

Symantec NetBackup™ Appliance Decommissioning and Reconfiguration Guide

Release 2.6.1.2

NetBackup 52xx and 5330



Symantec NetBackup™ Appliance Decommissioning and Reconfiguration Guide

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350 Ellis Street
Mountain View, CA 94043

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- Hardware information

- Available memory, disk space, and NIC information
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- Version and patch level
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- Router, gateway, and IP address information
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North America and Latin America supportsolutions@symantec.com

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Decommissioning a NetBackup appliance

This chapter includes the following topics:

- [About decommissioning a NetBackup 52xx appliance](#)
- [Decommissioning a NetBackup 52xx master appliance](#)
- [Decommissioning a NetBackup 52xx media appliance](#)

About decommissioning a NetBackup 52xx appliance

To decommission an appliance means to physically remove or eliminate the appliance from the backup environment. When you decide which appliance to decommission, you must make sure that the appliance is not configured as a backup destination for any clients.

You may need to decommission an appliance for any of the following reasons:

- The appliance has issues and needs to be reset to factory settings.
- The appliance has hardware issues and needs to be replaced.
- The appliance is no longer needed (down-sizing your backup environment).
- The appliance may need to be removed from the network domain to be repaired.
- The appliance is no longer supported and needs to be replaced.

After you determine that you need to decommission a media appliance, you can provision a new appliance to act as a target for all backups. With this technique the load is decreased on the existing appliance and moved to the new appliance. The existing can be removed from the domain eventually.

Decommissioning a NetBackup 52xx master appliance

When you decommission a master appliance it means all of the catalog and backup images stored on the disk will be lost. You can simply use Factory reset command to reset this appliance.

To decommission a NetBackup master appliance

- 1 Open an SSH session on the master appliance.
- 2 Log on as admin.
- 3 Run the following command and follow any additional prompts to reset the appliance to factory default settings.

```
Main_Menu > Support > FactoryReset
```

Decommissioning a NetBackup 52xx media appliance

When you decommission a media appliance it means all of the backup images that are stored on the disk will be destroyed. You must use the appliance shell menu to decommission a media appliance from a master appliance. Use the following procedure to decommission a media backup appliance to another appliance.

Note: If the media server that you are about to decommission has a deduplication pool storage unit configured, you must manually expire the images on that storage unit before you attempt to remove the media server.

To decommission a NetBackup media appliance

- 1 Open an SSH session on the master appliance.
- 2 Log on as admin.

- 3 Enter the following command to remove media appliance and move the ownership of the tape library:

```
Main_Menu > Appliance > Remove MediaServer TargetMediaServer
```

The variable *MediaServer* is the host name of the media server that you want to decommission. This media server can be an appliance or non-appliance media server. And *TargetMediaServer* is the host name of the media server that you have selected to receive the media. Again, the *TargetMediaServer* media server can be an appliance or non-appliance media server.

You can specify **NONE** for the *TargetMediaServer* variable if you do not need to move the media. If you specify **NONE** for the *TargetMediaServer* variable, then all of the backup images on the media that are attached to the media server appliance are lost.

- 4 Enter *Yes*, to confirm that you want to remove this appliance.
- 5 If you designated a valid media server appliance in the *TargetMediaServer* variable, enter the following command on each of the appliances to shut them down after a successful decommission of the appliance

```
Main_Menu > Support > Shutdown
```

- 6 You must cable the tape library to the target media server appliance.
- 7 Run the following command to turn on the media server.

```
Main_Menu > Support > Reboot
```

- 8 Enter the following command to configure the tape library to a media server appliance that is defined in the *TargetMediaServer* variable.

```
Main_Menu > Manage > Libraries > Configure MediaServer
```

Note: If you want to use a media server that is not an appliance media server, then you must use the NetBackup Administration Console to configure the tape library to that media server.

Where *MediaServer* is the media server appliance that you connected to the tape library and need to configure.

- 9 From the decommissioned media server, run the following command and follow any additional prompts to reset the appliance to factory default settings.

```
Main_Menu > Support > FactoryReset
```

Once you have completed the factory reset process and finished decommissioning the media server, you can configure it to serve any role that you choose. If you configure it as a master server, then you can use the

```
Main_Menu > Appliance > Add
```

 command to add a media appliance.

If a problem occurs, contact Symantec Technical Support for assistance.

Note: After you decommission a media server, the process does not remove disk pool and storage server objects of type PureDisk. You must use the NetBackup Administration Console from the NetBackup master server to remove these objects.

See the section "Decommissioning a media server" in the *Symantec NetBackup Administrator's Guide, Volume I* for more information on how to decommission a NetBackup media server.

You can refer to the following Technote on decommissioning a NetBackup 7.x media server:

<http://www.symantec.com/docs/TECH62119>

You can also refer to the following Technote on how to remove NetBackup Media Server Deduplication Option (MSDP) configurations from a NetBackup environment:

<http://www.symantec.com/docs/TECH150431>

Reconfiguring a NetBackup appliance

This chapter includes the following topics:

- [About reconfiguring a NetBackup appliance](#)

About reconfiguring a NetBackup appliance

If you experience problems with the appliance software, you can attempt to roll back the appliance software to a checkpoint or you can perform a factory reset operation. With the factory reset option, you can reset the appliance to its original default settings or if checkpoints exist, you can reset the appliance to an existing checkpoint. If you chose to perform a factory reset, you have the option to preserve your catalog configuration and existing data.

In a disaster recovery situation you must determine if you have lost all of the data and any software updates that were currently on the media or master server appliance. Or you may determine that you have an opportunity to save all of the data. No matter which scenario you face, you must image the appliance and then reconfigure the appliance in the same way you did as a new appliance. Symantec recommends that you record all of your initial configuration information so that you can reference that information should you need to reconfigure.

Note: During the reimaging process, all Symantec storage shelves that were already attached to the appliance should remain attached. In addition, do not attach any additional Symantec storage shelves.

Note: Because NetBackup 5200 appliances are no longer shipped, Symantec does not support the ability to reimage a 5200 that has an earlier version of software with the current 2.6.0.x software release. You must reimage the 5200 appliance with the same supported software version, such as 2.5, and then upgrade to the 2.6.0.x release.

Warning: Due to storage configuration enhancements beginning with NetBackup Appliance 2.6, it is not possible to retain storage information if you reimage a 2.6.x appliance to a version earlier than 2.6. If you need to preserve your backup data, you can only use a version that is within the same release line. For example, you can maintain your backup data if you reimage a 2.6.0.2 appliance to version 2.6.0.1. However, you cannot maintain your backup data if you reimage a 2.6.0.2 appliance to version 2.5.4.

Best practices before you begin reconfiguring your appliance

Before you reconfigure your appliance, you should consider the following with regards to license keys:

- If you intend to preserve data during the reconfiguration process, you must use the appliance shell menu. Reconfiguration using the NetBackup Appliance Web Console is not supported in this release.
- If during the reconfiguration process, the media or master server appliance goes through an initial configuration, then you must use the appliance shell menu to install the license keys before the initial configuration process begins. In addition, the user name and password may be set back to the default values if a factory reset operation was performed.

Record your configuration information before you begin a reconfiguration

Before you begin a reimage process, Symantec recommends that you record the configuration information that you entered when you performed the initial configuration process on the appliance. If a factory reset is run after the reimage process completes you should enter the same configuration information to connect to the appliance. In addition, after a factory reset the user name and password are reset to the default values.

- Network configuration:
 - Network interface
 - IP address
 - Subnet mask

- Gateway
- Network name
- Host configuration:
 - For Domain Name System (DNS) - Domain name suffix, DNS IP address, and the Search domain
 - For non-DNS systems - IP address, Fully qualified host name, and the short host name
- User name and password - Default user name is `admin` and the default password is `P@ssw0rd`.
- Role configuration - It is important that you configure the appliance using the same role as you did when it was initially configured.
- Storage configuration - If you are reconfiguring a media server appliance that has backup data on a disk that you want to preserve, you can record the following information so you have it available when you are ready to configure your storage.
 - Storage pool size
 - Disk pool name
 - Storage unit name

See [“Reconfiguring a 52xx master server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 27.

See [“Reconfiguring a 52xx media server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 35.

Re-imaging a NetBackup appliance from the USB drive

The following procedure describes the steps required to install a new image on a media server appliance. If you want to preserve your backup data, you must perform the following procedure using the NetBackup Appliance Shell Menu.

To re-image an appliance from the USB drive

- 1 If you cannot log into the appliance, insert the USB drive into the appliance, turn on the appliance, and then proceed to Step 4.

If you can log into the appliance and you can access the appliance shell menu, export (copy) and move the IPsec credentials to a remote drive using the following steps and then continue with Step 2.

- Open a CIFS and an NFS share with the following command:

```
Manage > Software > Share Open
```

- To export (copy) the IPsec credentials, enter the following command:
`Network > Security > Export <yes/no> /inst/patch/incoming`
 Where `<yes/no>` is for whether you want password protection.

Note: The output from the `export` command creates a backup `.pfx` file of the actual certificate. If you select `yes` to use a password, the file name is a number with the `.pfx` extension (`nnnnnnn.pfx`). If you select `no` for no password, a period precedes the file name (`.nnnnnnn.pfx`).

If you use a password, retain the name of the password to use when you run the `Import` command later in this procedure.

- To move the `.pfx` files into a local directory on a remote computer, create and mount a mount point and then move the files as follows:

Windows This example assumes that the Windows system uses Samba.

- Create and mount a mount point as follows:
`net use <AnAvailableDriveLetter>:
 \\<appliance-host>\incoming_patches"`
- Copy the `.pfx` file as follows:
`# copy /inst/patch/incoming/*.pfx
 /mnt/<computer_name>`

UNIX or Linux This example assumes that the UNIX or Linux system uses NFS.

- Create and mount a mount point as follows:
`# mkdir -p /mnt/<computer_name>
 # mount -t nfs <computer_name>:/<share_name>
 /mnt/<computer_name>`
- Copy the `.pfx` file as follows:
`# cp /inst/patch/incoming/*.pfx
 /mnt/<computer_name>`

- 2 Insert the USB drive into an appliance USB port on the media server appliance that you want to re-image.
- 3 Connect the remote management (IPMI) port of the appliance that you are reconfiguring to the corporate network, then do the following:
 - Log on to the remote management port of media server appliance from a remote machine, using the IP address that you assigned to the remote management port.



Please log in to access the device.

Username

Password

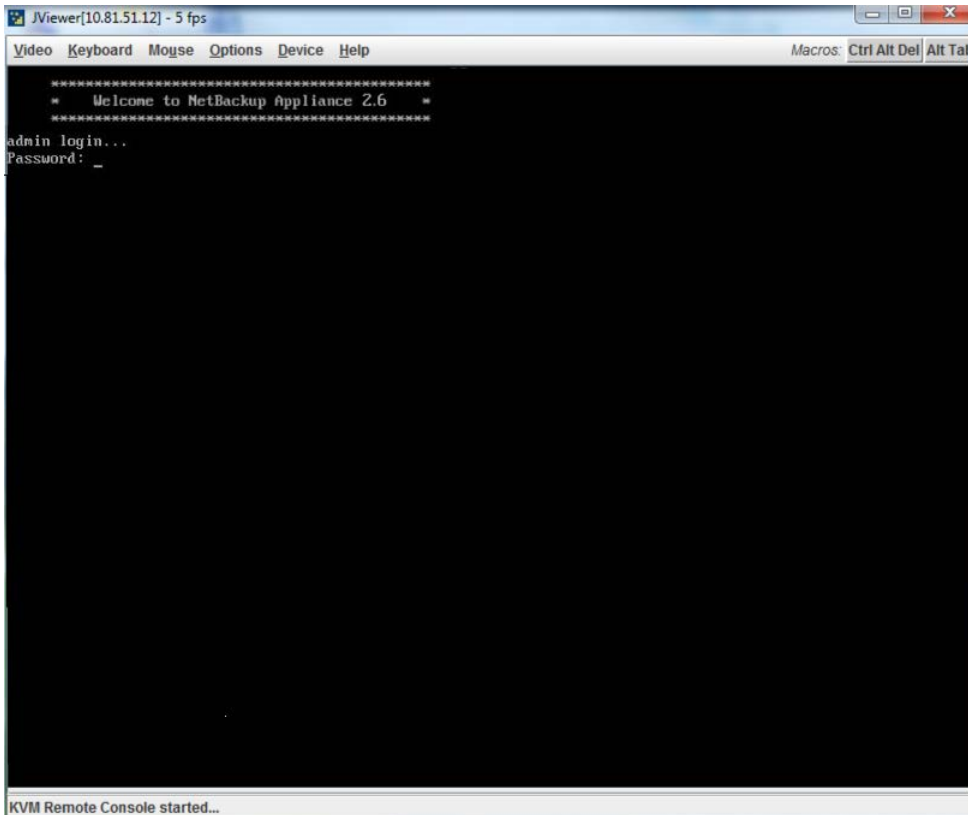
On the **System Information** page, click **Remote Control**.



On the **Remote Control** page, click **Launch Console**.



- 4 Click **Launch Console**. This step opens a **JViewer** application that lets you remotely monitor and control the media server appliance.



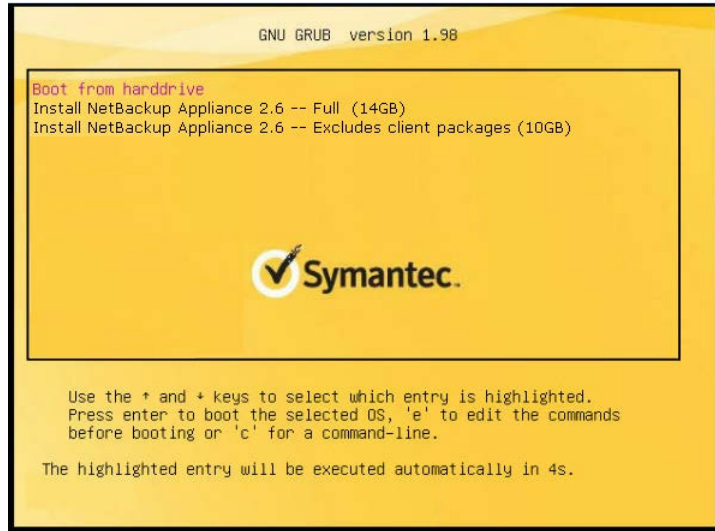
- 5 From the **Symantec Remote Management** interface, select **Server Power Control**. On that Web page do the following:
 - Select the **Reset Server** radial button.
 - Check the **Force-enter BIOS Setup** check box.
 - Click **Perform Action**.

- 6 In the JViewer application window, press F6 to enter the BIOS of the media server appliance.



- 7 After you select the USB drive, press the ESC key. A screen appears that lets you to select which type of installation you want to perform. You can choose to install the full NetBackup appliance installation or a smaller version that excludes the installation of the client packages.

Make your selection and press **Enter** to begin the reimage operation.



- 8 When the installation of the new appliance package is complete, you receive a **Welcome** message in the **JViewer** application window that is similar to the following. Enter the default appliance password (`password`). You are now logged in to the appliance shell menu.

Note: Before you begin the reconfiguration process, you may want to reference the configuration information that you recorded prior to beginning the re-image operation.

```
JViewer[10.81.50.146] - 0 fps
Video Keyboard Mouse Options Device Help
Macros: Ctrl Alt Del Alt Tab
Start Unicode mode done
Setting up (remotefs) network interfaces:
Setting up service (remotefs) network . . . . . done
Starting SSH daemon done
Starting irqbalance done
Starting Name Service Cache Daemon done
Starting mail service (Postfix) done
Starting CRON daemon done
Starting Firewall Initialization (phase 2 of 2) done
Master Resource Control: Running /etc/init.d/after.local reached
Master Resource Control: runlevel 3 has been reached
Skipped services in runlevel 3: nfs smbfs splash

Welcome to SUSE Linux Enterprise Server 11 SP1 (x86_64) - Kernel 2.6.32.59-0.3-
default-fsl (tty1).

*****
* Welcome to NetBackup Appliance 2.6 *
*****

admin login...
Password: _
```

- 9 Import the IPsec credentials, `.pfx` files, from the remote computer where you exported them earlier:
 - Open a share from the appliance shell menu as follows:


```
Main_Menu > Manage > Software > Share Open
```

 The CIFS share `\\<appliance-name>\incoming_patches` and the NFS share `<appliance-name>:/inst/patch/incoming` are now open on this appliance.
 - To move the earlier saved `.pfx` files to the open share location, create and mount a mount point and then move the files as follows:

Windows This example assumes that the Windows system uses Samba.

- Create and mount a mount point as follows:


```
net use
<AvailableDriveLetter>:\<appliance-host>\incoming_patches"
```
- Move the .pfx files back to the appliance as follows:


```
# move /mnt/computer_name/*.pfx
/inst/patch/incoming/
```

UNIX or Linux This example assumes that the UNIX or Linux system uses NFS.

- Create and mount a mount point as follows:


```
# mkdir -p /mnt/computer_name
move <directory where the pfx file was
save>/*.pfx <mounted drive>
```
- Move the .pfx files back to the appliance as follows:


```
mv <local directory where the pfx file was
kept>/*.pfx <mount point>
```

- Import the files by entering the following command:

```
Main_Menu > Network > Security > Import
<yes/no>/inst/patch/incoming
```

Note: If you used a password in Step 1 when you performed the `Export` command, then you must enter the same password when you run the `Import` command.

- Close the share from the appliance shell menu as follows:

```
Main_Menu > Manage > Software > Share Close
```

10 Enter the following command twice to return to the main menu:

```
Return
```

```
Return
```

11 Verify that you are at the main menu.

The appliance is now ready for initial configuration.

Refer to the following topics to reconfigure your NetBackup appliance:

See [“Reconfiguring a 52xx master server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 27.

See [“Reconfiguring a 52xx media server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 35.

Reimaging an appliance using FileConnect

You can use an ISO image from [Symantec FileConnect](#) to reimage your appliance with the same version or a different version of NetBackup Appliance. You need your maintenance serial number to access FileConnect. You can find your serial number on the license certificate you received with your initial purchase or on your Version Upgrade Notification. If you need help locating your serial number, contact [Symantec Customer Care](#).

Warning: When you use an ISO to install a different version of NetBackup Appliance than is currently installed, the storage must be reset. If you want to keep your existing storage, you can only install an ISO image of the same version. Further, if NetBackup Appliance 2.6 or later is installed on your appliance and you want to install an ISO image earlier than 2.6, you must perform a storage reset before you install the ISO.

To perform this procedure, you must be able to access the appliance remotely through the Intelligent Platform Management Interface (IPMI) network. Before you begin, make sure that IPMI networking is configured on your appliance and that you can access the Symantec Remote Management interface.

Note: Due to the bandwidth required to install an ISO image through the IPMI network, the ISO installation works best if the appliance and the remote computer are located at the same physical site. If you try to remotely reimage an appliance over a WAN, the process can fail. Therefore, Symantec does not recommend performing an ISO reimage over a WAN.

Downloading the ISO image from FileConnect

To download the ISO image

- 1 On the computer from which you remotely access the appliance, go to [Symantec FileConnect](#).
- 2 Log in using the maintenance serial number that is associated with your appliance. The maintenance serial number begins with an M and is not the serial number of the physical appliance (e.g. SYM0123456).

- 3 Follow the FileConnect prompts until you have downloaded the new NetBackup Appliance ISO image. If you need help with the FileConnect website, click on **FAQ** to access a user guide and frequently asked questions.

Warning: To prevent technical or service issues with your appliance, ensure that you download the correct ISO image for your appliance model and series. These images are for use only with the correct physical appliance type. If you have purchased a 52xx Appliance that is under a current Symantec Support contract, you are only authorized to download and install on that appliance the ISO image for the 52xx Appliance. If you have purchased a 50xx Appliance that is under a Support contract, you are only authorized to download and install on that appliance the ISO image for the 50xx Appliance. Use of any ISO image that is not authorized for the correct physical appliance type may cause errors and malfunctions, and may void the warranty rights that Symantec provides for that physical unit.

- 4 Save the ISO image to a local drive of the remote computer.

Installing the ISO image on your appliance

To install the ISO image

- 1 If a firewall exists between the appliance and the remote devices that manage the appliance, make sure that the following ports are open:

5120	RMM ISO/CD
7578	RMM CLI

- 2 Power off your appliance.
- 3 On the computer that you use to remotely access the appliance, open a supported browser. Enter the remote management port IP address that is assigned to the appliance and log in to the Symantec Remote Management interface.
- 4 Navigate to the **Remote Control** tab and click **Launch Console**.

- 5 When the redirection console launches, click on the **Device** drop-down menu on the console and select **Redirect ISO**.



- 6 From the **Open** pop-up window that appears, choose the ISO image that you want to install and click **Open**.

- 7 Return to the Symantec Remote Management interface and select **Server Power Control** on the left side of the **Remote Control** page.



- 8 The **Power Control and Status** page appears.
Since the server is currently off, the only available option is **Power ON Server**. Click **Perform Action**.
- 9 Return to the remote console and wait for the system to power on. When the splash screen appears, immediately press **F6** to enter the boot menu.

Note: You only get a window of a few seconds to perform this task. If you miss the window, the operating system loads, and you can't access the boot menu.

- 10 When the boot menu appears, scroll down to **Virtual CDROM** and press **Enter**.



- 11 The system begins to boot from the ISO image you selected earlier.

It then presents you with the following options:

- **Boot from Hard Disk**
- **Install NetBackup Appliance**

Select **Install NetBackup Appliance** and press **Enter**.

The installation begins. Once the installation completes, you can log in and configure the system with the new version of NetBackup Appliance.

Note: The IPMI ISO installation is sensitive to the quality of the network connection. If an installation failure occurs, try the installation again. If the problem persists, try to improve the quality of the IPMI network connection. You can also burn the ISO image onto a DVD and install it with a USB DVD-ROM drive that you physically connect to the appliance.

- See [“Re-imaging a NetBackup appliance from the USB drive”](#) on page 14.
- See [“Reconfiguring a 52xx master server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 27.
- See [“Reconfiguring a 52xx media server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 35.

Reconfiguring a 52xx master server appliance from the USB drive using the NetBackup Appliance Shell Menu

The following procedure describes how to reconfigure a 52xx master server appliance from the NetBackup Appliance Shell Menu.

Warning: NetBackup appliances do not support configuring two IP addresses that belong to the same subnet. The appliance runs on the Linux operating system and this type of networking is a current limitation. Each bond that you create must use an IP address that belongs to a different subnet.

Note: You cannot remove an IP address if the appliance host name resolves to that IP address.

Caution: Before or immediately after initial configuration, you must change the default maintenance password (`P@ssw0rd`) for your appliance. This password must be provided to technical support in case you need future troubleshooting assistance. You must change the maintenance password through the NetBackup Appliance Shell Menu with one of the following commands: `Main > Settings > Password maintenance` or `Main > Support > Maintenance > passwd`. For complete information, see the *Symantec NetBackup Appliance Command Reference Guide*.

To reconfigure a 52xx master server appliance from the USB drive using the NetBackup Appliance Shell Menu

- 1 If you cannot log into the appliance, insert the USB drive into the appliance, turn on the appliance, and then proceed to Step 4.

If you can log into the appliance and you can access the NetBackup Appliance Shell Menu, export (copy) and move the IPsec credentials to a remote drive using the following steps and then continue with Step 2.

- Open a CIFS and an NFS share with the following command:
`Manage > Software > Share Open`
- To export (copy) the IPsec credentials, enter the following command:
`Network > Security > Export <yes/no> /inst/patch/incoming`
Where `<yes/no>` is for whether you want password protection.

Note: The output from the `export` command creates a backup `.pfx` file of the actual certificate. If you select `yes` to use a password, the file name is a number with the `.pfx` extension (`nnnnnnn.pfx`). If you select `no` for no password, a period precedes the file name (`.nnnnnnn.pfx`).

If you use a password, retain the name of the password to use when you run the `Import` command later in this procedure.

- To move the `.pfx` files into a local directory on a remote computer, create and mount a mount point and then move the files as follows:

Windows This example assumes that the Windows system uses Samba.

- Create and mount a mount point as follows:


```
net use <AnAvailableDriveLetter>:
\\<appliance-host>\incoming_patches"
```
- Copy the `.pfx` file as follows:


```
# copy /inst/patch/incoming/*.pfx
/mnt/<computer_name>
```

UNIX or Linux This example assumes that the UNIX or Linux system uses NFS.

- Create and mount a mount point as follows:


```
# mkdir -p /mnt/<computer_name>
# mount -t nfs <computer_name>:/<share_name>
/mnt/<computer_name>
```
- Copy the `.pfx` file as follows:


```
# cp /inst/patch/incoming/*.pfx
/mnt/<computer_name>
```

- 2 Insert the USB drive into an appliance USB port on the media server appliance that you want to reimaged.

- 3 From the **Main_Menu > Network** view, enter the following command to configure the IP address of a single network that you want your appliance to connect to.

```
Configure IPAddress Netmask GatewayIPAddress [InterfaceNames]
```

Where *IPAddress* is the new IP address, *Netmask* is the netmask, and *GatewayIPAddress* is the default gateway for the interface. The [*InterfaceNames*] option is optional.

The *IP Address* or the *Gateway IP Address* can be an IPv4 or IPv6 address. Only global-scope and unique-local IPv6 addresses are allowed.

Remember that you should not use both IPv4 and IPv6 address in the same command. For example, you cannot use `Configure 9ffe::9 255.255.255.0 1.1.1.1..` You should use `Configure 9ffe::46 64 9ffe::49 eth1`

If you want to configure multiple networks you must first configure the IP address of each network that you want to add. Then you configure the Gateway address for each network you added. You must make sure that you add the default Gateway address first. Use the following two commands:

Configure the IP address of each network Use either of the following commands depending on whether you want to configure an IPv4 or an IPv6 address for the network interface:

To configure the IPv4 address of a network interface:

```
IPv4 IPAddress Netmask [InterfaceName]
```

Where *IPAddress* is the new IP address, *Netmask* is the netmask, and [*InterfaceName*] is optional.

Repeat this command for each IP address that you want to add.

To configure the IPv6 address of a network interface:

```
IPv6 <IP Address> <Prefix> [InterfaceNames]
```

Where *IPAddress* is the IPv6 address, *Prefix* is the prefix length, and [*InterfaceName*] is optional.

Configure the gateway address for each network that you added

```
Gateway Add GatewayIPAddress
[TargetNetworkIPAddress] [Netmask]
[InterfaceName]
```

Where *GatewayIPAddress* is the gateway for the interface and *TargetNetworkIPAddress*, *Netmask*, and *InterfaceName* are optional. Repeat this command to add the gateway to all of the destination networks.

The *Gateway IP Address* or the *TargetNetworkIPAddress* can be an IPv4 or an IPv6 address.

Remember that you should not use both IPv4 and IPv6 address in the same command. For example, you cannot use `Gateway Add 9ffe::3 255.255.255.0 eth1`. You should use `Gateway Add 9ffe::3 64 eth1`.

- 4 From the **Main_Menu > Network** view, use the following command to set the appliance DNS domain name.

Note: If you do not use DNS, then you can proceed to Step 7.

```
DNS Domain Name
```

Where *Name* is the new domain name for the appliance.

- 5 From the **Main_Menu > Network** view, use the following command to add the DNS name server to your appliance configuration.

```
DNS Add NameServer IPAddress
```

Where *IPAddress* is the IP address of the DNS server.

The address can be either IPv4 or IPv6. Only global-scope and unique-local IPv6 addresses are allowed.

To add multiple IP addresses, use a comma to separate each address and no space.

- 6 From the **Main_Menu > Network** view, use the following command to add a DNS search domain to your appliance configuration so the appliance can resolve the host names that are in different domains:

```
DNS Add SearchDomain SearchDomain
```

Where *SearchDomain* is the target domain to add for searching.

- 7 This step is optional. It lets you add the IP addresses of other hosts in the appliance hosts file.

From the **Main_Menu > Network** view, use the following command to add host entries to the hosts file on your appliance.

```
Hosts Add IPAddress FQHN ShortName
```

Where *IPAddress* is the IPv4 or IPv6 address, *FQHN* is the fully qualified host name, and *ShortName* is the short host name.

- 8 From the **Main_Menu > Network** view, use the following command to set the host name for your appliance.

```
Hostname Set Name
```

Where *Name* is the fully qualified host name.

With this step, NetBackup is re-configured to operate with the new host name. This process may take a while to complete.

For the command `Hostname set` to work, at least one IPv4 address is required. For example, you may want to set the host name of a specific host to v46. To do that, first ensure that the specific host has at least an IPv4 address and then run the following command.

```
Main_Menu > Network > Hostname set v46
```

- 9 In addition to the above network configuration settings, you may also use the **Main_Menu > Network** view to create a bond and to tag a VLAN during the initial configuration of your appliance network.

- Use the `Network > LinkAggregation Create` command to create a bond between two or more network interfaces.
- Use the `Network > VLAN Tag` command to tag a VLAN to a physical interface or bond interface.

For detailed information about the `LinkAggregation` and the `VLAN` command options, refer to the *NetBackup Appliance Command Reference Guide*.

- 10 From the **Main_Menu > Network** view, use the following commands to set the time zone, the date, and the time for this appliance:

- Set the time zone by entering the following command:

```
TimeZone Set
```

Select the appropriate time zone from the displayed list.

- Set the date and the time by entering the following command:

```
Date Set Month Day HHMMSS Year
```

Where *Month* is the name of the month.

Where *Day* is the day of the month from 0 to 31.

Where *HHMMSS* is the hour, minute, and seconds in a 24-hour format.

The fields are separated by semi-colons, for example, HH:MM:SS.

Where *Year* is the calendar year from 1970 through 2037.

- 11 From the **Main_Menu > Settings > Alerts > Email** view, use the following commands to enter the SMTP server name and the email addresses for appliance failure alerts.

Enter the SMTP server name `Email SMTP Add Server [Account]
[Password]`

The *Server* variable is the host name of the target SMTP server that is used to send emails. The `[Account]` option identifies the name of the account that was used or the authentication to the SMTP server. The `[Password]` option is the password for authentication to the SMTP server.

Enter email addresses `Email Software Add Addresses`

Where *Addresses* is the user's email address. To define multiple emails, separate them with a semi-colon.

- 12 Set the role for the appliance to a master server.

From the **Main_Menu > Appliance** view, run the following command:

```
Master
```

- 13 After you set the role configuration, the disk storage prompts appear for the NetBackup Catalog, AdvancedDisk, and MSDP partitions.

To configure storage partitions, you must do the following:

- Enter a size for the NetBackup Catalog on the master server.
To skip the configuration for the NetBackup Catalog partition, enter **0** when prompted for its size. To keep the partition at its current size, press **Enter**.
- Enter a storage pool size in GB or TB.
To skip the storage pool size configuration for any partition, enter **0** when prompted for its size. To keep the storage pool at its current size, press **Enter**.
- Enter a disk pool name.
The default names are `dp_adv_<hostname>` for AdvancedDisk and `dp_disk_<hostname>` for MSDP. To keep the default names, press **Enter**.
- Enter a storage pool name.

The default names are *stu_adv_<hostname>* for AdvancedDisk and *stu_disk_<hostname>* for MSDP. To keep the default names, press **Enter**.

The storage prompts appear in the following order:

```
NetBackup Catalog volume size in GB [default size]:
AdvancedDisk storage pool size in GB/TB [default size]:
AdvancedDisk diskpool name:
AdvancedDisk storage unit name:
MSDP storage pool size in GB/TB [default size]:
MSDP diskpool name:
MSDP storage unit name:
```

After you configure the storage partitions, a summary of the storage configuration appears with the following prompt:

```
Do you want to edit the storage configuration? [yes, no]
```

Type **yes** to make any changes, or type **no** to keep the current configuration.

14 Disconnect the laptop from the **NIC1** appliance port.

Note: If your network uses the 192.168.x.x IP address range, refer to the following topic for important information:

15 If you have a media server that needs reconfiguration, now is the time to configure the master server to communicate with it, then reconfigure your media server.

See [“Configuring a master server to communicate with an appliance media server”](#) on page 33.

See [“Reconfiguring a 52xx media server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 35.

Configuring a master server to communicate with an appliance media server

Before you configure a reimaged media server appliance, you must ensure that the master server you plan to use with it is configured. That allows for appropriate communication to occur between the master server and the reconfigured media server appliance.

The following procedure describes how to configure a master server to communicate with an appliance media server.

To configure a master server to communicate with a new media server

- 1 Log in to the master server as the administrator and make sure the name of the media server appliance is added to the master server:

For an appliance master server:

From the NetBackup Appliance Web Console:

- Click **Manage > Additional Servers > Add**.
- In the **Appliance Hostname** field, enter the fully qualified host name (FQHN) of the appliance media server that you want to add.
- Click **Add**.
If the appliance has more than one host name, you must add all of the names.

From the NetBackup Appliance Shell Menu:

- From the **Main_Menu > Settings** view, run the following command:

```
Settings > NetBackup AdditionalServers  
Add media-server
```


Where *media-server* is the fully qualified host name (FQHN) of the appliance media server that is not yet configured.
If the appliance has more than one host name, you must add all of the names.

For a traditional NetBackup master server:

- Log on to the NetBackup Administration Console as the administrator.
- On the main console window, in the left pane, click **NetBackup Management > Host Properties > Master Servers**.
- In the right pane, click on the master server host name.
- On the **Host Properties** window, in the left pane, click **Servers**.
- In the right pane, in the **Additional Servers** section, click **Add** and enter your appliance host name. The appliance host name should appear in the top **Additional Servers** section.
 If the appliance has more than one host name, you must add all of the names.
- Click **OK** and close the **Master Server Properties** window.

- 2 If a firewall exists between the master server and the media server, open the following ports on the master server to allow communication with the media server:

Note: You must be logged in as the administrator to change port settings.

- `vnetd: 13724`
- `bprd: 13720`
- `PBX: 1556`
- If the master server is a NetBackup appliance that uses TCP, open the following ports:
 443, 5900, and 7578.

- 3 Make sure that the date and time of the media server matches the date and time on the master server. You can use an NTP server or set the time manually.

See [“Reconfiguring a 52xx media server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 35.

Reconfiguring a 52xx media server appliance from the USB drive using the NetBackup Appliance Shell Menu

The following procedure describes how to reconfigure a 52xx media server appliance from the NetBackup Appliance Shell Menu.

Warning: NetBackup appliances do not support configuring two IP addresses that belong to the same subnet. The appliance runs on the Linux operating system and this type of networking is a current limitation. Each bond that you create must use an IP address that belongs to a different subnet.

Note: You cannot remove an IP address if the appliance host name resolves to that IP address.

Caution: Before or immediately after initial configuration, you must change the default maintenance password (`P@ssw0rd`) for your appliance. This password must be provided to technical support in case you need future troubleshooting assistance. You must change the maintenance password through the NetBackup Appliance Shell Menu with one of the following commands: `Main > Settings > Password maintenance` OR `Main > Support > Maintenance > passwd`. For complete information, see the *Symantec NetBackup Appliance Command Reference Guide*.

To reconfigure a 52xx media server appliance from the USB drive using the NetBackup Appliance Shell Menu

- 1 If you cannot log into the appliance, insert the USB drive into the appliance, turn on the appliance, and then proceed to Step 4.

If you can log into the appliance and you can access the NetBackup Appliance Shell Menu, export (copy) and move the IPsec credentials to a remote drive using the following steps and then continue with Step 2

- Open a CIFS and an NFS share with the following command:

```
Manage > Software > Share Open
```

- To export (copy) the IPsec credentials, enter the following command:

```
Network > Security > Export <yes/no> /inst/patch/incoming
```

Where `<yes/no>` is for whether you want password protection.

Note: The output from the `export` command creates a backup `.pfx` file of the actual certificate. If you select `yes` to use a password, the file name is a number with the `.pfx` extension (`nnnnnnn.pfx`). If you select `no` for no password, a period precedes the file name (`.nnnnnnn.pfx`).

If you use a password, retain the name of the password to use when you run the `Import` command later in this procedure.

- To move the `.pfx` files into a local directory on a remote computer, create and mount a mount point and then move the files as follows:

Windows

This example assumes that the Windows system uses Samba.

- Create and mount a mount point as follows:

```
net use <AnAvailableDriveLetter>:  
\\<appliance-host>\incoming_patches"
```

- Copy the `.pfx` file as follows:

```
# copy /inst/patch/incoming/*.pfx  
/mnt/<computer_name>
```

UNIX or Linux

This example assumes that the UNIX or Linux system uses NFS.

- Create and mount a mount point as follows:

```
# mkdir -p /mnt/<computer_name>  
# mount -t nfs <computer_name>:/<share_name>  
/mnt/<computer_name>
```

- Copy the `.pfx` file as follows:

```
# cp /inst/patch/incoming/*.pfx  
/mnt/<computer_name>
```

- 2 Insert the USB drive into an appliance USB port on the media server appliance that you want to reimage.

- 3 From the **Main_Menu > Network** view, enter the following command to configure the IP address of a single network that you want your appliance to connect to.

```
Configure IPAddress Netmask GatewayIPAddress [InterfaceNames]
```

Where *IPAddress* is the new IP address, *Netmask* is the netmask, and *GatewayIPAddress* is the default gateway for the interface. The `[InterfaceNames]` option is optional.

The *IP Address* or the *Gateway IP Address* can be an IPv4 or IPv6 address. Only global-scope and unique-local IPv6 addresses are allowed.

Remember that you should not use both IPv4 and IPv6 address in the same command. For example, you cannot use `Configure 9ffe::9 255.255.255.0 1.1.1.1..` You should use `Configure 9ffe::46 64 9ffe::49 eth1`

If you want to configure multiple networks you must first configure the IP address of each network that you want to add. Then you configure the Gateway address for each network you added. You must make sure that you add the default Gateway address first. Use the following two commands:

Configure the IP address of each network Use either of the following commands depending on whether you want to configure an IPv4 or an IPv6 address for the network interface:

To configure the IPv4 address of a network interface:

```
IPv4 IPAddress Netmask [InterfaceName]
```

Where *IPAddress* is the new IP address, *Netmask* is the netmask, and `[InterfaceName]` is optional.

Repeat this command for each IP address that you want to add.

To configure the IPv6 address of a network interface:

```
IPv6 <IP Address> <Prefix> [InterfaceNames]
```

Where *IPAddress* is the IPv6 address, *Prefix* is the prefix length, and `[InterfaceName]` is optional.

Configure the gateway address for each network that you added

```
Gateway Add GatewayIPAddress
[TargetNetworkIPAddress] [Netmask]
[InterfaceName]
```

Where *GatewayIPAddress* is the gateway for the interface and *TargetNetworkIPAddress*, *Netmask*, and *InterfaceName* are optional. Repeat this command to add the gateway to all of the destination networks.

The *Gateway IP Address* or the *TargetNetworkIPAddress* can be an IPv4 or an IPv6 address.

Remember that you should not use both IPv4 and IPv6 address in the same command. For example, you cannot use `Gateway Add 9ffe::3 255.255.255.0 eth1`. You should use `Gateway Add 9ffe::3 6ffe:: 64 eth1`.

- 4 From the **Main_Menu > Network** view, use the following command to set the appliance DNS domain name.

Note: If you do not use DNS, then you can proceed to Step 7.

```
DNS Domain Name
```

Where *Name* is the new domain name for the appliance.

- 5 From the **Main_Menu > Network** view, use the following command to add the DNS name server to your appliance configuration.

```
DNS Add NameServer IPAddress
```

Where *IPAddress* is the IP address of the DNS server.

The address can be either IPv4 or IPv6. Only global-scope and unique-local IPv6 addresses are allowed.

To add multiple IP addresses, use a comma to separate each address and no space.

- 6 From the **Main_Menu > Network** view, use the following command to add a DNS search domain to your appliance configuration so the appliance can resolve the host names that are in different domains:

```
DNS Add SearchDomain SearchDomain
```

Where *SearchDomain* is the target domain to add for searching.

- 7 This step is optional. It lets you add the IP addresses of other hosts in the appliance hosts file.

From the **Main_Menu > Network** view, use the following command to add host entries to the hosts file on your appliance.

```
Hosts Add IPAddress FQHN ShortName
```

Where *IPAddress* is the IPv4 or IPv6 address, *FQHN* is the fully qualified host name, and *ShortName* is the short host name.

- 8 From the **Main_Menu > Network** view, use the following command to set the host name for your appliance.

```
Hostname Set Name
```

Where *Name* is the fully qualified host name.

With this step, NetBackup is re-configured to operate with the new host name. This process may take a while to complete.

For the command `Hostname set` to work, at least one IPv4 address is required. For example, you may want to set the host name of a specific host to v46. To do that, first ensure that the specific host has at least an IPv4 address and then run the following command.

```
Main_Menu > Network > Hostname set v46
```

- 9 In addition to the above network configuration settings, you may also use the **Main_Menu > Network** view to create a bond and to tag a VLAN during the initial configuration of your appliance
 - Use the `Network > LinkAggregation Create` command to create a bond between two or more network interfaces.
 - Use the `Network > VLAN Tag` command to tag a VLAN to a physical interface or bond interface.

For detailed information about the `LinkAggregation` and the `VLAN` command options, refer to the *NetBackup Appliance Command Reference Guide*.

- 10 From the **Main_Menu > Network** view, use the following commands to set the time zone, the date, and the time for this appliance:
 - Set the time zone by entering the following command:

```
TimeZone Set
```

Select the appropriate time zone from the displayed list.
 - Set the date and the time by entering the following command:

```
Date Set Month Day HHMMSS Year
```

Where *Month* is the name of the month.

Where *Day* is the day of the month from 0 to 31.

Where *HHMMSS* is the hour, minute, and seconds in a 24-hour format.

The fields are separated by semi-colons, for example, HH:MM:SS.

Where *Year* is the calendar year from 1970 through 2037.

- 11 From the **Main_Menu > Settings > Alerts > Email** view, use the following commands to enter the SMTP server name and the email addresses for appliance failure alerts.

Enter the SMTP server name `Email SMTP Add Server [Account]
[Password]`

The *Server* variable is the host name of the target SMTP server that is used to send emails. The `[Account]` option identifies the name of the account that was used or the authentication to the SMTP server. The `[Password]` option is the password for authentication to the SMTP server.

Enter email addresses `Email Software Add Addresses`

Where *Addresses* is the user's email address. To define multiple emails, separate them with a semi-colon.

12 Set the role for the appliance to a media server.

Note: Before you configure this appliance as a media server, you must add the name of this appliance to the master server that must work with this appliance.

From the **Main_Menu > Appliance** view, run the following command:

```
Media MasterServer
```

Where *MasterServer* is either a standalone master server, a multihomed master server, or a clustered master server. The following defines each of these scenarios:

Standalone master server This scenario shows one master server host name. This name does not need to be a fully qualified name as long as your appliance recognizes the master server on your network. The following is an example of how the command would appear.

```
Media MasterServerName
```

Multihomed master server In this scenario, the master server has more than one host name that is associated with it. You must use a comma as a delimiter between the host names. The following is an example of how the command would appear.

```
Media MasterNet1Name,MasterNet2Name
```

Clustered master server In this scenario, the master server is in a cluster. Symantec recommends that you list the cluster name first, followed by the active node, and then the passive nodes in the cluster. This list requires you to separate the node names with a comma. The following is an example of how the command would appear.

```
Media  
MasterClusterName,ActiveNodeName,PassiveNodeName
```

Multihomed clustered master server In this scenario, the master server is in a cluster and has more than one host name that is associated with it. Symantec recommends that you list the cluster name first, followed by the active node, and then the passive nodes in the cluster. This list requires you to separate the node names with a comma. The following is an example of how the command would appear.

```
Media MasterClusterName,ActiveNodeName,  
PassiveNodeName,MasterNet1Name,MasterNet2Name
```

To prevent any future issues, when you perform the appliance role configuration, Symantec recommends that you provide all of the associated master server names.

- 13** The configuration process determines whether NetBackup storage objects have been detected. You must decide if you want to preserve any preexisting storage objects.

If storage objects are detected, you receive the following message:

```
NetBackup storage objects have been detected that belong to this  
media server node. You have an option to clean up (delete and  
recreate) or preserve any preexisting NetBackup storage objects  
that are solely owned by this appliance node.
```

If you choose 'yes' the following occurs:

1. The NetBackup catalog images owned by this node are expired, if applicable.
2. The storage servers, disk pools, and storage units are cleaned up on the master server.

Whether you chose 'yes' or 'no', the backup data on the disk is preserved.

If you want to remove the backup data, run 'Support->Storage Reset' before you proceed.

```
>> Do you want to clean up existing storage objects? [yes,no]
```

If you enter `Yes` the following occurs:

- The NetBackup catalog images owned by this media server compute node are expired.

- The storage servers, disk pools, and storage units are cleaned up on the master server.
- The backup data on the disk is preserved.

If you choose `No` the following occurs:

- NetBackup catalog images are retained.
- The backup data on the disk is preserved.

Note: If you want to remove the backup data, run the following command from the NetBackup Appliance Shell Menu before you proceed.

```
Main_Menu > Support > Storage Reset
```

14 Enter the storage configuration properties to configure storage pools for AdvancedDisk, for Deduplication (MSDP), or both.

When you configure storage pool sizes after a reimage process, the default storage sizes are displayed. If you adjusted the storage pool sizes before the reimage, those new storage pool sizes become the new default values that appear. However, the default disk pool name and the storage unit name that appear are the same default names as in the initial configuration process. If you changed the disk pool name and the storage unit name before the reimage, you must enter the names that you had chosen again during the reconfiguration process

Note: To skip this step enter 0 when you are prompted for the size. This also deletes any existing data for that partition.

If you enter a 0 when you are prompted and a storage partition does not exist, then a partition is not created. If you enter 0 and a partition already exists then the partition is deleted and any existing data is also deleted.

To configure an AdvancedDisk storage pool provide the following information:

- AdvancedDisk storage pool size in GB/TB (e.g., 50 GB)
`[1.6395 GB..51.8 TB]:`
- AdvancedDisk diskpool name:
- AdvancedDisk storage unit name:

Note: You may need to reference the configuration notes that you recorded before starting this reimaging procedure so you can recreate the same storage pool configurations.

- 15 The configuration process asks if you want to edit the storage configuration. The greater the total storage size that you specify, the longer it takes to complete the storage configuration.

```
Do you want to edit the storage configuration? [yes,no]: no
```

- 16 Disconnect the laptop from the **NIC1** appliance port.

Note: If your network uses the 192.168.x.x IP address range, refer to the following topic for important information:

About the NetBackup Appliance USB flash drive

Included with each NetBackup appliance is a USB flash drive that contains the NetBackup appliance ISO image. The primary use of the USB flash drive is to reimage the appliance. The version of the image is identical to what comes installed on the appliance from the factory.

Other reasons for reimaging an appliance:

- Disaster recovery after an operating system-related failure.
- Redeploying the appliance with a different version of the appliance software.
- Reimaging a new appliance with a different version of the appliance software to deploy in an existing NetBackup appliance environment.

In addition to the NetBackup appliance ISO image, the client packages are also included on the USB flash drive. The client packages are automatically copied into the incoming patches directory, `/inst/patch/incoming`, when reimaging the appliance.

The client packages can be installed onto the appliance by navigating to `Manage > Software` and running the command `Install<rpm name>`. The `<rpm name>` is found using the `List Downloaded` command. Once the clients are installed on the appliance, they become available for installation when a client computer accesses the appliance.

If you have misplaced your original USB flash drive you can request another through Symantec Technical Support.

See the following topics for more information on how to reconfigure the appliance:

See [“Re-imaging a NetBackup appliance from the USB drive”](#) on page 14.

See [“Reconfiguring a 52xx master server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 27.

See [“Reconfiguring a 52xx media server appliance from the USB drive using the NetBackup Appliance Shell Menu”](#) on page 35.

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