

Veritas NetBackup™ Self Service Release Notes

8.2

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Veritas NetBackup™ Self Service Release Notes

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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

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NetBackup Self Service Release Notes

This chapter includes the following topics:

- [About NetBackup Self Service 8.2](#)

About NetBackup Self Service 8.2

NetBackup Self Service 8.2 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 8.2 Installation Guide*.

New features and enhancements

This chapter includes the following topics:

- [New features and enhancements](#)
- [Bugs Fixed](#)
- [Upgrade from previous versions](#)

New features and enhancements

Cloud Snapshot Management

Cloud-residing workloads can now be protected and restored using NetBackup Self Service. These include virtual machines and volumes residing on Amazon AWS, Microsoft Azure, and Google Cloud.

Multiple cloud instances are supported, as is the ability to partition cloud assets across multiple tenants. Self Service auto-discovers the cloud assets from each master server it is configured to access.

All cloud assets can be browsed and searched in a consistent way, alongside other on-premises assets. Backup health and utilization dashboards automatically include cloud assets. Protect and restore actions are available to users.

Self Service uses NetBackup Protection Plans to protect cloud assets. Self Service fully manages the lifecycle and contents of the plans it creates. This approach does not require any template management at the master server, and makes use of the NetBackup REST API and RBAC.

Asset Browsing

The asset browsing pages of Self Service have been improved. The main consideration was to improve performance while also incorporating the extra complexity that is required to support multiple vendor cloud assets.

New rapid search and filter options are available to allow users to quickly locate assets. The asset detail page is enhanced to provide a more logical presentation of all data elements. Actions to protect, unprotect, back up now and restore VM or file, are available from the asset detail page.

Tenant dashboards

The tenant dashboard has been enhanced to incorporate new charts. It is now accessed from the side navigation panel and is separate from the asset display page.

Included here are:

- A **Key Statistics** tile displaying the total number of assets that are registered to the tenant. Also included is the total number and size of unexpired backup images currently held across all master servers for tenant associated assets.
- A **Protection Status** tile, displaying the number of assets at unprotected, protected and requiring attention status.
- **Top 10 assets by consumed capacity** tile. This tile is only available to Tenant Administrators.
- **Consumed Capacity by Protection Level** bar chart.
- **Asset Count by Protection Level** bar chart.
- **Charge by Protection Level** bar chart.

General User Interface Enhancements

A new side navigation panel has been established for primary navigation. For full administration users this panel is populated with the main configuration areas of Self Service. For tenant users this panel includes the **Dashboard**, **My Assets**, **Asset Usage** sheets (for tenant administrators only), and any custom pages.

The panel display can be toggled by clicking on the “burger” icon. The panel automatically hides and shows, dependent on available space.

The Self Service user interface is now far more responsive to available screen real estate. It automatically adjusts the information that is displayed as the browser window is resized.

A new color scheme has been employed in dashboard areas to improve accessibility.

Hyper-V Workloads

Self Service can now manage Hyper-V and Hyper-V System Center Virtual Machine Manager (SCVMM) intelligent policies, updating the client inclusion query automatically as assets are protected and unprotected.

Previous versions of Self Service supported Hyper-V assets by client list policies.

Platform Enhancements

Several enhancements have been made to how Self Service can be installed.

- **Configuring Self Service with HTTPS**
You can configure and switch Self Service between HTTPS and HTTP mode more easily now.
- **Installing Self Service on Amazon AWS RDS**
Self Service can now run on Amazon AWS RDS databases.
- **Installing Self Service on Microsoft Azure SQL**
Self Service can now run on Microsoft Azure SQL databases.

VMware vCloud Director

The VMware vCloud Director asset autodiscovery and synchronization features of Self Service have been updated. Self Service is now more resilient when it processes location, name, and identifier changes of VMware assets and related containers. Extra safeguards have been made to ensure correct mapping of existing backups in NetBackup to VMware assets. When you select a vCloud Director asset from the Asset list, the vApp and vDC are now displayed as individual tabs. Container level information is displayed, and you can also perform actions from these tabs.

VMware vRealize Orchestrator (vRO) plug-in for NetBackup

A new suite of vRO workflows to manage the protection of both VMware and Amazon AWS assets are now available. The plug-in generates blueprints for incorporation into the vRealize Automation Service Catalog. The plug-in does not require Self Service to be installed, but communicates directly to one or more NetBackup master servers, by using the REST API.

ServiceNow app for NetBackup

A new ServiceNow app is available to manage the protection of cloud and VMware workloads. The app does not require Self Service to be installed, but communicates directly to one or more NetBackup master servers, by using the REST API.

Bugs Fixed

- When Self Service manages very large VM intelligent policies the client inclusion query can get very long and cause an error. A fix has been made to ensure this state does not occur.
- Previous Day Rollup tasks now retry after an error, so that Utilization data is correct.
- The web server time zone is now used on upgrade where the backup server time zone was blank. Previously the first time zone in the list was arbitrarily selected.
- Red Hat VM backups can result in the `bplist` output containing multiple lines for the same folder. File Restore no longer shows duplicate folders.
- Minor Firefox browser issues have been fixed in the Utilization screens.

Upgrade from previous versions

Upgrade from NetBackup Self Service 7.7, 7.7.3, 8.0, 8.1 and 8.1.2 is supported.

See the *NetBackup Self Service Installation Guide*, version 8.2, for details.

Please read the **Prerequisites** section carefully to ensure that your environment can support NetBackup Self Service 8.2.