

Symantec NetBackup™ Appliance Security Guide

Release 2.6.1.2

NetBackup 52xx and 5330



Symantec NetBackup™ Appliance Security Guide

Documentation version: 2.6.1.2

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About the NetBackup Appliance Security Guide

This chapter includes the following topics:

- [About the NetBackup Appliance Security Guide](#)
- [New security features and enhancements in NetBackup Appliance 2.6.1.2](#)

About the NetBackup Appliance Security Guide

The NetBackup appliances are developed from their inception with security as a primary need. Each element of the appliance, including its Linux operating system and the core NetBackup application, is tested for vulnerabilities using both industry standards and Symantec Security products. These measures ensure that exposure to unlawful access and resulting data loss or theft is minimized.

Each new version of NetBackup appliance software and hardware is verified for vulnerabilities before release. Depending on the severity of issues found, Symantec will address them using a patch or through a scheduled major release. To reduce the risk of unknown threats, Symantec regularly updates the third-party packages and modules that are used in the product as part of regular maintenance release cycles.

The goal of this guide is to describe the security features implemented in the 2.6.1.2 release of the NetBackup Appliance and includes the following chapters and sub-sections:

NetBackup Appliance user authentication

This chapter talks about the authentication features that are implemented in the NetBackup Appliance and includes the following sections:

Table 1-1 Sections on authentication

Section name	Description	Link
About user authentication on the NetBackup appliance	This section describes the types of users, user accounts, and processes allowed to access the appliance.	See “About user authentication on the NetBackup appliance” on page 19.
About configuring user authentication	This section describes the configuration options for the various types of users that can authenticate on the appliance.	See “About configuring user authentication” on page 24.
About authenticating LDAP users	This section describes the prerequisites and process to configure the appliance to register and authenticate LDAP users.	See “About authenticating LDAP users” on page 27.
About authenticating Active Directory users	This section describes the prerequisites and process to configure the appliance to register and authenticate Active Directory (AD) users.	See “About authenticating Active Directory users” on page 28.
About authenticating Kerberos-NIS users	This section describes the prerequisites and process to configure the appliance to register and authenticate Kerberos-NIS users.	See “About authenticating Kerberos-NIS users” on page 29.
About user name and password specifications	This section describes the user name and password credentials.	See “About user name and password specifications” on page 31.

NetBackup Appliance user authorization

This chapter describes the features that are implemented for authorizing users accessing the NetBackup Appliance and includes the following sections:

Table 1-2 Sections on authorization

Section name	Description	Link
About user authorization on the NetBackup appliance	This section describes the key characteristics of the authorization process of the NetBackup Appliance.	See “About user authorization on the NetBackup appliance” on page 36.
About authorizing NetBackup appliance users	This section describes the administrative options for authorizing appliance users with various access permissions.	See “About authorizing NetBackup appliance users” on page 37.

Table 1-2 Sections on authorization (*continued*)

Section name	Description	Link
About the Administrator user role	This section describes the Administrator user role.	See “About the Administrator user role” on page 40.
About the NetBackupCLI user role	This section describes the NetBackupCLI user role.	See “About the NetBackupCLI user role” on page 41.

NetBackup Appliance IPS and IDS

This chapter describes the SCSP implementation for the NetBackup Appliance using the following sections:

Table 1-3 Sections on IPS and IDS policies

Section name	Description	Link
Introduction to Symantec Critical System Protection (SCSP)	This section introduces the Symantec Critical System Protection (SCSP) feature implemented with the appliances.	See “Introduction to Symantec Critical System Protection (SCSP)” on page 43.
About NetBackup Appliance Intrusion Prevention Policy (IPS)	This section describes the IPS policy that is used to protect the appliances.	See “About NetBackup Appliance Intrusion Prevention Policy (IPS)” on page 44.
About NetBackup Appliance Intrusion Detection Policy (IDS)	This section describes the IDS policy that is used to monitor the appliances.	See “About NetBackup Appliance Intrusion Detection Policy (IDS)” on page 45.
Overriding the Symantec Intrusion Security policy	This section describes the procedure to override the IPS policy that is applied to the appliances.	See “Overriding the Symantec Intrusion Security policy (IPS)” on page 46.
Re-enable the Symantec Intrusion Security policy	This section describes the procedure to re-enable the IPS policy that is applied to the appliances.	See “Re-enable the Symantec Intrusion Security policy” on page 49.
Reviewing SCSP events	This section describes the SCSP events based on their level of security.	See “Reviewing SCSP events” on page 51.

Table 1-3 Sections on IPS and IDS policies (*continued*)

Section name	Description	Link
About NetBackup Appliance authorization	This section describes the key characteristics of the authorization process of the NetBackup Appliance.	See “About SCSP Protection using the Unmanaged Mode” on page 54.

NetBackup Appliance Log Files

This chapter lists the NetBackup Appliance log files and the options to view the log files, using the following sections:

Table 1-4 Working log sections

Section name	Description	Link
About working with log files	This chapter provides an overview on all the different types of logs that you can view for the NetBackup Appliance.	See “About NetBackup appliance log files” on page 62.
About using the Collect Log files wizard	This chapter describes the usage of the Collect Log files wizard present on the NetBackup Appliance Web Console.	See “About the Collect Log files wizard” on page 64.
Viewing log files using the Support command	This chapter describes the procedure to view log files using the support command.	See “Viewing log files using the Support command” on page 65.
Locating NetBackup Appliance log files using the Browse command	This chapter describes the usage of Browse command to view log files.	See “Where to find NetBackup appliance log files using the Browse command” on page 66.
Gathering device logs with the DataCollect command	This chapter describes the procedure to gather device logs.	See “Gathering device logs with the DataCollect command” on page 68.

NetBackup Appliance Operating System Security

This chapter describes the security implementation for the NetBackup Appliance operating system, using the following sections:

Table 1-5 Operating system sections

Section name	Description	Link
About Operating System Security	This section describes the different update types that are made to the operating system to improve the security of the overall NetBackup Appliance.	See “About operating system security” on page 71.
Listing Products and Operating System Components within the NetBackup Appliance Installation	This section lists the products and operating system components with the NetBackup Appliance.	See “Listing Products and Operating System Components within the NetBackup Appliance Installation” on page 73.
Listing Disabled login for service account	This section lists the disabled service accounts.	See “Disabled Service Accounts” on page 73.

NetBackup Appliance Data Security

This chapter describes the data security implementation for the NetBackup Appliance, using the following sections:

Table 1-6 Data security sections

Section name	Description	Link
About Data Security	This section lists the measures that are taken to improve data security.	See “About Data Security” on page 75.
About Data Integrity	This section lists the measures that are taken to improve data integrity.	See “About Data Integrity” on page 76.
About Data Classification	This section lists the measures that are taken to improve data classification.	See “About Data Classification” on page 77.
About Data Encryption	This section lists the measures that are taken to improve data encryption.	See “About Data Encryption” on page 78.

NetBackup Appliance Web Security

This chapter describes the web security implementation for the NetBackup Appliance, using the following sections:

Table 1-7 Web security sections

Section name	Description	Link
About NetBackup Appliance Web Console Security Updates	This section lists the security updates for NetBackup Appliance Web Console.	See “About NetBackup Appliance Web Console Security Updates ” on page 80.
About SSL certification	This section lists the SSL certification updates for NetBackup Appliance Web Console.	See “About SSL certification” on page 80.
Implementing third-party SSL certificates	This section lists the procedure to implement third-party SSL certificates.	See “Implementing third-party SSL certificates” on page 81.

NetBackup Appliance Network Security

This chapter describes the network security implementation for the NetBackup Appliance, using the following sections:

Table 1-8 Network security sections

Section name	Description	Link
About IPsec Channel Configuration	This section describes the IPsec configuration for NetBackup Appliances.	See “About IPsec Channel Configuration” on page 84.
About NetBackup Appliance 52xx ports	This section describes the port information for NetBackup Appliances.	See “About the NetBackup Appliance 52xx ports” on page 86.

NetBackup Appliance Call Home Security

This chapter describes the Call Home security implementation for the NetBackup Appliance, using the following sections:

Table 1-9 Call Home security sections

Section name	Description	Link
About AutoSupport	This section describes the AutoSupport feature in the NetBackup Appliance.	See “About AutoSupport ” on page 89.
About Call Home	This section describes the Call Home feature in the NetBackup Appliance.	See “About Call Home” on page 90.

Table 1-9 Call Home security sections (*continued*)

Section name	Description	Link
About SNMP	This section describes the SNMP feature in the NetBackup Appliance.	See “About SNMP” on page 96.

NetBackup Appliance IPMI Security

This chapter describes the guidelines that are adopted to secure IPMI configuration, using the following sections:

Table 1-10 IPMI security sections

Section name	Description	Link
Introduction to IPMI configuration	This section describes IPMI and how it is configured with the NetBackup Appliance.	See “Introduction to IPMI configuration” on page 97.
Listing the Recommended IPMI settings	This section lists the recommended IPMI settings for a secure configuration.	See “Recommended IPMI settings” on page 97.

Appendices

This chapter describes the guidelines that are adopted to secure IPMI configuration, using the following sections:

Table 1-11 Appendix listed in the Security Guide

Section name	Description	Link
Appendix A: Operating system packages removed from the NetBackup Appliance	This section lists the packages removed from the NetBackup Appliance operating system.	See “Listing Operating system packages removed from the NetBackup Appliance” on page 104.

Intended Audience

This guide is intended for the users that include security administrators, backup administrators, system administrators, and IT technicians who are tasked with maintaining the NetBackup Appliance.

New security features and enhancements in NetBackup Appliance 2.6.1.2

For NetBackup Appliance 2.6.1.2, the security implementation has been improved with the addition of the following features:

- Active Directory and Kerberos-NIS user authentication can now be configured and managed in **Settings > Authentication** of the NetBackup Appliance Web Console.
See [“About user authentication on the NetBackup appliance”](#) on page 19.
See [“About user authorization on the NetBackup appliance”](#) on page 36.
- The NetBackup appliance login banner has been updated to include easier configuration, a header field, and support for the NetBackup Administration Console.
See [“About the appliance login banner”](#) on page 30.
- Active Directory (AD) user groups and user names now support the use of a hyphen character in those names. The hyphen must appear between the first and the last character of a user name or a user group name. AD user names and user group names cannot begin or end with a hyphen.
- The OpenSSL package has been updated with the `slesspl-libopenssl-devel-10483` patch to address the following vulnerabilities:
 - CVE-2009-5146
 - CVE-2014-8275
 - CVE-2014-3571
 - CVE-2015-0204
 - CVE-2014-3572
 - CVE-2014-3570
 - CVE-2015-0205
 - CVE-2015-0209
 - CVE-2015-0286
 - CVE-2015-0287
 - CVE-2015-0288
 - CVE-2015-0289
 - CVE-2015-0292
 - CVE-2015-0293

- The `bind` rpm package has been updated with the `slessp1-bind-10200` patch to address the following issues:
 - CVE-2014-8500
 - CVE-2014-0591
- The `glibc` rpm package has been updated with the `slessp1-glibc-10382` patch to address the following security vulnerabilities:
 - CVE-2015-1472
 - CVE-2013-7423
 - CVE-2014-7817
 - CVE-2014-9402

User authentication

This chapter includes the following topics:

- [About user authentication on the NetBackup appliance](#)
- [About configuring user authentication](#)
- [About authenticating LDAP users](#)
- [About authenticating Active Directory users](#)
- [About authenticating Kerberos-NIS users](#)
- [About the appliance login banner](#)
- [About user name and password specifications](#)

About user authentication on the NetBackup appliance

[Table 2-1](#) describes the user accounts that are available on the NetBackup appliance.

Table 2-1 NetBackup appliance account types

Account type	Description
User	<p>The NetBackup appliance is administered and managed through user accounts. You can create local user accounts, or register users and user groups that belong to a remote directory service. Each user account must authenticate itself with a user name and password to access the appliance. For a local user, the user name and password are managed on the appliance. For a registered remote user, the user name and password are managed by the remote directory service.</p> <p>In order for a new user account to log on and access the appliance, you must first authorize it with a role. By default, a new user account does not have an assigned role, and therefore it cannot log on until you grant it a role.</p> <p>You can grant the following roles to a user or user group:</p> <ul style="list-style-type: none"> ■ Administrator A user account that is assigned the Administrator role is provided administrative privileges to manage the NetBackup appliance. An Administrator user is allowed to log on, view, and perform all functions on the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu. These user accounts have permissions to log on to the appliance and run NetBackup commands with superuser privileges. See “About the Administrator user role” on page 40. ■ NetBackupCLI A user account that is assigned the NetBackupCLI role can execute all NetBackup commands, view logs, edit NetBackup touch files, and edit NetBackup notify scripts. NetBackupCLI users are solely restricted to run NetBackup commands with superuser privileges and do not have access outside the scope of NetBackup software directories. Once these users log on, they are taken to a restricted shell from where they can run the NetBackup commands. See “About the NetBackupCLI user role” on page 41.
admin	<p>The <code>admin</code> account is the default Administrator user on the NetBackup appliance.</p> <p>New NetBackup appliances are shipped with the following default logon credentials:</p> <ul style="list-style-type: none"> ■ User name: admin ■ Password: P@ssw0rd
Maintenance	<p>The <code>Maintenance</code> account is used by Symantec Support through the NetBackup Appliance Shell Menu (after an administrative log-on). This account is used specifically to perform maintenance activity or to troubleshoot the appliance.</p>
AppComm	<p>The <code>AppComm</code> account is used for internal process communication.</p>
sisips	<p>The <code>sisips</code> account is an internal user for implementing the SCSP policies.</p>

Table 2-1 NetBackup appliance account types (*continued*)

Account type	Description
root	<p>The <code>root</code> account is a restricted user that is only accessed by Symantec Support to perform maintenance tasks. If you try to access this account, the following message is displayed:</p> <pre>Permission Denied !! Access to the root account requires overriding the Symantec Intrusion Security Policy.</pre> <p>Please refer to the appliance security guide for overriding instructions.</p> <p>Warning: Please note that you can override the Symantec Intrusion Security Policy (ISP) to gain access to the <code>root</code> account. However, doing so is not recommended as it puts the system at risk and vulnerable to attack. See “Overriding the Symantec Intrusion Security policy (IPS)” on page 46.</p>

See [“About user authentication on the NetBackup appliance”](#) on page 19.

See [“About authorizing NetBackup appliance users”](#) on page 37.

User types that can authenticate on the NetBackup appliance

You can directly add local users on the appliance, or register users from an LDAP server, Active Directory (AD) server, or NIS server. Registering remote users offers the benefit of letting you leverage your existing directory service for user management and authentication. [Table 2-2](#) describes the types of users that can be added to a NetBackup appliance.

Table 2-2 NetBackup appliance user types

User type	Description	Notes
Local (native user)	A local user is added to the appliance database and is not referenced to an external directory-based server like an LDAP server. Once the user has been added, you can then grant or revoke the appropriate appliance access permissions.	<ul style="list-style-type: none"> ■ You can use the Settings > Authentication > User Management page from the NetBackup Appliance Web Console to add, delete, and manage local users. ■ You can use the <code>Settings > Security > Authentication > LocalUser</code> command from the NetBackup Appliance Shell Menu to add and delete local users, as well as change their passwords. ■ You cannot add local user groups. ■ A local user can have the Administrator or NetBackupCLI role. <p>Note: You cannot grant the NetBackupCLI role to an existing local user. However, you can create a local NetBackupCLI user by using the <code>Manage > NetBackupCLI > Create</code> command from the NetBackup Appliance Shell Menu.</p>
LDAP	<p>An LDAP (Lightweight Directory Access Protocol) user or user group exists on an external LDAP server. After configuring the appliance to communicate with the LDAP server, you can register those users and user groups with the appliance. Once the user has been registered (added), you can then grant or revoke the appropriate appliance access permissions.</p> <p>See “About authenticating LDAP users” on page 27.</p>	<ul style="list-style-type: none"> ■ You can use the Settings > Authentication > User Management page from the NetBackup Appliance Web Console to add, delete, and manage LDAP users and user groups. ■ You can use the <code>Settings > Security > Authentication > LDAP</code> command from the NetBackup Appliance Shell Menu to add and delete LDAP users and user groups. ■ You can assign the Administrator or NetBackupCLI role to an LDAP user or user group. <p>Note: The NetBackupCLI role can be assigned to a maximum of nine (9) user groups at any given time.</p>

Table 2-2 NetBackup appliance user types (*continued*)

User type	Description	Notes
Active Directory	<p>An Active Directory (AD) user or user group exists on an external AD server. After configuring the appliance to communicate with the AD server, you can register those users and user groups with the appliance. Once the user has been registered (added), you can then grant or revoke the appropriate appliance access permissions.</p> <p>See “About authenticating Active Directory users” on page 28.</p>	<ul style="list-style-type: none"> ■ You can use the Settings > Authentication > User Management page from the NetBackup Appliance Web Console to add, delete, and manage AD users and user groups. ■ You can use the <code>Settings > Security > Authentication > ActiveDirectory</code> command from the NetBackup Appliance Shell Menu to add and delete AD users and user groups. ■ You can assign the Administrator or NetBackupCLI role to an AD user or user group. <p>Note: The NetBackupCLI role can be assigned to a maximum of nine (9) user groups at any given time.</p>
Kerberos-NIS	<p>A NIS (Network Information Service) user or user group exists on an external NIS server. Unlike the LDAP and AD implementations, configuring the appliance to communicate with the NIS domain requires Kerberos authentication. You must have an existing Kerberos service associated with your NIS server before you can configure the appliance to register the NIS users.</p> <p>After configuring the appliance to communicate with the NIS server and the Kerberos server, you can register the NIS users and user groups with the appliance. Once the user has been registered (added) to the appliance, you can then grant or revoke the appropriate appliance access permissions.</p> <p>See “About authenticating Kerberos-NIS users” on page 29.</p>	<ul style="list-style-type: none"> ■ You can use the Settings > Authentication > User Management page from the NetBackup Appliance Web Console to add, delete, and manage NIS users and user groups. ■ You can use the <code>Settings > Security > Authentication > Kerberos</code> command from the NetBackup Appliance Shell Menu to add and delete NIS users and user groups. ■ You can assign the Administrator or NetBackupCLI role to a NIS user or user group. <p>Note: The NetBackupCLI role can be assigned to a maximum of nine (9) user groups at any given time.</p>

For detailed instructions on configuring new users, refer to the *NetBackup Appliance Administrator's Guide*.

About configuring user authentication

[Table 2-3](#) describes the options that are provided in the NetBackup Appliance Web Console and NetBackup Appliance Shell Menu for configuring the appliance to authenticate various types of users and grant them access privileges.

Table 2-3 User authentication management

User type	NetBackup Appliance Web Console	NetBackup Appliance Shell Menu
<p>Local (native user)</p>	<p>Use the Settings > Authentication > User Management tab in the NetBackup Appliance Web Console to add local users.</p> <p>See “About authorizing NetBackup appliance users” on page 37.</p>	<p>The following commands and options are available under <code>Settings > Security > Authentication > LocalUser</code>:</p> <ul style="list-style-type: none"> ■ <code>Clean</code> - Delete all of the local users. ■ <code>List</code> - List all of the local users that have been added to the appliance. ■ <code>Password</code> - Change the password of a local user. ■ <code>Users</code> - Add or remove one or more local users.

Table 2-3 User authentication management (*continued*)

User type	NetBackup Appliance Web Console	NetBackup Appliance Shell Menu
LDAP	<p>You can perform the following LDAP configuration tasks under Settings > Authentication > LDAP:</p> <ul style="list-style-type: none"> ■ Add a new LDAP configuration. ■ Import a saved LDAP configuration from an XML file. ■ Add, edit, and delete configuration parameters for the LDAP server. ■ Identify and attach the SSL certificate for the LDAP server. ■ Add, edit, and delete attribute mappings for the LDAP server. ■ Export the current LDAP configuration (including users) as an XML file. This file can be imported to configure LDAP on other appliances. ■ Disable and re-enable the LDAP configuration. ■ Unconfigure the LDAP server. <p>Use the Settings > Authentication > User Management tab in the NetBackup Appliance Web Console to add LDAP users and user groups.</p> <p>See “About authorizing NetBackup appliance users” on page 37.</p>	<p>The following commands and options are available under <code>Settings > Security > Authentication > LDAP</code>:</p> <ul style="list-style-type: none"> ■ <code>Attribute</code> - Add or delete LDAP configuration attributes. ■ <code>Certificate</code> - Set, view, or disable the SSL certificate. ■ <code>ConfigParam</code> - Set, view, and disable the LDAP configuration parameters. ■ <code>Configure</code> - Configure the appliance to allow LDAP users to register and authenticate with the appliance. * ■ <code>Disable</code> - Disable LDAP user authentication on the appliance. ■ <code>Enable</code> - Enable LDAP user authentication on the appliance. ■ <code>Export</code> - Export the existing LDAP configuration as an XML file. ■ <code>Groups</code> - Add or remove one or more LDAP user groups. Only the user groups that already exist on the LDAP server can be added to the appliance. ■ <code>Import</code> - Import the LDAP configuration from an XML file. ■ <code>List</code> - List all of the LDAP users and user groups that have been added to the appliance. ■ <code>Map</code> - Add, delete, or show NSS map attributes or object classes. ■ <code>Show</code> - View the LDAP configuration details. ■ <code>Status</code> - View the status of LDAP authentication on the appliance. ■ <code>Unconfigure</code> - Delete the LDAP configuration. ■ <code>Users</code> - Add or remove one or more LDAP users. Only the users groups that already exist on the LDAP server can be added to the appliance.

Table 2-3 User authentication management (*continued*)

User type	NetBackup Appliance Web Console	NetBackup Appliance Shell Menu
Active Directory	<p>You can perform the following AD configuration tasks under Settings > Authentication > Active Directory:</p> <ul style="list-style-type: none"> ■ Configure a new Active Directory configuration. ■ Unconfigure an existing Active Directory configuration. <p>Use the Settings > Authentication > User Management tab in the NetBackup Appliance Web Console to add Active Directory users and user groups.</p> <p>See "About authorizing NetBackup appliance users" on page 37.</p>	<p>The following commands and options are available under <code>Settings > Security > Authentication > ActiveDirectory</code>:</p> <ul style="list-style-type: none"> ■ Configure - Configure the appliance to allow AD users to register and authenticate with the appliance. ■ Groups - Add or remove one or more AD user groups. Only the user groups that already exist on the AD server can be added to the appliance. ■ List - List all of the AD users and user groups that have been added to the appliance. ■ Status - View the status of AD authentication on the appliance. ■ Unconfigure - Delete the AD configuration. ■ Users - Add or remove one or more AD users. Only the users that already exist on the AD server can be added to the appliance.
Kerberos-NIS	<p>You can perform the following Kerberos-NIS configuration tasks under Settings > Authentication > Kerberos-NIS :</p> <ul style="list-style-type: none"> ■ Configure a new Kerberos-NIS configuration. ■ Unconfigure an existing Kerberos-NIS configuration. <p>Use the Settings > Authentication > User Management tab in the NetBackup Appliance Web Console to add Kerberos-NIS users and user groups.</p> <p>See "About authorizing NetBackup appliance users" on page 37.</p>	<p>The following commands and options are available under <code>Settings > Security > Authentication > Kerberos</code>:</p> <ul style="list-style-type: none"> ■ Configure - Configure the appliance to allow NIS users to register and authenticate with the appliance. ■ Groups - Add or remove one or more NIS user groups. Only the user groups that already exist on the NIS server can be added to the appliance. ■ List - List all of the NIS users and user groups that have been added to the appliance. ■ Status - View the status of NIS and Kerberos authentication on the appliance. ■ Unconfigure - Delete the NIS and Kerberos configuration. ■ Users - Add or remove one or more NIS users. Only the users that already exist on the NIS server can be added to the appliance.

Generic user authentication guidelines

Use the following guidelines for authenticating users on the appliance:

- Only one remote user type (such as LDAP, Active Directory (AD), and NIS) can be configured for authentication on an appliance at a given point in time. For example, if you currently authenticate LDAP users on an appliance, you must unconfigure LDAP on that appliance before you can switch to authenticating AD users.
- The NetBackupCLI role can be assigned to a maximum of nine (9) user groups at any given time.
- You cannot grant the NetBackupCLI role to an existing local user. However, you can create a local NetBackupCLI user by using the `Manage > NetBackupCLI > Create` command from the NetBackup Appliance Shell Menu.
- You cannot add a new user or a user group to an appliance if it has the same user name, user ID, or group ID as an existing user on that appliance.

See [“About user authentication on the NetBackup appliance”](#) on page 19.

See [“About authorizing NetBackup appliance users”](#) on page 37.

About authenticating LDAP users

The NetBackup appliance uses the built-in Pluggable Authentication Module (PAM) plug-in to support the authentication of Lightweight Directory Access Protocol (LDAP) users. This functionality allows users belonging to an LDAP directory service to be added and authorized to log on to a NetBackup appliance. LDAP is considered as another type of user directory with a schema installed on it by UNIX services.

Pre-requisites for using LDAP user authentication

The following list contains the pre-requisites and requirements for using LDAP user authentication on the appliance:

- You must have NetBackup Appliance 2.6 or higher installed to configure LDAP user authentication.
- The LDAP schema must be RFC 2307 or RFC 2307bis compliant.
- The following firewall ports must be open:
 - LDAP 389
 - LDAP OVER SSL/TLS 636
 - HTTPS 443

- Ensure that the LDAP server is available and is set up with the users and user groups that you want to register with the appliance.

Configuring LDAP user authentication

Before you can register new LDAP users and user groups on the appliance, you need to configure the appliance to communicate with the LDAP server. Once the configuration is complete, the appliance can access the LDAP server's user information for authentication.

To configure LDAP user authentication, you can use either of the following options:

- **Settings > Authentication > LDAP** from the NetBackup Appliance Web Console.
- `Settings > Security > Authentication > LDAP` from the NetBackup Appliance Shell Menu.

For detailed instructions on how to configure LDAP user authentication on the appliance, refer to the *NetBackup Appliance Administrator's Guide* and the *NetBackup Appliance Command Reference Guide*.

About authenticating Active Directory users

The NetBackup appliance uses the built-in Pluggable Authentication Module (PAM) plug-in to support the authentication of Active Directory (AD) users. This functionality allows users belonging to an AD service to be added and authorized to log on to a NetBackup appliance. AD is considered as another type of user directory with a schema installed on it by UNIX services.

Pre-requisites for using Active Directory user authentication

The following list contains the pre-requisites and requirements for using AD user authentication on the appliance:

- You must have NetBackup Appliance 2.6.0.3 or higher installed to configure AD user authentication.
- Ensure that the AD service is available and is set up with the users and user groups that you want to register with the appliance.
- Ensure that the authorized domain user credentials are used to configure the AD server with the appliance.
- Configure the NetBackup appliance with a DNS server that can forward DNS requests to an AD DNS server. Alternatively, configure the appliance to use the AD DNS server as the name service data source.

Configuring Active Directory user authentication

Before you can register new AD users and user groups on the appliance, you need to configure the appliance to communicate with the AD service. Once the configuration is complete, the appliance can access the AD server's user information for authentication. You can configure AD authentication using the `Settings > Security > Authentication > ActiveDirectory` commands from the NetBackup Appliance Shell Menu.

For detailed instructions on how to configure AD user authentication on the appliance, refer to the *NetBackup Appliance Command Reference Guide*.

Before you can register new AD users and user groups on the appliance, you need to configure the appliance to communicate with the AD service. Once the configuration is complete, the appliance can access the AD server's user information for authentication. You can configure AD authentication using the following options:

- **Settings > Authentication > Active Directory** page from the NetBackup Appliance Web Console.
- `Settings > Security > Authentication > ActiveDirectory` commands from the NetBackup Appliance Shell Menu.

For detailed instructions on how to configure AD user authentication on the appliance, refer to the *NetBackup Appliance Administrator's Guide* and the *NetBackup Appliance Command Reference Guide*.

About authenticating Kerberos-NIS users

The NetBackup appliance uses the built-in Pluggable Authentication Module (PAM) plug-in to support the authentication of Network Information Service (NIS) users. This functionality allows users belonging to a NIS directory service to be added and authorized to log on to a NetBackup appliance. NIS is considered as another type of user directory with a schema installed on it by UNIX services.

Unlike the implementations of LDAP and Active Directory (AD), configuring the appliance to authenticate NIS users requires Kerberos authentication. You must have an existing Kerberos service associated with your NIS domain before you can configure the appliance to register the NIS users.

Note: Kerberos authentication is required to configure NIS user authentication on a NetBackup appliance. Therefore, NIS configuration commands are located under `Main > Settings > Security > Authentication > Kerberos`. Currently, NetBackup appliances only support Kerberos authentication for NIS users.

Pre-requisites for using NIS user authentication with Kerberos

The following list contains the pre-requisites and requirements for using NIS user authentication on the appliance:

- You must have NetBackup Appliance 2.6.1.1 or higher installed to configure NIS user authentication using Kerberos.
- Ensure that the NIS domain is available and is set up with the users and user groups that you want to register with the appliance.
- Ensure that the Kerberos server is available and properly configured to communicate with the NIS domain.
- Due to the strict time requirements of Kerberos, Symantec strongly recommends that you use an NTP server to synchronize time between the appliance, the NIS server, and the Kerberos server.

Configuring NIS user authentication with Kerberos

Before you can register new NIS users and user groups on the appliance, you need to configure the appliance to communicate with the NIS server and Kerberos server. Once the configuration is complete, the appliance can access the NIS domain's user information for authentication. You can configure NIS authentication using the `Settings > Security > Authentication > Kerberos` commands from the NetBackup Appliance Shell Menu.

Before you can register new NIS users and user groups on the appliance, you need to configure the appliance to communicate with the NIS server and Kerberos server. Once the configuration is complete, the appliance can access the NIS domain's user information for authentication. You can configure Kerberos-NIS authentication using the following options:

- **Settings > Authentication > Kerberos-NIS** page from the NetBackup Appliance Web Console.
- `Settings > Security > Authentication > Kerberos` commands from the NetBackup Appliance Shell Menu.

For detailed instructions on how to configure Kerberos-NIS user authentication on the appliance, refer to the *NetBackup Appliance Administrator's Guide* and the *NetBackup Appliance Command Reference Guide*.

About the appliance login banner

The NetBackup appliance provides the ability to set a text banner that appears when a user attempts to log on to the appliance. You can use the login banner to

communicate various kinds of messages to users. Typical uses for the login banner include legal notices, warning messages, and company policy information.

The NetBackup Administration Console also supports a login banner. By default, when you set a login banner for the appliance, the banner is not used by NetBackup. However, during the appliance login banner configuration you can choose to propagate the banner to NetBackup so that it appears whenever a user attempts to log into the NetBackup Administration Console.

[Table 2-4](#) describes the appliance interfaces that support the login banner. Once a login banner is set, it appears in each of the appliance interfaces that support it, such as the NetBackup Appliance Shell Menu and SSH. However, the login banner can be optionally turned on and off for the NetBackup Administration Console.

Table 2-4 Appliance interfaces that support the login banner

Interface	Notes
SSH	The login banner appears in an SSH session once a user name is specified, but before a password is requested.
IPMI console session	The login banner appears in an IPMI console session once a user name is specified, but before a password is requested.
NetBackup Administration Console (optional)	The login banner appears whenever a user attempts to log on to the appliance using the NetBackup Administration Console. This feature uses the pre-existing login banner functionality that is a part of NetBackup. For more information, refer to the <i>NetBackup Administrator's Guide, Volume I</i> .

Use `Settings > Notifications > LoginBanner` in the NetBackup Appliance Shell Menu to configure the login banner. Refer to the *NetBackup Appliance Commands Reference Guide* for more information.

About user name and password specifications

The user name for the NetBackup appliance user account must be in the format that the selected authentication system accepts. [Table 2-5](#) lists the user name specifications for each user type.

Note: The `Manage > NetBackupCLI > Create` command is used to create local users with the NetBackupCLI role. All the local user and password specifications apply to these users.

Table 2-5 User name specifications

Description	Administrator (local user)	NetBackupCLI (local user)	Registered remote user
Maximum length	No restrictions applied	No restrictions applied	Determined by the LDAP, AD, or NIS policy
Minimum length	2 characters	2 characters	Determined by the LDAP, AD, or NIS policy
Restrictions	User names must not start with: <ul style="list-style-type: none"> ■ Number ■ Special character 	User names must not start with: <ul style="list-style-type: none"> ■ Number ■ Special character 	Determined by the LDAP, AD, or NIS policy
Space inclusion	User names must not include spaces.	User names must not include spaces.	Determined by the LDAP, AD, or NIS policy

Password specifications

The NetBackup appliance password policy has been updated to increase security on the appliance. The password for the appliance user account must be in the format that the selected authentication system accepts. [Table 2-6](#) lists the password specifications for each user type.

Table 2-6 Password specifications

Description	Administrator (local user)	NetBackupCLI (local user)	Registered remote user
Maximum length	No restrictions applied	No restrictions applied	Determined by the LDAP, AD, or NIS policy

Table 2-6 Password specifications (*continued*)

Description	Administrator (local user)	NetBackupCLI (local user)	Registered remote user
Minimum length	7 (with limitation) or else 8 characters Passwords must contain at least eight characters.	7 (with limitation) or else 8 characters Passwords must contain at least eight characters.	Determined by the LDAP, AD, or NIS policy
Requirements	<ul style="list-style-type: none"> ■ One uppercase letter ■ One lowercase letter (a-z) ■ One number (0-9) ■ Dictionary words are considered as weak passwords and are not accepted. ■ The last seven passwords cannot be reused and the new password cannot be similar to previous passwords. 	<ul style="list-style-type: none"> ■ One uppercase letter ■ One lowercase letter (a-z) ■ One number (0-9) ■ Dictionary words are considered as weak passwords and are not accepted. ■ The last seven passwords cannot be reused and the new password cannot be similar to previous passwords. 	Determined by the LDAP, AD, or NIS policy
Space inclusion	Passwords must not include spaces.	Passwords must not include spaces.	Determined by the LDAP, AD, or NIS policy
Minimum password age	0 day	0 day Note: You can manage the user password age using the <code>Manage > NetBackupCLI > PasswordExpiry</code> command from the NetBackup Appliance Shell Menu. For more information, refer to the <i>NetBackup Appliance Command Reference Guide</i> .	Determined by the LDAP, AD, or NIS policy

Table 2-6 Password specifications (*continued*)

Description	Administrator (local user)	NetBackupCLI (local user)	Registered remote user
Maximum password age	99999 days (doesn't expire)	99999 days (doesn't expire)	Determined by the LDAP, AD, or NIS policy
Password history	The last seven passwords cannot be reused and the new password cannot be similar to previous passwords.	None The last seven passwords cannot be reused and the new password cannot be similar to previous passwords.	Determined by the LDAP, AD, or NIS policy
Password expiry	Not applicable as the password does not expire	Use the <code>Manage > NetBackupCLI > PasswordExpiry</code> command to manage NetBackupCLI user passwords.	Determined by the LDAP, AD, or NIS policy
Password lockout	None	None	Determined by the LDAP, AD, or NIS policy
Lockout duration	None	None	Determined by the LDAP, AD, or NIS policy

Note: To increase the security of your appliance environment, Symantec recommends that you change the default `admin` and `maintenance` account passwords upon initial login to the appliance. You can use the **Settings > Password** page from the NetBackup Appliance Web Console or the `Settings > Password` command from the NetBackup Appliance Shell Menu to change the password.

Warning: The NetBackup appliance does not support setting the Maintenance account password using commands like `yppasswd root` or `passwd root`. A password that is set in this fashion is overwritten once the system is upgraded. You should use the NetBackup Appliance Shell Menu to change the Maintenance account password.

Password encryption

The NetBackup appliance adopts the following password encryption measures:

- The password history is set to 7, meaning that the old passwords are encrypted and logged up to seven times. If you try to use the old password as the new password, the appliance displays a token manipulation error.
- Blowfish symmetric-key block cipher password hashing for hashing passwords of appliance local users.
- Passwords in transit include the following:
 - An SSH login where the password is protected by the SSH protocol.
 - A NetBackup Appliance Web Console login where the password is protected by HTTPS communication.

For detailed password instructions, refer to the *NetBackup Appliance Administrator's Guide*.

User authorization

This chapter includes the following topics:

- [About user authorization on the NetBackup appliance](#)
- [About authorizing NetBackup appliance users](#)
- [About the Administrator user role](#)
- [About the NetBackupCLI user role](#)

About user authorization on the NetBackup appliance

The NetBackup appliance is administered and managed through user accounts. You can create local user accounts, or register users and user groups that belong to a remote directory service. In order for a new user account to log on and access the appliance, you must first authorize it with a role. By default, a new user account does not have an assigned role, and therefore it cannot log on until you grant it a role.

Table 3-1 NetBackup appliance user roles

Role	Description
Administrator	A user account that is assigned the Administrator role is provided administrative privileges to manage the NetBackup appliance. An Administrator user is allowed to log on, view, and perform all functions on the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu. These user accounts have permissions to log on to the appliance and run NetBackup commands with superuser privileges. See "About the Administrator user role" on page 40.

Table 3-1 NetBackup appliance user roles (*continued*)

Role	Description
NetBackupCLI	A user account that is assigned the NetBackupCLI role is solely restricted to run a limited set of NetBackup CLI commands and does not have access outside the scope of NetBackup software directories. Once these users log on to the appliance, they are taken to a restricted shell menu from where they can manage NetBackup. The NetBackupCLI users do not have access to the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu. See "About the NetBackupCLI user role" on page 41.

The following list describes some of the characteristics of NetBackup appliance authorization:

- Ability to prevent unintended access to the appliance by password protecting logins.
- Access to shared data is provided only to authorized appliance users and NetBackup processes.
- Data that is stored within an appliance cannot inherently protect itself from unintended modification or deletion by a malicious user that knows of admin credentials to the appliance.
- Network access to the NetBackup Appliance Shell Menu is only allowed through SSH, and the NetBackup Appliance Web Console over HTTPS. You can also directly connect a monitor and keyboard to the appliance and log on using administrative credentials.
- Access to FTP, Telnet, and rlogin are disabled on all appliances.

Note: The NetBackup appliance does not currently limit login attempts and enforce logout policies. These features will be implemented in future releases.

About authorizing NetBackup appliance users

[Table 3-2](#) describes the options that are provided for authorizing new and existing users or user groups through the NetBackup Appliance Web Console and NetBackup Appliance Shell Menu:

Table 3-2 User authorization management

Task	NetBackup Appliance Web Console	NetBackup Appliance Shell Menu
Manage users	<p>The following options are available under Settings > Authentication > User Management</p> <ul style="list-style-type: none"> ■ View all of the users that have been added to the appliance. ■ Expand and view all belonging users to a single user group. ■ Add and delete local users. ■ Add and delete LDAP/AD/Kerberos-NIS users and user groups. 	<p>Use the <code>Settings > Security > Authentication</code> commands to add, delete, and view appliance users.</p> <p>See “About configuring user authentication” on page 24.</p>
Manage user permissions (roles)	<p>The following options are available under Settings > Authentication > User Management:</p> <ul style="list-style-type: none"> ■ Grant and revoke the Administrator role for users and user groups. ■ Grant and revoke the NetBackupCLI role for users and user groups. ■ Synchronize members of registered user groups with Administrator role. 	<p>The following commands and options are available under <code>Main > Settings > Security > Authorization</code>:</p> <ul style="list-style-type: none"> ■ <code>Grant</code> Grant the Administrator and NetBackupCLI roles to specific users and users groups that have been added to the appliance. ■ <code>List</code> List all of the users and user groups that have been added to the appliance, along with their designated roles. ■ <code>Revoke</code> Revoke the Administrator and NetBackupCLI roles from specific users and users groups that have been added to the appliance. ■ <code>SyncGroupMembers</code> Synchronize members of registered user groups.

Notes about user management

- You cannot grant the NetBackupCLI role to an existing local user. However, you can create a local NetBackupCLI user by using the `Manage > NetBackupCLI > Create` command from the NetBackup Appliance Shell Menu.
- The NetBackupCLI role can be assigned to a maximum of nine (9) user groups at any given time.
- Active Directory (AD) user groups and user names support the use of a hyphen character in those names. The hyphen must appear between the first and the last character of a user name or a user group name. AD user names and user group names cannot begin or end with a hyphen.

NetBackup appliance user role privileges

User roles determine the access privileges that a user is granted to operate the system or to change the system configuration. The user roles that are described in this topic are specific to LDAP, Active Directory (AD), and NIS users.

The following describes the appliance user roles and their associated privileges:

Table 3-3 User roles and privileges

User role	Privileges
NetBackupCLI	Users can only access the NetBackup CLI. See “About the NetBackupCLI user role” on page 41.
Administrator	Users can access the following: <ul style="list-style-type: none"> ■ NetBackup Appliance Web Console ■ NetBackup Appliance Shell Menu ■ NetBackup Administration Console See “About the Administrator user role” on page 40.

A role can be applied to an individual user, or it can be applied to a group that includes multiple users.

A user cannot be granted privileges to both user roles. However, a NetBackupCLI user can also be granted access to the NetBackup Appliance Shell Menu in the following scenarios:

- The user with the NetBackupCLI role is also in a group that is assigned the Administrator role.
- The user with the Administrator role is also in a group that is assigned the NetBackupCLI role.

Note: When granting a user to have privileges to the NetBackupCLI and the NetBackup Appliance Shell Menu, an extra step is required. The user must enter the `switch2admin` command from the NetBackup CLI to access the NetBackup Appliance Shell Menu.

Granting privileges to users and user groups can be done as follows:

- From the NetBackup Appliance Web Console, on the **Settings > Authentication > User Management** page, click on the **Grant Permissions** link.
- From the NetBackup Appliance Shell Menu, use the following commands in the `Settings > Security > Authorization` view:

```
Grant Administrator Group
```

```
Grant Administrator Users
```

```
Grant NetBackupCLI Group
```

```
Grant NetBackupCLI Users
```

See [“About configuring user authentication”](#) on page 24.

See [“About authorizing NetBackup appliance users”](#) on page 37.

About the Administrator user role

The NetBackup appliance provides access control mechanisms to prevent unauthorized access to the backup data on the appliances. These mechanisms include administrative user accounts that provide elevated privileges to modify appliance configurations, monitoring the appliance, and so on. Only the users that are assigned the Administrator role are authorized to configure and manage the NetBackup appliance.

The Administrator role should be provided only to authorized system administrators to prevent unauthorized and inappropriate modification of the appliance configuration or the backup data that is contained in the expansion disk storage. An Administrator user can access the appliance using the NetBackup Appliance Shell Menu through SSH, or the NetBackup Appliance Web Console over HTTPS.

An Administrator user as a superuser can perform all the following tasks:

- Perform appliance initial configuration.
- Monitor hardware, storage, and SCSP logs.
- Manage storage configuration, additional servers, licenses and so on.
- Update configuration settings like **Date and Time**, **Network**, **Notification**, etc.
- Restore the appliance.

- Decommission the appliance.
- Apply patches to the appliance.

A local, LDAP, Active Directory (AD), or NIS user needs to have the permissions of the Administrator user role to access and administer the appliance. After you have added a new user or a user group, use the **Settings > Authentication > User Management** page from the NetBackup Appliance Web Console to grant the Administrator user permissions.

About the NetBackupCLI user role

A NetBackupCLI user can execute all NetBackup commands, view logs, edit NetBackup touch files, and edit NetBackup notify scripts. NetBackupCLI users are solely restricted to run NetBackup commands with superuser privileges and do not have access outside the scope of NetBackup software directories. Once these users log on, they are taken to a restricted shell from where they can run the NetBackup commands. The NetBackupCLI users share a home directory and do not have access to NetBackup Appliance Web Console or NetBackup Appliance Shell Menu.

[Table 3-4](#) lists the rights and restrictions of NetBackupCLI users.

Table 3-4 Rights and restrictions of the appliance NetBackupCLI user

Rights	Restrictions
<p>The NetBackupCLI user can use the NetBackup Appliance Shell Menu to do the following:</p> <ul style="list-style-type: none"> ■ Run the NetBackup CLI and access the NetBackup directories and files. ■ Modify or create NetBackup notify scripts using the <code>cp-nbu-notify</code> command. <p>Note: The notify script restriction has been lifted from versions 2.6.0.2 and higher.</p> <ul style="list-style-type: none"> ■ Run the following NetBackup commands and for the following directories that contain the NetBackup CLI: <ul style="list-style-type: none"> ■ <code>/usr/opensv/netbackup/bin/*</code> ■ <code>/usr/opensv/netbackup/bin/admincmd/*</code> ■ <code>/usr/opensv/netbackup/bin/goodies/*</code> ■ <code>/usr/opensv/volmgr/bin/*</code> ■ <code>/usr/opensv/volmgr/bin/goodies/*</code> ■ <code>/usr/opensv/pdde/pdag/bin/mtstrmd</code> ■ <code>/usr/opensv/pdde/pdag/bin/pdcfg</code> ■ <code>/usr/opensv/pdde/pdag/bin/pdusercfg</code> ■ <code>/usr/opensv/pdde/pdconfigure/pdde</code> ■ <code>/usr/opensv/pdde/pdcr/bin/*</code> 	<p>The following restrictions are placed on NetBackupCLI users:</p> <ul style="list-style-type: none"> ■ NetBackupCLI users do not have access outside of the NetBackup software directories. ■ They cannot edit the <code>bp.conf</code> file directly using an editor. Use the <code>bpsetconfig</code> command to set an attribute. ■ The <code>cp-nbu-config</code> command supports creating and editing NetBackup touch configuration files only in the <code>/usr/opensv/netbackup/db/config</code> directory. ■ They cannot use the <code>man</code> or <code>-h</code> command to see the help of any other command.

How to run NetBackup commands as a NetBackupCLI user:

The following are the two ways to run commands as a NetBackupCLI user:

- Using the restricted shell
- Using the absolute path ["sudo"], for example: `bppllist` or `/usr/opensv/netbackup/bin/admincmd/bppllist`

NetBackup Appliance Intrusion Prevention and Intrusion Detection Systems

This chapter includes the following topics:

- [Introduction to Symantec Critical System Protection \(SCSP\)](#)
- [About NetBackup Appliance Intrusion Prevention Policy \(IPS\)](#)
- [About NetBackup Appliance Intrusion Detection Policy \(IDS\)](#)
- [Overriding the Symantec Intrusion Security policy \(IPS\)](#)
- [Re-enable the Symantec Intrusion Security policy](#)
- [Reviewing SCSP events](#)
- [About SCSP Protection using the Unmanaged Mode](#)
- [About SCSP Protection using the Managed Mode](#)

Introduction to Symantec Critical System Protection (SCSP)

The Symantec Critical System Protection (SCSP) is a solution offered by the Symantec Data Center Security team to protect servers in data centers. It offers policy-based protection and helps secure servers using host-based intrusion

prevention and detection technology. It uses the least privileged containment approach and also helps security administrators manage multiple appliances centrally in your data center. The SCSP security agent along with NetBackup Appliance Intrusion Prevention (IPS) and Intrusion Detection (IDS) policy has been integrated with the NetBackup Appliance to provide the following features:

- **Harden Linux OS components** - prevent or contain malware from harming the integrity of the underlying host system as a result of OS vulnerabilities.
- **Protect the Data** - tightly limit access to appliance data to only those programs and activities needing access regardless of system privileges.
- **Harden the Application stack** - lock down appliance application binaries and configuration settings such that changes are tightly controlled by the application or trusted programs/scripts.
- **Expand detection and audit capabilities** - provide enhanced visibility into important user or system actions to ensure a valid and complete audit trail that addresses compliance regulations (such as PCI) as a compensating control.
- **Support centralized Managed mode operations** - allows customers to use central CSP manager for an integrated view of security across multiple appliances as well as any other enterprise systems managed by CSP.

About NetBackup Appliance Intrusion Prevention Policy (IPS)

The NetBackup Appliance Intrusion Prevention policy features are:

- Real-time tight confinement of the NetBackup Appliance OS processes and common applications like:
 - `nscd` - which caches DNS requests to cut down on remote DNS lookups.
 - `cron`
 - `syslog-ng`
 - `klogd`
 - `rpcd` for NFS
 - `rpc.idmapd`
 - `rpc.mountd`
 - `rpc.statd`
 - `rpcbind`

- Self-Protection for the SCSP Agent itself, to ensure the security and the monitoring features of SCSP are not compromised
- Lock-down of system binaries except by identified and trusted applications and users/groups.
- Confinements that protect the system from having apps trying to install software (such as `sbin`) or change system configuration settings, such as `shosts` file, and so on.
- Prohibits applications from executing critical system calls such as `mknod`, `modctl`, `link`, `mount`, and so on.
- Prohibit unauthorized users or applications from accessing backed up data such as `/advanceddisk`, `/cat`, `/disk`, `/usr/opensv/kms`, `/opt/NetBackup/db/config/data` and so on.
- Restricted access to the root account by maintenance user. See [“Overriding the Symantec Intrusion Security policy \(IPS\)”](#) on page 46.

About NetBackup Appliance Intrusion Detection Policy (IDS)

The Intrusion Detection System (IDS) policy is a detection policy enabled by an SCSP agent. The IDS policy includes the detection engine that monitors significant system events and critical configuration changes in real time like:

- User logins, logouts, and failed log on attempts
- Sudo commands
- User addition, deletion, password changes
- Group addition, deletion, member modifications
- System auto start change options
- Modifications to all system directories and files (which includes Core system files, core system configuration files, installation programs, common daemon files)
- NetBackup start/stop services
- Detected system attacks from UNIX Rootkit File / Directory Detection, UNIX Worm File/Directory Detection, Malicious Module Detection, Suspicious Permission Change Detection, and so on
- NetBackup Appliance shell operations for maintenance, root, and NetBackup CLI users

- Audit all the NetBackup Appliance Shell Menu and NetBackup Appliance Web Console activity.

Overriding the Symantec Intrusion Security policy (IPS)

For the version 2.6.0.2 and higher the NetBackup Appliance discourages accessing the root account using the `elevate` command using the `Support > Maintenance` menu. If you try to access the `elevate` command the following message is displayed:

```
Permission Denied !! Access to the root account requires  
overriding the Symantec Intrusion Security Policy.
```

```
Please refer to the appliance security guide for  
overriding instructions.
```

Warning: Please note that you can override the Symantec Intrusion Security Policy to gain access to the root account. However, doing this is not recommended as it puts the system under risk and makes the system vulnerable to attack.

Note: You can use the NetBackup CLI user role to run NetBackup commands, without overriding the security policy. See [“About the NetBackupCLI user role”](#) on page 41.

You can use the following procedure to override the Symantec Intrusion Policy.

Note: Every activity under the maintenance account will be logged.

Overriding the security policy disables only the prevention mode. Detection mode and logging on the appliance will still be enabled.

To override the Symantec Intrusion security policy:

- 1 Log on to the NetBackup Appliance Shell Menu as an Administrator.
- 2 Run the `Support > Maintenance` command.

- 3** To enter your Maintenance account, run the following command, and provide the password when you receive a prompt.

```
NBAppl.Support > Maintenance
```

```
<!--Maintenance Mode--!>
```

```
maintenance's password:
```

- 4** In the Maintenance mode, type the following command to override the Symantec Intrusion Security Policy:

```
/opt/Symantec/scspagent/IPS/sisipsoverride.sh
```

The appliance displays the following message:

```
Symantec Critical Protection Policy Override
```

```
Agent Version: 5.2.9 (build 739)
```

```
Current Policy: NetBackup Appliance Prevention Policy, r19
```

```
Policy Prevention: Enabled
```

```
Policy Override: Allowed
```

```
Override State: Not overridden
```

```
To override the policy and disable protection,  
enter your login password.
```

```
Password:
```

- 5** Enter your maintenance password.

The appliance then displays the following options:

```
Choose the type of override that you wish to perform:
```

```
1. Override Prevention except for Self Protection
```

```
2. Override Prevention Completely
```

```
Choice?
```

- 6 Enter 1 to override prevention except for self protection.

Note: Symantec recommends that you use Option 1. Selecting **Option 1** allows modification only to the NetBackup Appliance Shell Menu and NOT to the SCSP Agent.

The appliance displays the following options:

Choose the amount of time after which to automatically re-enable:

1. 15 minutes
2. 30 minutes
3. 1 hour
4. 2 hours
5. 4 hours
6. 8 hours
7. never

- 7 Enter the appropriate number from 1 to 7 based on the time required to debug the Symantec support case.

The appliance displays the following message:

```
Enter a comment. Press Enter to continue.
```

```
Disabling the security policy for  
debugging a Symantec  
support case no - XYZ
```

- 8 Enter a relevant comment as to why the override is required.

The appliance overrides the policy and displays the following message:

```
Please wait while the policy is being overridden.  
.....
```

```
The policy was successfully overridden.  
maintenance - !> elevate
```


You should now have access to the root account for debugging the appliance.

See [“Re-enable the Symantec Intrusion Security policy”](#) on page 49.

Re-enable the Symantec Intrusion Security policy

You can use the following procedure to re-enable the Intrusion Security policy (IPS) from the maintenance mode.

To re-enable the Symantec Intrusion security policy:

- 1 Log on to the NetBackup Appliance Shell Menu as an Administrator.
- 2 Run the `Support > Maintenance` command.
- 3 To enter your Maintenance account, run the following command, and provide the password when you receive a prompt.

```
NBApl.Support > Maintenance
```

```
<!--Maintenance Mode--!>
```

```
maintenance's password:
```

- 4 In the Maintenance mode, type the following command to re-enable the Symantec Intrusion security policy:

```
/opt/Symantec/scspagent/IPS/sisipsoverride.sh
```

The appliance displays the following message:

```
Symantec Critical Protection Policy Override
```

```
Agent Version: 5.2.9 (build 739)
```

```
Current Policy: NetBackup Appliance Prevention Policy, r19
```

```
Policy Prevention: Enabled
```

```
Policy Override: Allowed
```

```
Override State: Overriden
```

```
Override Type: Prevention Overriden except for Self-Protection
```

```
Override User: maintenance
```

```
Previous Comment: This is an example.
```

```
Auto re-enable in: 13 minutes, 31 seconds
```

Do you wish to:

1. Re-enable the Policy.
2. Extend the Override Time.

- 5 Enter `1` to re-enable the Symantec Intrusion security policy.

The appliance displays the following message:

```
Enter a comment. Press Enter to continue.
```

```
The policy is re-enabled.
```

- 6 Enter a relevant comment.

The appliance re-enables the policy and displays the following message:

```
Please wait while the policy is being re-enabled.
```

```
.....
```

```
The policy was successfully re-enabled.
```

See [“Overriding the Symantec Intrusion Security policy \(IPS\)”](#) on page 46.

Reviewing SCSP events

You can use the **Monitor > SCSP Event View** menu to view the Symantec Critical System Protection (SCSP) logs.

These audit logs can help detecting security breach or abnormal activity on your appliance. An event in the audit log includes the following details:

- **When** - Displays the timestamp of the logged event.
- **Who** - Displays which user had logged on when the event took place.
- **What** - Displays the description of the event and the resource involved.
- **How** - Displays the Process Name, Process ID, Operation Permissions, Sandbox Details.
- **Severity** - Displays the severity of the log.
- **Enforcement Action** - Displays whether the event was allowed or denied.

The SCSP logs are retrieved and are represented using the following severity types:

Severity types	Description	Events example
Information	Events with a severity as Info contain information about normal system operation.	<p>For example the following message provides the basic information relating to a generic event.</p> <pre> general CLISH message Event source: SYSLOG PID: 30315 Complete message: May 21 06:58:55 nb-appliance CLISH[30315]: User admin executed Return </pre>
Notice	Events with a severity as Notice contain information about normal system operation.	<p>An event that helps confirm the successful execution of an event is recorded as a Notice. For example the following message helps the user to understand that the event has been successfully executed.</p> <pre> successful SUDO to root Event source: SYSLOG [sudo facility] Command: /bin/su From Username: AppComm To Username: root Port: unknown </pre>

Severity types	Description	Events example
Warning	<p>Events with a severity as Warning indicate unexpected activity or problems that have already been handled by Symantec Critical System Protection. These Warning messages might indicate that a service or application on a target computer is functioning improperly with the applied policy. After investigating the policy violations, you can configure the policy and allow the service or application to access to the specific resources if necessary.</p>	<p>For example, the following event helps to identify and unexpected activity, like the inbound connection from a local IP address.</p> <pre>Inbound connection allowed from <IPaddress> to local address.</pre>
Major	<p>Events with a severity as Major imply a more serious effect than Warning and less effect than Critical.</p>	<p>For example, the following event helps to identify unauthorized access.</p> <pre>General luser message Event source:SYSLOG Complete message: Feb 5 21:57 luser Unauthorized user by luser Denying access to system.</pre>
Critical	<p>Events with a severity as Critical indicate activity or problems that might require administrator intervention to correct.</p>	<p>For example, the following event can help to identify critical events that can affect the appliance in an unexpected manner.</p> <pre>Group Membership for "group1" CHANGED from 'admin1' to 'admin2'</pre>

For more information about retrieving SCSP audit logs, refer to the **Monitor > SCSP Events** section in the *Symantec NetBackup 52xx Appliance Administrator's Guide*.

For information about the Operating System logs, such as syslogs and other NetBackup Appliance logs, See [“About NetBackup appliance log files”](#) on page 62.

About SCSP Protection using the Unmanaged Mode

The SCSP protection is offered in unmanaged mode and in managed mode. The unmanaged mode is the default mode in which a NetBackup Appliance is configured. In unmanaged mode, the appliance is protected and audited without the use of an external SCSP server. The SCSP agent is baked in the appliance, it protects and audits the appliance using NetBackup Appliance Prevention and Detection Policy upon startup.

Note: The unmanaged mode is recommended for administrators who are the sole owners of the NetBackup Appliance and are primarily involved in backup administration.


The **Monitor > SCSP Events** page on the NetBackup Appliance Web Console is used to monitor the events on an appliance for any abnormal activity. [Figure 4-1](#) illustrates the implementation of unmanaged mode:

Figure 4-1 SCSP implementation in Unmanaged mode

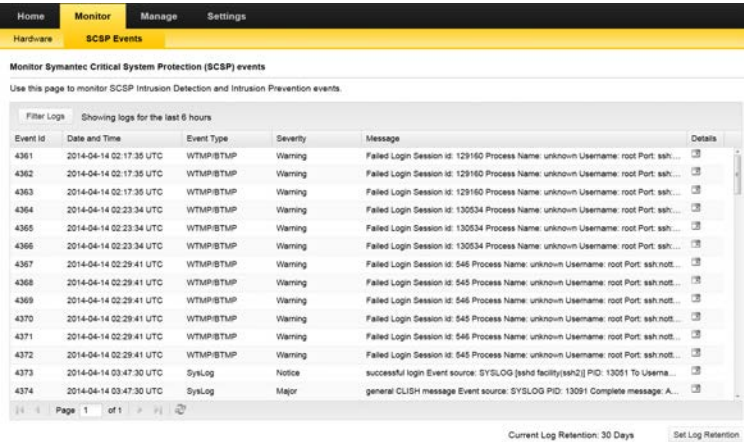
SCSP implementation for NetBackup Appliance - Unmanaged Mode

The NetBackup appliance is in unmanaged mode, when it is not connected to the SCSP Server.

Symantec NetBackup Appliance



Events viewed from Appliance Web Console and Shell Menu



In unmanaged mode, you can monitor SCSP events from the Appliance Web Console

- Use the **Monitor > SCSP Events** page, to monitor the events logged.
- The events are monitored using the NetBackup Appliance IDS and IPS policies. These policies are automatically applied at the time of initial configuration.
- Use the **Filter Logs** button to filter and view specific events.

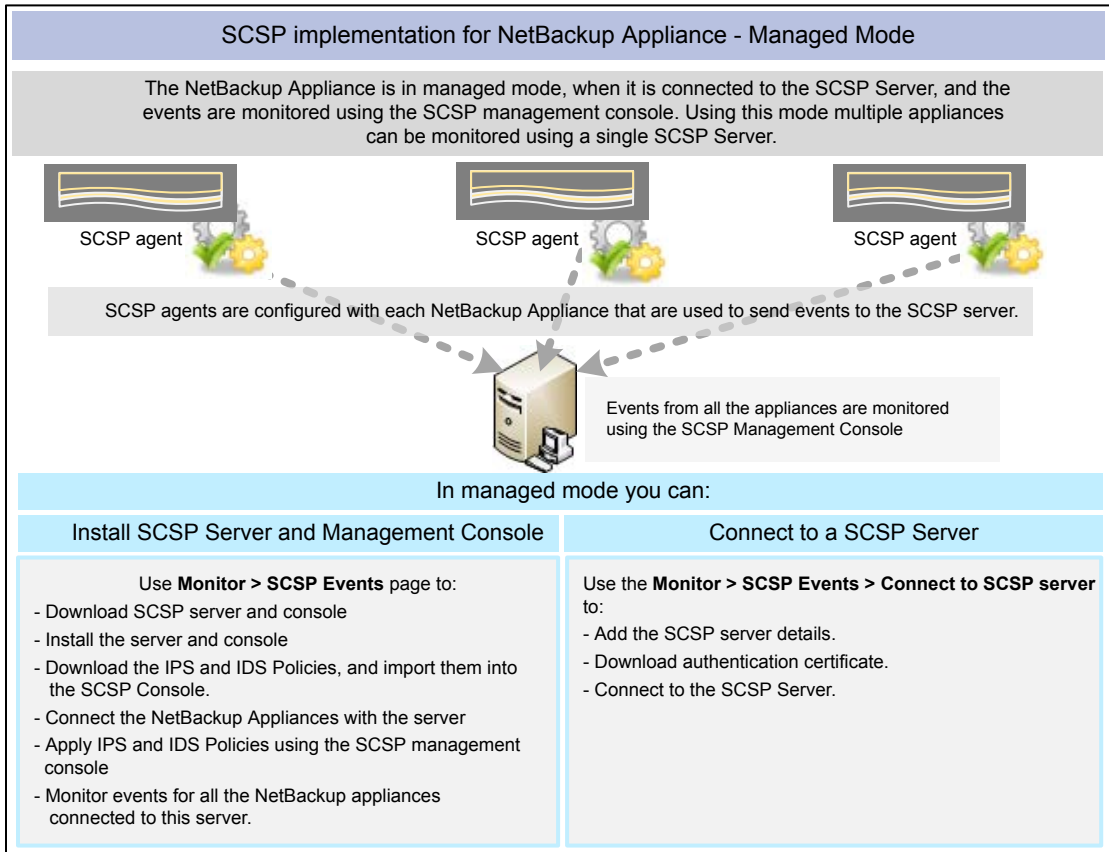
SCSP agent setup

From the version 2.6.0.2 and later of the NetBackup Appliance, the SCSP version of 5.2.8 (June 2012) is replaced with SCSP version 5.2.9 MP3 (July 2013) binaries and the NetBackup Appliance IPS and IDS policies.

About SCSP Protection using the Managed Mode

In managed mode, an external SCSP server can be used to communicate with and manage the SCSP agent on the appliance. The external SCSP server can be used to manage multiple appliances. You can download the SCSP server (data center security server), console, and policies from the NetBackup Appliance Web Console. Managed mode is recommended for use only by security administrators or by existing SCSP customers who have in-depth knowledge of SCSP. [Figure 4-2](#) illustrates the implementation of managed mode:

Figure 4-2 SCSP implementation in managed mode



Benefits of using the managed mode

- Helps to provide separate tools catering to the Backup Administrators role and the Security Administrator role.
- Provides centralized and secure management of Multiple Appliances using a single SCSP server and console.
- Provides the ability to archive and export logs.
- Provides a common console for monitoring, reporting, and setting up alerts.
- Extends the NetBackup Appliance IPS and IDS policies on top of Symantec Baseline to meet your data center standards.
- Provides links to instantly download SCSP Server and Console from the NetBackup Appliance Web Console.

Downloading the SCSP server and console installable

The following procedure describes how to download the SCSP server and console from the **SCSP Event** page.

To download the SCSP server and console:

- 1 Log in to the NetBackup Appliance Web Console.
- 2 Click **Monitor > SCSP Event**.
- 3 The appliance displays the **SCSP Event** page. It displays the audit logs for the last 6 hours.
- 4 From the **Symantec Critical System Protection Downloads** section, use the **SCSP Server and Console** link to download the installation package for the SCSP server and console.

The `scsp_server_5.2.9_MP3_EN.zip` file is downloaded to your local folders.

- 5 Extract the contents from the `scsp_server_5.2.9_MP3_EN.zip` file.

The `scsp_server_5.2.9_MP3_EN > SCSPInstall` folder, contains the following:

- `server.exe` - used to install the Symantec Critical System Protection Management Server 5.2.9 on your local computer.
 An installation wizard is displayed to help you install Symantec Critical System Protection Management Server 5.2.9 on your local computer. For more information about installing the SCSP management server, refer to *Symantec Critical System Protection 5.2.9 Installation Guide*. To download the latest installation guide, refer to [DOC5944](#).
- `console.exe` - used to install the Symantec Critical System Protection management console.
 An installation wizard is displayed to help you install the management console. For more information about installing the SCSP management console, refer to *Symantec Critical System Protection 5.2.9 Installation Guide*. To download the latest installation guide, refer to [DOC5944](#).

See [“Downloading NetBackup Appliance IPS and IDS policies”](#) on page 57.

See [“About SCSP Protection using the Managed Mode”](#) on page 55.

Downloading NetBackup Appliance IPS and IDS policies

The following procedure describes how to download the NetBackup Appliance IPS policy and IDS policy, from the **SCSP Event** page.

To download NetBackup Appliance IPS and IDS policies:

1 Log in to the NetBackup Appliance Web Console.

2 Click **Monitor > SCSP Event**.

The appliance displays the **SCSP Event** page. It displays the audit logs for the last 6 hours.

3 From the **Symantec Critical System Protection Downloads** section, use the **NetBackup Appliance IPS and IDS Policies** link to download the policies to be applied to the SCSP server.

The `SCSPPolicies.zip` file is downloaded to your local folders.

4 Extract the contents from the `SCSPPolicies.zip` file.

The `SCSPPolicies.zip` file contains the following policy compressed files:

- `NetBackup Appliance Detection Policy.zip` - contains the IDS policy. This policy is an “after-the-fact” IDS for monitoring important significant events and optionally taking remediation actions on events of interest.
- `NetBackup Appliance Prevention Policy.zip` - contains the IPS policy. This policy is an “in-line” IPS that can proactively block unwanted resource access behaviors before they can be acted upon by the operating system.

Note: These policies help to validate the events that take place on appliance and can be monitored by either using the **Monitor > SCSP Event** page in an unmanaged mode or the SCSP Management Server 5.2.9.

- 5 From the **Connect to SCSP Server** section, of the **SCSP Event** page, click **Connect**. This will let you connect your NetBackup Appliance to the SCSP server for applying the IDS and the IPS policy. See [“Connecting to the SCSP server”](#) on page 59.
- 6 Log on to the Symantec Critical System Protection Management Server 5.2.9, using the management console. Connect to your NetBackup Appliance and apply the IDS policy and IPS policy. For instructions on installing and setting up SCSP server in your environment, refer to the Symantec Critical System Protection Admin and Install guide.

See [“Applying the NetBackup Appliance IPS and IDS policies”](#) on page 60.

Warning: You must apply the downloaded IPS and IDS policies before connecting your NetBackup Appliance to the installed SCSP server. If the policy is not applied and the appliance is connected to the SCSP server it remains in an unprotected state.

See [“Downloading the SCSP server and console installable”](#) on page 57.

See [“About SCSP Protection using the Managed Mode”](#) on page 55.

Connecting to the SCSP server

The following procedure describes how to connect to the SCSP server from the **SCSP Events** page.

The **SCSP Events** page displays the **Connect to SCSP server** section that is used to connect to the SCSP server.

To connect to the SCSP server

- 1 Log in to the NetBackup Appliance Web Console.
- 2 Click **Monitor > SCSP Audit Logs**.

The appliance displays the **SCSP Events** page. It displays the audit logs for the last 6 hours.

- 3 Click on the **Connect** button, to connect to the SCSP server.

The appliance displays the **Connect to SCSP Server** dialog box.

- 4 Enter a complete and valid host name / IP address of the SCSP server in the **Host Name / IP** field.

- 5 Enter the port number of the SCSP server in the **Port** field.

Note: You cannot add an SCSP server without providing its authentication certificate. You can either download the certificate from the site or point to a downloaded certificate earlier, from your local folders.

- 6 Select the **Download authentication certificate from the site** radio button to download the authentication certificate from the SCSP server site.

The appliance displays certificate details.

- 7 Click on the **Accept Certificate** button, to accept the certificate.

The appliance displays the **Certificate issued** message.

OR

- 8 Select the **Provide location of an existing certificated** radio button, to enter the location of the certificate from your local folders.

- 9 Click on the **Connect** button to connect to the SCSP server.

The appliance connects to the SCSP Server and displays the following message:

Connected successfully to SCSP server.

See [“About SCSP Protection using the Managed Mode”](#) on page 55.

See [“Downloading NetBackup Appliance IPS and IDS policies”](#) on page 57.

See [“Downloading the SCSP server and console installable”](#) on page 57.

Applying the NetBackup Appliance IPS and IDS policies

You can use the NetBackup Appliance Web Console to download the NetBackup Appliance IPS and IDS policies. To apply these policies using the SCSP management console, use the following procedure:

To apply the IPS and IDS policies to an NetBackup Appliance agent or group

- 1 Log on to your SCSP server using the management console.
- 2 In the management console, click **Policies**.
- 3 Under the **Policies** tab, click **Prevention** or **Detection**.

- 4 On the **Policies** page, in the **Policies** tree, navigate to the downloaded NetBackup Appliance Detection Policy.zip and NetBackup Appliance Prevention Policy.zip. These policies can be downloaded from the **Monitor > SCSP Events** page on the NetBackup Appliance Web Console. See [“Downloading NetBackup Appliance IPS and IDS policies”](#) on page 57.
- 5 On the **Policies** page, select a policy to apply, and then right-click **Apply Policy**.

Warning: Do not apply any other existing prevention or detection workspace policy found on the policy page. This can cause serious damage to the system and can make the system non-responsive. Only the NetBackup Appliance policies, imported from the NetBackup Appliance Web Console, should be applied to the NetBackup Appliance 2.6.0.2 version or higher.

- 6 On the **Assets** page and click **Refresh** to ensure that the policy is applied. The red flag should then disappear ensuring that the agent successfully processed the policy changes.

You should now see events from all connected appliances under one page (SCSP Console).

For more information about the Policies tab and other tasks to be performed using policies, refer to 'Managing policies' section from the *Symantec Critical System Protection 5.2.9 Administration Guide*.

See [“About SCSP Protection using the Managed Mode”](#) on page 55.

See [“Downloading the SCSP server and console installable”](#) on page 57.

See [“Connecting to the SCSP server”](#) on page 59.

NetBackup Appliance Log Files

This chapter includes the following topics:

- [About NetBackup appliance log files](#)
- [About the Collect Log files wizard](#)
- [Viewing log files using the Support command](#)
- [Where to find NetBackup appliance log files using the Browse command](#)
- [Gathering device logs with the DataCollect command](#)

About NetBackup appliance log files

Log files help you to identify and resolve any issues that you may encounter with your appliance.

A NetBackup appliance has the ability to capture hardware-, software-, system-, and performance-related data. Log files capture information such as appliance operation, issues such as unconfigured volumes or arrays, temperature or battery issues, and other details.

[Table 5-1](#) describes the methods you can use to access the appliance log files.

Table 5-1 Viewing log files

From...	Using...	Log details
<p>NetBackup Appliance Web Console</p>	<p>You can use the Collect Log files wizard from the NetBackup Appliance Web Console to collect log files from an appliance.</p> <p>See “About the Collect Log files wizard” on page 64.</p>	<ul style="list-style-type: none"> ■ Logs created by the NetBackup Copy Logs tool (<code>nbcplogs</code>) ■ Appliance logs including high availability, hardware, and event logs ■ Operating system logs ■ All logs related to Media Server Deduplication Pool (MSDP) ■ All logs related to the NetBackup Appliance Web Console ■ Diagnostic information about NetBackup and the operating system ■ Hardware and storage device logs
<p>NetBackup Appliance Web Console</p>	<p>You can use the Monitor > SCSP Audit View screen from the NetBackup Appliance Web Console to retrieve the audit logs of an appliance. See “Reviewing SCSP events” on page 51.</p>	<p>Appliance audit logs</p>
<p>NetBackup Appliance Shell Menu</p>	<p>You can use the <code>Main > Support > Logs > Browse</code> commands to open the <code>LOGROOT/></code> prompt. You can use commands like <code>ls</code> and <code>cd</code> to work with the appliance log directories and obtain the various logs.</p> <p>See “Viewing log files using the Support command” on page 65.</p>	<ul style="list-style-type: none"> ■ Appliance configuration log ■ NetBackup logs, Volume Manager logs, and the NetBackup logs that are contained in the <code>openv</code> directory ■ Appliance operating system (OS) installation log ■ NetBackup administrative web user interface log and the NetBackup web server log ■ NetBackup 52xx appliance device logs

Table 5-1 Viewing log files (*continued*)

From...	Using...	Log details
NetBackup Appliance Shell Menu	You can use the <code>Main > Support > Logs > VxLogView Module <i>ModuleName</i></code> commands to access the appliance VxUL (unified) logs. You can also use the <code>Main > Support > Share Open</code> commands and use the desktop to map, share, and copy the VxUL logs.	Appliance unified logs: <ul style="list-style-type: none"> ■ All ■ CallHome ■ Checkpoint ■ Commands ■ Common ■ Config ■ CrossHost ■ Database ■ Hardware ■ HWMonitor ■ Network ■ RAID ■ Seeding ■ SelfTest ■ Storage ■ SWUpdate ■ Trace
NetBackup Appliance Shell Menu	You can use the <code>Main > Support > DataCollect</code> commands to collect storage device logs. See “Gathering device logs with the DataCollect command” on page 68.	Appliance storage device logs
NetBackup-Java applications	If you encounter problems with the NetBackup-Java applications, you can use the scripts in this section to gather the required information for contacting support.	Logs relating to the NetBackup-Java applications

About the Collect Log files wizard

You can use the **Collect Log files** wizard from the NetBackup Appliance Web Console to collect log files from an appliance. The wizard lets you collect different types of log files for NetBackup, the appliance, operating system, NBSU (NetBackup Support Utility), DataCollect, and others.

You can collect log files from any NetBackup appliance.

After you have generated the log files you can email them to recipients, download them to your computer, or upload them to Symantec Support.

Refer to the following for information about the Appliance Diagnostics Center:

See [“About NetBackup appliance log files”](#) on page 62.

Viewing log files using the Support command

You can use the following section to view the log file information.

To view logs using the `Support > Logs > Browse` command:

- 1 Enter browse mode using the `Main_Menu > Support > Logs` followed by the `Browse` command in the NetBackup Appliance Shell Menu. The `LOGROOT/` prompt appears.
- 2 To display the available log directories on your appliance, type `ls` at `LOGROOT/` prompt.
- 3 To see the available log files in any of the log directories, use the `cd` command to change directories to the log directory of your choice. The prompt changes to show the directory that you are in. For example, if you changed directories to the `GUI` directory, the prompt appears as `LOGROOT/GUI/`. From that prompt you can use the `ls` command to display the available log files in the `GUI` log directory.
- 4 To view the files, use the `less <FILE>` or `tail <FILE>` command. Files are marked with `<FILE>` and directories with `<DIR>`.

See [“Where to find NetBackup appliance log files using the Browse command”](#) on page 66.

To view NetBackup Appliance unified (VxUL) logs using the `Support > Logs` command:

- 1 You can view the NetBackup Appliance unified (VxUL) logs with the `Support > Logs > VXLogView` command. Enter the command into the shell menu and use one of the following options:
 - `Logs VXLogView JobID job_id`
Use to display debug information for a specific job ID.
 - `Logs VXLogView Minutes minutes_ago`
Use to display debug information for a specific timeframe.
 - `Logs VXLogView Module module_name`

Where to find NetBackup appliance log files using the Browse command

Use to display debug information for a specific module. The available module names are: All, CallHome, Checkpoint, Common, Config, Database, Hardware, HWMonitor, Network, RAID, Seeding, SelfTest, Storage, SWUpdate, Commands, CrossHost, and Trace.

Use to display debug information for a specific module. The available module names are: All, CallHome, Checkpoint, Common, Config, Database, FTMS, Hardware, HWMonitor, Network, RAID, Seeding, SelfTest, Storage, SWUpdate, Commands, CrossHost, and Trace.

- 2 If you want, you can copy the unified logs with the `Main > Support > Share Open` command. Use the desktop to map, share, and copy the logs.

Note: The NetBackup Appliance unified logs are not the same as the NetBackup unified logs, such as `nbpem` or `nbjm`. NetBackup Appliance has its own set of unified logs. To collect the NetBackup unified logs, use the Collect Logs Wizard and select **NetBackup**.

You can also use the `Main_Menu > Support > Logs` commands to do the following:

- Upload the log files to Symantec Technical Support.
- Set log levels.
- Export or remove CIFS and NFS shares.

Note: The NetBackup Appliance VxUL logs are no longer archived by a cron job, or a scheduled task. In addition, log recycling has been enabled, and the default number of log files has been set to 50.

Refer to the *NetBackup Appliance Command Reference Guide* for more information on the above commands.

See [“About NetBackup appliance log files”](#) on page 62.

Where to find NetBackup appliance log files using the Browse command

[Table 5-2](#) provides the location of the logs and the log directories that are accessible with the `Support > Logs > Browse` command.

Table 5-2 NetBackup appliance log file locations

Appliance log	Log file location
Configuration log	<DIR> APPLIANCE config_nb_factory.log
Selftest report	<DIR> APPLIANCE selftest_report
Host change log	<DIR> APPLIANCE hostchange.log
NetBackup logs, Volume Manager logs, and the NetBackup logs that are contained in the <code>openv</code> directory	<DIR> NBU <ul style="list-style-type: none"> ■ <DIR> netbackup ■ <DIR> openv ■ <DIR> volmgr
Operating system (OS) installation log	<DIR> OS boot.log boot.msg boot.omsg messages
NetBackup deduplication (PDDE) configuration script log	<DIR> PD pdde-config.log
NetBackup Administrative web user interface log and the NetBackup web server log	<DIR> WEBGUI <ul style="list-style-type: none"> ■ <DIR> gui ■ <DIR> webserver
Device logs	/tmp/DataCollect.zip You can copy the <code>DataCollect.zip</code> to your local folders using the <code>Main > Support > Logs > Share Open</code> command.

See [“About NetBackup appliance log files”](#) on page 62.

Gathering device logs with the DataCollect command

You can use the `DataCollect` command from the `Main > Support` shell menu to gather device logs. You can share these device logs with the Symantec Support team to resolve device-related issues.

Along with the operating system, IPMI, and storage logs, the `DataCollect` command now collects the following logs as well:

- Patch logs
- Veritas File System logs
- Test hardware logs
- CPU information
- Disk performance logs
- Memory information
- Hardware information

To gather device logs with the DataCollect command

- 1 Log on to the administrative NetBackup Appliance Shell Menu.
- 2 Open the Support menu. To open the support menu, use the following command:

```
Main > Support
```

The appliance displays all the sub-tasks in the support menu.

3 Enter the DataCollect command to gather storage device logs.

The appliance initiates the following procedure:

```

appliance123.Support > DataCollect
Gathering release information
Gathering dmidecode logs
Gathering ipmitool sel list logs
Gathering fwtermlog logs
Gathering AdpEventLog logs
Gathering smartctl logs
Gathering disk performance logs
Gathering ipmiutil command output
Gathering cpu information
Gathering memory information
Gathering sdr logs
Gathering adpallinfo logs
Gathering encinfo logs
Gathering cfgdsply logs
Gathering ldpdinfo logs
Gathering pdlist logs
Gathering fru logs
Gathering adpbucmd logs
Gathering os logs
Gathering adpalilog logs
Gathering dfinfo logs
Gathering vxprint logs
Gathering Test Hardware logs
Gathering patch logs
    
```

```

All logs have been collected in /tmp/DataCollect.zip
Log file can be collected from the appliance shared folder
- \\appliance123\logs\APPLIANCE
Share can be opened using Main->Support->Logs->Share Open
    
```

```

=====End of DataCollect=====
All logs have been collected in /tmp/DataCollect.zip
    
```

The appliance generates the device log in the /tmp/DataCollect.zip file.

- 4 Copy the `DataCollect.zip` to your local folders using the `Main > Support > Logs > Share Open` command.
 - 5 You can send the `DataCollect.zip` file to the Symantec Support team to resolve your issues.
- See [“About NetBackup appliance log files”](#) on page 62.

NetBackup Appliance Operating System Security

This chapter includes the following topics:

- [About operating system security](#)
- [Listing Products and Operating System Components within the NetBackup Appliance Installation](#)
- [Disabled Service Accounts](#)

About operating system security

The NetBackup appliance software is installed and runs the Linux operating system provided by Symantec, also known as Appliance OS. The OS included in the NetBackup Appliance version 2.6 comes with the following security enhancements:

- Updated and trimmed operating system platform, which enables packaging and installing the customized SLES 11 SP1, Storage Foundation, NetBackup packages, and third-party tools on a compatible and a robust hardware platform. See [“Listing Products and Operating System Components within the NetBackup Appliance Installation”](#) on page 73. See [“Listing Operating system packages removed from the NetBackup Appliance”](#) on page 104.
- SCSP-based intrusion prevention feature that hardens the Appliance operating system, Backed up Media and Data by isolating and sandboxing each process and all the system files thus ensuring system integrity
- Regular scan of the NetBackup Appliance with industry-recognized vulnerability scanners. Typically every three months there is a Maintenance release which includes the latest security updates related to OS or 3rd party components such

as tomcat/openssl/java and so on. If Security threats are identified between release schedules, please reach out to Symantec for a known resolution.

- Reduced the burden of operating system maintenance and further harden the NetBackup Appliance OS against potential security exploitation by removing OS packages that are not used by the platform.
- Removed or disabled nonusers and unused service accounts.
See [“Disabled Service Accounts”](#) on page 73.
- The NetBackup Appliance has edited the tunable kernel parameters to secure the appliance operating system against attacks such denial-of-service (DoS) attacks. The `sysctl` setting `net.ipv4.tcp_syncookies` has been added to `/etc/sysctl.conf` configuration file to implements TCP Syncookies.
- Disabled unnecessary runlevel services. The appliance operating systems uses runlevels to determine the services that should be running and to allow specific work to be done on the system.
- Disabled `FTP`, `telnet`, `rlogin` (`rsh`).
- Usage limited to `ssh`, `scp`, `sftp` are used.
- Disabled TCP Forwarding for SSH by adding `AllowTcpForwarding no` and `X11Forwarding no` to `/etc/ssh/sshd_config`.
- IP forwarding is disabled on the appliance operating system and does not allow routing on the TCP/IP stack. This feature prevents a host on one subnet from using the appliance as a router to access a host on another subnet.
- The NetBackup appliance does not allow IP aliasing (configuring multiple IP addresses) on the network interface. This feature prevents access to multiple network segments on one NIC port.
- The `UMASK` value determines the file permission for newly created files. It specifies the permissions which should not be given by default to the newly created file. Although the default value of `UMASK` in most UNIX systems is `022`, `UMASK` is set to `077` for the NetBackup Appliance.
- Searched and fixed the permissions of all the world-writable files that are found in the NetBackup Appliance.
- Searched and fixed the permissions of all the orphaned and unowned files and directories that are found in the NetBackup Appliance.

Listing Products and Operating System Components within the NetBackup Appliance Installation

The [Table 6-1](#) lists the components of the base appliance operating system and the Symantec products installed along with the NetBackup Appliance:

Table 6-1 Symantec products and OS components installed with NetBackup Appliance

Products / OS components	Version
Symantec Storage Foundation with special patches and performance tunings	6
Symantec Critical System Protection	SCSP Agent 5.2.9 MP3
NetBackup	7.6.x.x
NetBackup Appliance Web Console	2.6.x.x
NetBackup Appliance Shell Menu	2.6.x.x
Hardware monitoring software	2.2
Linux operating system Provided by Symantec	SUSE Linux Enterprise Server with security fixes found with service pack one 11SP1
WAN Optimization Kernel	2.6.16.60-0.101.1

See [“About operating system security”](#) on page 71.

Disabled Service Accounts

The following list of service accounts have been disabled for the NetBackup Appliance operating system:

- Batch jobs daemon
- bin
- daemon
- DHCP server daemon
- FTP account
- User for haldaemon
- User for OpenLDAP

- Mailer daemon
- Manual pages viewer
- User for D-BUS
- Name server daemon
- News system
- nobody
- NTP daemon
- PolicyKit
- Postfix Daemon
- SSH daemon
- Novell Customer Center User
- UNIX-to-UNIX CoPy system
- wwwrun WWW daemon Apache
- NBE Web service ntbecmpi

See [“About operating system security”](#) on page 71.

NetBackup Appliance Data Security

This chapter includes the following topics:

- [About Data Security](#)
- [About Data Integrity](#)
- [About Data Classification](#)
- [About Data Encryption](#)

About Data Security

NetBackup Appliances support policy driven mechanism to protect data on clients as well as NetBackup servers. The following measures are implemented to improve data security by avoiding data leaks and improving protection:

- Real-time intrusion detection mechanisms are in place to audit access to confidential data stored on NetBackup Appliance.
- Logging and real-time tracking of all restores.
- Access to the backed up data is authorized to only appliance users and processes.
- NetBackup Appliance ensures that all backup data in the Deduplication Pool (MSDP) are marked with Cyclic Redundancy Check (CRC) digital signatures when the backup takes place. A maintenance task continuously re-computes the CRC digital signatures and compares it with the original signature to detect if there has been any unwanted tampering or corruption in the Deduplication Pool.

- Unintended access to appliance storage is prevented by password protecting logins to the appliance.
- Access to shared data limited to authorized users only and NetBackup processes. See [“Disabled Service Accounts”](#) on page 73.
- Usage of HTTPS protocol and port 443 to connect to the Symantec AutoSupport server to upload hardware and software information using the Call Home feature. Symantec support uses this information to resolve any issues that you might report. This information is retained for 90 days and purged at the Symantec Secure Operations Center.
- Support “Checkpoints” that lets you easily roll back the entire system to a point in time to undo any misconfiguration. The checkpoint captures the following components:
 - Appliance operating system
 - Appliance software
 - NetBackup software
 - Tape media configuration on the master server
 - Networking configuration
 - LDAP configuration if it exists
 - Fiber channel configuration
 - Any previously applied patches

Note: Critical components like NetBackup Catalog, KMS database, or NBAC database may need additional configuration.

NetBackup Appliance software has no in-built transmission/session security unless it is HTTP (Web service) protocol. Symantec recommends deploying VPN (Virtual Private Networks) solutions like IPSec, between NetBackup hosts if appliance software is running in an untrusted network environment.

About Data Integrity

The Deduplication Pool storage in NetBackup Appliance provides the following data integrity checks to ensure that successful data restores:

Continuous end-to-end verification of backup data, stored in the Deduplication Pool

Any inadvertent data modifications that can cause data corruption are automatically detected and rectified if possible. Any unrecoverable data corruption issues are reported to the storage administrator by the NetBackup Console's Disk Reports UI (**NetBackup Administration Console > Reports > Disk Reports**).

Continuous Cyclic Redundancy Check (CRC) verification of backup data, stored in the Deduplication Pool

A CRC value is computed for each object created for the backup job in the Deduplication pool. A background process continuously verifies the CRC signatures to ensure that backup data is not tampered with and can be restored successfully when needed. The deduplication pool design naturally isolates any data corruption from uncorrupted portions of the pool, preventing corruption from spreading throughout the deduplication pool.

About Data Classification

A data classification represents a set of backup requirements, which makes it easier to configure backups for data with different requirements. For example, a backup with a gold classification must go to a storage lifecycle policy with a gold data classification. The NetBackup Appliance supports the same data classification attributes as NetBackup.

The NetBackup Data Classification attribute specifies the classification of the storage lifecycle policy that stores the backup. For example, a backup with a gold classification must go to a storage unit with a gold data classification.

NetBackup provides the following default data classifications:

- Platinum
- Gold
- Silver
- Bronze

This attribute is optional and applies only when the backup is to be written to a storage lifecycle policy. If the list displays **No data classification**, the policy uses the storage selection that is displayed in the **Policy storage** list. If a data classification is selected, all the images that the policy creates are tagged with the classification ID.

About Data Encryption

The NetBackup Appliance offers the following encryption methodologies to protect both data at rest and in flight:

- Transmit data in encrypted formats and using secure tunnels. These configurations can be made by client-side encryption and also replication. If these options are not used, once the data is out of NetBackup Appliances we rely on Network infrastructure for securing data in flight.
- Provides blowfish128-bit encryption in MSDP and allows encryption of each block with a unique key, further enhancing security.
- Supports encryption using NetBackup Key Management Service (KMS) which is integrated with NetBackup Enterprise Server 7.1. See [“KMS support”](#) on page 78.
- Supports NetBackup Access Control (NBAC) functionality that incorporates the NetBackup Product Authentication and Authorization into NetBackup Appliance master servers.

KMS support

The NetBackup Appliance supports encryption managed by NetBackup Key Management Service (KMS) which is integrated with NetBackup Enterprise Server 7.1. With version 2.6 and later, KMS is supported on a NetBackup Appliance configured as a Master or a Media Server. Regenerating the data encryption key is the only supported method of recovering KMS on an Appliance Master Server.

It has the following key features:

- It does not require an additional license.
- It is a master server-based symmetric key management service.
- It can be administered as a Master Server with tape devices connected to it or to another NetBackup Appliance.
- It manages symmetric cryptography keys for tape drives, that conform to the T10 standard (such as LTO4 or LTO5).
- It is designed to use volume pool-based tape encryption.
- It can be used with tape hardware, that has built-in hardware encryption capability.
- It can be managed by a NetBackup CLI administrator using the NetBackup Appliance Shell Menu or the KMS Command Line Interface (CLI).

Note: In the versions earlier than 2.6 of the NetBackup Appliance, KMS is only supported when the appliance is configured as a Media Server. A non-Appliance Master Server is required to administrate KMS with devices connected to a NetBackup Appliance.

About the keys used under KMS

The KMS generates keys from passcodes or auto-generates keys. The [Table 7-1](#) lists the files associated with KMS that hold the information about the keys.

Table 7-1 KMS files

KMS files	Description	Location
Key file or key database	This is the most important file for KMS. It contains the data encryption keys.	/usr/openv/kms/db/KMS_DATA.dat
Host Master Key	It contains the encryption key that encrypts and protects the KMS_DATA.dat key file using AES 256.	/usr/openv/kms/key/KMS_HMKF.dat
Key Protection Key	It is the encryption key that encrypts and protects individual records in the KMS_DATA.dat key file using AES 256. Currently the same key protection key is used to encrypt all of the records.	/usr/openv/kms/key/KMS_KEYF.dat

NetBackup Appliance Web Security

This chapter includes the following topics:

- [About NetBackup Appliance Web Console Security Updates](#)
- [About SSL certification](#)
- [Implementing third-party SSL certificates](#)

About NetBackup Appliance Web Console Security Updates

The NetBackup Appliance Web Console uses the following software versions in NetBackup Appliance 2.6.1.2:

Apache Tomcat version 7.0.57

Apache Struts version 2.3.16.3

Java Runtime Environment (JRE) version 1.7.0_u55

See [“About SSL certification”](#) on page 80.

About SSL certification

The Secure Socket Layer protocol creates an encrypted connection between your appliances web server and your LDAP server or your local servers allowing for information to be transmitted without the problems of eavesdropping, data tampering, or message forgery. To enable SSL on your NetBackup Appliance Web Console,

you need an SSL certificate that identifies you and installs it on the appliance's web server.

Symantec Product Authentication Service issues self-signed SSL certificates. The NetBackup Appliance uses a self-signed certificate hierarchy. The key algorithm used to generate the SSL certificate key is SHA1with RSA. All the Low strength ciphers, such as, SSLv2 and Diffie-Hellman are disabled.

You can also set the SSL certificates for an LDAP PAM Authentication module that enables you to establish a secure connection, between the NetBackup Appliance LDAP PAM module and the LDAP server.

Third-party certificates

You can manually add and implement third-party certificates for the Web service support. The appliance uses the Java keystore as the repository of security certificates. A Java keystore (JKS) is a repository of security certificates, like authorization certificates or public key certificates that are used for instance in SSL encryption.

Note: The procedure to implement third-party certificates varies with the type of PKCS (Public-key Cryptography Standards) used. For more information on implementing third-party certificates using PKCS# 7 and PKCS# 12 standard formats, refer to section 'Implementing third-party SSL certificates' section from the *Symantec NetBackup™ Appliance Administrator's Guide*.

See [“About NetBackup Appliance Web Console Security Updates”](#) on page 80.

Implementing third-party SSL certificates

You can manually add and implement third-party certificates for the web service support. The appliance uses the Java KeyStore as the repository of security certificates. A Java KeyStore (JKS) is a repository of security certificates, like authorization certificates or public key certificates that are used for instance in SSL encryption. If you want to implement third-party certificates, use the following procedure:

To implement third-party SSL certificates:

- 1 Prepare keystore file for web services. The procedure varies with the type of PKCS (Public-key Cryptography Standards) you use, the following table describes the steps to use PKCS# 7 and PKCS# 12 standard formats

PKCS format Preparing keystore files

PKCS#7 or X.509 format You can use the following link:

<https://knowledge.verisign.com/support/ssl-certificates-support/index.html>

PKCS#12 format **1** Convert PEM formatted x509 Cert and Key to a PKCS# 12, using the following commands:

```
openssl pkcs12 export -in server.crt -inkey server.key -out server.p12 -name some-alias -CAfile ca.crt -caname root
```

For more information on `openssl` usage, refer to <http://www.openssl.org/>.

Note: Ensure that you put a password on the PKCS #12 file. When the password is not applied to the file, you may get a null reference exception when you try to import the file

2 Convert the pkcs12 file to a Java Keystore using the following commands:

```
keytool -importkeystore -deststorepass changeit -destkeypass changeit -destkeystore server.keystore -srckeystore server.p12 -srcstoretype PKCS12 -srcstorepass some-password -alias some-alias
```

For more information on `keytool` usage, refer to <http://docs.oracle.com/javase/6/docs/technotes/tools/solaris/keytool.html>

2 Shutdown webservice using the following command:

```
/etc/init.d/nbappws stop
```

3 Replace the existing keystore file with your new keystore file. The default file name is `/opt/SYMCnbappws/Security/keystore`.

4 Correct the following information in the configuration files:

- Change the `keystoreFile` and `keystorePass` settings in the `/opt/SYMCnbappws/config/server.xml`.
- Change the `keystoreFile` and `keystorePass` settings in the `/opt/SYMCnbappws/webserver/conf/server.xml`.

- Change the `javax.net.ssl.trustStore` and `javax.net.ssl.trustStorePassword` settings in the `/opt/SYMCnbappws/bin/startgui.sh`.

5 Startup webservice using the following command:

```
/etc/init.d/nbappws start
```

NetBackup Appliance Network Security

This chapter includes the following topics:

- [About IPsec Channel Configuration](#)
- [About the NetBackup Appliance 52xx ports](#)

About IPsec Channel Configuration

The NetBackup Appliance uses IPsec channels to secure communication between two appliances, thus helping to secure data in transit. All other communication between NetBackup Appliance and non-appliance, like the NetBackup master servers, would be non-IPsec.

IPsec security works at IP level and allows securing IP traffic between two hosts. Device certificates are provisioned to the Master and Media appliances, these certificates are then enabled for configuring IPsec channels. This enables a secure interaction of the master and media servers. The device certificates used are x509 certificates issued by Versign CA.

The appliance performs the following validation checks before establishing IPsec channel:

- Validate the authenticity of the certificates using the x509 cert validate.
- Validate whether the device certificate corresponds to the IP.
- Validate and update security associations in both directions of the communication.

The hosts are detected after the device certificates are recognized. Only after this is IPsec channel is configured and enabled.

Managing IPsec configuration

You can use the following commands from the NetBackup Appliance Shell Menu to manage IPsec channel:

Table 9-1 IPsec commands

Command	Description
Network > Security > Configure	You can use this command to configure IPsec between any two hosts. You can define the hosts by the host name. You can also identify them by the user ID and password.
Network > Security > Delete	You can use this command to remove IPsec policies for a list of remote hosts on a local system. You can use this command to remove IPsec policies for a list of remote hosts on a local system. Remove IPsec policies for a list of remote hosts on a local system. Use the <code>Hosts</code> variable to define one or more host names. Use a comma to separate multiple host names.
Network > Security > Export	Use this command to export the IPsec credentials. The <code>EnterPasswd</code> field is used to answer the question, "Do you want to enter a password?". You must enter a value of yes or no in this field. In addition, you must specify a path that defines where you want to place the exported credentials. Note: The IPsec credentials are removed during a reimage process. The credentials are unique for each appliance and are included as part of the original factory image. The IPsec credentials are not included on the USB drive that is used to reimage the appliance.
Network > Security > Import	Use this command to import the IPsec credentials. The <code>EnterPasswd</code> field is used to answer the question, "Do you want to enter a password?". You must enter a value of yes or no in this field. In addition, you must specify a path that defines where you want to place the imported credentials.
Network > Security > Provision	Use this command to provision IPsec policies for a list of remote hosts on a local system. Use the <code>Hosts</code> variable to define one or more host names. Use a comma to separate multiple host names.

Table 9-1 IPsec commands (*continued*)

Command	Description
<pre>Network > Security (IPsec) > Refresh</pre>	Use this command to reload the IPsec configuration. The [Auto] option defines whether the configurations on all referenced hosts are refreshed or not. You can enter [Auto] or [NoAuto]. The default value is [NoAuto].
<pre>Network > Security > Show</pre>	Display the IPsec policies for a local host or a provided host. The [[Verbose]] option is used to define whether the output is verbose or not. The values that you can enter in this field are [VERBOSE] or [NOVERBOSE]. The default value is [NOVERBOSE]. The [[HostInfo]] option can contain the following information that is separated by a comma. The host name, the user ID (optional), and the password (optional).
<pre>Network > Security > Unconfigure</pre>	Use this command to unconfigure IPsec between any two hosts. The <i>Host1Info</i> variable can contain the following information that is separated by a comma. The host name, the user ID (optional), and the password (optional). The <i>[Host2info]</i> variable can contain the host name, the user ID (optional), and the password (optional).

You can use the `Main > Network > Security` command from the NetBackup Appliance Shell Menu to configure the IPsec channel between two hosts. For more information of configuring IPsec channels, refer to the *Symantec NetBackup™ Appliance Command Reference Guide*.

About the NetBackup Appliance 52xx ports

In addition to the ports used by NetBackup, the 52xx appliances also provide for both in-band and out-of-band management. The out-of-band management is through a separate network connection, the Remote Management Module (RMM), and the Intelligent Platform Management Interface (IPMI). Open these ports through the firewall as appropriate to allow access to the management services from a remote laptop or KVM (keyboard, video monitor, mouse).

Warning: The NetBackup Appliance Web Console is now available only over HTTPS on the default port 443; port 80 over HTTP has been disabled. Please use `https://<appliance-name>` to log in to the Web Console, where appliance-name is the fully qualified domain name (FQDN) of the Appliance and can also be an IP address.

Table 9-2 lists the ports open for inbound communication to the NetBackup Appliance.

Table 9-2 Inbound ports

Port	Service	Description
22	ssh	In-band management CLI
80	HTTP	In-band management GUI
443	HTTPS	In-band management GUI
80	HTTP	Out-of-band management (ISM+ or RM*)
443	HTTPS	Out-of-band management (ISM+ or RM*)
5900	KVM	CLI access, ISO & CDRROM redirection
623	KVM	(optional, used if open)
7578	RMM	CLI access
5120	RMM	ISO & CD-ROM redirection
5123	RMM	Floppy redirection
7582	RMM	KVM
5124	HTTPS	CD ROM
5127		USB or Floppy
2049	HTTPS	NFS++
445		CIFS (for the Log/Install shares)

+ NetBackup Integrated storage manager

* Symantec Remote Management – Remote Console

++ Once the NFS service is shut down, the vulnerability scanners do not pick up these ports as threats.

Note: Ports 7578, 5120, and 5123 are for the unencrypted mode. Ports 7528, 5124, and 5127 are for the encrypted mode.

[Table 9-3](#) list the ports outbound from the appliance to allow alerts and notifications to the indicated servers.

Table 9-3 Outbound ports

Port	Service	Description
443	HTTPS	Call Home notifications to Symantec
162**	SNMP	Outbound traps and alerts
443	HTTPS	Download SCSP certificate

** This port number can be changed within the appliance configuration to match the remote server.

The complete list of all the applicable ports is available in the *Symantec NetBackup Network Ports Reference Guide*.

NetBackup Appliance Call Home Security

This chapter includes the following topics:

- [About AutoSupport](#)
- [About Call Home](#)
- [About SNMP](#)

About AutoSupport

The AutoSupport feature lets you register the appliance and your contact details at the Symantec support website . Symantec support uses this information to resolve any issue that you report. The information allows Symantec support to minimize downtime and provide a more proactive approach to support.

Provide the registration details for your appliance using one of the following provisions:

- The [MyAppliance portal](#) before you install the appliance
- The appliance initial configuration on the **Registration** page
- The NetBackup Appliance Web Console by navigating to **Settings > Notification > Registration** page
- The NetBackup Appliance Shell Menu by running the `Settings > Alerts > CallHome Registration` command. For more information about this command, refer to the *NetBackup Appliance Command Reference Guide*.

You can register by entering the following basic information:

- Name: Your name, company name

- Address, where the appliance is physically located: City, street, state, ZIP Code
- Contact information: Phone number, email address

The support infrastructure is designed to allow Symantec support to help you in the following ways:

- Proactive monitoring lets Symantec support to automatically create cases, fix issues, and dispatch any appliance parts that might be at risk.
- The AutoSupport infrastructure within Symantec analyzes the Call Home data from appliance. This analysis provides proactive customer support for hardware failures, reducing the need for backup administrators to initiate support cases.
- With AutoSupport ability, Symantec support can begin to understand how customers configure and use their appliances, and where improvements would be most beneficial.
- Send and receive status and alert notifications for the appliance.
- Receive hardware and software status using Call Home.
- Provide more insight into the issues and identify any issues that might further occur as a result of the existing issue.
- View reports from the Call Home data to analyze patterns of hardware failure, and see usage trends. The appliance sends health data every 30 minutes.

The information that you provide for appliance registration helps Symantec support to initiate resolution of any issue that you report. However, if you want to provide additional details such as a secondary contact, phone, rack location, and so on, you can visit <https://my.symantec.com>.

About Call Home

Your appliance can connect with a Symantec AutoSupport server and upload hardware and software information. Symantec support uses this information to resolve any issues that you might report. The appliance uses the HTTPS protocol and uses port 443 to connect to the Symantec AutoSupport server. This feature of the appliance is referred to as Call Home. It is enabled by default.

AutoSupport in appliance uses the data that is gathered by Call Home to provide proactive monitoring for the appliance. If Call Home is enabled, the appliance uploads hardware and software information (or the Call Home data) to Symantec AutoSupport server periodically at an interval of 15 minutes

If you determine that you have a problem with a piece of hardware, you might want to contact Symantec support. The Technical Support engineer uses the serial number of your appliance and assesses the hardware status from the Call Home

data. To know the serial number of your appliance from the NetBackup Appliance Web Console, go to the **Monitor > Hardware > Health details** page. To determine the serial number of your appliance using the shell menu, go to the `Monitor > Hardware` commands. For more information about the `Monitor > Hardware` commands, refer to the *NetBackup Appliance Command Reference Guide*.

Use the **Settings > Notification** page to configure Call Home from the NetBackup Appliance Web Console. Click **Alert Configuration** and enter the details in the **Call Home Configuration** pane.

[Table 10-1](#) describes how a hardware failure is reported when the feature is enabled or disabled.

Table 10-1 What happens when Call Home is enabled or disabled

Monitoring enabled or disabled	Hardware failure routine
Call Home enabled	<p>When a hardware failure occurs, the following sequence of alerts occur:</p> <ul style="list-style-type: none"> ■ The appliance uploads the following hardware and software information to a Symantec AutoSupport server: <ul style="list-style-type: none"> ■ CPU ■ Disk ■ Fan ■ Power supply ■ RAID group ■ Temperatures ■ Adapter ■ PCI ■ Fibre Channel HBA ■ Network card ■ Partition information ■ MSDP statistics ■ Storage connections ■ Storage status ■ 52xx Storage Shelf - Status of disk, fan, power supply, and temperature ■ 5330 Primary Storage Shelf - Status of disk, fan, power supply, temperature, battery backup unit (BBU), controller, volume, and volume group ■ 5330 Expansion Storage Shelf - Status of disk, fan, power supply, and temperature ■ NetBackup Appliance software version ■ NetBackup version ■ Appliance model ■ Appliance configuration ■ Firmware versions ■ Appliance, storage, and hardware component serial numbers ■ The appliance generates a local alert by email to notify you of the hardware failure. The appliance also generates an SNMP trap.
Call Home disabled	<p>No data is sent to the Symantec AutoSupport server. Your system does not report hardware errors to Symantec to enable faster problem resolution.</p>

See [“Configuring Call Home from the NetBackup Appliance Shell Menu”](#) on page 93.

See [“About AutoSupport ”](#) on page 89.

Configuring Call Home from the NetBackup Appliance Shell Menu

You can configure the Call Home details from the **Settings > Notification** page.

You can configure the following Call Home settings from the NetBackup Appliance Shell Menu:

- [Enabling and disabling Call Home from the NetBackup Appliance Shell Menu](#)
- [Configuring a Call Home proxy server from the NetBackup Appliance Shell Menu](#)
- Testing whether or not Call Home works correctly by running the `Settings > Alerts > CallHome > Test` command.

If you enable Call Home, you can use the `Settings > Alerts > CallHome Registration` command to configure the contact details for your appliance by entering the following information:

- The name of the person who is the first point of contact and responsible for the appliance.
- The address of the contact person.
- The phone number of the contact person.
- The email address of the contact person.

To learn more about the `Main > Settings > Alerts > CallHome` commands, refer to the *Symantec NetBackup Appliance Command Reference Guide*.

For a list of the hardware problems that cause an alert, see the following topics:

See [“About Call Home”](#) on page 90.

Enabling and disabling Call Home from the NetBackup Appliance Shell Menu

You can enable or disable Call Home from both, the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu. Call Home is enabled by default.

To enable or disable Call Home from the NetBackup Appliance Shell Menu

- 1 Log on to the NetBackup Appliance Shell Menu.
- 2 To enable Call Home, run the `Main > Settings > Alerts > CallHome Enable` command.
- 3 To disable Call Home, run the `Main > Settings > Alerts > CallHome Disable` command.

For more information on `Main > Settings > Alerts > CallHome` commands, refer to the *Symantec NetBackup Appliance Command Reference Guide*.

Configuring a Call Home proxy server from the NetBackup Appliance Shell Menu

You can configure a proxy server for Call Home, if required. If the appliance environment has a proxy server between the environment and external Internet access, you must enable the proxy settings on the appliance. The proxy settings include both a proxy server and a port. The proxy server must accept https connections from the Symantec AutoSupport server. This option is disabled by default.

To add a Call Home proxy server from the NetBackup Appliance Shell Menu

- 1 Log on to NetBackup Appliance Shell Menu.
- 2 To enable proxy settings, run the `Main > Settings > Alerts > CallHome Proxy Enable` command.
- 3 To add a proxy server, run the `Main > Settings > Alerts > CallHome Proxy Add` command.

- You are prompted to enter the name of the proxy server. The proxy server name is the TCP/IP address or the fully qualified domain name of the proxy server.
- After you have entered a name for the proxy server, you are prompted to enter the port number for the proxy server.
- Further, you are required to answer the following:

```
Do you want to set credentials for proxy server? (yes/no)
```

- On answering yes, you are prompted to enter a user name for the proxy server.
- After you have entered the user name, you are prompted to enter a password for the user. On entering the required information, the following message is displayed:

```
Successfully set proxy server
```

- 4 To disable proxy settings, run the `Main > Settings > Alerts > CallHome Proxy Disable` command.

Further, you can also use the NetBackup Appliance Shell Menu to enable or disable proxy server tunneling for your appliance. To do so, run the `Main > Settings > CallHome Proxy EnableTunnel` and `Main > Settings > Alerts > CallHome Proxy DisableTunnel` commands. Proxy server tunneling lets you provide a secure path through an untrusted network.

Understanding the Call Home workflow

This section explains the mechanism that Call Home uses to upload data from your appliance to the Symantec AutoSupport server.

Call Home uses HTTPS (secure and encrypted protocol) with port number 443 for all communication with Symantec AutoSupport servers. For Call Home to work correctly, ensure that your appliance has Internet access either directly, or through a proxy server to reach the Symantec AutoSupport servers. AutoSupport, a mechanism that monitors the appliance proactively, uses the Call Home data to analyze and resolve any issues that the appliance may encounter.

All communications are initiated by the appliance. Your appliance needs access to <https://www.symappmon.com>.

The appliance Call Home feature uses the following workflow to communicate with AutoSupport servers:

- Access a port to <https://www.symappmon.com> every 15 minutes.
- Perform a self-test operation to <https://www.symappmon.com>.
- If the appliance encounters an error state, all hardware logs from past three days are gathered along with the current log.
- The logs are then uploaded to the Symantec AutoSupport server for further analysis and support. These error logs are also stored on the appliance. You can access these logs from `/log/upload/<date>` folder.
- If the error state persists three days later, the logs will be re-uploaded.

See “[About Call Home](#)” on page 90.

See “[About AutoSupport](#)” on page 89.

About SNMP

The Simple Network Management Protocol (SNMP) is an application layer protocol that facilitates the exchange of management information between network devices. It uses either the Transmission Control Protocol (TCP) or the User Datagram Protocol (UDP) for transport, depending on configuration. SNMP enables network administrators to manage network performance, find and solve network problems, and plan for network growth.

SNMP is based on the manager model and agent model. This model consists of a manager, an agent, a database of management information, managed objects, and the network protocol.

The manager provides the interface between the human network manager and the management system. The agent provides the interface between the manager and the physical devices being managed.

The manager and agent use a Management Information Base (MIB) and a relatively small set of commands to exchange information. The MIB is organized in a tree structure with individual variables, such as point status or description, being represented as leaves on the branches. A numeric tag or object identifier (OID) is used to distinguish each variable uniquely in the MIB and in SNMP messages.

NetBackup Appliance 2.6.1.2 supports SNMP v2.

About the Management Information Base (MIB)

Each SNMP element manages specific objects with each object having specific characteristics. Each object and characteristic has a unique object identifier (OID) that is associated with it. Each OID consists of the numbers that are separated by decimal points (for example, 1.3.6.1.4.1.2682.1).

These OIDs form a tree. A MIB associates each OID with a readable label and various other parameters that are related to the object. The MIB then serves as a data dictionary that is used to assemble and interpret SNMP messages. This information is saved as a MIB file.

You can check the details of the SNMP MIB file from the **Settings > Notifications > Alert Configuration** page of the NetBackup Appliance Web Console. To configure the appliance SNMP manager to receive hardware monitoring related traps, click **View SNMP MIB file** in the **SNMP Server Configuration** pane.

You can also view the SNMP MIB file with the `Settings > Alerts > SNMP ShowMIB` command in the NetBackup Appliance Shell Menu.

NetBackup Appliance IPMI Security

This chapter includes the following topics:

- [Introduction to IPMI configuration](#)
- [Recommended IPMI settings](#)
- [Replacing the default IPMI SSL certificate](#)

Introduction to IPMI configuration

You can configure the IPMI sub-system for your appliances. The Intelligent Platform Management Interface (IPMI) sub-system is beneficial when an unexpected power outage shuts down the connected system. This sub-system operates independently of the operating system and can be connected by using the remote management port, located on the rear panel of the appliance.

You can configure the IPMI sub-system and the Symantec Remote Management tool using the BIOS setup. The Symantec Remote Management tool provides an interface to use the remote management port. It lets you monitor and manage your appliance from a remote location.

Recommended IPMI settings

This section lists the recommended IPMI settings to ensure a secure IPMI configuration.

Users

The following recommendations must be kept in mind while creating IPMI users:

- Don't allow accounts with null user name or password.
- Recommended to have one administrative user.
- Recommended to disable anonymous user.
- Recommended to delete vendor accounts and create your own user name and passwords.
- Recommended to set 16-20 characters of password on each user to avoid brute force attacks

Login

The following recommendations must be kept in mind while creating applying login settings for the IPMI users:

Table 11-1 Login security settings

Settings	Recommended values
Failed login attempts	3
User Lockout time (min)	60 seconds
Force HTTPS	Yes The 'Force HTTPS' check-box must be enabled to ensure that the IPMI connection always takes place over HTTPS.
Web Session Timeout	1800

LDAP Settings

Symantec recommends that you should enable LDAP authentication, if possible in your environment.

SSL Upload

Symantec recommends that you import a new/custom ssl certificate.

Remote Session

Table 11-2 Remote session security settings

Settings	Recommended values
KVM Encryption	AES
Media Encryption	Enable

Cipher recommendation

- Do NOT set cipher to zero on the IPMI channel

Warning: If the cipher 0 enabled on a channel, it allows anyone to perform any IPMI action with no authentication, effectively subverting IPMI security entirely. Disable it at all costs.

- Only use ciphers 3, 8, and 12.

Ethernet connection settings

Recommended to have a dedicated Ethernet connection for IPMI, that is you should avoid sharing the server's physical connection.

- Use a static IP
- Avoid DHCP

Disable Services that aren't used

In future version of IPMI, you will have the ability to disable SSH and HTTP services from the Symantec Remote Management Console or the command line interface.

For more information, refer to

<http://www.intel.com/content/www/us/en/servers/ipmi/ipmi-home.html>.

Replacing the default IPMI SSL certificate

Symantec recommends that the default IPMI SSL certificate used to access the IPMI web interface be replaced with either a certificate signed by a trusted internal or external Certificate Authority (in PEM format), or by a self-signed certificate. You can use the following procedure to create a minimal self-signed certificate on a Linux computer and import it into the IPMI web interface:

To create a minimal self-signed certificate on a Linux computer and import it into the IPMI web interface:

- 1 Run the following command to generate the private key called `ipmi.key`:

```
$ openssl genrsa -out ipmi.key 2048
```

```
Generating RSA private key, 2048 bit long modulus
```

```
.....+++
```

```
.+++
```

```
e is 65537 (0x10001)
```

- 2 Generate a certificate signing request called `ipmi.csr` using `ipmi.key`, filling in each field with their appropriate values:

Note: To avoid extra warnings in your browser, set the CN to the fully qualified domain name of the IPMI interface. You are about to enter is what is called a Distinguished Name or a DN.

```
$ openssl req -new -key ipmi.key -out ipmi.csr
```

Refer to the following guidelines to enter information to be incorporated into your certificate request:

Country Name (2 letter code) [AU]: Enter your Country's name. For example, US.

State or Province Name (full name) [Some-State]: Enter your State's or Province's name. For example, OR.

Locality Name (eg, city) []: Enter your Locality name. For example, Springfield.

Organization Name (eg, company) [Internet Widgits Pty Ltd]: Enter your Organization's name. For example, Symantec.

Organizational Unit Name (eg, section) []: Enter your Organization Unit's name.

Common Name (eg, YOUR name) []: Enter `hostname.your.company`.

Email Address []: Enter your email address. For example, `email@your.company`.

A challenge password []: Enter the appropriate challenge password, which is the extra attribute to be sent with your certificate request.

An optional company name []: Enter the appropriate optional company name, which is the extra attribute to be sent with your certificate request.

Note: Enter '.', to leave any field blank.

- 3 Sign `ipmi.csr` with `ipmi.key` and create a certificate called `ipmi.crt` that is valid for 1 year:

```
$ openssl x509 -req -in ipmi.csr  
  
-out ipmi.crt -signkey ipmi.key  
  
-days 365  
  
Signature ok  
  
subject=/C=US/ST=OR/L=Springfield  
  
/O=Symantec/OU=Your OU/  
  
CN=hostname.your.company/  
  
emailAddress=email@your.company
```

```
Getting Private key
```

- 4 Concatenate `ipmi.crt` and `ipmi.key` to create a certificate in PEM format called `ipmi.pem`.

```
$ cat ipmi.crt ipmi.key > ipmi.pem
```
- 5 Copy `ipmi.pem` to a host that has access to the appliance's IPMI web interface.
- 6 Login to your Symantec Remote Management (IPMI web interface).
- 7 Click **Configuration > SSL**.
The appliance displays the **SSL Upload** page.
- 8 From the **SSL Upload** page, click **Choose File** to import the certificate.
- 9 Select the `ipmi.pem` and click **Upload**.
- 10 A warning may appear that says an SSL certificate already exists, press **OK** to continue.
- 11 To import the key, click **Choose File** again (notice it says **New Privacy Key** next to the button).
- 12 Select the `ipmi.pem` and click **Upload**.

- 13 A confirmation appears stating that the certificate and key were uploaded successfully, press **OK** to restart the Web service.
- 14 Close and reopen the Symantec Remote Management (IPMI web interface) interface to verify that the new certificate is being presented.

Operating system packages removed from the NetBackup Appliances

This appendix includes the following topics:

- [Listing Operating system packages removed from the NetBackup Appliance](#)

Listing Operating system packages removed from the NetBackup Appliance

For Appliance 2.6.0.x an effort has been taken to reduce the burden of operating system maintenance and further harden the NetBackup Appliance against potential security exploitation. As a result of these efforts, the base operating system packages have been reviewed and several that are not used by the platform have been removed

Table A-1 List of known packages removed from the Appliance platform as of 2.6.x.x:

Apache Web services	compat-32bit	expat-32bit
LP Daemon (Print Server)	compat-libstdc++	gettext
SNMP Server Daemon	compat-openssl097g	gettext-32bit
aaa_skel	compat-openssl097g-32bit	glib2-32bit
ash	curl-32bit	gnome-filesystem
binutils-32bit	db	hfsutils

Table A-1 List of known packages removed from the Appliance platform as of 2.6.x.x: *(continued)*

blocxx	db-32bit	igb
boost	db42	ixgbe
bootsplash-theme-SuSE-SLES	dbus-1-mono	jfsutils
bzip2-32bit	e2fsprogs-32bit	jre
compat	evms	kernel-smp
ldapcplib	open-iscsi	sitar
libapr-util1	openct-32bit	sles-admin_en
libapr1	openldap2-client-32bit	sles-heartbeat_en
libart_lgpl	openssl-32bitresmgr-32bit	sles-preparation_en
libgssapi	perl-Compress-Zlib	sles-startup_en
libgssapi-32bit	perl-TermReadKey	sles-stor_evms_en
libpcap-32bit	portmap	smpppd
libusb-32bit	powersave	sqlite-32bit
liby2util	powersave-libs	util-linux-crypto
libzyp-zmd-backend	powersave-libs-32bit	wol
linux32	readline	wvdial
log4net	readline-32bit	wvstrams
mkisofs	resmgr	xntp
mktemp	resmgr-32bit	yast2-cd-creator
mono-core	rrdtool	yast2-heartbeat
mono-core-32bit	rug	yast2-iscsi-client
ncompress	samba-client-32bit	yast2-iscsi-server
ncursesportmap	sas_ir_snmp	yast2-mail-aliases
ncurses-32bit	sas_snmp	yast2-powertweak
net-snmp	scsi	yast2-theme-NLD
nfs-utils	sensors	zmd

Table A-1 List of known packages removed from the Appliance platform as of 2.6.x.x: *(continued)*

ntfsprogs	sig	zmd-inventory
-----------	-----	---------------

Note: If you have installed any of the above packages on the 2.5.x or 2.0.x versions of the NetBackup Appliance functionality of these packages may fail or degrade after the appliance is upgraded to version 2.6. Symantec does not support the installation of packages outside of those installed as part of the initial configuration.

See [“About operating system security”](#) on page 71.

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