT.

Self Service's multi-tenant, role-based access, and dashboard features provide visibility over what's protected and ongoing backup usage. Self Service's request forms put complex policy management tasks safely in the hands of users who are not trained in the complexities of NetBackup administration.

For Enterprises

Managing backups and restores for many thousands of endpoints across multiple locations and data centers is a task that typically requires a team of specialists. Effecting changes to policies can be a time consuming, error prone, manual activity that can leave vital resources unprotected.

Enabling an intuitive self-service portal reduces complexity and errors, and automates a significant number of manual policy change activities. It also enables non-backup specialists to carry out backup and recovery-related tasks in a controlled and audited environment.

For Service providers

Providing backup and restore services to multiple tenants across mixed platforms is a challenge for many service providers. Service providers can enable self-service

and automate tenant requests for backups and restores. This action puts the tenant in control and significantly reduces provisioning costs.

NetBackup Self Service allows multiple tenants to access a tailored, self-service portal through which requests to back up and restore infrastructure are made intuitively. The status of their protected environments is tracked and reported.

Service providers gain from automation while ensuring strict separation and security between tenant environments. Tenants gain control and visibility over what is protected.

Installation

For details of how to install NetBackup Self Service, please refer to the *NetBackup Self Service 7.7 Installation Guide*.

New features and enhancements

This chapter includes the following topics:

- [New features and enhancements in Self Service 7.7](#)

New features and enhancements in Self Service 7.7

vCloud incorporation to the main dashboard

Enhancements have been made to allow vCloud integrated computers to be reported on in the home page dashboards. Self Service now automatically synchronizes vCloud information into the computer list for each configured tenant. It also allows all backup and all restoration actions to be driven in a consistent way with other non-vCloud computers.

The vCloud integrated configuration of the previous Self Service versions is now known as **Alternate vCloud Configuration**. It has no compatibility with the main Self Service dashboards. It does provide the extra flexibility of container level backups (vDC, vApp).

Multiple File Restore

The previous file restore feature is extended to allow multiple files or folders to be selected for bulk restoration. The file restore request form is changed to improve usability.

Data synchronization between Self Service and NetBackup

Data synchronization between Self Service and NetBackup is improved to provide greater automation and resiliency.

Monitoring Background Tasks

Self Service runs a number of tasks in the background. These background tasks synchronize data between external systems and keep the user interface as up to date as possible. The status and timing of these tasks is now displayed on a new **Monitoring** Tab of the home page when logged on as non-tenant Administrator user. This display assists in the troubleshooting process.

Bugs fixed

The defects shown are resolved:

- The results of certain dashboard actions were not refreshed when the process had completed.
- A cross site scripting security vulnerability was corrected.
- When a traffic light status tile has changed from zero, it did not become clickable to filter the computer list until the page was refreshed.
- The inability to view PDF reports in the **Reports Viewer** panel, when enabled, in the home page when you use Internet Explorer 11.
- The user permissions that are required for install and upgrade are now checked as part of the process and reported back where insufficient.

Upgrade from NetBackup Self Service 7.6.1

Upgrade from NetBackup Self Service 7.6.1 is available. See the *NetBackup Self Service Installation Guide 7.7* for details. Solution data is also upgraded.