

# NetBackup Self Service Release Notes

7.7.3

Document version: 1

# Veritas NetBackup Self Service Release Notes

Document version: 7.7.3

## Legal Notice

Copyright © 2016 Veritas Technologies LLC. All rights reserved.

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

This product may contain third party software for which Veritas is required to provide attribution to the third party ("Third Party Programs"). Some of the Third Party Programs are available under open source or free software licenses. The License Agreement accompanying the Software does not alter any rights or obligations you may have under those open source or free software licenses. Refer to the third party legal notices document accompanying this Veritas product or available at:

<https://www.veritas.com/about/legal/license-agreements>

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 Veritas Technologies LLC 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. VERITAS TECHNOLOGIES LLC 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.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, et seq. "Commercial Computer Software and Commercial Computer Software Documentation," as applicable, and any successor regulations, whether delivered by Veritas as on premises or hosted services. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Veritas Technologies LLC  
500 E Middlefield Road  
Mountain View, CA 94043

<http://www.veritas.com>

## Technical Support

Technical Support maintains support centers globally. All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policies. For information about our support offerings and how to contact Technical Support, visit our website:

<https://www.veritas.com/support>

You can manage your Veritas account information at the following URL:

<https://my.veritas.com>

If you have questions regarding an existing support agreement, please email the support agreement administration team for your region as follows:

Worldwide (except Japan)

[CustomerCare@veritas.com](mailto:CustomerCare@veritas.com)

Japan

[CustomerCare\\_Japan@veritas.com](mailto:CustomerCare_Japan@veritas.com)

## Documentation

The latest documentation is available on the Veritas website:

<https://sort.veritas.com/documents>

## Documentation feedback

Your feedback is important to us. Suggest improvements or report errors or omissions to the documentation. Include the document title, document version, chapter title, and section title of the text on which you are reporting. Send feedback to:

[NB.docs@veritas.com](mailto:NB.docs@veritas.com)

You can also see documentation information or ask a question on the Veritas community site:

<http://www.veritas.com/community/>

## Veritas Services and Operations Readiness Tools (SORT)

Veritas Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

[https://sort.veritas.com/data/support/SORT\\_Data\\_Sheet.pdf](https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf)

# Contents

Chapter 1	NetBackup Self Service Release Notes .....	5
	About NetBackup Self Service 7.7.3 .....	5
Chapter 2	New features and enhancements .....	7
	Application Protection .....	8
	Application Restore .....	8
	Internationalization .....	9
	vCloud Director .....	9
	Restore a VM to a new vApp .....	10
	Computer Registration .....	10
	File Restore - partial computer backups .....	10
	Tenant administrator role .....	10
	Tenant dashboard .....	11
	Administrator dashboard .....	11
	Self Service API .....	12
	Supportability .....	12
	Bugs fixed .....	13
	Upgrade from previous versions .....	13

# NetBackup Self Service Release Notes

This chapter includes the following topics:

- [About NetBackup Self Service 7.7.3](#)

## About NetBackup Self Service 7.7.3

NetBackup Self Service 7.7.3 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 7.7.3 Installation Guide*.

# New features and enhancements

This chapter includes the following topics:

- [Application Protection](#)
- [Application Restore](#)
- [Internationalization](#)
- [vCloud Director](#)
- [Restore a VM to a new vApp](#)
- [Computer Registration](#)
- [File Restore - partial computer backups](#)
- [Tenant administrator role](#)
- [Tenant dashboard](#)
- [Administrator dashboard](#)
- [Self Service API](#)
- [Supportability](#)
- [Bugs fixed](#)
- [Upgrade from previous versions](#)

# Application Protection

Where operating system and file system, and application level protection is required, computers must be assigned to multiple NetBackup policies. Previous versions of Self Service only allowed a computer to be assigned to one policy for protection. Enhancements have been made in this version to allow computers to be assigned to multiple policies.

To achieve this protection, you can now configure more complex protection types in Self Service with multiple levels and policies. Instead of a computer's policy type determining what target policy to use upon protection, a new Self Service protection type code is used. Computers that are registered at Self Service can have their protection type set on registration, if known, or later within a separate 'register for protection' process.

A Protection Type defines the various ways a user can protect a computer. For estates with similar backup requirements, customers may only need a single protection type. For mixed virtual and physical estates with dedicated application protection, multiple Protection Types need to be configured. As a general rule you need a Protection Type for each NetBackup Policy Type you support. Within each Protection Type you can define a number of Protection Levels and Backup Now levels (e.g. gold, silver, bronze). These are the options that users see when they protect or backup a computer. They can be used to provide varying schedules, retention levels, or other options that you can configure directly on a policy through the NetBackup console. Each Protection or Backup Now level then defines one or more policies. These represent the policies that are created on the NetBackup master server in response to a user selecting that level. They define how the policy on the master server is created, and how it is named.

Protection Types are automatically created for each existing policy type on upgrade from Self Service 7.6.1 or Self Service 7.7.

# Application Restore

Self Service has been enhanced to be application-aware of certain backup types and to allow a tailored user-initiated restore experience and process. Previously Self Service supported whole VM and file or folder restoration requests. In these scenarios, users can submit a request form after they browse or search for the relevant items to restore from the backup catalog.

The application restore enhancements of this version have extended this functionality to include Oracle and SQL Server database backups. When Self Service detects the presence of such backup images, the user can restore these databases, subject to permissions configured.

The Restore SQL Database request allows granular database level browsing and selection of the database backup to restore. The Restore Oracle Backup request allows the users to select the whole backup instance and enter in text-specific restore requirements. In both cases, the NetBackup master server does not automatically fulfill the restore command. The restore request is forwarded to a nominated administrator for on-client manual restoration.

## Internationalization

Self Service is now available in English, French, German, Simplified Chinese and Japanese, and a customer can choose to install Self Service in any one of these languages.

The previous technical prerequisites on system locale for installation are extended to cater for non-English systems.

With a Windows master server, only US English operating system and code page installations of NetBackup are supported. NetBackup language packs are not supported.

With a UNIX master server, the character encoding of the master server operating system must be UTF-8. Multiple locales are supported. NetBackup language packs are supported.

NetBackup Appliances are supported.

## vCloud Director

VMware vCloud Director integration to Self Service has been enhanced to allow full support of container level protection. Containers are the whole vApp or vDC. The standard dashboard reports now include VMs protected within a parent, grandparent or beyond, container. Any new VM's created within a protected container automatically inherit the same protection properties and are included in the dashboard reports.

Once an import from vCloud Director has occurred, the full tree list hierarchy of vCloud Director is displayed on a user's home page. Selecting a node filters a VM list on the right-hand pane. Details of any existing container protection can quickly be determined and whole container actions can be selected from a context-sensitive menu.

vCloud Director containers and VMs are automatically imported to Self Service on a configurable schedule and user-administrators can initiate an immediate refresh. Any changes are catered for, including the handling of deleted vCloud Director

items that have previously been protected. Multiple vCloud Director imports and filters can be configured for tenants, if required.

The 'Alternate vCloud solution' that had a non-dashboard home page in the previous Self Service version has been removed.

## Restore a VM to a new vApp

When restoring a VM, users now have an additional option of restoring to a newly created vApp. The restore form prompts the user to select whether to restore a VM to the original, alternative existing vApp, or a new location. If new is selected, the user can type the name of a new vApp that the restore process creates on restoring the VM.

## Computer Registration

Protection by Self Service requires that the registered computer has a protection type and location. The location determines the master server to use for policy creation. The protection type determines the levels to present to the user and ultimately the policy to create or update at NetBackup. Both these pieces of information do not need to be present on initial computer registration. You can now set these values with a follow on action by the tenant-user that is called Register for Protection. This option is presented to authorized users on the context-sensitive action menu for a computer, when applicable, instead of the Add Protection or Backup Now selections. Once these values are set, the configured Add Protection and Backup Now options are displayed to the user.

## File Restore - partial computer backups

Self Service now supports automated file restore on computers where only a partial directory file system has been protected. Previously, Self Service required a root directory to allow user browsing or searching of the backup catalog.

## Tenant administrator role

The role of tenant administrator has been augmented with a number of new rights.

- Setting of the vCloud Director password  
Where service providers use vCloud Director they typically would not be involved in the management of vCloud Director users and passwords for their customers. Self Service now supports that model and provides the means for designated tenant administrator users to change their own vCloud Director password at

Self Service. Self Service uses a tenant-specific user account to connect to vCloud Director.

- vCloud Director refresh  
A tenant administrator user can now request a resynchronization of the vCloud Director hierarchy and VM list. A task is queued and started within a few minutes.
- Computer visibility  
A tenant administrator user can now control the visibility of computers or VMs to other tenant users.

## Tenant dashboard

The tenant dashboard is displayed on the home page of Self Service after logon. A number of enhancements have been made to the page, including:

- Consumed Capacity terminology  
The term “consumed capacity” is now used instead of “used space”.
- Period End trend chart  
The six-month trend chart has been added to include period-end values. A manual scroll through the three metrics replaces the automated scroll.
- Usage statements  
Monthly usage statements by computer are now structured like a bank statement. They show period-start, expired, new, and period-end figures.

## Administrator dashboard

The administrator dashboard is displayed as the home page to administrator-level users who are not assigned to a tenant. A number of enhancements have been made to the page, including:

- The protection status traffic lights dashboards are now populated with total tenant information of all registered computers at Self Service.
- The total consumed capacity and six monthly trend dashboards are now populated with usage figures for all tenants.
- A new usage tab has been created to show monthly usage statements by tenant. The columns are the same as the tenant user dashboard usage statement by computer.
- A new leading dashboard tab has been created to show:
  - A doughnut chart of the top tenants, by size of backups.
  - A doughnut chart of the top locations, by size of backups.

- A bar chart of the top computers, by size of backups, with a filter by tenant.
- Counts of locations, tenants, and the computers that are registered at Self Service.
- A count of the number of unexpired backup images that were last synchronized from the NetBackup catalogs.

## Self Service API

The Self Service API is extended and enhanced to allow customers to take advantage of the proven standard backup and restore processes Self Service offers without having to use the portal. Customers integrating to the Self Service API can take advantage of the multi-master server or Appliance, and multi-tenant capabilities of Self Service from an alternate portal or workflow system.

The Self Service API is available in addition to the portal and the portal must be used as an administrator for initial configuration of Self Service before API usage.

Features available in the API include:

- Get protection status
- Get usage data by computer or tenant
- Protect, backup now and unprotect a computer or vCloud Director container
- Register or edit a computer
- Restore a VM
- Get protection types and protection levels
- Get computer backup images

## Supportability

More auditing of processes has been added to Self Service, and the Monitoring tab for administrative users has been extended. All actions now have a consistent set of information included in the audited record to facilitate easier diagnosis of issues.

Self Service 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 displayed in the **Monitoring** tab of the home page when logged on as non-tenant Administrator user. The action cog icon turns red if there are any problems running a particular task. Clicking on this icon displays details of problem and allows retry.

Self Service now supports installation on SQL Server 2014.

More validation checks are undertaken when a tenant is created to ensure that properties are correctly provided and the tenant code that is assigned is unique. The 'Customer Code' of the tenant is now visible in the Tenant edit screen.

## Bugs fixed

The defects that are shown are resolved:

- Task queue retries for 1440 minutes rather than 440 minutes.
- You can install Self Service onto unsupported versions of SQL server.
- Pressing enter on a request form with an external list-box clears the field.
- When you run a file restore, aborting activities in Fulfilment result in restore success.
- Security exception is thrown when client name in backup image does not match the case of the computer's catalog name.
- Email address field on Add Tenant form is a 'single-line text box' rather than 'email' field.

## Upgrade from previous versions

Upgrade from NetBackup Self Service 7.6.1 and 7.7 is available. See the NetBackup Self Service Installation Guide 7.7.3 for details.