

# NetBackup Self Service Release Notes

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## Contacting Technical Support

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- 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:
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  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

## Licensing and registration

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[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

## Customer service

Customer service information is available at the following URL:

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- 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](mailto:customercare_apj@symantec.com)

Europe, Middle-East, and Africa [semea@symantec.com](mailto:semea@symantec.com)

North America and Latin America [supportsolutions@symantec.com](mailto:supportsolutions@symantec.com)

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# NetBackup Self Service Release Notes

This chapter includes the following topics:

- [About NetBackup Self Service 7.6.1](#)

## About NetBackup Self Service 7.6.1

NetBackup Self Service 7.6.1 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 7.6.1 Installation Guide*.



# New features and enhancements

This chapter includes the following topics:

- [New Features and Enhancements in Self Service 7.6.1](#)

## New Features and Enhancements in Self Service 7.6.1

### Multi-tenancy and Role-Based Access

NetBackup Self Service supports multiple tenants and business units for logical partition of infrastructure. Back-end separation between tenants within NetBackup is achieved by automated policy segmentation.

The multi-tenant capabilities are extended so only designated users within a tenant are allowed control of client (computer) visibility. In addition, the actions available to users can be restricted based on several access control rights.

### Protection Status Dashboard

The new **Protection Status Dashboard** allows users to quickly determine how many of their computers are under protection and whether any are overdue for backup.

Items that are shown in red (attention) denote that a backup image cannot be found for a computer within a designated time period or threshold. This threshold can vary dependent on the protection level (policy type).

The inventory list itemizes all computers and allows display of each individual protection status. Clicking on the **Protection Status Dashboard** tiles filters the inventory list by the selected status.

## Current Usage Dashboard

The **Current Usage Dashboard** shows the current used space of all unexpired backups that are held in the NetBackup catalog for the current tenant. This figure always shows “front side” or “as protected” space before any deduplication is carried out by NetBackup.

The dashboard has two modes. The first displays a tile with a current size figure. The second, when configured, additionally shows the percentage of the contracted space for the tenant.

## Trend Usage Dashboard

The **Trend Usage Dashboard** displays either **Used Space** or **New Backups**, or both as a bar chart. The chart covers the last 6 months for the current tenant. Clicking on the monthly bar chart displays the selected month in the **Usage Statements Dashboard**.

**New Backups** shows the volume of all backups that are taken in the calendar month period. For example, a computer with 4 full backups and 24 incremental backups within a month displays the image sizes of all 28 backups. The backups are shown added together to create the monthly total.

**Used Space** shows the size of all unexpired images that are held for the tenant on an average day in a calendar month period. Self Service calculates how much space is occupied per computer and tenant for each day and averages those daily figures for the month. New backups are made every day and old ones expire.

Both **Used Space** and **New Backup** figures always show “front side” or “as protected” space before any deduplication is carried out by NetBackup.

## Inventory List Dashboard

The new **Inventory List Dashboard** provides visibility of current protection status and level on individual computers. It also allows quick access to all actions available against each computer. Users can quickly filter, sort, and search the list, and view full details of a computer, including all available backup images. The users can also quickly launch requests to protect, unprotect, back up now, and restore.

## Usage Statements Dashboard

The new **Usage Statements Dashboard** provides an itemized breakdown of all backups in a calendar month period by computer. It shares configuration with the **Trend Usage Dashboard** for the display of either **Used Space** or **New Backups**, or both for each computer. Additionally a charge column can optionally be displayed where configured.

A monthly statement can also be downloaded from Self Service.

## Mixed Inventory and vCloud Integrated Configurations

Self Service 7.6.1 establishes two modes of operation that can be combined within one configured solution.

The Mixed Inventory Configuration can take full advantage of all new dashboards. It requires population of computers into the Self Service inventory. You can populate the inventory either by included forms or (more commonly) by API and integration with a customer's inventory source repository. In this configuration, Self Service supports a wide array of NetBackup policy types.

The vCloud Integrated Configuration has more limited dashboards that are designed to show the user what is protected and unprotected. As the name suggests, Self Service additionally integrates to a VMware vCloud instance, linking a tenant with a vCloud vOrg. Inventory does not need to be populated into Self Service in this configuration.

## Flexible Protection Levels

A Protection Level in Self Service allows users to quickly and easily select the level of protection that is required for their computers. Protection Levels are associated with policy templates in NetBackup and effectively mask the complexity of setting backup frequency, retention, storage, and other settings. When Protection Levels are in use, Self Service manages policies in NetBackup. This feature ensures tenant separation while it assigns all computers of the same type and level to the same policy.

Protection Levels also allow variation of the default threshold for Protection Status calculations.

## NetBackup master servers

- All NetBackup master server platforms including appliances are supported.
- A security key can now be required when you authenticate with master servers.
- Clustered master servers are supported.

## Miscellaneous

- Support for open Single Sign On standards to aid integration from other portals.
- Improved installation process to reduce manual actions.