

# Usage Insights for NetBackup - Getting Started Guide

# Usage Insights Getting Started Guide

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Technical Support maintains support centers globally. All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policies. For information about our support offerings and how to contact Technical Support, visit our website:

<https://www.veritas.com/support>

You can manage your Cohesity account information at the following URL:

<https://my.veritas.com>

If you have questions regarding an existing support agreement, please email the support agreement administration team for your region as follows:

Worldwide (except Japan)

[CustomerCare@veritas.com](mailto:CustomerCare@veritas.com)

Japan

[CustomerCare\\_Japan@veritas.com](mailto:CustomerCare_Japan@veritas.com)

## Documentation

Make sure that you have the current version of the documentation. Each document displays the date of the last update on page 2. The latest documentation is available on the Cohesity website:

<https://sort.veritas.com/documents>

## Documentation feedback

Your feedback is important to us. Suggest improvements or report errors or omissions to the documentation. Include the document title, document version, chapter title, and section title of the text on which you are reporting. Send feedback to:

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You can also see documentation information or ask a question on the Cohesity community site:

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## Cohesity Services and Operations Readiness Tools (SORT)

Cohesity Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

[https://sort.veritas.com/data/support/SORT\\_Data\\_Sheet.pdf](https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf)

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# Usage Insights for NetBackup

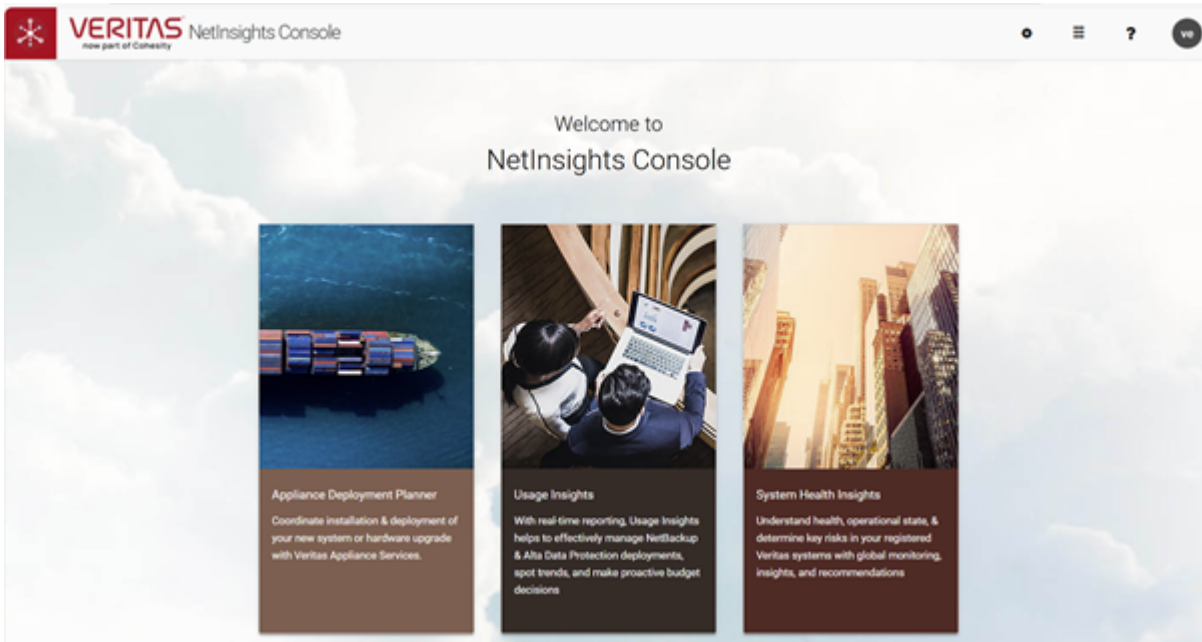
## About Cohesity NetInsights Console

Cohesity NetInsights Console is a SaaS-based unified platform with Cohesity products and features that help you to manage your usage and license entitlements. The platform leverages product telemetry and Cohesity support data to offer software and appliance insights within a single interface to deliver a cohesive experience and eliminates the need to switch between multiple products.

To connect to Cohesity NetInsights Console, use the following URL:

<https://netinsights.veritas.com>

Figure 1 NetInsights Console



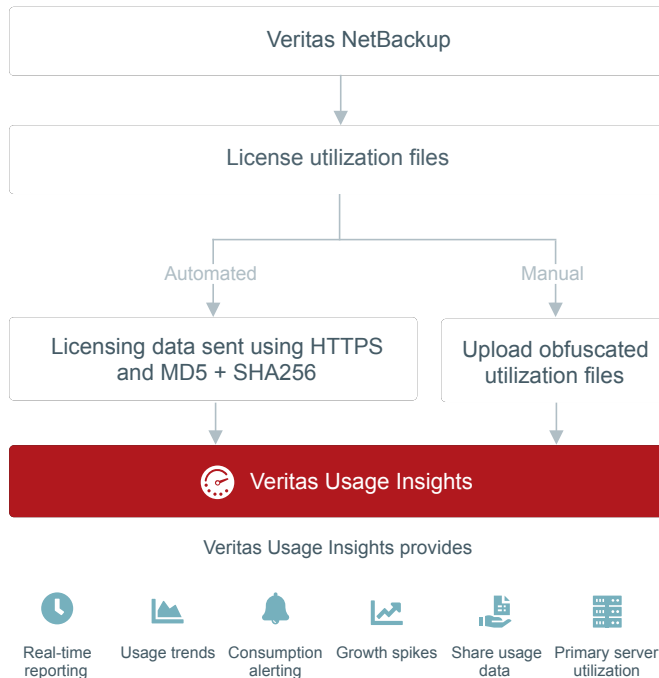
## About Cohesity Usage Insights

Usage information is used with Usage Insights that is part of the Cohesity NetInsights Console to compare backup size data with your capacity, traditional, and NEVC licensing.

Cohesity Usage Insights helps you manage your NetBackup deployment more efficiently, spot trends, and plan for the future. With accurate, near real-time reporting, it reveals the total amount of data that is backed up. Usage Insights alerts you if you are close to exceeding your licensed capacity limits. You must be at NetBackup 8.1.2 or later to use Usage Insights.

**Figure 2** Cohesity Usage Insights overview

## Veritas Usage Insights overview

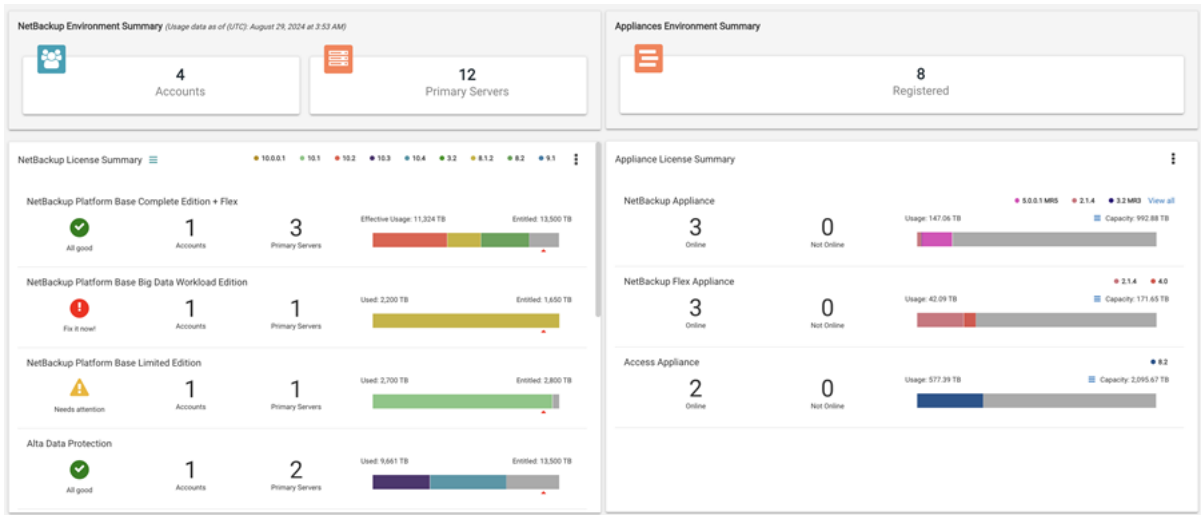


Usage Insights provides:

- Accurate, near real-time reporting of terabytes protected, total number of protected clients or the total storage capacity, and the total number of sockets of a hypervisor whose virtual machines are protected.
- A graphical display of usage trends.
- Tracking of consumption and alerts before usage against entitlement is exceeded.
- Easy planning and budgeting, for each of your accounts.
- Identify growth spikes.
- View the breakup of usage information based on license type and NetBackup product version.
- Primary server level information now available. You can add the primary server name within Usage Insights.

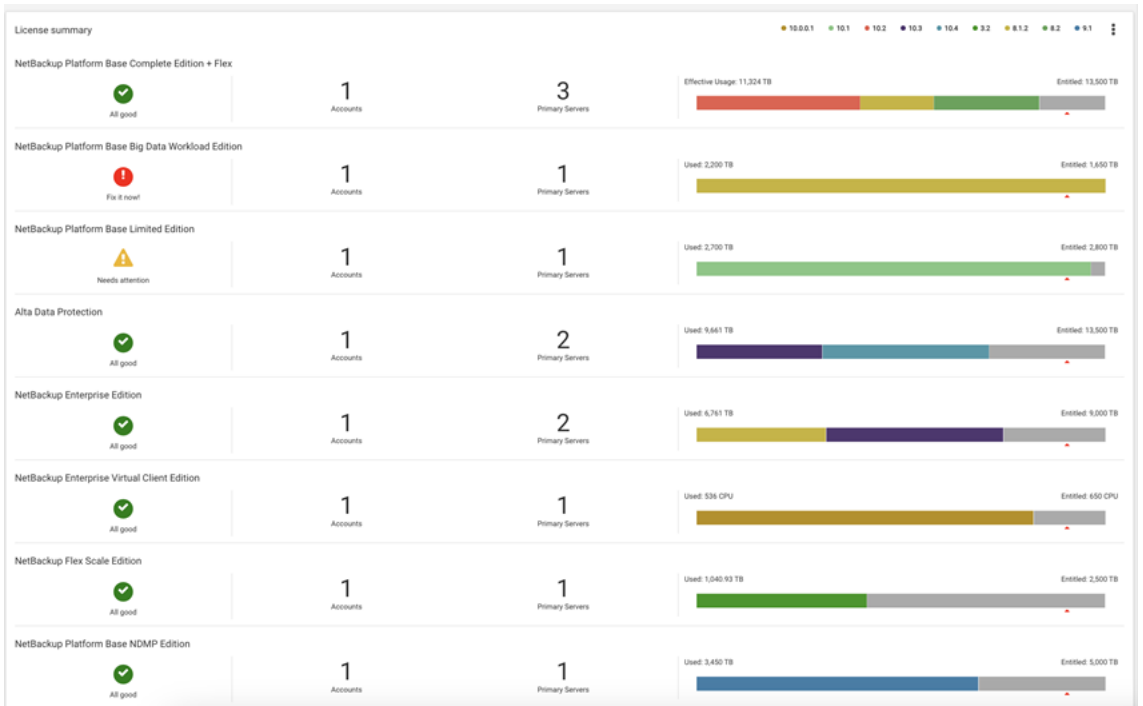
- Ability to download tables in excel (.csv), pdf (with watermark), and json formats.
- Ability to download and send tables by email. Email ID associated with the Usage Insights login is used for sending emails.
- Ability to view the appliances that are registered with Veritas NetInsights - System Health Insights and track the appliance' software usage and available capacity.

**Figure 3** Cohesity Usage Insights dashboard - NetBackup and Appliance license summary

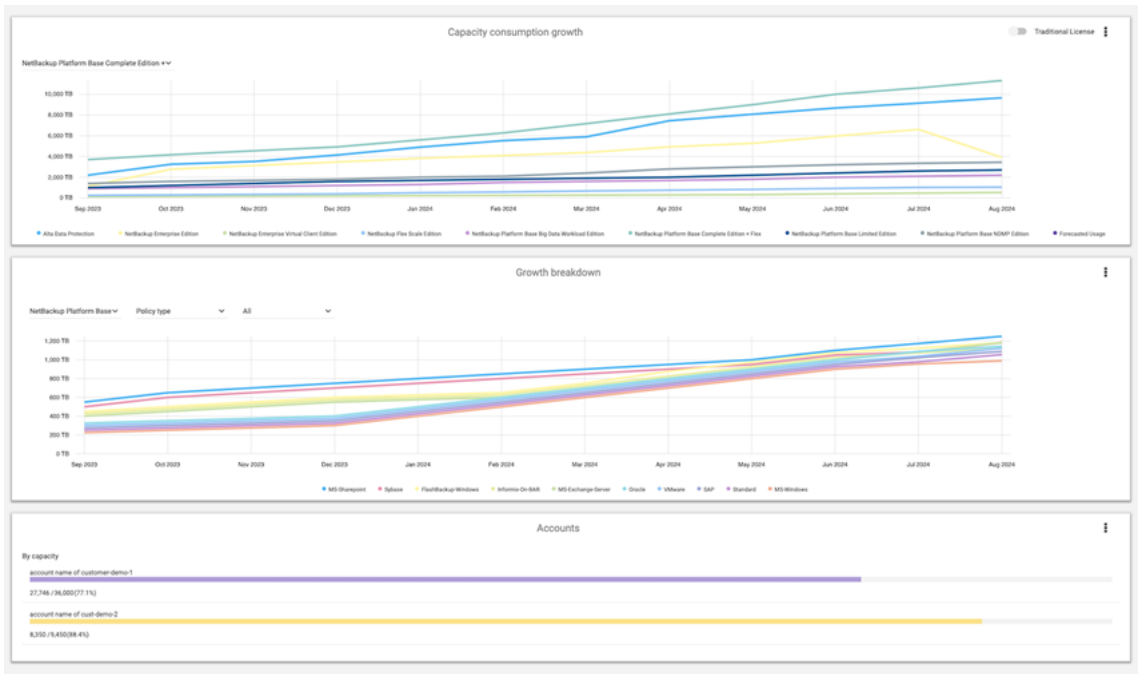


## NetBackup license summary

Figure 4 Cohesity Usage Insights dashboard - NetBackup license summary



**Figure 5** Cohesity Usage Insights dashboard - Capacity consumption and growth breakdown



Usage Insights supports the following license types:

- NetBackup Platform Base Complete Edition with Flexible Licensing
- Alta Data Protection for NetBackup Cloud
- NetBackup Platform Base Complete Edition
- NetBackup Platform Base Limited Edition
- NetBackup Platform Base Big Data Workload Edition
- NetBackup Platform Base NDMP Edition
- NetBackup Enterprise Virtual Client Edition
- NetBackup Traditional Licensing Model Edition
- NetBackup Flex Scale Edition
- NetBackup Data Mover Edition
- NetBackup Enterprise Edition

You must have NetBackup 8.2 or later to view all the license types on Usage Insights.

If you have NetBackup 8.1.2, you can only view the NetBackup Platform Base Complete Edition, by default.

If you have downloaded and installed the latest NetBackup 8.1.2 or 8.2 `nbdeployutil` EEB that introduces the support for all license types, you can view all license types on Usage Insights. Also with this EEB, there is enhanced support for virtual usage reporting as a part of Flexible Licensing. If you install a NetBackup client only inside a VMware virtual machine and protect it using any policy type, the client is considered a virtual workload and the benefit of Flexible Licensing is applicable.

For customers who use Capacity licensing (NDMP, Limited Edition, BigData, or Complete), Traditional licensing, or NEVC licensing, Usage Insights helps accurately measure capacity usage to give total visibility into how each of the protected workloads consume storage, enabling efficient planning. Usage Insights also eliminates the need for these customers to manually upload telemetry data to Veritas.

For Base Complete Edition with Flexible Licensing, the Platform Base Complete Edition licensing usage is converted if you are on NetBackup 8.1.2 or later, if you have purchased the license after 14th April 2019, and if you are sending data to Usage Insights at least once every 90 days. The converted usage is then displayed on the Usage Insights portal.

For customers who have only Alta Data Protection for NetBackup Cloud license, the usage reported for that license is displayed. For customers who have both Alta Data Protection (ADP) and other NetBackup licenses, the usage of cloud policies are reported within ADP and the usage from remaining policies are reported within other license types.

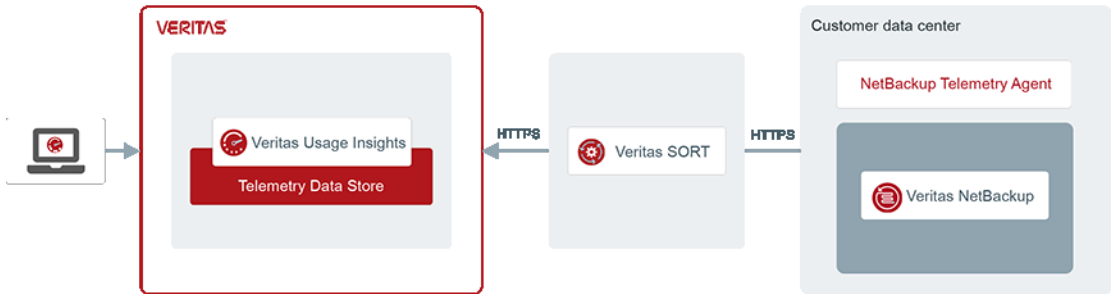
You can access Cohesity Usage Insights portal with Google Chrome, or Mozilla Firefox at the following URL:

<https://taas.veritas.com/>

Cohesity does not recommend using Microsoft Internet Explorer and Microsoft Edge, as it does not render all information correctly.

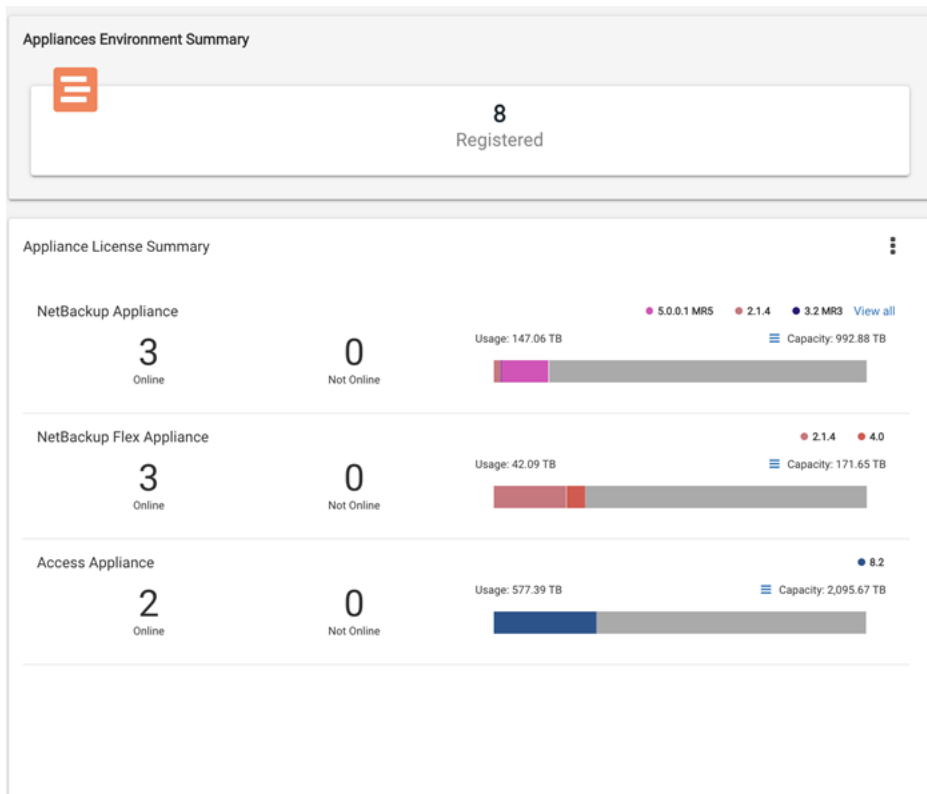
**Figure 6** Cohesity Usage Insights conceptual architecture

## Veritas Usage Insights conceptual architecture



## Appliance license summary

**Figure 7** Cohesity Usage Insights dashboard - Appliance license summary



Appliances summary helps you to understand the different appliances you have registered with Cohesity NetInsights - System Health Insights and keep a track of the Appliances' software usage and available capacity. Only the appliances that are registered with System Health Insights are available on the dashboard.

With accurate, real-time reporting coupled, you can manage the capacity consumption of your Cohesity Appliances and plan for the future.

The appliance summary provides:

- Ability to view appliance's software usage vs capacity for all the supported versions of all appliances that are in Active state.
- Accurate and real-time data.
- Intuitive, easy to use interface eliminating the need to manually search for and consolidate data from multiple sources.
- Ability to view only those appliances that are registered in System Health Insights, using role-based access control.

**Table 1** Appliances summary terms

Item	Description
<b>Registered</b>	Represents the number of appliances that are registered in NetInsights - System Health Insights.
<b>Online</b>	Represents the appliances that sent utilization data at least once in the last 90 days.
<b>Not Online</b>	Represents the appliances that did not send utilization data in the last 90 days.
<b>Usage</b>	Represents the consumption data sent by Online appliances.

## Data protection, privacy, and security standards

Cohesity is committed to your privacy and your data security. Usage Insights does not provide Cohesity any visibility to customer's data content including personally identifiable information. Usage Insights collects limited configuration data that some customers may deem sensitive, such as the host name and IP addresses. Cohesity recognizes the sensitivity of this data in the eyes of the customer and upholds stringent practices to secure it. NetBackup obfuscates sensitive data. Cohesity adheres to the European GDPR rules and regulations. For more information about how Cohesity manages customer privacy and our commitment to GDPR refer to the following site:

<https://www.veritas.com/about/privacy/>

## How does Cohesity ensure your private information stays private?

Cohesity Usage Insights does not collect user or business data. Additionally, Cohesity Usage Insights does not collect any data that describes files, databases, and other proprietary information.

Once the data is collected on your local computers, any unique customer information is obscured using a hash algorithm. NetBackup obfuscates any fields where you are prompted to enter user information. Policy names and server names are examples of obfuscated data. Cohesity uses a cryptographic hash algorithm to mask customer-specific data.

## Which fields are obfuscated from Usage Insights?

The following fields are obfuscated from json:

- **master\_server**
- **policy\_name**
- **client\_name**
- **cluster**
- **datacenter**
- **host**

For NetBackup 8.1.2 or later, the following fields are obfuscated:

master\_server, policy\_name, and client\_name

If you have downloaded and installed the latest NetBackup 8.1.2 `nbdeployutil` EEB or if you are using NetBackup 8.2 or later that has support for all licenses, the following fields are obfuscated with NetBackup 8.1.2 or later and NetBackup 8.2 or later:

Cluster, datacenter, and host

From NetBackup telemetry, the following fields are obfuscated with NetBackup 8.2 or later:

- IP address
- host name
- FQDN

IP type returns **Yes** or **No** values (1 or 0) for whether IPv4 and IPv6 are enabled.

The hostID is generated by the telemetry agent to uniquely identify hosts; it is not specific to any other software or value.

The platform and architecture data are not obfuscated. This is not personally identifiable information.

### **How does Cohesity secure the data in transit?**

After the data is collected and any unique customer information is obscured, the data is transmitted securely to Cohesity using industry standard encryption methods. In addition, all Usage Insights traffic from your network is outbound only.

Usage Insights uses the `HTTPS` protocol to secure the data in transit. You must configure your firewall to allow `HTTPS` traffic out of your network to take advantage of Usage Insights. All data is maintained securely on Cohesity servers in accordance with Veritas' privacy standards.

Cohesity uses the following standards to protect the data that is sent to Cohesity:

- MD5 and SHA256: Hashing algorithms used for obfuscating customer information.
- HTTPS (SSL/TLS encrypted): Used in data transmission.

### **How is the data maintained securely at Cohesity?**

After obfuscation on-site and secure transmission to Cohesity, the data is stored in the Amazon S3 cloud. The S3 data is encrypted with AES-256.

## **Data types collected and data collection events**

In connection with Customer's use of the Licensed Software, Cohesity may collect, retain, disclose and use certain information ("Collected Data"), including, without limitation, through the use of various mechanisms and tools, such as Cohesity Usage Insights. For the purposes of this Section, Cohesity Usage Insights is a tool that is designed to collect the information below. Usage Insights is designed to allow automatic data uploading to Cohesity. A customer's environment may be configured to not allow automatic data uploading.

Deployment information follows:

- Hardware and software configuration specifics of each server:
  - IP address, IP type
  - Fully qualified domain name (FQDN)
  - Alias, host name, host ID, platform, and architecture
- CPU name, type, clock speed, etc.
- Time zone
- Environmental language

- Operating system version level
- Memory size
- Licensed NetBackup software version, features, and installed packages
- Additional Veritas packages that are installed

Usage information follows:

- NetBackup configuration settings
- Client counts by policy type and platform
- Storage unit configurations
- Media server counts by NetBackup version and platform
- Policy count by policy type
- Policy configurations
- Job records
- Media counts by media on hold and retention level
- Storage Lifecycle Policy (SLP) counts by operation type
- SLP configurations

To view the most updated data collection and usage information, please visit:

<https://www.veritas.com/about/privacy/>

Four different events prompt NetBackup to collect and transmit telemetry information to Cohesity via Usage Insights. Some events occur because of user actions and others because of time passage. The events are:

- Installation, upgrade, and uninstall events
- Run-time events
- Domain information
- Usage reporting

## Local repository for telemetry data

You can review local copies of the data that Cohesity collects on each system with telemetry enabled. You can review local copies of the telemetry information that Cohesity collects at the following locations:

- UNIX and Linux:  
`/var/veritas/telemetry/`

```
/usr/opensv/var/global/telemetry/dataset
```

- Windows:

```
%ALLUSERSPROFILE%\Veritas\telemetry\
```

```
install_path\Veritas\NetBackup\var\global\telemetry\dataset
```

Within both the `telemetry` and `dataset` directories, there are additional subdirectories in the format `telemetry_YYYYmmdHHMMxxx`. The data that is transmitted to Cohesity is in each of these subdirectories.

---

**Note:** The second Windows location (`.\global\telemetry\dataset`) may be different for Windows clusters. This location is based on the registry entries that are outside of where telemetry looks for data.

---

While all telemetry information on the local system is stored in human readable format, the data has passed through the MD5 hash algorithm. Any unique customer information is obfuscated when collected.

---

**Note:** The local repository is empty if the local disk is more than 85% full. Data sets are pruned automatically to avoid consuming too much disk space.

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## Enable Cohesity Usage Insights

You must take additional actions to take advantage of the features and functionality of Cohesity Usage Insights.

Figure 8 4-step registration process for Usage Insights

## Usage Insights

### 4 Step registration process

#### Step 1: Preinstall



- Log into the Veritas Entitlement Management System (VEMS) to get your 8.1.2. or later upgrade files
- Download these files AND your customer registration keys(s) from [Veritas Usage Insights](#)



#### Step 2: Register and Upgrade



- Upgrade primary servers to NetBackup 8.1.2 or later  
[Customer registration key is required for upgrade](#)
- If you are unable to find or do not have a registration key, contact Customer Care
- Appliances automatically registers this (no action needed)



#### Step 3: Configure



- Configure the license types installed on the primary server



#### Step 4: Enable data transmission



- Automatically or manually (details below)

**Table 2** Cohesity Usage Insights process flow

Step	Action	Additional details
1	Preinstall	<p>Log on to Usage Insights using your Cohesity Single Sign-On (SSO) credentials. Download the customer registration key before installation or upgrade. Installations and upgrades cannot proceed without this file.</p> <p>To download the required customer registration key:</p> <ul style="list-style-type: none"><li>■ Connect to the Cohesity Usage Insights portal with Google Chrome and Mozilla Firefox: <a href="https://taas.veritas.com/">https://taas.veritas.com/</a></li><li>■ Log into the Cohesity Usage Insights portal with your Cohesity Single Sign-On (SSO) account.</li><li>■ Usage Insights displays all account IDs that are associated with your account.</li><li>■ Select <b>Registration Keys</b> and locate an <b>Account ID</b> that is associated with your account.</li><li>■ Use the download option in the <b>Account file</b> column to get that customer registration key.</li></ul> <p>If you see multiple files, download the customer registration key that matches the account for the specified primary server.</p> <p><b>Warning:</b> Do not modify the file name of the registration key.</p> <p>Contact Cohesity Support if you cannot log into Usage Insights or download your customer registration key or keys. Support can assist you with the login and download of the customer registration key. If Support is unable to assist you with the download of the customer registration key, they can provide you with a temporary customer registration key file.</p>

**Table 2** Cohesity Usage Insights process flow (*continued*)

Step	Action	Additional details
2	Register and upgrade	<p>Usage Insights requires NetBackup 8.1.2 or later. You must install or upgrade your NetBackup primary server to NetBackup 8.1.2 or later. As a part of the install or upgrade process, you must provide the customer registration key.</p> <p>The <i>NetBackup Upgrade Guide</i> provides comprehensive and detailed information on how to successfully upgrade your primary server. You can find the <i>NetBackup Upgrade Guide</i> and other related NetBackup documentation at:</p> <p><a href="https://www.veritas.com/docs/100040135">https://www.veritas.com/docs/100040135</a></p> <p>In the <i>NetBackup Upgrade Guide</i>, refer to the <b>Available NetBackup upgrade methods</b> section for details on upgrade methods.</p> <p><b>Post upgrade or install</b></p> <p>After upgrade or installation, if you want to associate the appropriate or new customer registration key in NetBackup 8.1.2 or later, perform the following steps.</p> <ol style="list-style-type: none"> <li>Access the following location on the primary server: <ul style="list-style-type: none"> <li>UNIX <pre data-bbox="521 847 1072 873">/usr/opensv/var/global/customer_registration</pre> </li> <li>Windows <pre data-bbox="521 933 1217 960">&lt;NetBackup_install_directory&gt;\var\global\customer_registration</pre> </li> </ul> </li> <li>Rename or remove the existing customer registration key.</li> <li>Download the appropriate or new customer registration key or aggregate key from Usage Insights to a temporary location. <p><b>Warning:</b> Do not modify the file name of the new registration key.</p> </li> <li>Open a web browser and go to the following URL: <p><a href="https://primaryserver/webui/login">https://primaryserver/webui/login</a></p> <p>The <code>primaryserver</code> is the host name or IP address of the NetBackup primary server that you want to sign in to.</p> </li> <li>Enter your credentials and click <b>Sign in</b>.</li> <li>When you are prompted to upload the customer registration key, select and upload the appropriate key for this primary server.</li> <li>If you installed an aggregate registration key, select the correct registration key for this server from the drop-down list. <p><b>Note:</b> You can also perform steps 5 and 6 from <b>Usage reporting</b> widget on the NetBackup web UI Dashboard.</p> </li> </ol>



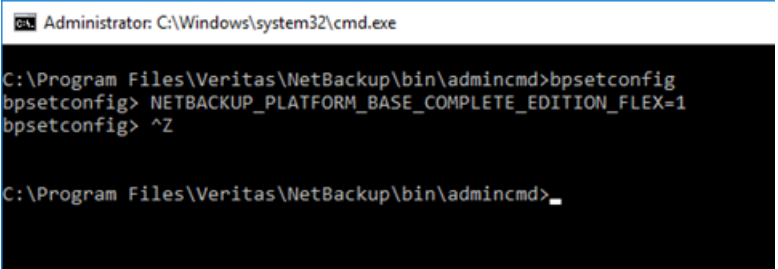
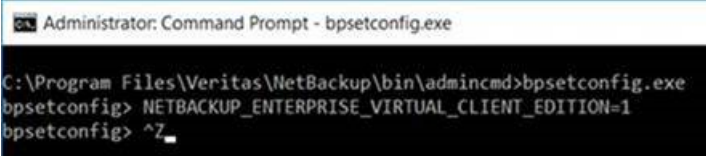
**Table 2** Cohesity Usage Insights process flow (*continued*)

Step	Action	Additional details
3	Configure	

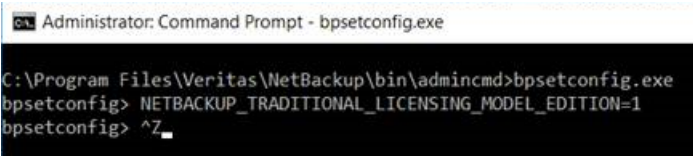

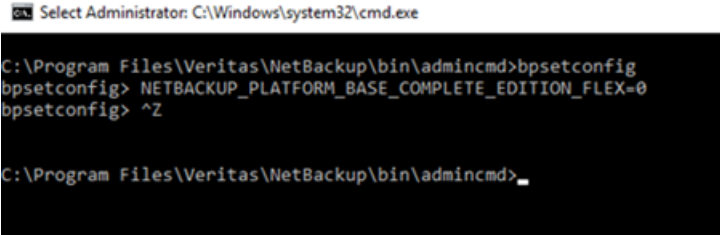
**Table 2** Cohesity Usage Insights process flow (*continued*)

Step	Action	Additional details														
		<p>With NetBackup 10.0 and later, you can no longer use the <code>bpsetconfig</code> command to set the licensing type. You must use the NetBackup Web UI to set the license type. In the Web UI, you can select the license types based on the licenses that you want to set for a primary server. The usage reports are generated depending on your selection. For more information, refer to the NetBackup Web UI Administrator's Guide.</p> <p>Configure the license type using the <code>bpsetconfig</code> command:</p> <ul style="list-style-type: none"> <li>■ If you have downloaded and installed the latest NetBackup 8.1.2 <code>nbdeployutil</code> EEB.</li> <li>■ If you have NetBackup 8.2 to 9.x installed.</li> </ul> <p>More information about license types is available. See the <i>NetBackup Administrator's Guide Volume II</i>.</p> <ul style="list-style-type: none"> <li>■ In <code>bpsetconfig</code>, for the following license types use the corresponding names.</li> </ul> <table border="1" data-bbox="471 822 1214 1413"> <tbody> <tr> <td>NetBackup Platform Base Complete Edition</td> <td><code>NETBACKUP_PLATFORM_BASE_COMPLETE_EDITION</code></td> </tr> <tr> <td>NetBackup Platform Base Limited Edition</td> <td><code>NETBACKUP_PLATFORM_BASE_LIMITED_EDITION</code></td> </tr> <tr> <td>NetBackup Platform Base Big Data Workload Edition</td> <td><code>NETBACKUP_PLATFORM_BASE_BIG_DATA_WORKLOAD_EDITION</code></td> </tr> <tr> <td>NetBackup Platform Base NDMP Edition</td> <td><code>NETBACKUP_PLATFORM_BASE_NDMP_EDITION</code></td> </tr> <tr> <td>NetBackup Platform Base Complete Edition with Flexible Licensing</td> <td><code>NETBACKUP_PLATFORM_BASE_COMPLETE_EDITION_FLEX</code></td> </tr> <tr> <td>NetBackup Enterprise Virtual Client Edition</td> <td><code>NETBACKUP_ENTERPRISE_VIRTUAL_CLIENT_EDITION</code></td> </tr> <tr> <td>NetBackup Traditional Licensing Model Edition</td> <td><code>NETBACKUP_TRADITIONAL_LICENSING_MODEL_EDITION</code></td> </tr> </tbody> </table> <p>Examples to set the license types on the primary server.</p> <p>To set the NetBackup Platform Base Complete Edition, NetBackup Platform Base Big Data Workload Edition, and NetBackup Platform Base NDMP Edition.</p>	NetBackup Platform Base Complete Edition	<code>NETBACKUP_PLATFORM_BASE_COMPLETE_EDITION</code>	NetBackup Platform Base Limited Edition	<code>NETBACKUP_PLATFORM_BASE_LIMITED_EDITION</code>	NetBackup Platform Base Big Data Workload Edition	<code>NETBACKUP_PLATFORM_BASE_BIG_DATA_WORKLOAD_EDITION</code>	NetBackup Platform Base NDMP Edition	<code>NETBACKUP_PLATFORM_BASE_NDMP_EDITION</code>	NetBackup Platform Base Complete Edition with Flexible Licensing	<code>NETBACKUP_PLATFORM_BASE_COMPLETE_EDITION_FLEX</code>	NetBackup Enterprise Virtual Client Edition	<code>NETBACKUP_ENTERPRISE_VIRTUAL_CLIENT_EDITION</code>	NetBackup Traditional Licensing Model Edition	<code>NETBACKUP_TRADITIONAL_LICENSING_MODEL_EDITION</code>
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**Table 2** Cohesity Usage Insights process flow (continued)

Step	Action	Additional details
		 <pre>Administrator: Command Prompt - bpsetconfig.exe  C:\Program Files\Veritas\NetBackup\bin\admincmd&gt;bpsetconfig.exe bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_COMPLETE_EDITION=1 bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_BIG_DATA_WORKLOAD_EDITION=1 bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_NDMP_EDITION=1 bpsetconfig&gt; ^Z_</pre> <p>For Unix/Linux</p>  <pre>[root@sj-nonwin4 admincmd]# ./bpsetconfig bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_COMPLETE_EDITION=1 bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_BIG_DATA_WORKLOAD_EDITION=1 bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_NDMP_EDITION=1 bpsetconfig&gt; [root@sj-nonwin4 admincmd]# █</pre> <p>To set NetBackup Platform Base Complete Edition with Flexible Licensing</p>  <pre>Administrator: C:\Windows\system32\cmd.exe  C:\Program Files\Veritas\NetBackup\bin\admincmd&gt;bpsetconfig bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_COMPLETE_EDITION_FLEX=1 bpsetconfig&gt; ^Z  C:\Program Files\Veritas\NetBackup\bin\admincmd&gt;_</pre> <p>To set NetBackup Enterprise Virtual Client Edition</p>  <pre>Administrator: Command Prompt - bpsetconfig.exe  C:\Program Files\Veritas\NetBackup\bin\admincmd&gt;bpsetconfig.exe bpsetconfig&gt; NETBACKUP_ENTERPRISE_VIRTUAL_CLIENT_EDITION=1 bpsetconfig&gt; ^Z_</pre>

**Table 2** Cohesity Usage Insights process flow (*continued*)

Step	Action	Additional details
		<p>To set NetBackup Traditional Licensing Model Edition</p>  <pre>Administrator: Command Prompt - bpsetconfig.exe C:\Program Files\Veritas\NetBackup\bin\admincmd&gt;bpsetconfig.exe bpsetconfig&gt; NETBACKUP_TRADITIONAL_LICENSEING_MODEL_EDITION=1 bpsetconfig&gt; ^Z_</pre> <p>To remove the configured license types</p>  <pre>Administrator: Command Prompt - bpsetconfig.exe C:\Program Files\Veritas\NetBackup\bin\admincmd&gt;bpsetconfig.exe bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_BIG_DATA_WORKLOAD_EDITION=0 bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_NDMP_EDITION=0 bpsetconfig&gt; ^Z_</pre>  <pre>Select Administrator: C:\Windows\system32\cmd.exe C:\Program Files\Veritas\NetBackup\bin\admincmd&gt;bpsetconfig bpsetconfig&gt; NETBACKUP_PLATFORM_BASE_COMPLETE_EDITION_FLEX=0 bpsetconfig&gt; ^Z  C:\Program Files\Veritas\NetBackup\bin\admincmd&gt;_</pre> <p>If you do not set the licensing type using the <code>bpsetconfig</code> command, the usage information sent to Usage Insights, by default, is for the NetBackup Platform Base Complete Edition.</p>
4	Data Transmission	<p>Telemetry is transmitted to Cohesity Usage Insights in two ways.</p> <ul style="list-style-type: none"> <li>■ Automatically</li> <li>■ Manual upload</li> <li>■ See <a href="#">“Data transmission to Cohesity”</a> on page 26.</li> <li>■ See <a href="#">“Manual upload of telemetry information”</a> on page 27.</li> </ul>

## Environment with multiple primary servers

This section is only applicable to capacity licensing. In an environment with multiple primary servers, you can configure `nbdeployutil` on a specific primary to collect usage from some or all of your primary servers. In this case, only that specific

primary server needs to be upgraded to 8.1.2 or later. Additionally, you only need to place the customer registration key on that one primary server. This server acts as a proxy for all your included primary servers and transmits the telemetry information to Cohesity. All these primary servers must use the same customer identifier.

More information about `nbdeployutil` is available. See the *NetBackup Administrator's Guide Volume II* and the *NetBackup Commands Reference Guide*.

## NetBackup Flex Scale Prerequisites to upload telemetry files to Usage Insights

Note the following prerequisites for NetBackup Flex Scale before you generate and upload the telemetry files:

- Ensure that appropriate license keys are added to NetBackup Flex Scale.
- Ensure that the customer registration key is downloaded from Usage Insights and added to the NetBackup primary server via the web UI on the NetBackup Flex Scale appliance.

# Important customer registration key information

Please note the following information about customer registration keys:

- The customer registration key does not contain any entitlement information.
- When you sign in to Usage Insights, you can see a list of all account IDs associated with your account.
- You can download a single customer registration key or an aggregate key:
  - A single key is associated with a single account.
  - You can also download an aggregate customer registration key that is associated with multiple account IDs. If you download an aggregate key, the NetBackup web UI prompts you to select the account ID that is associated with the primary server.

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**Caution:** Do not modify the file name of the registration key.

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- The customer registration key is required during NetBackup 8.1.2 or later installation or upgrade.
- You can use a customer registration key with one or more of your primary servers and regardless of the entitlement type that is associated with the account.

- The usage details for a primary server are reported for the account that is associated with that primary server. (The account was determined from customer registration key that you selected during installation or upgrade.)
- To change the account ID that is associated with the primary server, see the **Post upgrade or install** section from the following topic:  
See [“Enable Cohesity Usage Insights”](#) on page 17.
- For every account ID in Usage Insights, you can see the usage compared to your entitlement.

## Data transmission to Cohesity

The required telemetry information is uploaded to Cohesity in two different ways. Your upload method choice depends on your preference.

By default, the data is uploaded automatically every day. This method requires the least user intervention and ensures the Usage Insights data is current.

**Table 3** How automatic upload works with NetBackup versions

NetBackup version	Description
NetBackup 8.1.2 and later	If you have NetBackup 8.1.2 and later, the automatic upload requires an open port on your firewall to transmit <code>HTTPS</code> traffic. The default port for <code>HTTPS</code> traffic is port 443.
NetBackup 8.3 and later	If you have NetBackup 8.3 and later, you can use the unauthenticated proxy server with <code>HTTP</code> protocol to upload the data automatically and you do not require to open a port on your firewall.
NetBackup 9.1 and later	If you have NetBackup 9.1 and later, you can use authenticated proxy server with <code>HTTP</code> or <code>HTTPS</code> protocol or unauthenticated proxy server with <code>HTTP</code> or <code>HTTPS</code> protocol with the <code>nbcallhomeproxyconfig</code> command and you do not require to open a port on your firewall.

If your environment does not allow for automatic uploads, you can manually upload the required telemetry information.

See [“Manual upload of telemetry information”](#) on page 27.

# Manual upload of telemetry information

If your environment does not allow automatic upload of Usage Insights data, you can manually upload the required usage reporting information in the Cohesity Usage Insights application. For example, if you have an air-gapped environment, you can use the manual upload method to provide capacity data to Usage Insights. While this method lets you review the information before it is transmitted to Veritas, the data within Usage Insights is not as accurate.

Cohesity recommends manually uploading the data at least once a month, more often for larger environments. The usage notifications and monitoring features are most useful when they are current.

## To upload Usage Insights data:

- 1 Log into Usage Insights with your Cohesity Single Sign-On (SSO) credentials.
- 2 Select **License utilization files** on the left side of the screen.
- 3 In the resulting screen, select **Upload files**.
- 4 Browse to the telemetry files you want to upload. The correct place to find the license utilization files for Usage Insights is:

### NetBackup

- UNIX and Linux:  
`/usr/opensv/var/global/incremental/`
- Windows:  
`install_path\Veritas\NetBackup\var\global\incremental`
- File name:  
`hostuuid_startinterval_netbackup_capacity-utilization.json`

### NetBackup Flex Scale

Capacity utilization files for both NetBackup Flex Scale and NetBackup must be uploaded from the NetBackup Flex Scale 2.1 converged environment.

A converged environment is where you have both the primary and media servers on the same hardware platform.

For NetBackup Flex Scale, go to the following location:

- `/vx/MASTER_FS/data/usr/opensv/var/global/telemetry/tmp`
- File name:  
`clusterhealthid_startinterval_flexscale_capacity-utilization.json`

For NetBackup, go to the following location:

- `/vx/MASTER_FS/data/usr/opensv/var/global/incremental/`
- File name:  
`hostuuid_startinterval_netbackup_capacity-utilization.json`

**Note:** This file contains the license utilization information that is necessary for Usage Insights. To see all telemetry information Cohesity collects, see:

See [“Local repository for telemetry data”](#) on page 16.

The older json files were consuming space on the primary server. With NetBackup 8.1.2 or later, the older json files will be removed based on the `PURGE_INTERVAL` parameter in the `nbdeployutilconfig.txt` file. Ensure that the `PURGE_INTERVAL` parameter value is such that the json files are available when you have to upload them to the Usage Insights portal.

- 5 Select the files you want to upload and click **Choose**. The files are uploaded to Cohesity.
- 6 In the **License utilization files** screen, you see a list of all files that you uploaded to Cohesity.

**Table 4**

Automatic	Manual
<p><b>1</b> Enable the licensing usage telemetry for Usage Insights by downloading the customer registration key or account ID file for one or more accounts.</p> <p><b>2</b> After signing in to Usage Insights, you must download the customer registration key or account ID file of your accounts. These files are installed on your local NetBackup primary server or servers during installation or upgrade.</p> <p>If all your primary servers can connect to Usage Insights and send data, install the customer registration key on all of the primary servers.</p> <p>Ensure that you have set up scheduled runs of <code>nbdeployutil</code>, the tool that generates the usage data used by Usage Insights.</p>	<p><b>1</b> If your environment doesn't allow automatic uploads, you can upload telemetry files to Veritas to update Usage Insights.</p> <p>Usage Insights lets you manually upload telemetry files so that you can link and review your licensed capacity and usage.</p> <p>Ensure that you have set up scheduled runs of <code>nbdeployutil</code>, the tool that generates the usage data used by Usage Insights.</p> <p><b>2</b> For NetBackup, copy the <code>hostuuid_startinterval_netbackup_capacity-utilization.json</code> file that provides the usage information, from the following location:</p> <ul style="list-style-type: none"> <li>■ UNIX: <code>/usr/opensv/var/global/incremental</code></li> <li>■ Windows: <code>install_path\var\global\incremental</code></li> </ul> <p><b>3</b> For NetBackup Flex Scale, go to the following location:</p> <ul style="list-style-type: none"> <li>■ <code>/vx/MASTER_FS/data/usr/opensv/var/global/telemetry/tmp</code></li> <li>■ File name: <code>clusterhealthid_startinterval_flexscale_capacity-utilization.json</code></li> </ul> <p>For NetBackup, go to the following location:</p> <ul style="list-style-type: none"> <li>■ <code>/vx/MASTER_FS/data/usr/opensv/var/global/incremental/</code></li> <li>■ File name: <code>hostuuid_startinterval_netbackup_capacity-utilization.json</code></li> </ul> <p>See the section called <a href="#">“Which fields are obfuscated from Usage Insights?”</a> on page 14.</p> <p>Use the <b>License utilization files</b> page to upload the file(s).</p>

## Alert configuration for Usage Insights

Alert configuration allows you to configure and receive NetBackup license consumption alerts that are generated in Usage Insights. An alert is generated and sent by email when you exceed the license consumption threshold. Alerts are only sent to the email with which you have logged on to Usage Insights.

In **Alert threshold**, you can set the threshold percentage for NetBackup license usage within Usage Insights. Based on the threshold that you set, the alerts are generated. By default, the threshold is set to 80%.

Use **Alert subscription** to configure email notifications. You can choose to receive alerts by email either once in every 2 weeks (1st and 15th of every month) or once in a month (1st of every month). Clear the **Email notification** check box to suspend the email alerts.

Click **Save** to enable the alert configuration.

## Proxy support in Usage Insights

Usage Insights supports both authenticated and unauthenticated proxy servers when connecting to NetBackup. Usage Insights supports both `http` and `https` protocols. These protocols are used by NetBackup to relay Usage Insights data to Cohesity.

Unauthenticated proxy support with `http` was first introduced in NetBackup 8.3. With NetBackup 9.1, authenticated proxy support and unauthenticated proxy support with `https` is also added.

The following proxy configurations are supported:

**Table 5** NetBackup version and proxy server configurations

NetBackup version	Proxy server configuration
NetBackup 8.3 to NetBackup 9.0	Unauthenticated proxy servers (no proxy user name or password) using HTTP.  Use the <code>CALLHOME_PROXY_SERVER</code> option that is set using the <code>bpsetconfig</code> command.

**Table 5** NetBackup version and proxy server configurations (*continued*)

NetBackup version	Proxy server configuration
Upgrade to NetBackup 9.1	<ul style="list-style-type: none"> <li>■ Unauthenticated proxy servers (no proxy user name or password) using HTTPS.</li> <li>■ Unauthenticated proxy servers (no proxy user name or password) using HTTP.</li> <li>■ Authenticated proxy server that requires a proxy user name and a password using HTTP.</li> <li>■ Authenticated proxy server that requires a proxy user name and a password using HTTPS.</li> </ul> <p>Use the <code>nbcallhomeproxyconfig</code> command and the <code>CALLHOME_PROXY_NAME</code> option or manually configure the proxy using the NetBackup Web UI after you upgrade to NetBackup 9.1.</p>
Fresh install of NetBackup 9.1	<ul style="list-style-type: none"> <li>■ Unauthenticated proxy servers (no proxy user name or password) using HTTPS.</li> <li>■ Unauthenticated proxy servers (no proxy user name or password) using HTTP.</li> <li>■ Authenticated proxy server that requires a proxy user name and a password using HTTP.</li> <li>■ Authenticated proxy server that requires a proxy user name and a password using HTTPS.</li> </ul> <p>Use the <code>nbcallhomeproxyconfig</code> command and the <code>CALLHOME_PROXY_NAME</code> option or manually configure the proxy using the NetBackup Web UI after you install NetBackup 9.1.</p>

If you have set both `CALLHOME_PROXY_SERVER` and `CALLHOME_PROXY_NAME`, `nbertelemetry` uses `CALLHOME_PROXY_NAME`. `CALLHOME_PROXY_SERVER` is used only if `CALLHOME_PROXY_NAME` does not exist.

## `nbcallhomeproxyconfig` command and `CALLHOME_PROXY_NAME` option for NetBackup primary servers

Starting with NetBackup 9.1, you can configure authenticated proxy servers (http or https) and unauthenticated proxy server (https or https) that NetBackup uses to relay Usage Insights data to Cohesity.

Use the `nbcallhomeproxyconfig` command and `CALLHOME_PROXY_NAME` option to configure the proxy servers.

**Table 6** `nbcallhomeproxyconfig` and `CALLHOME_PROXY_NAME` information

Usage	Description
Where to use	On NetBackup primary servers.
How to use	<p>The <code>nbcallhomeproxyconfig</code> command lets you add, edit, and delete proxy configurations</p> <p>The command also allows you to verify the proxy configuration.</p> <p><b>Note:</b> You can only do proxy verification from the command line.</p> <p>All configurations require a unique credential name. This name is assigned to the <code>CALLHOME_PROXY_NAME</code> key in the NetBackup configuration.</p> <p><code>CALLHOME_PROXY_NAME</code> is set automatically if you use the <code>nbcallhomeproxyconfig</code> command to manage proxy configuration.</p> <p>More information about the <code>nbcallhomeproxyconfig</code> is available in the <a href="#">NetBackup Commands Reference Guide</a>.</p>
Web UI configuration	<p>You can use the NetBackup Web UI to manually add, edit and delete authenticated and unauthenticated proxy servers from <b>Credential management</b> tab.</p> <p>You must set <code>CALLHOME_PROXY_NAME = [CMS credential name]</code> manually using the <code>bpsetconfig</code> command.</p> <p>More information about the configuration from the Web UI is available in the <a href="#">NetBackup Web UI Administrator's Guide</a></p>

## CALLHOME\_PROXY\_SERVER option for NetBackup primary and media servers

This option lets you specify an unauthenticated proxy server that NetBackup uses to relay Usage Insights data to Cohesity. At this time, NetBackup does not have a method to verify that the value is set correctly. The Usage Insights interface displays a message indicating the number of days since the data was successfully uploaded to Cohesity. The only protocol currently supported is `http`.

This option lets you specify an unauthenticated proxy server that NetBackup uses to relay Usage Insights data to Cohesity. With this option there is no way to verify that the value is set correctly. The Usage Insights interface displays a message indicating the number of days since the data was successfully uploaded to Cohesity. This option only supports the `http` protocol.

Use the `CALLHOME_PROXY_SERVER` option only if you have NetBackup 8.3 to NetBackup 9.0.

If you upgrade to NetBackup 9.1 and later, use the `nbcallhomeproxyconfig` command and the `CALLHOME_PROXY_NAME` option or manually configure the proxy using the NetBackup Web UI.

**Table 7** `CALLHOME_PROXY_SERVER` information

Usage	Description
Where to use	On NetBackup primary and media servers.
How to use	<p>Set the <code>CALLHOME_PROXY_SERVER</code> option on your server with the <code>bpsetconfig</code> command and the format shown:</p> <pre>echo CALLHOME_PROXY_SERVER = protocol://url:port   bpsetconfig</pre> <p>Or start <code>bpsetconfig</code> and enter the key and value pair at the prompt as shown:</p> <pre># bpsetconfig bpsetconfig&gt; CALLHOME_PROXY_SERVER = protocol://url:port ^D</pre> <p>Use <code>Ctrl+D</code> on UNIX or <code>Ctrl+Z</code> on Windows to send the configuration changes.</p> <p>More information about the <code>bpsetconfig</code> is available in the <a href="#">Net Backup Commands Reference Guide</a>.</p>
Example	<pre>echo CALLHOME_PROXY_SERVER = http://proxy.example.com:3128   bpsetconfig</pre> <p>Or</p> <pre># bpsetconfig bpsetconfig&gt; CALLHOME_PROXY_SERVER = http://proxy.example.com:3128 ^D</pre>
Equivalent host property	No equivalent exists in the host properties.

## Alert configuration for Usage Insights

Alert configuration allows you to configure and receive NetBackup license consumption alerts that are generated in Usage Insights. An alert is generated and sent by email when you exceed the license consumption threshold. Alerts are only sent to the email with which you have logged on to Usage Insights.

In **Alert threshold**, you can set the threshold percentage for NetBackup license usage within Usage Insights. Based on the threshold that you set, the alerts are generated. By default, the threshold is set to 80%.

Use **Alert subscription** to configure email notifications. You can choose to receive alerts by email either once in every 2 weeks (1st and 15th of every month) or once in a month (1st of every month). Clear the **Email notification** check box to suspend the email alerts.

Click **Save** to enable the alert configuration.

## Frequently asked questions about Usage Insights

This section includes some of the frequently asked questions about Veritas Usage Insights.

The following topic includes frequently asked questions about licensing.

See "[Frequently asked questions about licensing](#)" on page 46.

**Table 8** Frequently asked questions

Question	Answer
<b>Usage Insights overview</b>	
What browsers does Usage Insights support?	Usage Insights is compatible with Google Chrome and Mozilla Firefox. It is not recommended to use Microsoft Internet Explorer and Microsoft Edge, as it does not render all information correctly.
Why do I sometimes not see the <b>Customer Registration Keys</b> screen when I click it on the left?	An intermittent issue exists with the URLs for Usage Insights screens. If you click another one of the options on the left and then click <b>Customer Registration Keys</b> again, the URL resets to <a href="https://taas.veritas.com/#/enableTelemetry">https://taas.veritas.com/#/enableTelemetry</a> .

**Table 8** Frequently asked questions (*continued*)

Question	Answer
Which license types are supported by Usage Insights?	

**Table 8** Frequently asked questions (*continued*)

Question	Answer
	<p>The following license types are supported by Usage Insights:</p> <p>NetBackup 8.1.2</p> <ul style="list-style-type: none"> <li>■ NetBackup Platform Base Complete Edition</li> </ul> <p>NetBackup 8.1.2 with EEB or NetBackup 8.2 or later</p> <ul style="list-style-type: none"> <li>■ NetBackup Platform Base Complete Edition with Flexible Licensing</li> <li>■ NetBackup Platform Base Complete Edition</li> <li>■ NetBackup Platform Base Limited Edition</li> <li>■ NetBackup Platform Base Big Data Workload Edition</li> <li>■ NetBackup Platform Base NDMP Edition</li> <li>■ NetBackup Enterprise Virtual Client Edition</li> <li>■ NetBackup Traditional Licensing Model Edition</li> </ul> <p>NetBackup Flex Scale 2.1 or later</p> <ul style="list-style-type: none"> <li>■ NetBackup Flex Scale Edition</li> </ul> <p>Alta Data Protection</p> <ul style="list-style-type: none"> <li>■ Alta Data Protection for NetBackup Cloud</li> </ul> <p>NetBackup 10.3 or later</p> <ul style="list-style-type: none"> <li>■ NetBackup Enterprise Edition</li> <li>■ NetBackup Data Mover Edition</li> </ul> <p>Your capacity license usage is displayed under the <b>NetBackup Platform Base Complete Edition</b> license type by default, unless you set the license type using the NetBackup Web UI or the <code>bpsetconfig</code> command as given in step 3 of the following section.</p> <p>See <a href="#">"Enable Cohesity Usage Insights"</a> on page 17.</p> <p>With NetBackup 10.0 or later, you can set the license types using the NetBackup Web UI. You can use the <code>bpsetconfig</code> command to set the license types from NetBackup 8.2 to 9.x.</p> <p>If you have purchased Base Complete Edition with Flexible Licensing, your capacity license usage is displayed under the <b>NetBackup Platform Base Complete Edition Flex</b> type in Usage Insights.</p> <p>If you have both Complete Edition and Base Complete Edition with Flexible Licensing, your capacity license usage is displayed under the <b>NetBackup Platform Base Complete Edition + Flex</b> type in Usage Insights.</p> <p>If you have only Alta Data Protection for NetBackup Cloud license, the usage reported for that license is displayed.</p> <p>If you have both Alta Data Protection (ADP) and other NetBackup licenses,</p>

**Table 8**      Frequently asked questions (*continued*)

Question	Answer
	the usage of cloud policies are reported within ADP and the usage from remaining policies are reported for other license types.
If I do not use capacity licensing, do I still need a customer registration key during NetBackup installation or upgrade?	<p>Yes! To complete the NetBackup installation or upgrade, you must download a registration key with your current license.</p> <p>By adding a registration key, you can manage and track licensing in Usage Insights.</p>
How does Usage Insights handle misspelled customer names?	This situation would occur in less than 1% of the cases. In such cases, call customer support to correct the customer names in the ERP system.
Does Usage Insights work with 360 data management bundles?	The usage and entitlement is displayed only for the NetBackup software component.
Can you tell me about how Usage Insights handles the telemetry information?	<p>Usage Insights does not collect user or business data. Additionally, Usage Insights does not collect any data that describes files, databases, and other proprietary information. After the data is collected on your local computers, any unique customer information is obscured using a hash algorithm (MD5 and SHA256). Usage Insights obfuscates any fields for which you are prompted to enter user information. Policy names and server names are examples of obfuscated data. Veritas uses a cryptographic hash algorithm to mask customer-specific data.</p> <p>See <a href="#">the section called “Which fields are obfuscated from Usage Insights?”</a> on page 14.</p> <p>See <a href="#">“Data types collected and data collection events”</a> on page 15.</p> <p>After the data is collected and any unique customer information is obscured, the data is transmitted securely to Veritas using industry standard encryption methods. In addition, all Usage Insights traffic from your network is outbound only. Usage Insights uses the HTTPS protocol (SSL/TLS encrypted) to secure the data in transit. You must configure your firewall to allow HTTPS traffic out of your network to take advantage of Usage Insights.</p>
How does my telemetry data travel to the Usage Insights portal?	<p>The <code>nbertelemetry</code> process securely sends the data to <a href="https://telemetry.veritas.com">https://telemetry.veritas.com</a> that is part of the Veritas SORT infrastructure. The data is then transmitted securely to the Usage Insights for processing and display on the portal.</p>

**Table 8** Frequently asked questions (*continued*)

Question	Answer
How can I confirm that the data that is shared with Veritas Usage Insights is secure and masked?	

**Table 8** Frequently asked questions (*continued*)

Question	Answer
	<p>In the usage reports, .out and .xls files (created by <code>nbdeployutil</code>) the data is not masked because you might want to work with the reports. The usage reports are NOT shared with Veritas Usage Insights.</p> <p>For NetBackup</p> <ul style="list-style-type: none"> <li>■ The JSON file that is shared with Veritas Usage Insights is located on your primary server at the following location:            UNIX and Linux: <code>/usr/opensv/var/global/incremental/</code>            Windows:  <code>install_path\Veritas\NetBackup\var\global\incremental</code>            File name:  <code>hostuuid_startinterval_netbackup_capacity-utilization.json</code></li> <li>■ The JSON file is different than the standard <code>nbdeployutil</code> reports (.out and .xls files).            For example, you can see in this sample that the <code>master_server</code>, <code>client_name</code>, and <code>policy_name</code> have all been masked.</li> </ul> <pre> active_account_information customer_identifier_value "FLPK-3" selection_type "user" customer_identifier_document_created_by "usage_insights" customer_identifier_document_timestamp 1525120750 customer_identifier_document_version "1.0" customer_identifier_document_updated_by "usage_insights" document_version "1.0" document_type "capacity-utilization" start_interval 20180713 appliance_serial_number "na" server_identifier_value "763AE951-6BF4-1014-84C4-BF6B1B9526AF"  accuracy "OK" master_server "65e043f207e518a21ba9d04613fd094967 bd49e2c81081068172cd5e000ce4a8" charged_size 2322432 client_name "65e043f207e518a21ba9d04613fd094967 bd49e2c81081068172cd5e000ce4a8" total_size 2322432           </pre>

**Table 8** Frequently asked questions (*continued*)

Question	Answer
	<pre>policy_type "MS-Windows" accuracy_method 2 size_uom "kb" policy_name "e6f906b897ee168fa5b4f84883941b759 c53d3608b83bac5586c278ea55b7a27" accuracy_comment ""</pre> <p>If you use Usage Insights, then you can review the JSON files to confirm.</p> <p><b>Note:</b> You can use Firefox or any other JSON viewer tool to review the JSON file.</p> <p>For NetBackup Flex Scale</p> <ul style="list-style-type: none"> <li>■ Capacity utilization files for both NetBackup Flex Scale and NetBackup must be uploaded from the NetBackupFlex Scale 2.1 converged environment.</li> </ul> <p>For NetBackup Flex Scale, go to the following location:</p> <ul style="list-style-type: none"> <li>■ /vx/MASTER_FS/data/usr/openv/var/global/telemetry/tmp</li> <li>■ File name: <code>clusterhealthid_startinterval_flexscale_capacity-utilization.json</code></li> </ul> <p>For NetBackup, go to the following location:</p> <ul style="list-style-type: none"> <li>■ /vx/MASTER_FS/data/usr/openv/var/global/incremental/</li> <li>■ File name: <code>hostuuid_startinterval_netbackup_capacity-utilization.json</code></li> </ul>
How does Veritas manage data privacy?	<p>For more information about how Veritas manages customer privacy and our commitment to GDPR refer to the following site:</p> <p><a href="https://www.veritas.com/about/privacy/">https://www.veritas.com/about/privacy/</a></p>
Does Usage Insights replace <code>nbdeployutil</code> for license audits?	<p>Usage Insights is the official tool for license usage measurement. The <code>nbdeployutil</code> command is, however, what provides information to Usage Insights. As such, <code>nbdeployutil</code> is still used. Additionally, <code>nbdeployutil</code> remains the source of record for all other NetBackup software licensing models.</p>
Can I use Usage Insights if I'm not connected to the Internet?	<p>Yes, but you need to manually upload the capacity usage information from a computer with Internet connectivity.</p>
Can I use Usage Insights for log forwarding?	<p>This capability is not currently available.</p>
I would like to try out the Usage Insights. How can I get the customer registration key?	<p>If you have an ERP account with Veritas, you can access the Usage Insights and download the key from registration keys.</p>

**Table 8** Frequently asked questions (*continued*)

Question	Answer
Currently, I am not a Veritas customer but would like to try out NetBackup 8.1.2 or later and Usage Insights.	Contact Support for the customer registration key that is required for NetBackup 8.1.2 or later installation. You will also need an ERP account with Veritas to access the Usage Insights.
Does the NetBackup Support Utility (NBSU) collect any information about <code>nbdeployutil</code> , Usage Insights, and so on. Such as confirming the presence of a (valid) registration key, type of key (temporary, aggregate, normal), <code>nbdeployutil</code> configuration file settings, and any other relevant touch points that would provide evidence to assist in troubleshooting?	No information is collected about the <code>nbdeployutil</code> utility or its configuration in NBSU.
Who should I contact to know more about telemetry collections or pings?	Contact Support directly if you are impacted by telemetry collection or pings. Sales Engineers and/or Sales Representatives can contact Support on your behalf as well.
I would like to be able to export the content in Usage Insights for my management and Audit teams. Can I do that?	You can export the tabular content from Usage Insights to CSV.
What are the convergence plans for OpsCenter, Usage Insights, and so on?	Veritas is working to determine the best solution for you to visualize all of your data needs.
How can I specify proxy servers?	You can specify authenticated and unauthenticated proxy servers that NetBackup uses to relay Usage Insights data to Veritas. See <a href="#">“Proxy support in Usage Insights”</a> on page 29.
How can I view the System Health Insights appliance details from <b>Primary Servers</b> ?	Go to <b>Usage Insights &gt; Primary Servers</b> . On the upper-right corner, from the column selection list, select <b>Appliance serial number</b> . The list of appliances on which you are running your NetBackup primary servers is displayed. You can click the serial number to navigate to System Health Insights where information about the appliance is displayed.
<b>Accounts, entitlement, and licensing</b>	
As a user with traditional licensing, do I still required the registration key?	Yes, the registration key is required for upgrade and install.

**Table 8**      Frequently asked questions (*continued*)

Question	Answer
How does the Usage Insights workflow affect the proof of concepts when we use Type 2 trialware and get entitlements from VEMS?	The Usage Insights workflow does not affect the proof of concepts. Data that is consumed under a proof of concept is measured against that entitlement, thus showing no overage in that particular environment. Proof of concept primary server installs must contact support to get a temporary customer registration key.
How does Veritas ensure that my current customer information is correct in Usage Insights?	The customer is responsible to confirm that all information is accurate. If the information is entered inaccurately, Usage Insights reports the information inaccurately.
What happens when customers split and or merge their businesses?	Open a non-technical case to solve customer merge or split account requests. Refer to the following article for more information: <a href="https://www.veritas.com/support/en_US/article.100044856.html">https://www.veritas.com/support/en_US/article.100044856.html</a> Usage Insights pulls the usage information when other systems are updated and the following steps are taken: <ul style="list-style-type: none"> <li>■ Primary servers are running version 8.1.2 or later</li> <li>■ The updated registration keys are added to the primary servers</li> <li>■ Data transmission is set up (manually or automatically)</li> </ul>
Can service providers use Usage Insights for charge back?	Yes. Since both the partner and customer have access to this portal, they can look at the same data together and work through the capacity overages.
If I buy a new entitlement to expand my capacity, will I get a new customer registration key?	<ul style="list-style-type: none"> <li>■ If the new entitlement is tied to the same account, the capacity will refresh and show the new total entitlement the next time you log in to the Usage Insights portal.</li> <li>■ If the new entitlement is not tied to the same account: <ul style="list-style-type: none"> <li>■ Contact Customer Support.</li> <li>■ Download the new registration key(s) and follow the instructions on the Usage Insights to add the key(s) on the appropriate primary server.</li> </ul> </li> </ul>
If my entitlements seem incorrect, how do I fix that?	Contact Support or your Sales team.
How do I reduce the number of account IDs that I have within the Veritas Entitlement Management System (VEMS)?	Open a non-technical case to update customer account information. Refer to the following article for more information: <a href="https://www.veritas.com/support/en_US/article.100044856.html">https://www.veritas.com/support/en_US/article.100044856.html</a> Alternatively, when you place a new order ensure that the account name is congruent with the one that you already have. For example, if you already have an account as ABCD Incorporated avoid submitting the name as ABC Inc.

**Table 8** Frequently asked questions (*continued*)

Question	Answer
As a user how can I work with my business partner to grant them view access to the Usage Insights data?	<p>Use the following steps to grant view access to the Usage Insights data:</p> <ul style="list-style-type: none"> <li>■ Request your partner to:           <ul style="list-style-type: none"> <li>Create a Veritas account from the Support page (<a href="https://www.veritas.com/support/">https://www.veritas.com/support/</a>) and share the credentials (user ID and password).</li> </ul> </li> <li>■ Work with your partner to:           <ul style="list-style-type: none"> <li>Identify the VEMS account you want the partner to view using the Usage Insights.</li> </ul> </li> <li>■ Once you have identified the VEMS account:           <ul style="list-style-type: none"> <li>■ Log in to VEMS.               <p><b>Note:</b> You need to have the administrator rights to grant view access to the partner.</p> </li> <li>■ Click <b>Entitlements</b> on the main menu to view all entitlements and review the <b>Accounts</b> column to identify the accounts that you want the partner to view.</li> <li>■ From the main menu, click the gear icon and from the <b>Manage Users</b> page, click <b>Add User</b>.</li> <li>■ Add the partner's information and set the partner's access rights for every VEMS account. The following rights or privileges are possible: Administrator, Generate License Keys, Download Software or View.               <p><b>Note:</b> Ensure that you give appropriate access rights to the partners. The View option will enable the partners to view your data in Usage Insights.</p> </li> </ul> </li> </ul> <p>For more information, refer to the VEMS user guide: <a href="https://www.veritas.com/support/en_US/article.100040083">https://www.veritas.com/support/en_US/article.100040083</a></p>
How do I get a registration key for a trial or a Proof Of Concept (POC)?	If you cannot locate your registration keys or require a new registration key for the trial or POC, please contact your Sales team.

**Table 8**      Frequently asked questions (*continued*)

Question	Answer
How can I change the account for which the usage from the primary server will be tracked by Usage Insights?	<p>Use the following steps:</p> <ol style="list-style-type: none"> <li><b>1</b> In Usage Insights, go to the <b>Registration keys</b> tab, and click <b>Download aggregate key</b> or click the download icon next to the each account number to download the registration key.</li> <li><b>2</b> Replace the existing registration key located at the following path with the new registration key: <pre>&lt;install dir&gt;/var/global/customer_registration/veritas_customer_registration_key.json</pre> </li> </ol> <p><b>Note:</b> If you downloaded the aggregate key, you must select the appropriate account when you logon to the NetBackup web UI.</p>
How can I retire expired or invalid license entitlements?	<p>A Certificate of Destruction form is provided by Sales, which requires information about entitlement IDs. After you update the form, the Sales team sends the form to the Order Management team for processing. Veritas Center of Excellence then retires and removes the licenses from the records and the changes are updated in Usage Insights.</p>
What are the steps to identify a primary server using the host UUID?	<p>The primary server name is obfuscated in Usage Insights to comply with the data privacy requirements (sensitive information).</p> <p>You can identify the server name using the following steps:</p> <ol style="list-style-type: none"> <li><b>1</b> On the Primary server, the Host UUID is available at the following location. <ul style="list-style-type: none"> <li>■ For VMWare, hostUUID files: /var/veritas/telemetry and /usr/openv/var/global/telemetry.</li> <li>■ For Unix: /usr/openv/var/global/telemetry/hostuuid file and for Windows: &lt;Install Path&gt;\NetBackup\var\global\telemetry\hostuuid.</li> </ul> </li> <li><b>2</b> (Optional) After the primary server is identified, logon to Usage Insights and click the <b>Primary Server</b> tab.</li> <li><b>3</b> In the list of primary servers, click <b>Unassigned</b> corresponding to the host UUID (of the server) that you want to edit and assign a name for the primary server.</li> </ol> <p>The display name can be different from the actual server name.</p>

**Table 8** Frequently asked questions (*continued*)

Question	Answer
What assistance can Veritas customer support provide during a domain upgrade when I need a registration key but I do not know the Cohesity account?	Customer support is available to help acclimatize as many customers to Usage Insights as possible. They can provide you all the relevant information and provide keys to get your NetBackup environment running. You must, however, connect your actual keys to the primary servers to get accurate information.
If I am a new backup administrator, do I need to download all customer registration keys again?	No. Once you are given visibility to the accounts in VEMS by your administrator, you can sign in to Usage Insights. The view should automatically populate with the same usage and entitlement information that had populated for the previous administrator.
How is the Usage Insights process affected if a person with Veritas Single Sign-On (SSO) credentials leaves their organization?	The customer's organization should provide new customer contact information for Cohesity Support and the VEMS systems for updated credentials and access.
If there is a network outage in my NetBackup setup, how is the data gap on the portal managed by NetBackup and Usage Insights?	There will be an attempt to upload the usage data automatically, but if attempt fails, the data will not be uploaded. In such a case, you can manually upload the usage data.
Does the <code>nbdeployutil</code> configuration file get backed up with the catalog?	Yes. The <code>nbdeployutil</code> configuration file ( <code>nbdeployutilconfig.txt</code> ) gets backed up with catalog backup.
How are the registration keys affected during disaster recovery scenarios? Is the customer ID file included in the catalog backup or DR package?	The key file is not included in the DR package. It must be re-applied at install time, just like the base license key.
<b>Usage reporting</b>	
How does Usage Insights resolve the duplicate or the inaccurate data that we had to manually resolve after we generated a report using the <code>nbdeployutil</code> tool?	The overlap reduction and accuracy improvements that are in NetBackup 8.1.2 or later resolve the duplicate data issues.  Overlap and accuracy have improved across all of the major traditional workloads (Oracle, File System, SQL, Exchange, VMware, and NDMP), as well as the emerging workloads (Parallel Streaming Framework).
Along with using Usage Insights, can I still run the <code>nbdeployutil</code> tool manually or schedule the tool to gather and report usage data?	Yes.

**Table 8** Frequently asked questions (*continued*)

Question	Answer
I don't see any usage date on Usage Insights after I configure the automated data collection or manually uploading the utilization file. What should I do?	Ensure that you have set up scheduled runs of <code>nbdeployutil</code> , the tool that generates the usage data used by Usage Insights.
How do I set the schedule for when the data transmits?	You can only control the upload of data based on the <code>FREQUENCY_IN_DAYS</code> value. The telemetry schedule launches every 15 minutes and transmits whenever the <code>UsageData_Sanitized.out</code> file is present.
If a primary server is decommissioned does it automatically stop showing up in Usage Insights?	Yes. The server stops showing up in Usage Insights Dashboard summary section after three months of decommissioning.  The decommissioned server and its usage can still be seen from the <b>Primary Servers</b> page. The status of the primary goes to inactive automatically after three months.
What happens when a primary server that I had set up for usage reporting in the portal is decommissioned?	The historical usage reporting data will be available with the Usage Insights portal but after the decommissioning, the portal will not receive any new data.
Will there be a special IP address to route the <code>nbdeployutil</code> reports coming over for Usage Insights?	NetBackup Telemetry and Usage Insights data both use <a href="https://telemetry.veritas.com">https://telemetry.veritas.com</a> , so you must open a port to that URL. By default, HTTPS traffic uses port 443.
How do I know if everything was set up correctly for Usage Insights?	When usage data begins to populate into Usage Insights. By default NetBackup uses port 443.
Why is the usage data not reported or updated on the NetBackup web user interface or Usage Insights?	For one of the likely reasons, refer to the following article: <a href="https://www.veritas.com/support/en_US/article.100044028.html">https://www.veritas.com/support/en_US/article.100044028.html</a>
The <code>nbdeployutil</code> command can be configured with a <code>PURGE_INTERVAL</code> value for saving information. Will the Usage Insights portal report intervals longer than the 90 days? If you set the <code>PURGE_INTERVAL</code> for <code>nbdeployutil</code> to 365 days, will the Usage Insights Portal show 365 days' worth of data?	There is NO relation between purge interval in <code>nbdeployutil</code> and Usage Insights. Purge interval in <code>nbdeployutil</code> is related only to the report files ( <code>.xls</code> ) that are generated locally on the primary server.

**Table 8** Frequently asked questions (*continued*)

Question	Answer
Why can I see the same hashed name for two NetBackup or Alta Data Protection primary servers?	<p>Likely reasons for the same hashed name appearing for two primary servers:</p> <ul style="list-style-type: none"> <li>■ You have set the same name for two primary servers. The hash value depends on the primary server name. After you change the primary server name, the hash value is also updated.</li> <li>■ You have upgraded from an older version to a newer version within 90 days of installing the older version. After you change the primary server name, the hash value is also updated.</li> </ul>
When can I see Appliances summary (environment and license)?	If there are any Cohesity Appliances that are active and registered with System Health Insights, you can view the environment and licensing information in Usage Insights.

## Frequently asked questions about licensing

This section includes some of the frequently asked questions about licensing.

The following topic includes frequently asked questions about Usage Insights.

See [“Frequently asked questions about Usage Insights”](#) on page 33.

**Table 9** NetBackup Platform Base Complete Edition with Flexible Licensing (8.1.2 or later)

Question	Answer
Which capacity license type usage is converted into NetBackup Platform Base Complete Edition with Flexible Licensing?	<p>The NetBackup Platform Base Complete Edition licensing usage will be converted, if the following conditions are met:</p> <ul style="list-style-type: none"> <li>■ You are on 8.1.2 or later.</li> <li>■ You have purchased a new NetBackup Platform Base Complete Edition with Flexible Licensing after 14th April 2019.</li> <li>■ You are sending data to Usage Insights at least once every 90 days. Veritas recommends that you send data every 30 days to make the best use of Usage Insights capabilities and its predictive models</li> </ul>
Is <code>nbdeployutil</code> running and creating Base Complete Edition with Flexible Licensing reports?	<code>nbdeployutil</code> does not run or create Base Complete Edition with Flexible Licensing reports or a json file. NetBackup sends the NetBackup Platform Base Complete Edition usage information to Usage Insights.

**Table 9** NetBackup Platform Base Complete Edition with Flexible Licensing (8.1.2 or later) (*continued*)

Question	Answer
How does Usage Insights analyze the NetBackup Platform Base Complete Edition usage information?	Usage Insights connects with the Veritas Entitlement Management System (VEMS) portal for the account details. Usage Insights retrieves information about the primary server version and whether you have purchased NetBackup Platform Base Complete Edition with Flexible Licensing. Based on this information, Usage Insights converts the Complete Edition usage to Base Complete Edition with Flexible Licensing usage.

**Table 9** NetBackup Platform Base Complete Edition with Flexible Licensing (8.1.2 or later) (*continued*)

Question	Answer																																																																	
<p>How does Usage Insights convert usage for NetBackup Platform Base Complete Edition with Flexible Licensing?</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="5" style="text-align: center;">Flex Entitlement = 500 TB, Data protected = 500 TB</th> </tr> <tr> <th></th> <th style="text-align: center;">% of protected data</th> <th style="text-align: center;">Data protected in TB</th> <th style="text-align: center;">Ratio of conversion</th> <th style="text-align: center;">Effective usage reported in Usage Insights</th> </tr> </thead> <tbody> <tr> <td>Physical</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">250</td> <td style="text-align: center;">1:1</td> <td style="text-align: center;">250</td> </tr> <tr> <td>Virtual</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">250</td> <td style="text-align: center;">1.5:1</td> <td style="text-align: center;">166.66</td> </tr> <tr> <td><b>Total</b></td> <td></td> <td style="text-align: center;"><b>500</b></td> <td></td> <td style="text-align: center;"><b>416.66</b></td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="5" style="text-align: center;">Flex Entitlement = 500 TB, Data protected = 500 TB</th> </tr> <tr> <th></th> <th style="text-align: center;">% of protected data</th> <th style="text-align: center;">Data protected in TB</th> <th style="text-align: center;">Ratio of conversion</th> <th style="text-align: center;">Effective usage reported in Usage Insights</th> </tr> </thead> <tbody> <tr> <td>Physical</td> <td style="text-align: center;">100%</td> <td style="text-align: center;">500</td> <td style="text-align: center;">1:1</td> <td style="text-align: center;">500</td> </tr> <tr> <td><b>Total</b></td> <td></td> <td style="text-align: center;"><b>500</b></td> <td></td> <td style="text-align: center;"><b>500</b></td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="5" style="text-align: center;">Flex Entitlement = 500 TB, Data protected = 500 TB</th> </tr> <tr> <th></th> <th style="text-align: center;">% of protected data</th> <th style="text-align: center;">Data protected in TB</th> <th style="text-align: center;">Ratio of conversion</th> <th style="text-align: center;">Effective usage reported in Usage Insights</th> </tr> </thead> <tbody> <tr> <td>Virtual</td> <td style="text-align: center;">100%</td> <td style="text-align: center;">500</td> <td style="text-align: center;">1.5:1</td> <td style="text-align: center;">333.33</td> </tr> <tr> <td><b>Total</b></td> <td></td> <td style="text-align: center;"><b>500</b></td> <td></td> <td style="text-align: center;"><b>333.33</b></td> </tr> </tbody> </table> <p>For example, you have purchased 500 TB of Complete Edition with Flexible licenses and you are protecting 500 TB data.</p> <p>In case of Physical data, the ratio of conversion is 1:1.</p> <p>In case of Virtual data, the ratio of conversion is 1.5:1.</p> <p>This is how the Flexible licensing benefit works:</p> <ul style="list-style-type: none"> <li>■ All physical: 500 TB (data protected) Effective usage reported in Usage Insights is 500 TB.</li> <li>■ For a 50/50 breakup - Physical: 250 TB and Virtual: 250 TB In case of Physical data, the effective usage reported in Usage Insights is 250 TB. In case of Virtual, the effective usage reported in Usage Insights is 250 TB/1.5 = 166.66 TB. You get 250 TB + 375 TB = 625 TB of actual usage.</li> <li>■ All virtual: 500 TB (data protected) Effective usage reported in Usage Insights is 500 TB/1.5 = 333.33 TB.</li> </ul>	Flex Entitlement = 500 TB, Data protected = 500 TB						% of protected data	Data protected in TB	Ratio of conversion	Effective usage reported in Usage Insights	Physical	50%	250	1:1	250	Virtual	50%	250	1.5:1	166.66	<b>Total</b>		<b>500</b>		<b>416.66</b>	Flex Entitlement = 500 TB, Data protected = 500 TB						% of protected data	Data protected in TB	Ratio of conversion	Effective usage reported in Usage Insights	Physical	100%	500	1:1	500	<b>Total</b>		<b>500</b>		<b>500</b>	Flex Entitlement = 500 TB, Data protected = 500 TB						% of protected data	Data protected in TB	Ratio of conversion	Effective usage reported in Usage Insights	Virtual	100%	500	1.5:1	333.33	<b>Total</b>		<b>500</b>		<b>333.33</b>
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<p>If I am not using Usage Insights or not sending data to Usage Insights, can I still get the benefit of flex licensing?</p>	<p>No, there is no benefit.</p>																																																																	

**Table 9** NetBackup Platform Base Complete Edition with Flexible Licensing (8.1.2 or later) (*continued*)

Question	Answer
Which workloads can I use for the virtual conversion in flex licensing?	<p>You can use the following workloads:</p> <ul style="list-style-type: none"> <li>■ VMware</li> <li>■ Hyper-V</li> <li>■ Nutanix-AHV</li> <li>■ Red Hat Virtualization (RHV)</li> <li>■ Azure Stack</li> <li>■ Openstack</li> <li>■ Cloud</li> <li>■ Kubernetes</li> </ul>
I have purchased entitlement pre-8.1.2. What happens to that older entitled capacity?	<p>The older entitled capacity remains with you and Usage Insights displays that and you can use the entitlement with the usage ratio of 1:1. There is no benefit like in flex licensing.</p>
How can I qualify for the 1.5x multiplier in Flex licensing?	<p>If you want to qualify for the 1.5x virtual multiplier within the Base Complete Edition with Flexible Licensing model, you must transmit data, either automatically (port 443) or manually (file upload) on a monthly basis.</p>
How can I qualify for the enhanced support for virtual usage reporting?	<p>If you have the latest EEB installed for 8.1.2 <code>nbdeployutil</code> or EEB for 8.2 or later versions of <code>nbdeployutil</code>, you can get the enhanced support for virtual usage reporting. With the new EEB, if you install a NetBackup client only inside a VMware virtual machine and protect it using any policy type, the client is considered a virtual workload.</p> <p>For more information about the EEB and the changes to <code>nbdeployutil</code>, refer to the following technote:</p> <p><a href="https://www.veritas.com/support/en_US/article.100046832">https://www.veritas.com/support/en_US/article.100046832</a></p>

**Table 10** Frequently asked questions about licensing

Question	Answer
How do I set the schedule for when <code>nbdeployutil</code> runs?	<p>You can adjust the frequency for <code>nbdeployutil</code> in number of days. It runs after midnight based on the <code>FREQUENCY_IN_DAYS</code> setting.</p> <p>By default, data is sent by <code>nbdeployutil</code> to Usage Insights every 7 days. The frequency also depends on the <code>nbdeployutil</code> configuration.</p> <p>For capacity licensing, the setting is found in the <code>[NBDEPLOYUTIL_INCREMENTAL]</code> section of the <code>nbdeployutilconfig.txt</code> file.</p> <p>For traditional licensing (8.2 or later, if you do not have the latest 8.1.2 <code>nbdeployutil</code> EEB installed), the setting is found in the <code>[NBDEPLOYUTIL_INCREMENTAL_TRADITIONAL]</code> section of the <code>nbdeployutilconfig.txt</code> file.</p> <p>For NEVC licensing (8.2 or later, if you do not have the latest 8.1.2 <code>nbdeployutil</code> EEB installed), the setting is found in the <code>[NBDEPLOYUTIL_INCREMENTAL_NEVC]</code> section of the <code>nbdeployutilconfig.txt</code> file.</p> <p>The <code>nbdeployutilconfig.txt</code> file is located in:</p> <p><b>UNIX and Linux:</b> <code>/usr/opensv/var/global/</code></p> <p><b>Windows:</b> <code>install_path\Veritas\NetBackup\var\global\</code></p>
Can I change the frequency at which <code>nbdeployutil</code> runs?	<p>Yes. You can change the frequency at which <code>nbdeployutil</code> runs, using the following command:</p> <p><b>Unix</b></p> <pre>nbdeployutil.exe --capacity --incremental --report --inc-settings "Install_Dir\netbackup\var\global\nbdeployutilconfig.txt" --hoursago &lt;custom-time-interval&gt;</pre> <p><b>Windows</b></p> <pre>nbdeployutil.exe --capacity --incremental --report --inc-settings "/usr/opensv/var/global/nbdeployutilconfig.txt" --hoursago &lt;custom-time-interval&gt;</pre>

**Table 10** Frequently asked questions about licensing (*continued*)

Question	Answer
<p>How do I know that <code>nbdeployutil</code> ran correctly and transmitted all data as expected?</p>	<p>The NetBackup user interface notifies you if the data was not transmitted. Additionally, you can log into Usage Insights to review the files that were transmitted.</p> <p>In Usage Insights, select <b>License utilization files</b> and review the information in the <b>Capacity utilization files</b> table. This table shows details about what files were uploaded and when they were uploaded.</p> <p>You can also examine the <code>upload-nb-usagereporting.json</code> file. This file shows the last upload success, failure, and other information. That file is located in:</p> <p><b>UNIX and Linux:</b>  <code>/usr/opensv/var/global/telemetry/status/</code></p> <p><b>Windows:</b>  <code>install_path\Veritas\NetBackup\var\global\telemetry\status\</code></p>
<p>Can I change the automated frequency of <code>nbdeployutil</code> reporting?</p>	<p>Yes you can.</p> <p>Create a report for a time interval that is different than the default interval of 90 days. Run the following command:</p> <p><b>On Windows:</b></p> <pre>nbdeployutil.exe --capacity --incremental --report --inc-settings "install_dir\netbackup\var\global\nbdeployutilconfig.txt" --hoursago &lt;custom-time-interval&gt;</pre> <p><b>On UNIX:</b></p> <pre>nbdeployutil.exe --capacity --incremental --report --inc-settings "/usr/opensv/var/global/nbdeployutilconfig.txt" --hoursago &lt;custom-time-interval&gt;</pre> <p>The number of hours specified in <code>--hoursago</code> must be fewer than the <code>purge-interval</code> that is specified in the <code>nbdeployutilconfig.txt</code> file.</p> <p><b>Note:</b> <code>nbdeployutil</code> uses existing gathered data to generate the custom interval report. You are not required to use the <code>--gather</code> option.</p>

**Table 10** Frequently asked questions about licensing (*continued*)

Question	Answer
How do I verify if Usage Insights is showing accurate usage information?	

**Table 10** Frequently asked questions about licensing (*continued*)

Question	Answer
	<p>You can refer to the topics on the <code>nbdeployutil</code> utility in the NetBackup Administration Guide for any additional questions that you have. We intend to bring more granularity into Usage Insights that improve your product experience.</p> <p>Data from automated or scheduled runs of the <code>nbdeployutil</code> utility is transmitted to Usage Insights. During these runs, <code>nbdeployutil</code> also generates an excel report on the primary server. You can compare the usage in Usage Insights with the usage in the excel report.</p> <p>Ensure that you are using the excel reports from ALL the primary servers specified under the account specified in Usage Insights.</p> <p>The latest excel report is generated by <code>nbdeployutil</code> is available at the following path on the primary server:</p> <ul style="list-style-type: none"> <li>■ Capacity licensing <ul style="list-style-type: none"> <li>Unix: <code>/usr/openv/var/global/incremental</code></li> <li>Windows: <code>Install_Dir\Veritas\NetBackup\var\global\incremental</code></li> </ul> </li> <li>■ Traditional licensing (8.2 or later, if you do not have the latest 8.1.2 <code>nbdeployutil</code> EEB installed) <ul style="list-style-type: none"> <li>Unix: <code>/usr/openv/var/global/traditional</code></li> <li>Windows: <code>Install_Dir\Veritas\NetBackup\var\global\traditional</code></li> </ul> </li> <li>■ NEVC (8.2 or later, if you do not have the latest 8.1.2 <code>nbdeployutil</code> EEB installed) <ul style="list-style-type: none"> <li>Unix: <code>/usr/openv/var/global/NEVC</code></li> <li>Windows: <code>Install_Dir\Veritas\NetBackup\var\global\NEVC</code></li> </ul> </li> </ul> <p>Older excel reports are available at the following path:</p> <ul style="list-style-type: none"> <li>■ Capacity licensing <ul style="list-style-type: none"> <li>Unix: <code>/usr/openv/var/global/incremental/archive</code></li> <li>Windows: <code>Install_Dir\Veritas\NetBackup\var\global\incremental\archive</code></li> </ul> </li> <li>■ Traditional licensing (8.2 or later, if you do not have the latest 8.1.2 <code>nbdeployutil</code> EEB installed) <ul style="list-style-type: none"> <li>Unix: <code>/usr/openv/var/global/traditional/archive</code></li> <li>Windows: <code>Install_Dir\Veritas\NetBackup\var\global\traditional\archive</code></li> </ul> </li> <li>■ NEVC (8.2 or later, if you do not have the latest 8.1.2</li> </ul>

**Table 10** Frequently asked questions about licensing (*continued*)

Question	Answer
	nbdeployutil EEB installed) Unix: /usr/opensv/var/global/NEVC/archive Windows: <i>Install_Dir\Veritas\NetBackup\var\global\NEVC\archive</i>
What if there are usage inaccuracies. What can I do?	You can contact Veritas Technical support and provide the directories within the incremental folders, which contain logs, based on your license type.  The directories are located at the following path: <ul style="list-style-type: none"> <li>■ Capacity licensing                Unix: /usr/opensv/var/global/incremental                Windows:  <i>Install_Dir\Veritas\NetBackup\var\global\incremental</i> </li> <li>■ Traditional licensing (8.2 or later, if you do not have the latest 8.1.2 nbdeployutil EEB installed)                Unix: /usr/opensv/var/global/traditional                Windows:  <i>Install_Dir\Veritas\NetBackup\var\global\traditional</i> </li> <li>■ NEVC (8.2 or later, if you do not have the latest 8.1.2 nbdeployutil EEB installed)                Unix: /usr/opensv/var/global/NEVC                Windows:  <i>Install_Dir\Veritas\NetBackup\var\global\NEVC</i> </li> </ul>
Why am I not receiving NEVC - socket related information on Usage Insights?	If you are not receiving socket related information, ensure that the backup host is using 8.2 or later version of NetBackup.
Why is there a change in the trend of capacity licensing usage reporting for 8.2 or later?	In nbdeployutil, if you set the flag using NetBackup web UI (10.0 or later) or bpsetconfig (8.2 to 9.x) for NetBackup Enterprise Virtual Client (NEVC) licensing type, in Usage Insights you will see a change in the trend of capacity licensing.  As the NEVC license is selected, usage information for the virtualized environment is excluded from FETB/capacity licensing and is measured based on socket information as applicable under NEVC licensing.

**Table 10** Frequently asked questions about licensing (*continued*)

Question	Answer
What is changing about Alta Data Protection (ADP) licensing starting with NetBackup 10.4?	<p>If a NetBackup 10.4 or later primary server is deployed in public cloud (AWS, Azure, GCP), all the data protected by that server is considered ADP usage and is processed for those ADP licenses.</p> <p>If you have perpetual licenses that can be used on NetBackup 10.4 or later primary servers, you do not require an ADP license to deploy the primary servers in the cloud.</p>
How is the usage split for NetBackup 10.4 primary servers?	<p>If the primary server is deployed in public cloud, <b>AWS, AZURE, or GCP</b> (the value is available in the <b>Cloud Service Provider</b> column of the <b>Primary Servers</b> tab) with NetBackup version 10.4 or later:</p> <ul style="list-style-type: none"> <li>■ If the license type on the primary server is Alta Data Protection (this information is available in license key applied on the primary server), the usage is processed for ADP.</li> <li>■ If the license type on the primary server is one of the following , then the usage is processed for the respective license type. <ul style="list-style-type: none"> <li>■ NetBackup Platform Base – Complete Edition</li> <li>■ NetBackup Platform Base – Complete Edition with Flexible Licensing</li> <li>■ NetBackup Platform Base – NDMP Edition</li> <li>■ NetBackup Platform Base – Limited Edition</li> <li>■ NetBackup Enterprise Virtual Client</li> </ul> </li> <li>■ If the license type on the primary server is NetBackup Enterprise or NetBackup Data Mover, the usage is processed for ADP irrespective of whether the ADP entitlements are available.</li> <li>■ If the license type on the primary server is Traditional, the usage is processed for the respective traditional license.</li> </ul> <p>If NetBackup 10.4 or later primary server is not deployed in public cloud, the usage data is processed for the license type that is configured on the primary server.</p>

**Table 10** Frequently asked questions about licensing (*continued*)

Question	Answer
How is the usage of cloud policies split for NetBackup 10.3 and earlier primary servers?	<p>The usage is split in the following ways:</p> <ul style="list-style-type: none"><li>■ If you have only ADP licenses, the usage of all the policies that you are protecting is considered ADP consumption.</li><li>■ If you have multiple licenses (such as, ADP and NetBackup Platform Base Complete Edition), the usage of Cloud policies that you are protecting is considered ADP consumption. The data for remaining policies is considered for the other license types that you have configured on the primary server.</li><li>■ If no ADP licenses are available, the usage is considered for the license type that is configured on primary server (by default set to NetBackup Platform Base Complete Edition).</li></ul>

## Further information

Please contact your Cohesity sales representative or Customer Care for additional information about the Usage Insights service or for answers to questions that are not covered here.

If you are unsure who your sales representative is, contact Cohesity for assistance:

<https://www.veritas.com/company/contact/>

If you are a Cohesity partner, you can use the **PartnerNet** portal:

<https://partnernet.veritas.com/portal/faces/home>

- Customer Care in the United States:
  - 1-866-837-4827 or 1-512-813-2376
  - [CustomerCare@veritas.com](mailto:CustomerCare@veritas.com)
  - [https://www.veritas.com/content/support/en\\_US/contact-us.html](https://www.veritas.com/content/support/en_US/contact-us.html)
- Customer Care Worldwide
  - <https://www.veritas.com/company/contact>

For more information about how Veritas manages customer privacy and our commitment to GDPR refer to the following site:

<https://www.veritas.com/about/privacy/>

For more information about Veritas Entitlement Management System, refer to:

<https://www.veritas.com/docs/100040083>

The accuracy of licensing remains your responsibility. Cohesity provides the data in Usage Insights for guidance.