

# Veritas NetBackup for Acropolis Hypervisor (AHV) Administrator's Guide

Release 8.1

**VERITAS™**

# Veritas Acropolis Hypervisor (AHV) Guide

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

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# Introduction to NetBackup for Acropolis Hypervisor (AHV)

This chapter includes the following topics:

- [Protect AHV using NetBackup](#)
- [NetBackup terminology related to the AHV backup](#)
- [NetBackup for AHV environment](#)
- [Tasks to protect the AHV](#)

## Protect AHV using NetBackup

Virtual infrastructure is one of the key components of today's modern data centers. The ability to back up and restore your virtual machines is essential to maintain business continuity and deliver superior high availability and disaster recovery (HA-DR) solutions meeting stringent service level agreements.

Veritas NetBackup, now in addition to VMware and Microsoft Hyper-V, also lets you back up and restore Nutanix AHV virtual machines. The functionality is packaged as Nutanix AHV plug-in for NetBackup. Veritas NetBackup version 8.1 uses the Nutanix AHV plug-in for NetBackup to back up and restore AHV virtual machines.

## NetBackup terminology related to the AHV backup

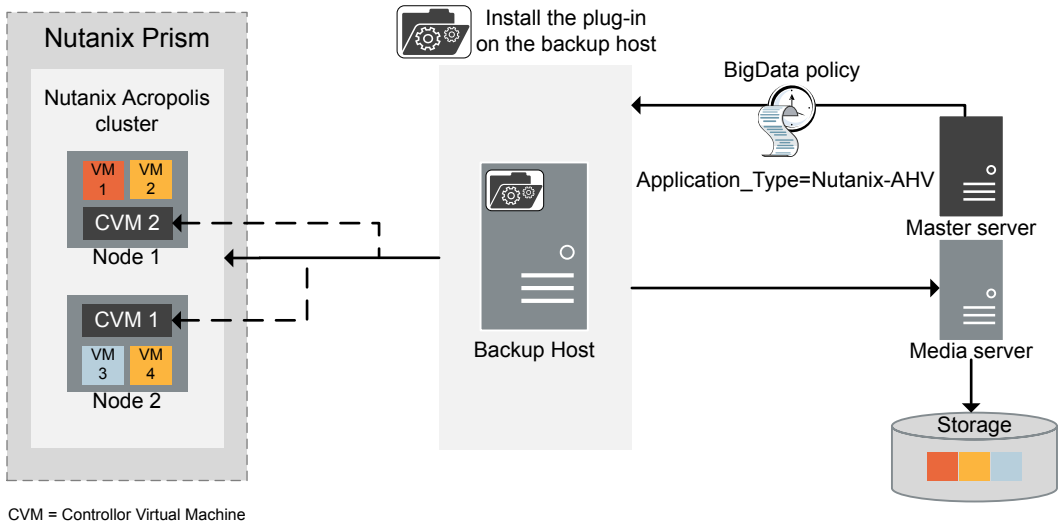
The following table describes the NetBackup terminology that is related to AHV backup.

Term	Description
Application server	<p>The name of the Acropolis cluster. It is identified using the <code>Application_Server</code> parameter during backup selections.</p> <p>You can obtain the Acropolis cluster name from the Prism web console using <b>Settings &gt; Cluster Details</b>.</p>
Application type	<p>The type of application being backed up. It is identified using the <code>Application_Type</code> parameter during backup selections.</p> <p>For the Nutanix AHV plug-in, the value for the <code>Application_Type</code> parameter is <b>Nutanix-AHV</b>. This value is fixed and cannot be changed.</p>
Backup host	<p>The backup host performs backups on behalf of the virtual machines. The operating system of the backup host must be Linux. It must have NetBackup client version 8.1 or later installed. It is identified using the <code>Backup_Host</code> parameter during backup selections.</p> <p>Alternatively and as a recommended option, you may configure the following as a backup host:</p> <ul style="list-style-type: none"><li>■ NetBackup master server on a Linux platform</li><li>■ NetBackup media server on a Linux platform</li><li>■ NetBackup Appliance and NetBackup virtual appliance</li></ul> <p>See “<a href="#">Add a backup host to the NetBackup master server</a>” on page 19.</p>

## NetBackup for AHV environment

[Table 1-1](#) describes the components that are required for NetBackup to back up and restore a Nutanix AHV virtual machine.

**Figure 1-1** Component overview for NetBackup for AHV



**Table 1-1** Components required for NetBackup for AHV

Component	Description and requirements
NetBackup master server	Runs the backup policies and starts backups and restores.
NetBackup media server or a backup host	Reads and writes backup data and manages NetBackup storage media.  If your backup host is not a NetBackup master, media, or appliance, install a NetBackup client on the backup host to process backup and restore requests.
Nutanix Acropolis Hypervisor or Acropolis Hypervisor or AHV	Provides a virtualization platform within Nutanix's hyper converged infrastructure.
Nutanix Acropolis cluster	Provides a multi-node cluster configuration that manages storage, computing, and virtualization.



**Table 1-1** Components required for NetBackup for AHV (*continued*)

Component	Description and requirements
Nutanix Prism or Prism web console	<p>According to Nutanix, Prism is an end-to-end management solution for the virtualized data center environments that streamlines and automates common workflows, eliminating the need for multiple management solutions across data center operations.</p> <p><a href="https://www.nutanix.com/products/prism/">https://www.nutanix.com/products/prism/</a></p>

For further details and explanation of the Nutanix terminology, refer to the *Nutanix documentation*.

## Tasks to protect the AHV

This section provides an overview of tasks that you need to undertake to complete an AHV virtual machine backup.

- Install the NetBackup master server and media server.
- Install a NetBackup client on the backup host. You may skip this step if you have configured a NetBackup media server as a backup host.
- Install the Nutanix AHV plug-in for NetBackup on your backup host.  
See “[Install the Nutanix AHV plug-in](#)” on page 16.
- Establish communication between the NetBackup and the Nutanix components.  
To establish communication:
  - Validate SSL certificate from Nutanix.  
See “[Manage SSL certificates](#)” on page 23.
  - Add the name of the backup host to relevant file system whitelists on the Prism web console and the NetBackup master server.  
See “[Add a backup host to the NetBackup master access list](#)” on page 20.  
See “[Add a backup host to the Acropolis Cluster access list](#)” on page 21.
  - Add the Nutanix Acropolis cluster credentials to the NetBackup master server.  
See “[Add the Nutanix Acropolis Cluster credentials for NetBackup](#)” on page 21.
- Read the prerequisites, notes, and restrictions on NetBackup for AHV.  
See “[Prerequisites](#)” on page 11.
- Create a **BigData** policy.

See [“Create a BigData policy using the NetBackup Policies utility”](#) on page 29.

- Test your configuration

To test your configuration:

- Run a backup for the AHV.
- Perform a restore.
- Troubleshoot issues, if any.

See [“Troubleshoot issues related to AHV backup”](#) on page 41.

# Prerequisites, notes, and restrictions

This chapter includes the following topics:

- [Prerequisites](#)
- [Notes and restrictions](#)

## Prerequisites

The following prerequisites apply to NetBackup for AHV.

- To back up and recover Nutanix AHV virtual machines, you need the Enterprise Client license.
- For a list of supported versions, see the appropriate version of the NetBackup Software Compatibility List available from the following location:  
[NetBackup Master Compatibility List](#)
- Before you initiate a backup of a virtual machine, verify the following:
  - You have appropriate administrative rights and permissions from Nutanix to complete a backup for AHV virtual machines.  
For information on getting administrative privileges, refer to the Nutanix documentation.
  - The NetBackup master server can communicate with the backup host.
  - The backup host is able to communicate with the Acropolis cluster.
- You must whitelist the backup host on the Acropolis cluster using the appropriate whitelist option available through the Prism web console or its command line interface.  
See [“Add a backup host to the Acropolis Cluster access list”](#) on page 21.

## Notes and restrictions

The following notes and restrictions apply to NetBackup for AHV.

- The version of the NetBackup master server or media server and the NetBackup client on the backup host must be 8.1 or later.  
It is recommended that you configure a NetBackup media server as a backup host.
- The operating system of the backup host must be Linux.
- The NetBackup for Nutanix AHV plug-in, currently, supports only one backup host for each backup policy.
- To backup other hypervisors that run on a Nutanix Acropolis cluster, configure or use a relevant backup policy for that hypervisor. For example, to backup VMware ESX or a Hyper-V on a Nutanix Acropolis cluster, use or configure a VMware policy or a Hyper-V, respectively.
- When you specify the backup selections for a **BigData** policy for the Acropolis cluster, providing the following parameters is mandatory.
  - `Application_Type=Nutanix-AHV`  
The value for this parameter is fixed and cannot be changed.
  - `Application_Server=Fully Qualified Domain Name of the Nutanix Acropolis cluster`
  - `Backup_Host=<Fully Qualified Domain Name>`
- The parameters - `Application_Type`, `Application_Server`, and `Backup_Host` are case insensitive. However, their values are case-sensitive.
- When you provide multiple entries for the `Application_Type`, or `Application_Server`, only the first valid entry is considered and the rest are ignored. However, providing multiple entries for the `Backup_Host` parameter is not supported.
- Policy validation is not conducted for the policies that are created using the Policy Configuration Wizard.
- You cannot backup two or more virtual machines with the same name. For a backup to succeed, each virtual machine must have a unique name.
- The restore operation for a partially successful backup is currently not supported.
- NetBackup for AHV cannot backup the virtual machines that have volume groups attached.

See [“Create a BigData policy using the NetBackup Policies utility”](#) on page 29.

See [“Create a BigData policy using the NetBackup Command Line Interface”](#) on page 31.

## NetBackup character restrictions for virtual machine names

When you configure a **BigData** policy to back up an Acropolis cluster, you are required to add clients or virtual machines. To add a virtual machine to the **BigData** policy, you must provide the name of the virtual machine.

You can obtain the name of the virtual machine from the **VM Name** column on the Prism web console.

The name of the virtual machine is case-sensitive. Certain characters are not allowed in the virtual machine name. If the name contains wrong or invalid characters, the backup may fail.

For NetBackup, the following characters are allowed in the virtual machine names:

- Uppercase and lowercase ASCII characters
- Numbers
- Period (.)
- Hyphen (-)
- Underscore (\_)
- Plus sign (+)
- Percent sign (%)
- Left and right parentheses ( )
- Spaces
  - If the VM name contains a space, substitute the space with "%20". For example, if the VM name is **Nutanix VM**, you must enter **Nutanix%20VM**.
  - However, if the VM name itself contains "%20", it is interpreted as a space, which makes the virtual machine name invalid or non-existent. This interpretation of "%20" may fail the backup.  
For example, the name of your virtual machine is "Nutanix%20VM". The policy interprets this name as "Nutanix VM", which is invalid and does not exist. Thus, failing the policy validation.
  - Further, using a consecutive sequence of "%20" is not allowed.

# Download and install the Nutanix plug-in

This chapter includes the following topics:

- [Plan the installation for Nutanix AHV](#)
- [Verify the operating system and platform compatibility](#)
- [NetBackup server and client requirements](#)
- [License requirements for the Nutanix AHV](#)
- [Download the Nutanix AHV plug-in binaries](#)
- [Install the Nutanix AHV plug-in](#)

## Plan the installation for Nutanix AHV

To plan the installation, [Table 3-1](#) lists the primary steps that are required to run NetBackup for AHV.

**Table 3-1** Installation planning steps for NetBackup for Nutanix AHV

Step: Action	Description
Step 1: Check the prerequisites	See <a href="#">“Prerequisites”</a> on page 11.
Step 2: Verify the operating system and platform compatibility	See <a href="#">“Verify the operating system and platform compatibility”</a> on page 15.
Step 3: NetBackup server and client requirements	See <a href="#">“NetBackup server and client requirements”</a> on page 15.

**Table 3-1** Installation planning steps for NetBackup for Nutanix AHV  
(continued)

Step: Action	Description
Step 4: Download and install	See “ <a href="#">Download the Nutanix AHV plug-in binaries</a> ” on page 16. See “ <a href="#">Install the Nutanix AHV plug-in</a> ” on page 16.

## Verify the operating system and platform compatibility

Verify that the NetBackup for AHV is supported on your operating system or platform.

### To verify operating system and compatibility

- 1 Go to the following page:  
[NetBackup Master Compatibility list](#)
- 2 For information on support for Nutanix AHV, see Support for **NetBackup in a Virtual Environment** list.

## NetBackup server and client requirements

Verify that the following requirements are met for the NetBackup server:

- The NetBackup server software is installed and operational on the NetBackup server.
- Ensure sure that you configure any backup media that the storage unit uses.
- The number of media volumes that are required depends on several things:
  - The devices that are used and storage capacity of the media
  - The sizes of the virtual machines that you want to back up
  - The amount of data that you want to archive
  - The size of your backups
  - The length of retention of the backup images

Verify that the NetBackup client software is installed on the backup host.

## License requirements for the Nutanix AHV

NetBackup for AHV requires an Enterprise Client license for each Nutanix Acropolis cluster node.

For detailed information about adding licenses, refer to the "Adding NetBackup licenses" section of the [NetBackup Administrator's Guide, Volume I](#).

## Download the Nutanix AHV plug-in binaries

You can download the following plug-in package Nutanix AHV plug-in for NetBackup from the Veritas Support site.

`NetBackup_PSF_Nutanix-AHV_Plugin_8.1-BuildID.tar.gz`

### To download the Nutanix AHV plug-in:

- 1 Go to <https://www.veritas.com/support> site.
- 2 Click **Licensing**. You are directed to the **Veritas Account Manager** page to access your Veritas account.
- 3 Enter your user credentials to access your Veritas account. You are directed to the *Veritas Entitlement Management System* site.
- 4 On the **Entitlements** menu, use your **Entitlement ID** to locate and download the following file for Nutanix AHV plug-in for NetBackup.

`NetBackup_PSF_Nutanix-AHV_Plugin_8.1-BuildID.tar.gz`

Alternatively, on the **Downloads** menu, locate the `NetBackup_PSF_Nutanix-AHV_Plugin_8.1-BuildID.tar.gz` file

The list of software that is available to download may vary across user accounts based on the entitlements within each account.

- 5 In the **Actions** column against the software or plug-in you want to download, click the **Download** icon.
- 6 Save the downloaded file in a local directory on the backup host.

## Install the Nutanix AHV plug-in

- Log on to the Veritas Support site to download the Nutanix AHV plug-in and store it in a local directory.

Use your **Entitlement ID** to locate the PSF plug-ins and download the `NetBackup_PSF_Nutanix-AHV_Plugin_8.1-BuildID.tar.gz` file.



- When you extract the `NetBackup_PSF_Nutanix-AHV_Plugin_8.1-BuildID.tar.gz` file, it contains the following files:
  - `libaapipgnntx.so`

The Nutanix AHV plug-in binary that is required to backup and restore the Nutanix AHV virtual machine. The file is installed at `usr/opensv/lib/libaapipgnntx.so`.
  - `nb_nutanix-ahv.conf`

The Nutanix AHV plug-in configuration file for NetBackup. The file is installed at `/usr/opensv/netbackup/nb_nutanix-ahv.conf`.
  - `nbaapi_ahv_vm_restore`

This script is a part of the restore VM utility. The restore VM utility creates virtual machines from the restore images that are available at a staging location. This file is installed at `usr/opensv/netbackup/bin/goodies/nbaapi_ahv_vm_restore`.
- Follow either of the following procedures for installation:
  1. For interactive installation:
    - Navigate to the directory where you have downloaded the plug-in binary and run the `./install` command.
    - Go through the license agreement that is available at the suggested location and enter `y` if you agree with the terms to continue the installation.
  2. For silent installation:
    - Navigate to the directory where you have downloaded the plug-in binary and run the following command:

```
./install -EULAAccepted
```

This command ensures that you have gone through the license agreements and agree with the terms.

A message is displayed when the installation is successful. If the installation fails, you can examine the trace file that has the details of the error. The location of the trace file is displayed after the installation status message.

See [“Download the Nutanix AHV plug-in binaries”](#) on page 16.

# Configure NetBackup communication with AHV

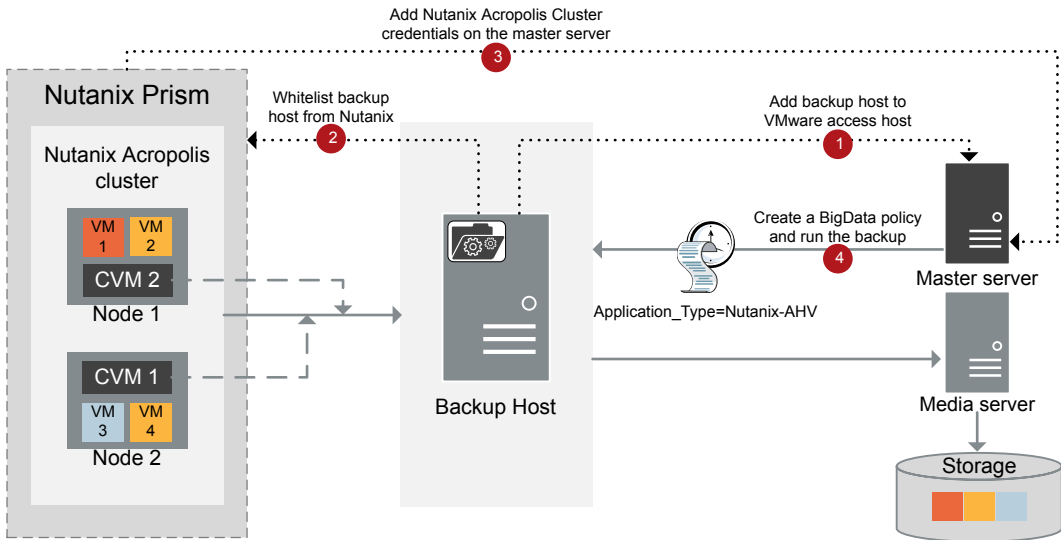
This chapter includes the following topics:

- [Establish communication between components](#)
- [Add a backup host to the NetBackup master server](#)
- [Add a backup host to the Acropolis Cluster access list](#)
- [Add the Nutanix Acropolis Cluster credentials for NetBackup](#)
- [Manage SSL certificates](#)
- [About the nb\\_nutanix-ahv configuration file](#)

## Establish communication between components

To complete a backup or a restore job, the NetBackup master server, the backup host, and the Nutanix Acropolis cluster need to establish communication with each other. This chapter discusses configuration of these components and establishing communication between them.

**Figure 4-1** Communication channels between NetBackup and Nutanix AHV



## Add a backup host to the NetBackup master server

The backup host is a key component in the NetBackup and Nutanix communication environment. The backup host acts as a channel to establish an indirect communication between the NetBackup master server and the Acropolis cluster.

To add a backup host, you must start by creating a **BigData** policy. During policy creation, you are prompted to specify backup selections. In the backup selections, you are required to specify a backup host.

### To add a backup host from the NetBackup Administration Console:

- 1 Start to create a **BigData** policy from the NetBackup Administration Console using the Policies utility.  
 See [“Create a BigData policy using the NetBackup Policies utility”](#) on page 29.
- 2 On the **Backup Selections** tab, click **Add** and enter the following parameter to add a backup host:

```
Backup_Host=<Fully Qualified Domain Name>
```

### To add a backup host from the NetBackup Command Line Interface

- 1 Start to create a **BigData** policy using the NetBackup Command Line Interface. See [“Create a BigData policy using the NetBackup Command Line Interface”](#) on page 31.
- 2 Run the following command to add a backup host

```
bpplinclude policy_name -add pathname or directive...
```

For example: `bpplinclude nutanix -add Backup_Host=<Fully Qualified Domain Name>`

See [“Add a backup host to the NetBackup master access list”](#) on page 20.

See [“Add a backup host to the Acropolis Cluster access list”](#) on page 21.

## Add a backup host to the NetBackup master access list

When the backup host is not a NetBackup media server or an appliance, you may need to add the backup host to the NetBackup master server access list.

### To add a backup host to NetBackup master access list

- 1 In the **NetBackup Administration Console**, in the left pane, click the **Host Properties** node.
- 2 Select an appropriate option from the **Master Servers**, **Media Servers**, and **Clients** options to view the details of your backup host.  
For example, select **Media Servers**, if you have configured a media server as your backup host.
- 3 Select and right-click the backup host to view **Properties**.
- 4 In the **Host Properties** dialog box, click **VMware Access Hosts**.
- 5 To add the backup host to NetBackup master access list, click **Add**.  
In the **New Server** dialog box, enter the name of the backup host. Click **Add**.

---

**Note:** Currently, there is no provision to differentiate between a backup host for VMware and Nutanix. Therefore, consider providing an appropriate identifier for the backup host name.

---

See [“Add a backup host to the NetBackup master server”](#) on page 19.

See [“Add a backup host to the Acropolis Cluster access list”](#) on page 21.

## Configure a NetBackup Appliance as a backup host

You can configure a NetBackup Appliance as a backup host.

To configure a NetBackup Appliance as a backup host for protecting the Nutanix AHV, you must download and install the

NBAPP\_addon\_PSF\_Nutanix-AHV\_Plugin\_8.1-BuildID.x86\_64.rpm file on the appliance.

For instructions to download and install the plug-in RPM on appliance using the NetBackup Appliance Shell Menu or the NetBackup Appliance Web Console, refer to the respective *NetBackup Appliance guides*.

To manage SSL certificates and to edit the `nb_nutanix-ahv.conf` file, See [“To access and copy the nb\\_nutanix-ahv.conf file on the appliance”](#) on page 25.

To copy an SSL certificate file, See [“To copy the SSL certificate to an appropriate location on the appliance”](#) on page 26.

## Add a backup host to the Acropolis Cluster access list

The Acropolis cluster must grant access to the backup host.

To grant access to the backup host, the Acropolis cluster requires you to whitelist the backup host.

### To whitelist the backup host:

- 1 Log on to the Prism web console to access the Acropolis cluster.
- 2 Click **Settings > Filesystem Whitelists**.
- 3 In the **Filesystem Whitelists** dialog box, add the details for the backup host in the **IP ADDRESS/NETMASK** field in the required format.

For accurate steps and menu options, refer to the *Nutanix documentation*.

See [“Add a backup host to the NetBackup master server”](#) on page 19.

See [“Add the Nutanix Acropolis Cluster credentials for NetBackup”](#) on page 21.

## Add the Nutanix Acropolis Cluster credentials for NetBackup

You must add the credentials for accessing the Acropolis cluster to the NetBackup master server.

The backup host needs to access the Acropolis cluster. To access the Acropolis cluster, the backup host needs to obtain the cluster credentials. Therefore, the backup host communicates with the NetBackup master server to obtain these credentials.

**To add credentials for the Acropolis cluster using the NetBackup Administration Console**

- 1 In the **NetBackup Administration Console**, in the left pane, click the **Media and Device Management** node.
- 2 Click the **Credentials** node to see the **Virtual Machine Server** option.
- 3 Right-click **Virtual Machine Server** and select **New Virtual Machine Server...**
- 4 In the **New Virtual Machine Server** dialog box, enter a name for the server. Click **OK**.
- 5 In the **Credentials** pane of the **New Virtual Machine Server - <server\_name>** dialog box, do the following:
  - From the **Virtual Machine Server Type** drop-down list, select **Nutanix Acropolis Cluster**.
  - In the **User name** field, enter the user name to access the Nutanix Acropolis Cluster.
  - In the **Password** field, enter the password to access the Nutanix Acropolis Cluster.  
 If you provide invalid or incorrect credential, you may see the following status code in the Activity Monitor:  
 Status code: 6629: Unable to complete the operation. Failed to authorize the user or the server.
  - The **Validate using backup host** and the **Connect using Port number** options are unavailable for the Nutanix Acropolis Cluster.

---

**Note:** The default port number for a Nutanix Acropolis Cluster is 9440. However, the provision to change this port number is available only through the command line interface using the `tpconfig` command.

---

See [To add credentials for the Acropolis cluster using the NetBackup Command Line Interface](#) for information about using the `tpconfig` for Nutanix Acropolis cluster.

- 6 To save your changes, click **OK**.

You may also add credentials for the Acropolis cluster using the command line interface.

## To add credentials for the Acropolis cluster using the NetBackup Command Line Interface

- 1 Go to the following directory:

```
/usr/opensv/volmgr/bin/
```

- 2 From the command line, run:

```
tpconfig -add | -update -virtual_machine virtual_machine_name  
-vm_user_id user_id -vm_type virtual_machine_type -requiredport  
IP_port_number [-password password [-key encryption_key]]
```

For example: `/usr/opensv/volmgr/bin/tpconfig -add -virtual_machine my.virtualmachine.com -vm_user_id admin -vm_type 9 -password abc@123`

For detailed information about the `tpconfig` command, see the *NetBackup Commands Reference Guide*.

See [“Add a backup host to the NetBackup master server”](#) on page 19.

See [“Add a backup host to the Acropolis Cluster access list”](#) on page 21.

# Manage SSL certificates

This section describes the various ways to manage SSL certificates with NetBackup for AHV.

The Nutanix Acropolis cluster comes with its default certificate. For detailed information about Nutanix certificates, refer to the *Nutanix documentation*.

You may use the default Nutanix certificate or you may choose to install one of the following certificates on the Nutanix Acropolis cluster:

- Self-signed certificates in the Nutanix Cluster.
- Certificates that are signed from a known Certificate Authority (CA)

When the backup host connects to the Nutanix Acropolis cluster, NetBackup validates the SSL certificates that are installed on your system.

As part of SSL validations, NetBackup conducts peer and host validations. NetBackup tries to locate the public certificates that may be placed in the certificate bundle of the operating system. It is likely that the certificate bundle of the operating system is not updated or that the certificates signed from a CA might have expired. To address such issues, you can download the latest certificate bundle for your operating system.

You may also create a certificate bundle for your self-signed certificate.

You may disable the SSL validations depending upon the type of certificate that you have installed. You can disable SSL validations using the `nb_nutanix-ahv.conf` file. This configuration file is bundled with the Nutanix AHV plug-in and it is located in the `usr/opensv/netbackup` directory on the backup host.

To let NetBackup access the latest SSL certificates, specify the path to the certificate file in the `nb_nutanix-ahv.conf` file using the `cert_authority_file` parameter.

The following topics discuss the implications of using various forms of SSL certificate with NetBackup.

## SSL certificate from Nutanix

If you use the default certificates from Nutanix, NetBackup may fail SSL validations and not let you backup AHV virtual machines. To disable SSL validations, edit the `nb_nutanix-ahv.conf` file and set the `enable_ssl_validations` to `false`.

## Self-signed certificate

If you use self-signed certificates, ensure that the following is met:

- When you create a **BigData** policy, the value that you provide in the `Application_Server` parameter matches the Acropolis cluster name that is present in the SSL certificate.
- Self-signed public certificates are present in the backup host. Use the `cert_authority_file` parameter in the `nb_nutanix-ahv.conf` to specify the path to the local certificate bundle.

## Certificate signed from a known certificate authority

If you use certificates signed from a known certificate authority, ensure that the following is met:

- When you create a **BigData** policy, the value that you provide in the `Application_Server` parameter matches the Acropolis cluster name present in the SSL certificate.
- The SSL root certificates along with intermediate Certificate Authority (if any) are present on the backup host. The Nutanix AHV plug-in uses these certificates to validate the SSL connection with the Nutanix Acropolis cluster.
- It might happen that the certificate bundle on your operating system has expired. This might also fail backups. Therefore, update the default certificate paths on your operating system with the latest certificate bundles.  
You may have chosen to download and install certificate bundles from different sources. In such case, you can use the `cert_authority_file` parameter in the `nb_nutanix-ahv.conf` to specify the file name (along with the path) to your certificate bundle.



See [“About the nb\\_nutanix-ahv configuration file”](#) on page 26.

See [“Manage SSL certificates on NetBackup Appliance”](#) on page 25.

## Manage SSL certificates on NetBackup Appliance

To manage SSL certificates on appliance, you must have read-write access to the `nb_nutanix-ahv.conf` file. The `nb_nutanix-ahv.conf` file is present in the `usr/openv/netbackup` directory.

To gain read-write access to the `nb_nutanix-ahv.conf`, complete the following:

- Become a NetBackup CLI user to be able to edit the file `nb_nutanix-ahv.conf`. Later, copy the `nb_nutanix-ahv.conf` back to the `/usr/openv/netbackup/` directory on the appliance.
- Copy SSL certificate to an appropriate location on the appliance

**To access and copy the `nb_nutanix-ahv.conf` file on the appliance**

- 1 Locate the `nb_nutanix-ahv.conf` file from the add-on package that you have downloaded for the Nutanix AHV plug-in.
- 2 Log on to the NetBackup Appliance Shell Menu.
- 3 Run the relevant `Manage > NetBackupCLI` commands to become a NetBackup CLI user. Copy the `nb_nutanix-ahv.conf` configuration file to the `/home/nbusers` directory. Ensure that the read-write permissions for the file are at `chmod 644`.
- 4 Edit the `nb_nutanix-ahv.conf` file to make the required changes.

Since the `nb_nutanix-ahv.conf` file is in a JSON file format, ensure that you preserve the JSON integrity.

- 5 To copy the `nb_nutanix-ahv.conf` file from `/home/nbusers` back to `/usr/openv/netbackup/`, run the following command:

```
cp-nbu-config
```

For example: `cp-nbu-config nb_nutanix-ahv.conf /usr/openv/netbackup/`

If the file is present at the destination, it is overwritten without a warning.

- 6 Verify that the file exists in the destination folder.

Use the NetBackup `nbcdutil` command to copy SSL certificate to an appropriate location on the appliance. Ensure that the SSL certificate is valid.

### To copy the SSL certificate to an appropriate location on the appliance

- 1 To copy the certificate from a source to a destination, run the following command:

```
nbclutil -copycert -sourcecert  
source_certificate_path_and_name[-destcert  
destination_certificate_path]
```

For example: `nbclutil -copycert -sourcecert /home/maintenance/nutanixCert.pem -destcert /etc/ssl/certs`

- 2 Update the `cert_authority_file` parameter in the `nb_nutanix-ahv.conf` file with the new path for the SSL certificate on the appliance.

See [“About the nb\\_nutanix-ahv configuration file”](#) on page 26.

## About the nb\_nutanix-ahv configuration file

The `nb_nutanix-ahv` configuration file contains the parameters that let you manage your SSL certificate preferences.

The `nb_nutanix-ahv` configuration file is bundled with the Nutanix AHV plug-in and it is located in the `usr/openv/netbackup` directory on the backup host. The `nb_nutanix-ahv` configuration file uses a JSON file format.

The [Table 4-1](#) lists the parameters that the configuration file contains.

**Table 4-1** The `nb_nutanix-ahv` configuration file parameters and their description

Parameter	Description
<code>enable_ssl_validations</code>	<p>Specifies whether or not to enable SSL validations for your certificate.</p> <p>The default value for this parameter is <code>true</code>.</p> <p>To disable SSL validations, change the value of this parameter to <code>false</code>.</p>

**Table 4-1** The nb\_nutanix-ahv configuration file parameters and their description (*continued*)

Parameter	Description
cert_authority_file	<p>Specifies the file name along with the path to the SSL certificate. By default, the value for this parameter is blank or empty.</p> <p>Here is an example of the parameter with a valid value:  <code>"cert_authority_file": "usr/openv/caocert.pem"</code></p> <p>Ensure that the certificate bundles are updated on your system.</p>

See [“Manage SSL certificates”](#) on page 23.

# Configure NetBackup policies for AHV

This chapter includes the following topics:

- [About the BigData policy type](#)
- [Create a BigData policy using the NetBackup Policies utility](#)
- [Create a BigData policy using the Backup Policy Configuration Wizard](#)
- [Create a BigData policy using the NetBackup Command Line Interface](#)

## About the BigData policy type

Starting with the 8.1 release, NetBackup introduces a new policy type called **BigData**. The **BigData** policy lets you backup and restore big data applications and hyper-converged systems. For example, Hadoop and Nutanix AHV, respectively.

To back up and recover Nutanix AHV virtual machines, you need the Enterprise Client license.

To back up and recover a Hadoop file system, you need the Application and Database license pack.

A **BigData** policy differs from other policies in the following respects:

- You must specify **BigData** as the policy type.
- The entries that are provided to add clients and to define backup selections, differ based on the application that you choose to back up.
- During backup selection, you must specify certain parameters and their appropriate values.

---

**Note:** To backup other hypervisors that run on a Nutanix Acropolis cluster, configure or use a relevant backup policy for that hypervisor. For example, to backup VMware ESX or a Hyper-V on a Nutanix Acropolis cluster, use or configure a VMware policy or a Hyper-V, respectively.

---

## Create a BigData policy using the NetBackup Policies utility

This topic provides information about using the policies utility to create a **BigData** policy.

**To create a BigData policy for the Acropolis Cluster using the policies utility:**

**1** In the **NetBackup Administration Console**, in the left pane, click **NetBackup Management > Policies**.

**2** On the **Actions** menu, click **New > Policy**.

**3** Type a unique name for the new policy in the **Add a New Policy** dialog box. Click **OK**.

**4** On the **Attributes** tab, select **BigData** as the policy type.

In the **Destination** pane of the **Attributes** tab, select a storage unit type from the **Policy storage** drop-down.

To limit the number of simultaneous jobs per policy, use the **Limit jobs per policy** option.

**5** On the **Schedules** tab, click **New** to create a new schedule.

Currently, NetBackup supports only full backups for AHV.

**6** On the **Clients** tab, enter the name of the virtual machine. You may add multiple clients.

To obtain the virtual machine name, use the **VM name** column on the Prism web console.

**7** On the **Backup Selections** tab, click **Add** and enter the following parameters and their values as shown:

- `Application_Type=Nutanix-AHV`

The value for this parameter is fixed and cannot be changed.

- `Backup_Host=<Fully Qualified Domain Name>`

The operating system of the backup host must be a Linux. The backup host can be a NetBackup client or a media server, or a NetBackup Appliance.

- `Application_Server=<Fully Qualified Domain Name of the Nutanix Acropolis cluster>`

8 Click **OK** to save the changes.

---

**Note:** The entries that you provide in the **Clients** tab and the **Backup Selections** tab differ based on the application that you choose to back up.

---

For more information on using NetBackup for big data applications, refer to the [Veritas NetBackup documentation](#) page.

See “[Create a BigData policy using the Backup Policy Configuration Wizard](#)” on page 30.

See “[Create a BigData policy using the NetBackup Command Line Interface](#)” on page 31.

## Create a BigData policy using the Backup Policy Configuration Wizard

This topic provides information about using the Backup Policy Configuration Wizard to create a **BigData** policy.

**To create a BigData policy for the Acropolis Cluster using the Backup Policy Configuration Wizard:**

- 1 In the **NetBackup Administration Console**, in the left pane, click **NetBackup Management**.
  - In the right pane, click **Create a Policy** to open the Backup Policy Configuration Wizard.
  - Alternatively, under the **NetBackup Management** node, click **Policies**.
  - Go to the **Actions** menu, click **New > Policy**
  - Type a unique name for the new policy in the **Add a New Policy** dialog box. Select the **Use Policy Configuration Wizard** check box.
- 2 In the **Backup Policy Configuration Wizard**, under **Create a backup policy for:** select **File systems, databases, applications** option. Click **Next**.
- 3 In the **Policy Name and Type** pane, enter a policy name and select **BigData** as the policy type. Click **Next**.

- 4** In the **Client List** pane, click **Add** to open the **Add Client - Policy <policy\_name>** dialog box.

In the **Client name** field, enter the Nutanix virtual machine name. Click **Add**.

To obtain the virtual machine name, use the **VM name** column on the Prism web console.

You may add multiple clients. After adding the clients, click **Next**.

- 5** In the **Backup Selections** pane under the **Backup Selection List**, click **Add**.

Enter the following parameters and their values as shown:

- `Application_Type=Nutanix-AHV`  
The value for this parameter is fixed and cannot be changed.
- `Backup_Host=<Fully Qualified Domain Name>`  
The operating system of the backup host must be a Linux. The backup host can be a NetBackup client or a media server, or a NetBackup Appliance.
- `Application_Server=<Fully Qualified Domain Name of the Nutanix Acropolis cluster>`

- 6** In the **Backup Type** pane, select **Full Backup**. Click **Next**.

Currently, NetBackup supports only full backups for an Acropolis cluster.

- 7** In the **Frequency and Retention** pane, specify the frequency of the backup and retention levels for the backup. Click **Next**.

- 8** To save the changes for the **BigData** policy, click **Finish**.

Click **Help** on any wizard panel for assistance while running the wizard.

See [“Create a BigData policy using the NetBackup Policies utility”](#) on page 29.

See [“Create a BigData policy using the NetBackup Command Line Interface”](#) on page 31.

## Create a BigData policy using the NetBackup Command Line Interface

This topic provides information about using the command line interface to create a **BigData** policy.

The NetBackup commands for policy creation are in the following directory:

Windows: `install_path\Veritas\NetBackup\bin\admincmd`

UNIX or Linux: `usr/opensv/netbackup/bin/admincmd`

**To define a BigData policy using the command line interface, run these commands on the NetBackup master server.**

**1** Create a policy.

```
bpolicynew policy_name
```

For example: `bpolicynew nutanix`

**2** Set the policy attributes.

```
bpplinfo policy_name -set
```

To modify the policy type attributes, run the following command:

```
bpplinfo policy_name -modify [-v] [-M master_server,...] -pt  
policy_type
```

To add a storage unit, run the following command:

```
bpplinfo policy_name -residence label - modify
```

For example: `bpplinfo nutanix -modify -v -M my.master.server -pt  
BigData -residence stu`

To limit the number of simultaneous jobs per policy, run the following command:

```
bpplinfo policy_name [-policyjobs max_jobs]
```

For example: `bpplinfo nutanix -policyjobs 50`

**3** Create a policy schedule.

```
bpplsched policy_name [-v] [-M master_server,...] -add sched_label  
[-st sched_type] [-freq frequency]
```

For example: `bpplsched nutanix -add Full -st FULL`

**4** Select the clients or virtual machines to back up.

```
bpplclients policy_name [-M master_server,...] [-v] [-generation  
generation] [-reason "string"] -add host_name [-os os]
```

Specify the virtual machine name. You can specify only one virtual machine at a time.

For example: `bpplclients nutanix -add nutanixVM Linux or SUSE or Windows.`

---

**Note:** Currently, we do not validate operating system values.

---

**5** Add backup selections.



To add the parameters that are required for the backup selections, use the `bpplinclude policy_name -add pathname or directive...` command as shown:

- `bpplinclude policy_name -add Application_Type=Nutanix-AHV`
- `bpplinclude policy_name -add Backup_Host=FQDN of the backup host`
- `bpplinclude policy_name -add Application_Server=Fully Qualified Domain Name of the Nutanix Acropolis cluster`

**6** Validate the policy.

```
bpclient -policy policy_name -validate
bpclient -policy nutanix -validate
```

If the policy successfully validates, no output appears. Otherwise, the following error occurs: Error code 48: client hostname could not be found.

**7** Use the `bpbackup` command to start the backup.

**8** Use the `bprestore` command to start the restore.

See [“NetBackup commands for protecting the AHV”](#) on page 46.

See [“Create a BigData policy using the Backup Policy Configuration Wizard”](#) on page 30.

See [“Create a BigData policy using the NetBackup Policies utility”](#) on page 29.

For detailed information about the commands and additional options, refer to the *NetBackup Command Reference Guide*.

# Backup and restore

This chapter includes the following topics:

- [Back up the Nutanix AHV virtual machines](#)
- [Restore the Nutanix AHV virtual machines](#)

## Back up the Nutanix AHV virtual machines

You can initiate a backup for the AHV virtual machine using the **BigData** policy. You can start the backup manually from a policy, or have it run automatically according to a schedule that is defined in the policy.

To create a **BigData** policy refer to the following sections:

- See [“Create a BigData policy using the NetBackup Policies utility”](#) on page 29.
- See [“Create a BigData policy using the NetBackup Command Line Interface”](#) on page 31.

## Basic phases in a NetBackup backup of an AHV

The following table provides an overview of the processes that NetBackup undertakes during an AHV backup.

Phase	Description
Phase 1: Validation of a <b>BigData</b> policy	NetBackup validates the <b>BigData</b> policy that you have created to backup the AHV virtual machines.
Phase 2: Initiation of a backup job	A backup job is triggered, either, manually or according to the schedule that you have specified during policy creation.

Phase	Description
Phase 3: Discovery of clients and commencing to backup the data on the clients	<p>The backup process triggers two jobs - a parent job and a child job.</p> <ul style="list-style-type: none"><li>■ The parent job discovers the clients or the virtual machines to be backed up and creates a snapshot of the virtual machine. A new process called <code>nbappidiscv</code> is introduced to discover clients and create snapshots. After the snapshot is created, it is mounted on the backup host at the following location: <code>/usr/opensv/tmp/ntxmnt</code></li><li>■ The child job conducts the actual read-write operation to backup the data on a disk.</li></ul>
Phase 4: Completion of the backup job	<p>On successful completion of a backup, the NetBackup client on the backup host unmounts and then deletes the snapshot.</p>

## Restore the Nutanix AHV virtual machines

NetBackup lets you restore your Nutanix AHV virtual machines with the help of the restored disk files from **Backup, Archive, and Restore** console and the restore virtual machine utility.

Restore process includes the following high-level steps:

- Restore the disk files of the VM from the **Backup, Archive, and Restore** console to the Nutanix container on the whitelisted backup host. This step restores the VM disk data on the Nutanix container.

For more information on whitelisting the backup host, See [“Add a backup host to the Acropolis Cluster access list”](#) on page 21.

---

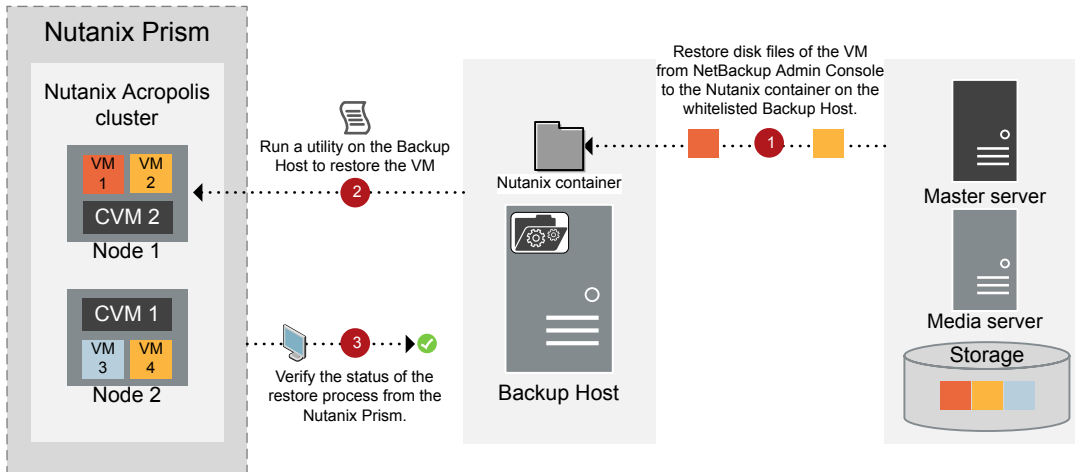
**Note:** To restore the disk files to a Nutanix container, you must mount the container on the backup host using the NFS and restore the files on the mount point.

After the disk files are restored, you must unmount the container from the Backup host. If you do not unmount the container, the subsequent backups of the VMs on the mounted containers might fail.

---

- Run the utility from the command line on the backup host and verify the status of the restore process from the Nutanix Prism. This step creates the VM on the Acropolis cluster.

**Figure 6-1** Overview of the Nutanix VM restore process



## About the metadata.json file

The `metadata.json` file contains the details of the VM such as metadata of the VM, allocated memory, network details, and the disks that are present. The `metadata.json` file is created for each VM during a backup. You can update the `metadata.json` file if you want to restore the VM with a different configuration.

### Few important options in the metadata.json file

	Description
<code>vm_uuid</code>	UUID of the virtual machine.
<code>memory_mb</code>	Memory to be allocated to the VM in MBs.
<code>name</code>	VM name.
<code>num_cores_per_vcpu</code>	Number of the cores that are allocated per CPU for the VM.
<code>num_vcpus</code>	Number of CPUs allocated to the VM.

**Few important options in the metadata.json file**

**Description**

storage\_container\_name

Storage container name where the VM is restored.

mac\_address

MAC address of the VM.

**Warning:** Be sure to consider the consequences before you change the values in metadata.json file.

**Scenarios during a restore**

Refer to the following table to understand the scenarios where you must modify the metadata.json file:

**Table 6-1** Restore scenarios

Scenario	Required Action
Restore a VM to the same cluster or a different cluster and the cluster does not contain a VM with the same vm_uuid or mac_address value.	Do not modify metadata.json.
Restore a VM to the same cluster or different cluster and the cluster already contains a VM with the same vm_uuid, mac_address, or the name value.  <b>Note:</b> This scenario is useful if you want to test the restore process without disturbing the existing VM.	Modify the metadata.json file to update the values for vm_uuid, mac_address, and name.
Restore a VM with a modified configuration to the same cluster or different cluster. For example, if you restore the disk files from the <b>Backup, Archive, and Restore</b> console to a new container, change the vm_disk:storage_container_name value.	Modify the metadata.json file.

**To restore a virtual machine:**

Before you continue the restore process:

- If you want to restore a VM to the Nutanix Acropolis cluster or container that you have deleted, you must recreate the cluster or container before you start the restore process.
  - Identify the Nutanix containers that the VM disks belong to, create directories for those containers on the backup host, and mount the containers as an NFS path.  
 If you plan to create the directory at the root level, ensure that the directory name in the root directory is different than the container name. If you create the directory at the root level with a name that matches the container name, ensure that you delete the directories after a restore.
  - Ensure that a `/.restore` folder is available in each of the mounted container.
- 1 From the NetBackup Administration Console, select **Backup, Archive, and Restore**.
  - 2 Select the **Restore Files** tab and click **Specify the machines to use and policy type for the backup or restore**.
  - 3 In the **Specify the machines to use and policy type for the backup or restore** dialog box, enter the following values and then click **OK**.

Option	Value
<b>Server to use for backup and restores</b>	Host name of the master server
<b>Source client for restores</b>	Nutanix VM name that you want to restore
<b>Destination client for restores</b>	The Backup host that you selected in the <b>BigData</b> Policy
<b>Policy type for restores</b>	<b>BigData</b>

- 4 Select **Restore type** as **Normal Backups**.
- 5 In the **Browse Directory** field, enter `/` to view the backed up Nutanix VM data that you can restore.
- 6 In the **Directory Structure** navigation pane, select `/` to display the storage containers of the VM and the `metadata.json` file in the **Contents of the selected directory** pane on the right side.
- 7 Select the individual VM disk files and the associated **metadata.json** file and click **Restore**.
- 8 Select **Restore individual directories and files to different locations**.
- 9 Select the disk file or **metadata.json** file, and for each file entry, click **Change Selected Destination(s)** and complete the following steps:

- For the **metadata.json** file, restore the file to any location on the backup host.

- For the disk file, enter the path of the mounted Nutanix container in the following format:

```
<path_to_mounted_Nutanix_container>/restore/<restore_disk_file_ID>
```

Ensure that the `/restore` directory is present.

For example, if a Nutanix container named *Container1* is mounted at `/mnt/Container1`, the destination path is:

```
/mnt/Container1/restore/<restore_disk_file_ID>
```

**10** Click **Start Restore**.

- 11** After the restore successfully completes, open the following location on the backup host:

```
/usr/opensv/netbackup/bin/goodies
```

- 12** Run the restore VM utility using the following command:

```
nbaapi_ahv_vm_restore --metadata_file_path  
<metadata_restore_location> --username <Nutanix_username>  
--password <Nutanix_password> --cluster_name <cluster_name>  
--cluster_port <port_number>
```

Here,

- `metadata_file_path` is the path where the `metadata.json` file resides
- `username` is the user name of the Nutanix Acropolis Cluster
- `password` is the password of the Nutanix Acropolis Cluster
- `cluster_name` is the Fully Qualified Domain Name (FQDN) of the Nutanix Acropolis Cluster
- `cluster_port` is the port number of the Nutanix Acropolis Cluster

---

**Note:** If a VM with the same UUID exists, then the restore utility fails. You can restore virtual machines so that they have same names but different UUIDs. The UUIDs are displayed using the `vm_uuid` option on the `metadata.json` or VM ID in the Prism Console. If you recreate a VM with the same name and UUID, then the utility runs but the Prism task fails.

For more information, refer to .

---

- 13** Use the task UUID to track the progress of the virtual machine restoration process from the Nutanix Prism Console's **View All Tasks** menu.

- 14** After the restore is complete, the VM is in a turned off state. You must turn on the virtual machine manually.
- 15** Delete the disk files from the storage container's restore directory and unmount the container from the backup host.



# Troubleshoot issues

This chapter includes the following topics:

- [Troubleshoot issues related to AHV backup](#)
- [NetBackup logs](#)
- [Error during policy creation and validation](#)
- [NetBackup status codes](#)

## Troubleshoot issues related to AHV backup

This section describes various troubleshooting scenarios and provides information to resolve them.

NetBackup provides specific logs, status codes, and relevant error messages to assist you in troubleshooting any issues that you may encounter.

## NetBackup logs

NetBackup maintains process-specific logs for the various processes that are involved in the backup and restore operations. Examining these logs can help you to find the root cause of an issue.

These log folders must already exist in order for logging to occur. If these folders do not exist, you must create them.

The log folders reside on the following directories:

- On Windows: `install_path\NetBackup\logs`  
[Table 7-1](#) uses the Windows directory path as an example.
- On UNIX or Linux: `/usr/openv/netbackup/logs`

**Table 7-1** NetBackup logs related to the AHV

Log folder	Messages related to	Logs reside on
<i>install_path\NetBackup\logs\nbaapidiscv</i>	BigData framework and policy validation	NetBackup client on the backup host
<i>install_path\NetBackup\logs\bpbrm</i>	Back up and restore	Media server
<i>install_path\NetBackup\logs\bpbkar</i>	Backup	NetBackup client on the backup host
<i>install_path\NetBackup\logs\bprd</i>	Restore	NetBackup client on the backup host
<i>install_path\NetBackup\logs\bpcd</i>	Back up and restore	NetBackup client on the backup host
<i>install_path\NetBackup\logs\tar</i>	Restore	NetBackup client on the backup host

**Note:** Certain process logs from the preceding table reside on the NetBackup client on the backup host, which is a Linux computer.

For more details, refer to the [NetBackup Logging Reference Guide](#).

## Error during policy creation and validation

When you create or save a **BigData** policy, you may encounter certain errors if you do not provide correct and valid inputs.

[Table 7-2](#) discusses these scenarios briefly.

**Table 7-2** NetBackup policy creation and validation scenarios

Problem	Recommended action
The policy validation or the backup job fails when you have provided invalid or empty value in the backup selection.	Enter the following parameters in backup selections: <ul style="list-style-type: none"> <li>■ <code>Application_Type=Nutanix-AHV</code></li> <li>■ <code>Application_Server=Fully Qualified Domain Name of the Nutanix cluster</code></li> <li>■ <code>Backup_Host=Fully Qualified Domain Name</code></li> </ul>

**Table 7-2** NetBackup policy creation and validation scenarios (*continued*)

Problem	Recommended action
The backup job fails when the backup selection does not contain the <code>Backup_Host</code> parameter.	Add the <code>Backup_Host</code> parameter to the backup selections as follows:  <code>Backup_Host=Fully Qualified Domain Name</code>  See <a href="#">“Add a backup host to the NetBackup master server”</a> on page 19.
The backup job fails when you provide invalid or empty value when you specify clients or virtual machines to be backed up.	Enter the name of the virtual machines that you want to backup. In addition, verify if the virtual machine name is correct and meets the character restrictions.  See <a href="#">“NetBackup character restrictions for virtual machine names”</a> on page 13.
The backup host is not reachable.	Verify the backup host name. The backup host name is the FQDN of the backup host.
Backup fails when the NetBackup client version on the backup host is older than 8.1.	The NetBackup client version on the backup host must be 8.1 or later.
The <b>BigData</b> policy is unable to determine version of backup host.	Verify whether the NetBackup client version on the backup host is older than 8.1. The NetBackup client version on the backup host must be 8.1 or later.
The backup job may fail when the operating system of the backup host is not Linux.	The operating system of the backup host must be Linux.
The backup job fails when credentials are invalid or not configured for the <code>Application_Server</code> parameter.	Verify that you have provided correct credentials.  Ensure that the value that you have provided for the <code>Application_Server</code> parameters matched the one that you provided while specifying Nutanix Acropolis Cluster credentials.  See <a href="#">“Add the Nutanix Acropolis Cluster credentials for NetBackup”</a> on page 21.

## NetBackup status codes

NetBackup provides status codes to help you understand and troubleshoot issues, if they may occur.

For information about NetBackup status codes, refer to the *NetBackup Status Codes Reference Guide*.

**Table 7-3** Status codes related to NetBackup for AHV

Problem	Recommended action
<p>You try to run a backup job and it fails with the following message:</p> <p>Unknown error &lt;status_code&gt;</p>	<p>To determine the specific issue, search the NetBackup Troubleshooter for the given status code number. The status code provides you with a problem statement and a recommended action to resolve the issue.</p>
<p>When the following status code is displayed:</p> <p>Status 6625: The backup host is either unauthorized to complete operation or it is unable to establish a connection with the application server.</p>	<p>The backup host may be unauthorized to complete an operation due to one of the following reasons:</p> <ul style="list-style-type: none"> <li>■ You may not have validated the SSL certificate from the Nutanix Acropolis cluster.</li> <li>■ Alternatively, you might have a valid SSL certificate. The certificate is issued on the Fully Qualified Domain Name of the cluster. However, when you create a <b>BigData</b> policy, you have provided the short name for the cluster in the <code>Application_Server</code> parameter. Therefore, ensure that the Acropolis cluster name that you provide is the same for which the SSL certificate is issued.</li> </ul> <p>See <a href="#">"Manage SSL certificates"</a> on page 23.</p>
<p>When the mount operation fails with the following message in the <code>nbaapidiscv</code> process logs:</p> <pre>status_code aapi_logmsg: session_id:xxx_ Nutanix Plugin :Failed to mount :/user/.acropolis/snapshot/containerID/vmdisk; Error: Permission denied. You may want to check whether you have added the backup host to the Nutanix Acropolis Cluster using the appropriate whitelist option available through the Prism web console or its command line interface.</pre>	<p>The backup host is unable to mount the snapshot.</p> <p>As suggested in the error message, you may want to verify whether you have added the backup host to the Nutanix Acropolis Cluster using the appropriate whitelist option available through the Prism web console or its command line interface.</p> <p>See <a href="#">"Add a backup host to the Acropolis Cluster access list"</a> on page 21.</p>

**Table 7-3** Status codes related to NetBackup for AHV (*continued*)

Problem	Recommended action
<p>When you try to backup the virtual machines that have volume group disks, the backup fails with following message in the <code>nbaapidiscv</code> process logs:</p> <pre>status_code aapi_logmsg: session_id: xxxx_ Nutanix Plugin: failed to get snapshot_file_path for the disk. AAPI_Erno = 6647</pre>	<p>To determine the specific issue, search the NetBackup Troubleshooter for the given status code number. The status code provides you with a problem statement and a recommended action to resolve the issue.</p> <p>Backup of the virtual machines that have volume groups attached is not supported.</p>
<p>When the following status code is displayed:            Error code 223: an invalid entry was encountered</p>	<p>This error may occur if you have provided invalid credentials to access the Nutanix Acropolis cluster.</p>
<p>When the following status code is displayed:            Status code 6654: Unable to retrieve the credentials for the server.</p>	<p>This error may occur if you have not configured the Nutanix Acropolis cluster credentials on the NetBackup master server.</p> <p>This error may also occur if the backup host is unable to access NetBackup and fetch the cluster credentials.</p> <p>See <a href="#">“Add the Nutanix Acropolis Cluster credentials for NetBackup”</a> on page 21.</p> <p>See <a href="#">“Add a backup host to the NetBackup master access list”</a> on page 20.</p>
<p>When the following status code is displayed:            Error code 6622: An internal error occurred in the NetBackup process.</p>	<p>This error might occur if you do not have appropriate administrative rights for backing up AHV virtual machines.</p> <p>Ensure that you have appropriate administrative rights and permissions from Nutanix to complete a backup for AHV virtual machines.</p>

For information about NetBackup status codes, refer to the [NetBackup Status Codes Reference Guide](#)

# NetBackup commands to backup and restore Nutanix AHV virtual machines

This appendix includes the following topics:

- [NetBackup commands for protecting the AHV](#)

## NetBackup commands for protecting the AHV

This section provides information about the NetBackup commands that are used to complete various tasks and operations for protecting the AHV.

**Table A-1** NetBackup commands for protecting the AHV

Command	Description
<code>bppolicynew</code>	Use this command to create a new <b>BigData</b> policy.
<code>bpplinfo</code>	Use this command to: <ul style="list-style-type: none"><li>■ Modify the <b>Bigdata</b> policy.</li><li>■ Add storage unit.</li><li>■ Limit simultaneous jobs per policy.</li></ul>

**Table A-1** NetBackup commands for protecting the AHV (*continued*)

Command	Description
<code>bpplsched</code>	Use this command to: <ul style="list-style-type: none"> <li>■ Add schedule.</li> <li>■ Specify a frequency of the backup.</li> </ul>
<code>bpplclients</code>	Use this command to: <ul style="list-style-type: none"> <li>■ Add clients.</li> <li>■ Modify an existing client.</li> </ul>
<code>bpplininclude</code>	Use this command to: <ul style="list-style-type: none"> <li>■ Add the parameters that are required for configuring a backup host.</li> <li>■ Modify the parameters.</li> </ul>
<code>tpconfig</code>	Use this command to: <ul style="list-style-type: none"> <li>■ Add credentials for Nutanix Acropolis Cluster</li> <li>■ Change the default port for Nutanix Acropolis Cluster</li> </ul>
<code>bpbackup</code>	Use this command to backup a Nutanix AHV virtual machine.
<code>bprestore</code>	Use this command to restore a Nutanix AHV virtual machine.

For detailed information about the commands and the command options, refer to the [NetBackup Commands Reference Guide](#).