

Veritas Velocity™ Appliance AutoSupport 2.0 Reference Guide

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Veritas Services and Operations Readiness Tools (SORT)

Veritas 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

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Introduction

This chapter includes the following topics:

- [Overview of AutoSupport](#)
- [About Call Home](#)

Overview of AutoSupport

Veritas AutoSupport is a set of infrastructures, processes, and systems that enhance the support experience through proactive monitoring of Veritas Appliance hardware and software. AutoSupport also provides automated error reporting and support case creation.

Through automation, Internet access, and case management integration, Veritas can improve the support process and give our support engineers the tools to solve problems faster. The AutoSupport infrastructure within Veritas analyzes the Call Home data from each appliance to provide proactive customer support and incident response for hardware failures. This feature reduces the need for an administrator to initiate support cases. It also enables Veritas to better understand how customers configure and use appliances, and where improvements would be most beneficial. AutoSupport can also correlate the Call Home data with other site configuration data held by Veritas, for technical support and error analysis. With AutoSupport, Veritas greatly improves the customer support experience.

This document discusses many aspects of AutoSupport, including architecture (how it works), operation (how to configure it), security and data privacy, and technical detail (the data). It primarily focuses on the Velocity appliances.

AutoSupport 2.0 supports the following Velocity appliance platforms:

- Velocity 7330 Appliance (software version 1.2.6 and above)

Additional information

For more information and additional documentation on Veritas appliances, please visit the following Information Stores available on the Veritas website:

- [Velocity Help Center](#)
- [Veritas Technical Support Page](#)
- [Veritas Appliance Services Page](#)

About Call Home

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

Note: Call Home is not required, but it serves as a critical step to proactive customer support and incident response for failures.

The following table provides more details to what happens when Call Home is disabled.

Table 1-1 What happens when Call Home is disabled

Monitoring status	Failure routine
Call Home enabled	<p>When a failure occurs, the following sequence of alerts occur:</p> <ul style="list-style-type: none">■ The appliance generates the following three kinds of email alerts to the configured email address:<ul style="list-style-type: none">■ An error message by email to notify you of the failure once an error is detected.■ A resolved message by email to inform you of any failure once an error is resolved.■ A 24-hour summary by email to summarize all of the currently unresolved errors in the recent 24 hours.■ Starting from software release 2.7.1, Veritas sends an email alert for transmission failure on the event that Veritas AutoSupport servers does not receive any Call Home data package from your appliance for over 28 hours.■ The appliance also generates an SNMP trap.

Table 1-1 What happens when Call Home is disabled (*continued*)

Monitoring status	Failure routine
Call Home disabled	No data is sent to the Veritas AutoSupport server. Your system does not report errors to Veritas to enable faster problem resolution.

Architecture

This chapter includes the following topics:

- [Introduction to AutoSupport 2.0 architecture](#)
- [AutoSupport components](#)

Introduction to AutoSupport 2.0 architecture

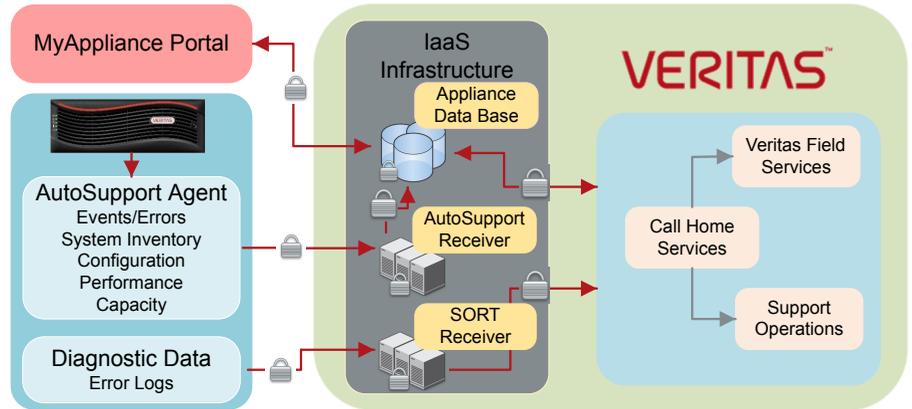
The AutoSupport 2.0 architecture for both client and server is implemented to expand AutoSupport's ability to improve the customer's support experience. Veritas AutoSupport introduces a framework that provides modularity in alert management, component monitoring, and software monitoring. It also enables future advanced diagnostics capabilities.

AutoSupport components

The AutoSupport technology contains three major components: the AutoSupport client agent, the AutoSupport receiver, and the MyAppliance Portal.

The diagram below outlines the basic AutoSupport architecture.

Figure 2-1 AutoSupport 2.0 architecture



About the AutoSupport client agent

The AutoSupport client agent constantly monitors the appliance hardware and software components. It responds to critical events by collecting problem diagnostics data, system health data, and inventory data and transmitting it securely to Veritas via the CallHome infrastructure. Veritas Support uses the data to aid in diagnostics and troubleshooting.

Appliance hardware monitoring

Call Home monitors the following hardware components:

- CPU
- Disk
- Fan
- Power supplies
- RAID controllers
- RAID volume groups
- System temperature
- System board components by the Integrated Platform Management Interface (IPMI) and the Baseboard Management Controller (BMC) chip
- Storage subsystems (shelves and interconnects)

Appliance software monitoring

Software monitoring is based on the appliance model of the monitoring agent.

The AutoSupport client agent monitors the following data specific to application configuration and performance .

- Capacity utilization
- Firmware
- Application versions
- Operating system packages
- Patches and Emergency Engineering Binaries (EEBs)

About the Veritas Appliance monitoring infrastructure

The Veritas Appliance monitoring infrastructure comprises two independent recipient servers: the AutoSupport receiver and the SORT data receiver.

Veritas utilizes managed infrastructure as a service (IaaS) facility located within the continental United States to host this infrastructure and is highly redundant.

Veritas CallHome Services (CHS) teams are located in three geographically suited locations: the United States, Ireland, and Singapore to provide first-line global incident response and 24-hour monitoring.

Veritas Support includes Veritas CallHome Services, Veritas Enterprise Support Operations and Veritas Field Services, all of which are globally staffed for “Follow-the-Sun” support.

When an appliance transmits event data to Veritas, it is sent to the Veritas Appliance Monitoring infrastructure servers. In the event of a heartbeat failure, the CHS team is alerted. The appliance also transmits a `DataCollect` package to the SORT receiver, and an incident ticket is opened to track the status. A CHS engineer triages the incident and determines the course of action. The CHS engineer then escalates the issue to Support Operations or dispatches a hardware repair order to Veritas Field Services.

About the MyAppliance portal

Note: Registering appliances on the MyAppliance portal is not required, but it serves as a critical step in the support process. Registration ensures Veritas’s ability to contact the right person in the event of an identified appliance failure, and to dispatch field services to the correct location for repairs.

Call Home data transmission

The AutoSupport Client Agent transmits data on a routine basis to provide proactive monitoring and advanced diagnostics for support purposes. These data collections and transmissions are classified into 4 primary categories:

- Event data
- Configuration and Inventory data
- Telemetry and Performance data
- Diagnostic data

The following section describes each category, their transmission interval, and basic properties:

Event data condition

Interval:

- Immediately upon an event detection, such as a hardware or software fault or failure

Basic properties:

- Appliance mode (master or media server)
- Appliance state (healthy or not healthy)
- Serial number
- Time of failure
- Firmware versions

Extended attributes of only the failed components:

- Battery voltage level, charge state, etc.

System Inventory & Configuration Data

Interval:

- Once per 24 hours

Basic properties:

- Inventory of all hardware components including:
 - Manufacturer
 - Model
 - Serial Number
 - Type

- Location
- Firmware
- Other component-specific metadata or attributes provided by the component vendor
- Configuration data including user-defined configuration states:
 - Storage configuration
 - Network information
 - Feature enable/disable flags
- Telemetry and performance data:
 - Storage utilization
 - Extended attributes of certain components, for example, battery voltage, charge state, thermal sensor data, fan speeds, and power supply voltages.

Call Home security

This chapter includes the following topics:

- [Data security standards](#)
- [How the Call Home data is transmitted](#)
- [How the Call Home data is received and stored](#)
- [How long the Call Home data is maintained and held](#)
- [Data privacy](#)

Data security standards

All data that is transmitted to Veritas from an appliance is done with industry standard high encryption methods. The following data security standards are applied to all AutoSupport data sent between the client and server, and the data communication between the different components inside the client:

- AES-128/256/384 encryption
- RSA-1024/2048 encryption
- SHA-256/384 certification authentication
- TLS-encrypted transmission by HTTPS PUT over port 443/tcp

How the Call Home data is transmitted

All data that is transmitted to Veritas from an appliance is done with TLS-encrypted transmission by HTTPS PUT over port 443/tcp.

Registration data is sent to <https://api.appliance.veritas.com>

Call Home data is sent to <https://receiver.appliance.veritas.com>.

Note: If you configure a proxy server on the appliance, the proxy must accept connections from the above mentioned URLs in order for the AutoSupport platform to work.

The infrastructure consists of endpoints with static IP pools of up to nine fixed IP addresses per endpoint that are assigned for load balancing and redundancy. These IP addresses are static in that they do not change outside of each pool itself. However, Veritas recommends that you ensure any upstream network firewall or proxy server from the appliance allows all of the IPs within each pool. Veritas highly recommends using DNS or fully qualified host name resolution provisioning at the proxy and/or the firewall level to reduce the chance of possible service interruptions and/or to minimize the configuration maintenance at the firewall.

Make sure you enable on the appliance, the proxy, and/or the firewall to outbound 443/TCP TLS socket connections to the URL's above.

For more information regarding the Call Home data transmission infrastructure, see the following technical article on Veritas Support website:

https://www.veritas.com/support/en_US/article.000126756

How the Call Home data is received and stored

All data transmitted to Veritas is held within a managed IaaS infrastructure within the continental United States.

Only specific authorized Support and Engineering personnel have access to the data through authenticated, audited and controlled access.

How long the Call Home data is maintained and held

Veritas maintains the data collected for the maintenance life-cycle of each machine, which is typically 5-7 years. Data may be aggregated and anonymized for further use internally for research and development purposes beyond these timelines.

Data privacy

Veritas AutoSupport collects limited configuration data that some customers may deem sensitive, such as the appliance hostname and IP addresses. This data is collected for the sole purpose of providing Veritas Technical Support with additional

context for troubleshooting purposes. Veritas recognizes the sensitivity of this data in the eyes of the customer and upholds stringent security practices to secure it.

For more information on how Veritas manages customer privacy, visit <https://www.veritas.com/about/privacy/>.

Configuring AutoSupport client settings

This chapter includes the following topics:

- [Enabling and disabling Call Home from the Velocity shell menu](#)
- [Settings > Notifications > Alert Configuration](#)
- [Configuring Alert Configuration settings](#)
- [Setting up email notifications on the Velocity physical appliance](#)
- [Setting up SNMP notifications on the Velocity physical appliance](#)
- [Using a proxy server with the Velocity physical appliance](#)

Enabling and disabling Call Home from the Velocity shell menu

To enable or disable Call Home from the Velocity shell menu

- 1 Log on to the Velocity shell menu.
- 2 To enable Call Home, run the `Main > Settings > Alerts > CallHome Enable` command.
- 3 To disable Call Home, run the `Main > Settings > Alerts > CallHome Disable` command.

Settings > Notifications > Alert Configuration

The **Settings > Notifications > Alert Configuration** page provides you with one location from where you can enable SNMP, SMTP, and Call Home alert notifications. The page is divided into three sections. Each section is dedicated to provide details for **SNMP**, **SMTP**, and **Call Home** alert notifications.

Under **Alert Configuration** is the **Notification Interval** field. You must enter the time interval in minutes between two subsequent notifications for the SNMP and the SMTP configurations. The time interval should be in multiples of 15 and it should not be zero.

Configuring SNMP

[Table 4-1](#) lists the fields from the **SNMP** (Simple Network Management Protocol) section.

Table 4-1 SNMP Server Configuration settings

Fields	Description
Enable SNMP Alert	Select this check box to enable SNMP alert configuration.
SNMP Server	<p>Enter the SNMP Server host name. You can enter a host name or an IP address to define this computer. The IP address can be an IPv4 or IPv6 address. Only global-scope and unique-local IPv6 addresses are allowed.</p> <p>Notification of the alerts or traps that are generated in the appliance are sent to this SNMP manager.</p> <p>Note: The Velocity Appliance supports all the SNMP servers in the market. However, the ManageEngine™ SNMP server and the HP OpenView SNMP server are tested and certified for version 2.6.</p>
SNMP Port	<p>Enter the SNMP Server port number. If you do not enter anything for this variable, then the default port is 162.</p> <p>Note: Your firewall must allow access from the appliance to the SNMP server through this port.</p>
SNMP Community	<p>Enter the community to which the alerts or traps are sent. For example, Backup Reporting Department.</p> <p>You can enter a value that you configured on your SNMP server. For example, your company name. If you do not expect to disclose your company name, Veritas provides the system defined values including: <code>admin_group</code>, <code>public</code>, and <code>private</code>. If you do not enter anything, then the default value is <code>public</code>.</p>

The SNMP MIB file serves as a data dictionary that is used to assemble and interpret SNMP messages. If you configure SNMP, you must import the MIB file into the monitoring software so that the software can interpret the SNMP traps. You can check the details of the MIB file from the SNMP Server Configuration pane. To check details about the SNMP MIB file, click **View SNMP MIB file**. An SNMP MIB file opens.

For information on how to send a test SNMP trap after configuration, see the following technical article on the Veritas Support website:

www.veritas.com/docs/TECH208354

Configuring SMTP

The SMTP mail server protocol is used for outgoing email. You can configure SMTP from the Velocity Appliance Web Console (**Settings > Alert Configuration > SMTP Server Configuration**).

You can also use the following command in the Shell Menu of your appliance to configure the SMTP server and add a new email account:

```
Main_Menu > Settings > Alerts > Email SMTP Add Server [Account]
[Password], where Server is the host name of the target SMTP server that is used
to send emails. [Account] and [Password] are optional parameters to identify the
name of the account and the account password if authentication is required.
```

For more information, see the related customer documentation of your appliance.

[Table 4-2](#) lists the fields from the **SMTP** section of the Velocity Appliance Web Console.

Table 4-2 SMTP Server Configuration settings

Fields	Description
SMTP Server	Enter the SMTP (Simple Mail Transfer Protocol) Server host name. Notifications of the alerts that are generated in Appliance are sent using this SMTP server. The IP address can be an IPv4 or IPv6 address. Only global-scope and unique-local IPv6 addresses are allowed.

Table 4-2 SMTP Server Configuration settings (*continued*)

Fields	Description
Software Administrator Email	Enter the email ID of the software administrator, to receive software alerts that are specific to the Veritas NetBackup Appliance software. The email ID that you designate receives alerts for the following software conditions: <ul style="list-style-type: none"> ■ Host information such as: <ul style="list-style-type: none"> ■ Disk information. ■ Overall backup status. ■ Results of last seven backups for each client. ■ An email of your catalog backup disaster recovery file. ■ A patch installation success report.
Hardware Administrator Email	Enter the email ID of the hardware administrator, to receive hardware alerts that are specific to the Veritas NetBackup Hardware Appliance. For example, enter hardwareadmin@usergroup.com.
Sender Email	Enter the email ID to receive any replies to the alerts or the reports that are sent by the Appliance.
SMTP Account	Enter the user name to access the SMTP account.
Password	Enter the password for the above mentioned SMTP user account.

You can configure this server to send email reports to a proxy server or to the Veritas Call Home server.

The following describes the supported proxy servers:

- Squid
- Apache
- TMG

Note: NTLM authentication in the proxy configuration is also supported.

Configuring Call Home

Table 4-3 lists the fields from the **Call Home Configuration** section.

Table 4-3 Call Home Configuration settings

Fields	Description
Enable Call Home	Select this check box to enable Call Home alert configuration.

Table 4-3 Call Home Configuration settings (continued)

Fields	Description
Enable Proxy Server	Select this check box to enable proxy.
Enable Proxy Tunneling	Select this check box if your proxy server supports SSL tunneling.
Proxy Server	Enter the name of the proxy server.
Proxy Port	Enter the port number of the proxy server.
Proxy Username	Enter the user name to log into the proxy server.
Proxy Password	Enter the password for the user name to log into the proxy server.

When Call Home is enabled, you can test whether or not Call Home is working correctly by clicking the **Test Call Home** option that is available below the Call Home configuration settings.

Note: The **Test Call Home** option is active on the Velocity Appliance Web Console only when Call Home is enabled.

The following describes the supported proxy servers:

- Squid
- Apache
- TMG

NTLM is the supported authentication method for Call Home proxy settings.

Configuring Alert Configuration settings

This section provides the procedure to configure the SNMP, SMTP, and Call Home server settings using the **Settings > Notification > Alert Configuration** page.

To configure the SNMP, SMTP, and Call Home server settings

- 1 Log on to the Velocity Appliance Web Console.
- 2 Click **Settings > Notification > Alert Configuration**.

The system displays the **Alert Configuration** page.

The **Alert Configuration** page is divided into three sections to enable and provide details for **SNMP**, **SMTP**, and **Call Home**.

- 3 In the **Notification Interval** field, enter the time interval in minutes between two subsequent notifications for **SNMP**, **SMTP**, and **Call Home** alert configurations.
- 4 Enter the SNMP settings in the provided fields. A description of the SNMP parameters is available in [Table 4-1](#).
- 5 Enter the SMTP settings in the provided fields. A description of the SMTP parameters is available in [Table 4-2](#).

The appliance uses the global server settings to send email notifications to the SMTP server that you specify.
- 6 Enter the Call Home settings in the provided fields. A description of the Call Home parameters is available in [Table 4-3](#).
- 7 Click **Save**, to save the SNMP, SMTP, and Call Home settings.

Setting up email notifications on the Velocity physical appliance

The Veritas Velocity Appliance can send email alerts when hardware and software components fail or encounter errors.

To configure email notifications

- 1 Log on to the Velocity shell menu.
- 2 From the `Main_Menu > Settings > Alerts` view, enter the following command to set the SMTP mail server:

```
Email SMTP Add <server> [[account]] [[password]]
```

Where `<server>` is the IP address or FQDN of your SMTP mail server.

- 3 Enter one or both of the following commands to set the email addresses that you want the appliance to send emails to:

```
Email Hardware Add <hardware_admin>
```

```
Email Software Add <software_admin>
```

Where `<hardware_admin>` is the email address of the appliance hardware administrator and `<software_admin>` is the email address of the appliance software administrator.

Note: You can add multiple email addresses at once by separating them with a semi-colon (;). Do not add a space before or after the semi-colon.

- 4 Enter the following command to set the email account that you want the emails to originate from (sender email):*

```
Email SenderID Set <sender_email>
```

Where *<sender_email>* is the email address that you want the appliance emails to originate from.*

- 5 Enter the following command to set the time interval between email notifications:

```
Email NotificationInterval <minutes>
```

Where *<minutes>* is the time interval in minutes.

- 6 Enter the following command to verify the appliance email notification settings:*

```
Email Show
```

Note: Steps 4-6 are optional.

See [“Setting up SNMP notifications on the Velocity physical appliance”](#) on page 23.

Setting up SNMP notifications on the Velocity physical appliance

You can configure the appliance to generate and send Simple Network Management Protocol (SNMP) traps to your SNMP server for hardware monitoring purposes.

The appliance uses the SNMPv2-SMI application protocol.

To configure SNMP notifications

- 1 Log on to the Velocity shell menu.
- 2 From the `Main_Menu > Settings > Alerts` view, enter the following command to set the SNMP server:

```
SNMP Set <server> [[community]] [[port]]
```

Where *<server>* is the IP address or FQDN of your SNMP mail server.

Note: The appliance uses the default community `public` and the default destination port `162` for SNMP traps. If your SNMP server uses a different community or port, use the *[[community]]* and *[[port]]* variables.

Your firewall must allow access from the appliance to the SNMP server through whichever port you use.

- 3 Enter the following command to show the appliance MIB:

```
SNMP ShowMIB
```

Copy the Management Information Base (MIB) text and import it into your SNMP management software so that it can interpret the appliance traps.

- 4 Enter the following command to enable the SNMP configuration:

```
SNMP Enable
```

For information on how to send a test SNMP trap, refer to the following tech note:

www.veritas.com/docs/TECH208354

See “Setting up email notifications on the Velocity physical appliance” on page 22.

Using a proxy server with the Velocity physical appliance

The following are some of the appliance features that require access to the internet:

- Velocity Cloud Console administration
- Automatic updates
- AutoSupport (Call Home service)

Once you configure the appliance proxy settings, various services will travel through the proxy server.

To configure the appliance to use a proxy server

- 1 Log on to the Velocity shell menu.
- 2 From the `Main_Menu > Network > Proxy` view, type the following command:

```
Set <Server:Port> [Tunnel] [Username]
```

- `<Server>` - Type the IP address or host name of the proxy server, followed by a colon (:) and then the port number.
If the proxy server requires https, add `https://` to the address. Otherwise the appliance adds `http://` to the address by default.
- `[Tunnel]` - Type `TunnelOn` if your proxy requires tunneling (the default is `TunnelOff`).
- `[Username]` - Type the appropriate username if the proxy server requires authentication. You are prompted for a password after you execute the command.

For example:

```
Set https://proxy.example.company.com:80 TunnelOff ProxyAdmin123
Enter password for user "admin":
Successfully set proxy server
```

Configuring the MyAppliance portal

This chapter includes the following topics:

- [Configuring the MyAppliance portal](#)
- [Registering an appliance](#)
- [Managing Veritas Support cases](#)
- [Obtaining a copy of your heartbeat packages](#)
- [Unregistering an appliance](#)

Configuring the MyAppliance portal

The MyAppliance portal is integrated with the MyVeritas portal and can be accessed directly at <https://my.appliance.veritas.com> or <https://my.veritas.com>. In either case, if you do not have a user account, you can click **REGISTER NOW** to register for a new Veritas Account Manager (VAM) user account at the portal. The VAM credentials also give you access to MyVeritas, MySupport, Customer Care, and other Veritas web portals.

Once the VAM credentials are validated, navigate to the **Appliances** tab to visit the MyAppliance web portal. From there, you can register appliances, view and edit existing registered appliances, view support cases, and inspect heartbeat data.

For more information on the MyAppliance portal, visit <https://my.appliance.veritas.com>.

See “[Managing Veritas Support cases](#)” on page 30.

Registering an appliance

The appliance registration is centralized to the MyAppliance portal.

Registering your appliance is a vital step in allowing Veritas the ability to help maximize availability of your appliance, and provide proactive monitoring support. Registration provides Veritas with accurate contact details and site-specific information, which aids in expediting support, field services, and customer notification of failures.

Registering also provides access to additional reporting capabilities for your appliances, such as:

- An overview of all registered appliances
- Capacity and utilization details
- The ability to view and update support cases
- The ability to update contact and site information

Registration also ensures that you are alerted to product updates and other important information about your appliance.

If your appliance has access either directly or through a proxy to the Internet, the registration details populate automatically. If the appliance is not provisioned, the message to verify and update the appliance registration information is displayed.

To register an appliance from the MyAppliance portal

- 1 Log on to the [MyAppliance portal](#) and start the registration process with one of the following methods:
 - If it is your first visit to the portal, an information page appears. Click on **Register Appliance**.

The screenshot shows the MyAppliance portal interface. At the top, there is a navigation bar with tabs for Home, Appliances, Licensing, and Support. Below this, there are sub-tabs for My Appliances and Support Cases. The main content area is divided into two sections. On the left, titled "Benefits of registering your appliance", there is a list of bullet points: "Ensure that your appliances remain 'up' so that backup operations continue seamlessly", "View capacity and utilization details", "View and update support cases", "Update appliance contact details", and "If Call Home is enabled, view the data that is collected". Below this list are four icons with plus signs, each representing a benefit: "Connected Support Experience" (server rack icon), "View and Update Support Cases" (network diagram icon), "Other Benefits" (person icon), and "Knowledgebase / Latest Updates" (envelope and gear icon). On the right, there is a section titled "Register your appliance now!". It includes a sub-section "Details you need to register:" with a list of required information: "Serial Number", "Hardware Support ID", "Sales Order Number", "Site Details", and "Contact Details". A red arrow points to a blue "Register Appliance" button. Below this, there is a question "Where do I get this information?".

- If you have previously registered appliances on your account, navigate to **Appliances > My Appliances** page and click on **Register Appliance**.



- 2 Input the sources of verification. Only two sources are required to register an appliance.

Search for Appliance Records 1 — 2

Enter a combination of serial number, sales order or hardware support ID. Click **Next** to verify your appliances.
Supported models include the NetBackup 5000, NetBackup 5020, NetBackup 5220, NetBackup 5230, NetBackup 5300, NetBackup 5240 and Velocity

Provide TWO sources of verification to register an appliance

Serial Number ⓘ

Hardware Support ID ⓘ

Sales Order Number ⓘ

- 3 Click **Next** to initiate a search.
- 4 Choose the appliance you want to register.

Appliance Search Results 1 — 2 — 3 — 4

Select the appliances that you would like to register. Previous Next Cancel

Select all eligible Appliances

<input checked="" type="checkbox"/>	Serial Number: Support ID: Sales Order: Model:	Ready for Registration This appliance will be registered with AutoSupport when the registration process is complete.
-------------------------------------	---	--

Previous Next Cancel

- 5 Click **Next** to enter the **Register a New Appliance** page.

Note: Any field highlighted with an asterisk is compulsory for registration. Move to the next step only after you have entered the required information.

- 6 In the basic information column, input your company name.

- 7 In the **Appliance Location** column, click the **Add New Site** button to create a new site.
- 8 In the pop-up dialog box, input the site name, site address and other information.
- 9 In the **Select Site** field, choose the site you created .
- 10 In the **Contact Information** column, click the **Add New Contact** button to create a new primary contact person.
- 11 In the pop-up dialog box, input contact name, email address, phone number and other information.
- 12 In the **Select Contact** field, choose the contact person you created.

Note: The **Receive Call Home transmission failure alert** option is checked by default to enable alerts in the event that Veritas has not received a valid Call Home data transmission for over 28 hours. The alert will repeat every 24 hours until a valid data transmission is received.

The option is only available to Velocity appliance with software release 2.7.1 and later.

If you have spam filtering enabled, configure your filtering settings to allow emails from this sender ID: appliance.veritas.com.

Uncheck the option if you no longer want to receive an alert from Veritas for Call Home transmission failure.

- 13 Verify the information and click **Submit**.

Notification pops up to inform that your appliance is registered successfully.

To update appliance information manually

Upon registration appliance information including hostname and version are expected to update to the portal. In the event that such appliance information is not displayed, try the following actions to update it manually.

- 1 Verify your appliance has access directly or through a proxy to Veritas servers.
- 2 Verify Call Home is enabled by using command `Settings > Alerts > CallHome Test` in the Velocity shell menu.
- 3 Update the appliance information manually using command `Support > Collect Inventory` in the Velocity shell menu.

Managing Veritas Support cases

You can view, manage, and open Veritas Support cases from the **Appliances > Support Cases** page of the [MyAppliance](#) web portal.

See [the section called “Viewing and managing Veritas Support cases”](#) on page 30.

See [the section called “Opening a Veritas Support case”](#) on page 31.

Viewing and managing Veritas Support cases

To view and manage support cases

- 1 Log on to the [MyAppliance](#) web portal and navigate to the **Appliances > Support Cases** page to view and manage support cases.

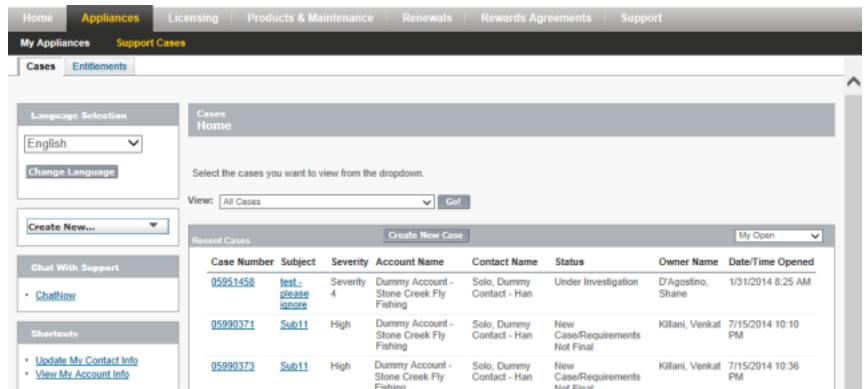
The page displays a list of your current appliance support cases.



- 2 Click on any of the case numbers for further information.

You can also see a list of all of your open support cases, including non-appliance cases.

- 3 clicking on **Manage Cases**. The following page appears:



- 4 Click on any of the case numbers for further information.

Specific details on appliance support cases are also available from the **Appliance > My Appliances** page of the [MyAppliance](#) portal. From the **Appliance > My Appliances** page, click on the appliance name in the **Registered Appliances** list, and navigate to the **Appliance Support Cases** tab. All open support cases for that appliance display in the **Support Cases** list.

The screenshot shows the 'Support Cases' page for a NetBackup 5330 appliance (SYM1000800). The page includes a navigation bar with 'Home', 'Appliances', 'Licensing', 'Rewards Agreements', and 'Support'. Below the navigation bar, there are three main sections: 'Appliance Details', 'Appliance Support Cases', and 'CallHome Data'. The 'Appliance Details' section shows the serial number (SYM1000800), support ID (1234-0900-0123), and sales order (1111111). The 'Appliance Support Cases' section shows a total of 5 cases. Below this is a search bar and a table of support cases.

Sev	Case Number	Description	Serial Number	Status	Last Activity
🔄	07120521		SYM1000800	Under Investigation	Mar 25, 2015 13:10 PM
🔄	07120447		SYM1000800	Under Investigation	Mar 16, 2015 13:04 PM

Opening a Veritas Support case

You can open a new support case from the **Appliances > Support Cases** page of the [MyAppliance](#) portal.

To open a new support case

1 Click on **Create New Case**.



2 Input contact information, specify your issue type and preferred contact method.

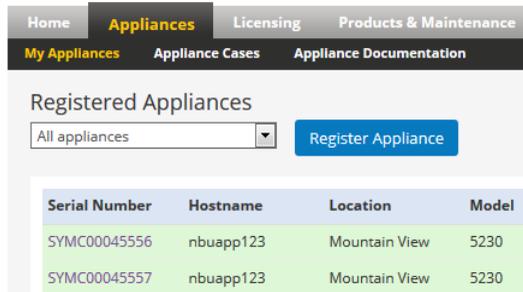
The screenshot shows a form with two main sections: 'Contact Information' and 'Problem Information'. The 'Contact Information' section includes fields for First Name, Last Name, Email Address, Phone, Mobile Phone, Preferred Language (set to English), Street, City, State/Province, Zip/Postal Code, and Country. Below these is a checkbox for 'How may we contact you?' with options for Email and Phone. The 'Problem Information' section includes a dropdown for 'I have a...' and two radio buttons for 'Technical Support Issue' and 'Non Technical Support Issue'. At the bottom right are 'Submit' and 'Cancel' buttons.

3 Click **Submit** to create a new support case with Veritas Support.

Obtaining a copy of your heartbeat packages

To obtain a copy of your heartbeat package

- 1 Log on to the [MyAppliance portal](#), and select the desired appliance from the list of registered systems.

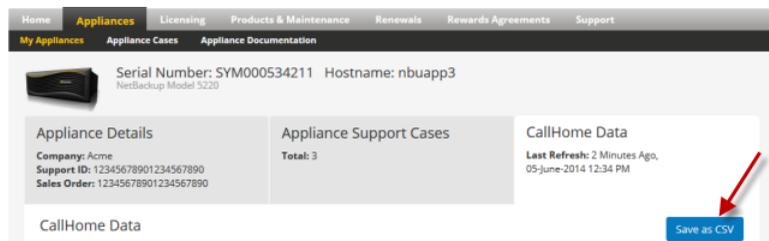


- 2 Click on the serial number to manage your appliance .

In the Appliance management page, you can view three tabs, including **Appliance Details**, **Appliance Support Cases** and **CallHome Data**.

- 3 Click on the **CallHome Data** tab to view your heartbeat data. The **Last Refresh** field shows the timestamp for the last heartbeat data transmission.

You can also click **Save as CSV** to export a copy of the data as a comma-separated value list.

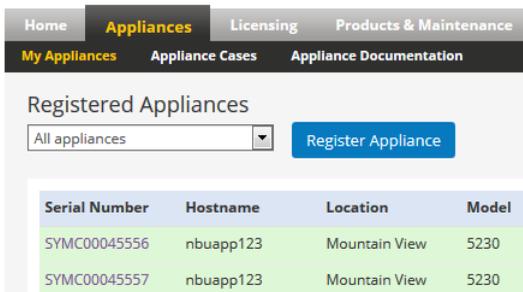


Unregistering an appliance

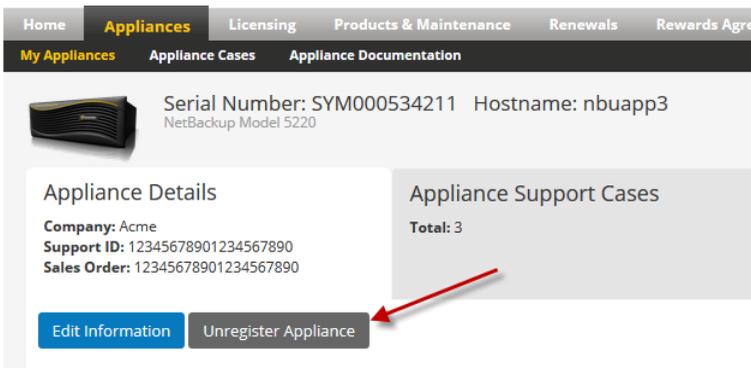
If an appliance is decommissioned or otherwise removed from your environment, you can unregister it from the **Appliances > My Appliances** page of the [MyAppliance portal](#).

To unregister an appliance

- 1 From the **Appliances > My Appliances** page, click on the appliance that you want to unregister.



- 2 On the appliance **Details** page that appears, click **Unregister Appliance**.



- 3 A confirmation pop-up window appears. Click **Confirm Unregister**.

Frequently Asked Questions

This appendix includes the following topics:

- [Frequently asked questions](#)

Frequently asked questions

Which Veritas appliances support the Veritas AutoSupport functionality?

The Veritas AutoSupport functionality is currently implemented in the following appliances:

- The Velocity 7330 Appliance, software version 1.2.6 or later

Note: Appliances running on earlier versions of software can upgrade to the latest appliance-specific software release for proactive hardware monitoring capabilities.

Is Veritas AutoSupport a free service?

Yes. Veritas AutoSupport is included at no extra cost with the maintenance services purchased with the appliance. Veritas AutoSupport is aimed to improve the registration and support experience for appliance customers. The long term mission of AutoSupport is to provide high reliability, availability, and serviceability to the Veritas appliance.

Does AutoSupport allow remote changes or monitoring of any process, operation, or functionality on the device?

Current appliance releases do not provide any remote access or configuration change capability.

Does the appliance verify any certificate revocation lists (CRL) when it connects to the AutoSupport service?

Veritas does not validate client-side certificates, as they are self-signed.

Is the AutoSupport service certificate issued by a trusted certification authority?

Veritas VeriSign™ uses Symantec VeriSign™ Root Authority for the URLs that AutoSupport uses.

Does the appliance support local root certificate authorities so that it can be intercepted and scanned, and block content of the HTTPS flow?

No. Veritas appliance does not support any local certificate authority.

Can the Call Home process submit any data that is stored on the Velocity target volumes?

No. The Call Home data collector only looks at volume performance metadata and does not inspect the content of the data that is stored on the volumes.

Can you provide assurance that a file cannot be copied from the appliance and transmitted?

The system is designed to sweep a designated directory structure for files to be packaged as part of the `DataCollect` process. A file can possibly be copied to that directory structure and subsequently transmitted to Veritas. However, the timing of such a process is precise, and the data is not held for any length of time before transmission.

Is Call Home an outbound connection only?

Yes. Call Home is an outbound-only connection.