

Veritas NetBackup™ Add-in for Microsoft SCVMM Console Guide

Release 8.0



Veritas NetBackup™ Add-in for Microsoft SCVMM Console Guide

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https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf

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Introduction and notes

This chapter includes the following topics:

- [About the NetBackup Add-in for System Center Virtual Machine Manager \(SCVMM\)](#)
- [Notes on the NetBackup Add-in for SCVMM](#)
- [Updates to this guide for NetBackup 8.0](#)

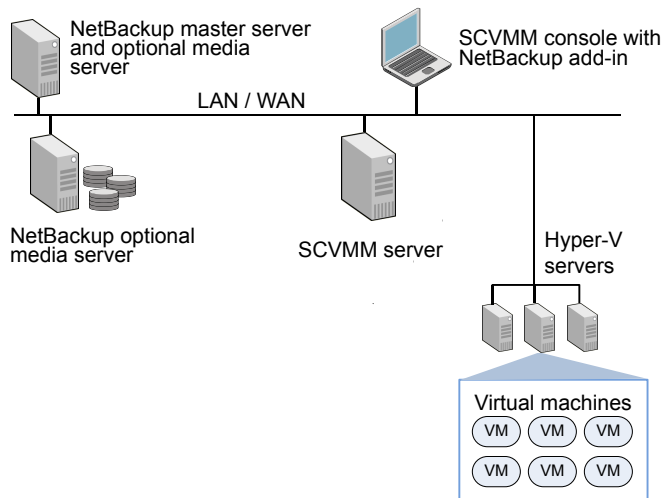
About the NetBackup Add-in for System Center Virtual Machine Manager (SCVMM)

You can use the NetBackup Add-in for Microsoft System Center Virtual Machine Manager (SCVMM) to recover virtual machines from NetBackup backup images.

You can use the add-in to do the following in the SCVMM console:

- Recover the full virtual machine to its original location or to an alternate location.
- Monitor the progress of recovery jobs that the add-in initiated.

[Figure 1-1](#) shows an SCVMM environment with NetBackup servers and the NetBackup add-in.

Figure 1-1 NetBackup and SCVMM environment with NetBackup add-in

Notes on the NetBackup Add-in for SCVMM

Note the following about the NetBackup add-in:

- This release of the NetBackup add-in for SCVMM does not support the following:
Monitoring of virtual machine backups, restore of individual files from virtual machine backups, or restore of the virtual machine to a staging location.
See [“Notes on restoring Hyper-V virtual machines with the Recovery Wizard”](#) on page 29.
- To use the NetBackup add-in, you must log on to the SCVMM console with the Administrator role. For any user that is logged on with a different role, the add-in functionality is disabled.
- The NetBackup add-in must be installed by every user who wants to use it.
See [“Accessing the Recovery Wizard”](#) on page 30.
- Regarding future versions of the NetBackup Add-in for SCVMM: Due to Microsoft limitations on 3rd party add-ins, the NetBackup add-in does not support upgrades to the existing version of the add-in. When a new release of the add-in is available, the current version must be uninstalled.

Note: You can upgrade SCVMM without needing to reinstall the add-in.

Updates to this guide for NetBackup 8.0

This guide contains the following changes:

- Directions for enabling web services and for configuring web ports on the NetBackup master server have been removed. Web services are automatically enabled when the NetBackup master server 8.0 or later is installed. See the following tech note for the web server tasks you must perform before installing the master server:

https://www.veritas.com/support/en_US/article.000081350

Note: If the NetBackup master server is earlier than 8.0, refer to the previous version of this guide for instructions on enabling web services:

<http://www.veritas.com/docs/DOC5332>

Installing the NetBackup Add-in for SCVMM

This chapter includes the following topics:

- [Requirements for the NetBackup Add-in for SCVMM](#)
- [Installing the NetBackup Add-in for SCVMM](#)
- [Installation message: Add-in cannot be installed](#)
- [Installation message regarding localized environments](#)
- [Uninstalling the NetBackup Add-in for SCVMM](#)

Requirements for the NetBackup Add-in for SCVMM

For a list of supported NetBackup versions and SCVMM versions, see the *NetBackup Software Compatibility List* (SCL) available from the following location:

[NetBackup Master Compatibility List](#)

Installing the NetBackup Add-in for SCVMM

This topic describes how to obtain the installation files and install the NetBackup Add-in for SCVMM.

Table 2-1 NetBackup Add-in for SCVMM: installation requirements

Requirement	Notes
NetBackup add-in installation file	You can download the installation file <code>NetBackup_8.0_Plugins.zip</code> from the following location: https://my.veritas.com/
SCVMM console host	Download the installation .zip file to the SCVMM console host, or to a different Windows host. Note: The Windows host must have network connectivity to the SCVMM server.
SCVMM server(s) and their credentials	When the add-in is installed, it runs in the SCVMM console. The following are required to complete the add-in installation: <ul style="list-style-type: none"> ■ Host name or IP address of each SCVMM server. ■ User name and password of each SCVMM server. ■ Port number for each SCVMM server (default is 443).
Additional user access	Additional user access may be needed in the following situation: <ul style="list-style-type: none"> ■ User Account Control is enabled on the SCVMM console host. ■ The user who installs the add-in is not the user who installed the System Center. See “Installation message: Add-in cannot be installed” on page 14.

To install the NetBackup Add-in for SCVMM

- 1 If you are a new Licensing Portal user, contact your company's administrator or Veritas Customer Care for assistance with obtaining a MyVeritas account.

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

You can email us at:

CustomerCare@veritas.com

- 2 On the MyVeritas website, log on with your MyVeritas account.
- 3 Under **Licensing**, use your entitlement ID to locate the NetBackup plug-ins and download the `NetBackup_8.0_Plugins.zip` file to the SCVMM console host.

See the following MyVeritas guide for assistance with the Veritas Licensing Portal:

https://www.veritas.com/support/en_US/article.000001129

- 4 Unzip the downloaded NetBackup_8.0_Plugins.zip file and locate the VRTSNBUAddIn.zip file.

The path to the VRTSNBUAddIn.zip file is the following:

\NB_8.0_Plugins\NBscvmmAddIn\NetBackup_scvmmAddIn_Win\VRTSNBUAddIn.zip

Note: Do not unzip the VRTSNBUAddIn.zip file. That zip file is needed for installation of the add-in.

Zip files for other NetBackup plug-ins are also included in the downloaded NetBackup_8.0_Plugins.zip file. Those files are not required for the NetBackup Add-in for SCVMM.

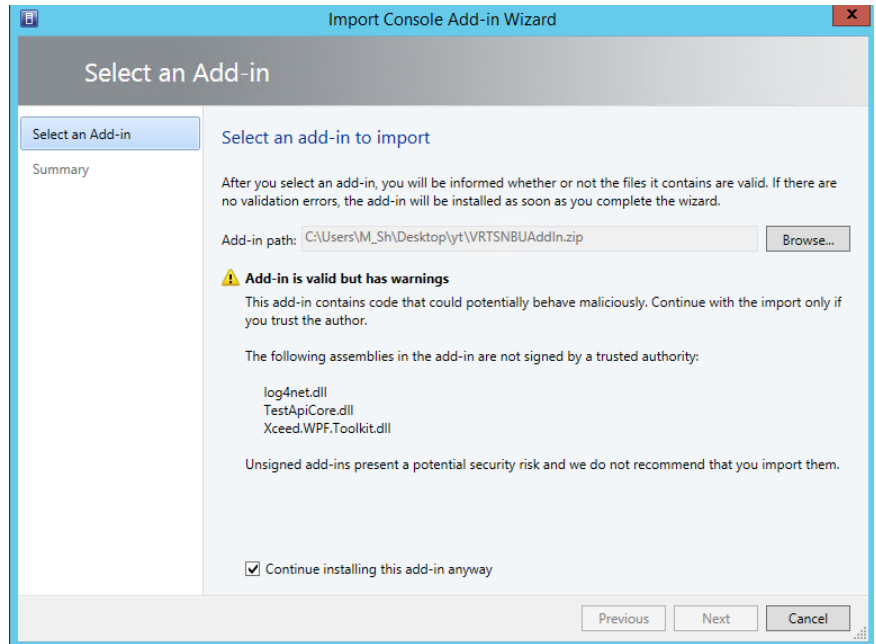
- 5 Launch the SCVMM console and connect to the SCVMM server.
You need the server's host name or IP address, and its logon credentials.
- 6 In the SCVMM console, open the **Settings** workspace, then click the **Import Console Add-in** option in the SCVMM ribbon.



The **Import Console Add-in Wizard** appears.

- 7 In the **Select an Add-in** screen, click **Browse** and browse for the `VRTSNBUAddIn.zip` file.

Several warnings appear. These warnings can be safely ignored.



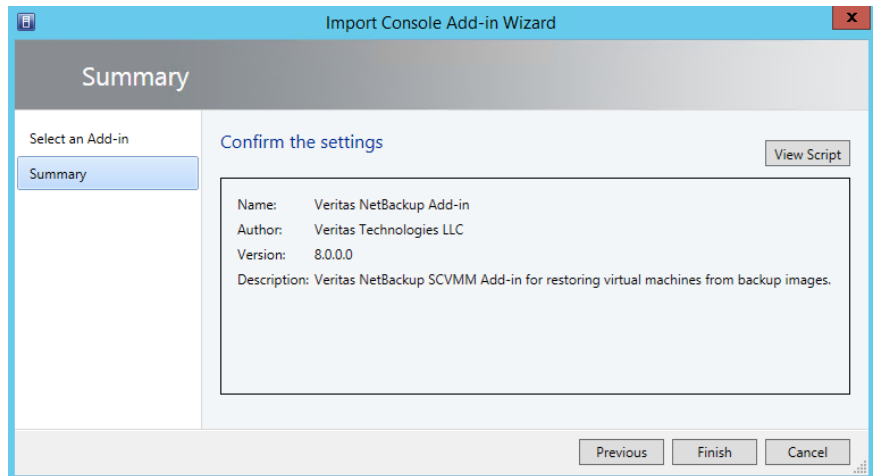
- 8 Click **Continue installing this add-in anyway**.

If the **Import Console Add-in Wizard** states "The Add-in cannot be installed," you may need additional user access.

See ["Installation message: Add-in cannot be installed"](#) on page 14.

When you have the required user access, browse for the NetBackup add-in file again (step 7) and continue this installation procedure.

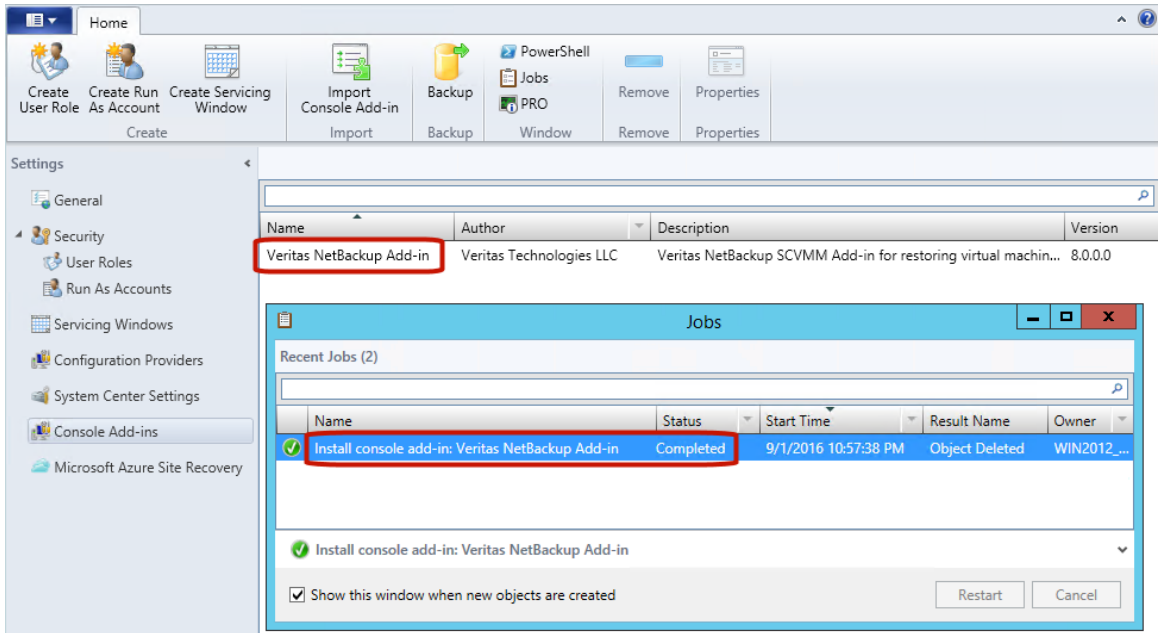
- 9 On the **Summary** screen, click **Finish**.



If the NetBackup add-in is installed on a Windows host that has a non-English system locale, SCVMM may issue a message when the installation completes.

See [“Installation message regarding localized environments”](#) on page 18.

The imported add-in appears in the **Jobs** window of the SCVMM console, and in the **Settings** workspace under **Console Add-ins**.



- 10 If you had logged into the SCVMM console with your own credentials, restart the SCVMM console when prompted.

Note: If you selected the **Use current Microsoft Windows session identity** option, a restart is not required.

Note: To use the NetBackup add-in, you must log on to the SCVMM console with the Administrator role. If you log on to SCVMM with a different role, the add-in functionality is disabled.

Note: The first time you use the NetBackup add-in, an End User License Agreement (EULA) appears. To use the add-in, you must accept the EULA.

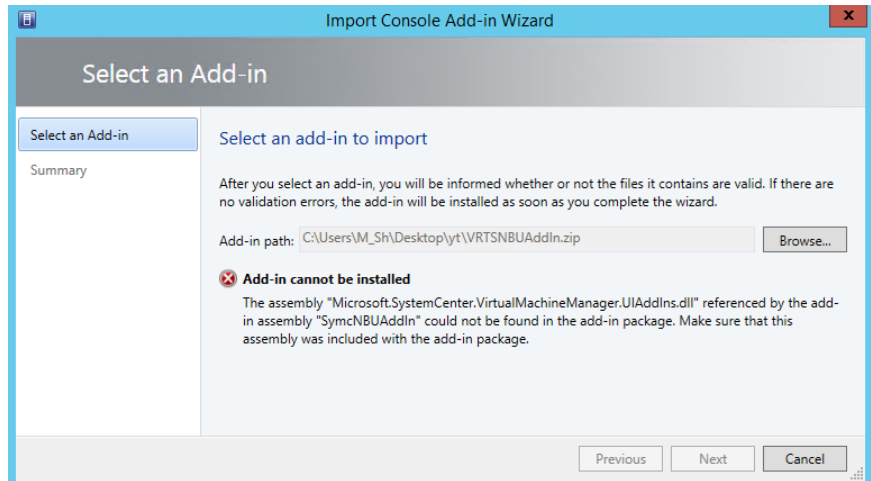
Installation message: Add-in cannot be installed

Lack of user permissions may cause the error "Add-in cannot be installed" during installation of the NetBackup Add-in for SCVMM.

For example, the error may occur in the following situation:

- User Account Control is enabled on the SCVMM console host, and
- The user who installs the add-in on the SCVMM console is not the user who installed the System Center.

During the add-in installation, the following message appears:

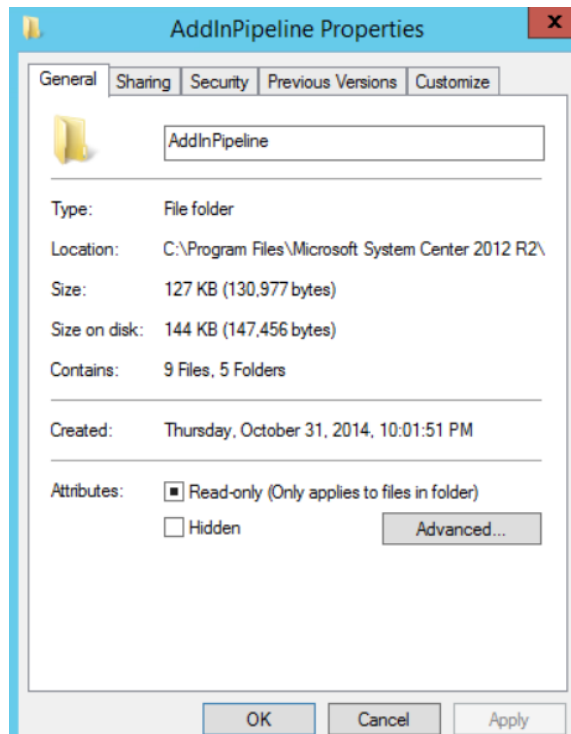


To grant installation permissions to all authenticated users on the SCVMM console host

- 1 On the SCVMM console host, browse to the following location:

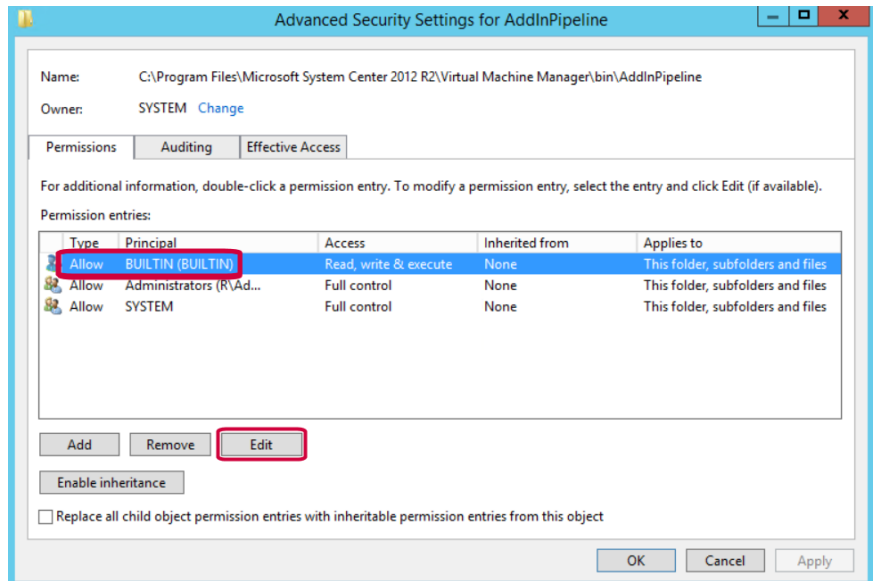
C:\Program Files\Microsoft System Center 2012\Virtual Machine Manager\bin

- 2 Right-click the AddInPipeline folder, and click **Properties**.

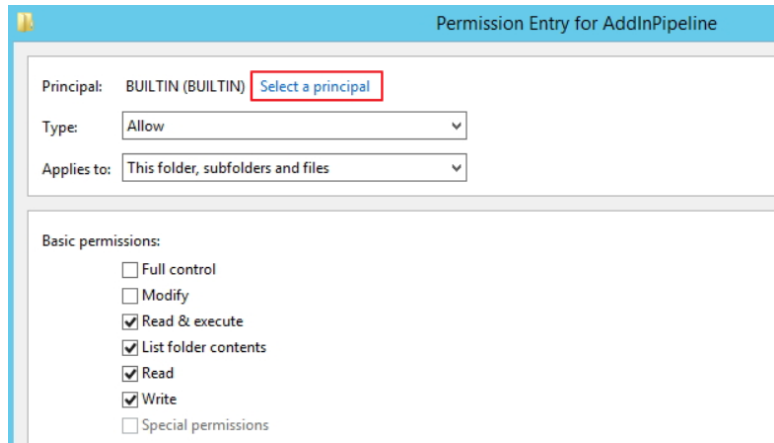


- 3 Click **Advanced** on the **Security** tab, and click **Continue**.

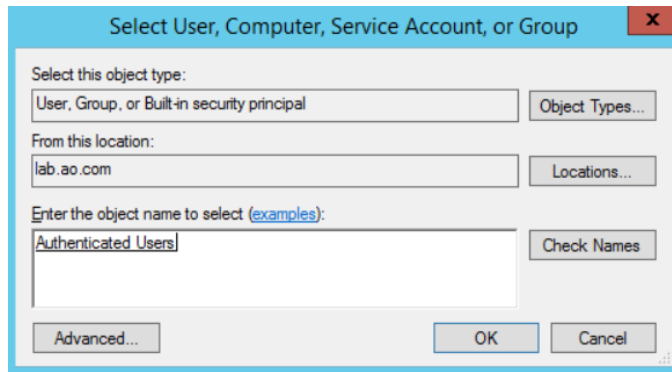
- 4 Select the **BUILTIN** group, and click **Edit**.



- 5 Click **Select a principal**.



- 6 Enter **Authenticated Users**, and click **OK**.



- 7 To close each properties dialog, click **OK**.

The following Microsoft article contains further information on this issue:

<http://support.microsoft.com/kb/2904712>

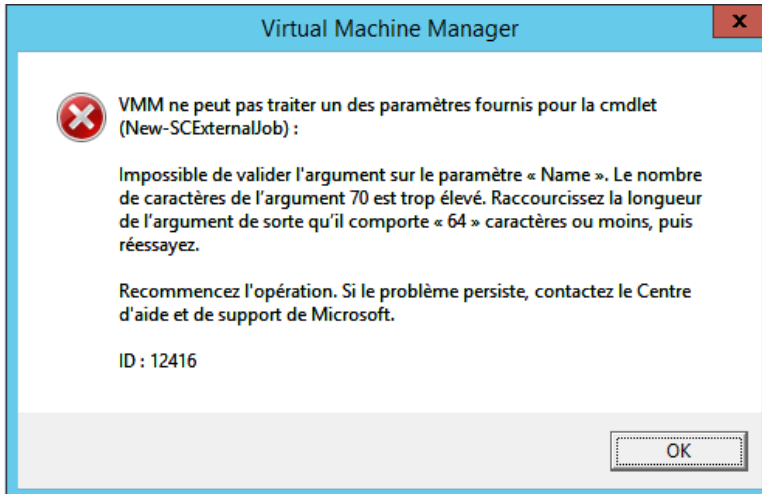
- 8 To install the NetBackup Add-in for SCVMM:

See “[Installing the NetBackup Add-in for SCVMM](#)” on page 9.

Installation message regarding localized environments

If the NetBackup add-in is installed on a Windows host that has a non-English system locale, SCVMM may issue a message when the installation completes. The message states that an argument cannot be validated because it contains more than 64 characters. The error results from a Microsoft limitation on the length of the add-in name, which varies with the selected locale.

For example: The following appears if Windows was set to the French system locale:

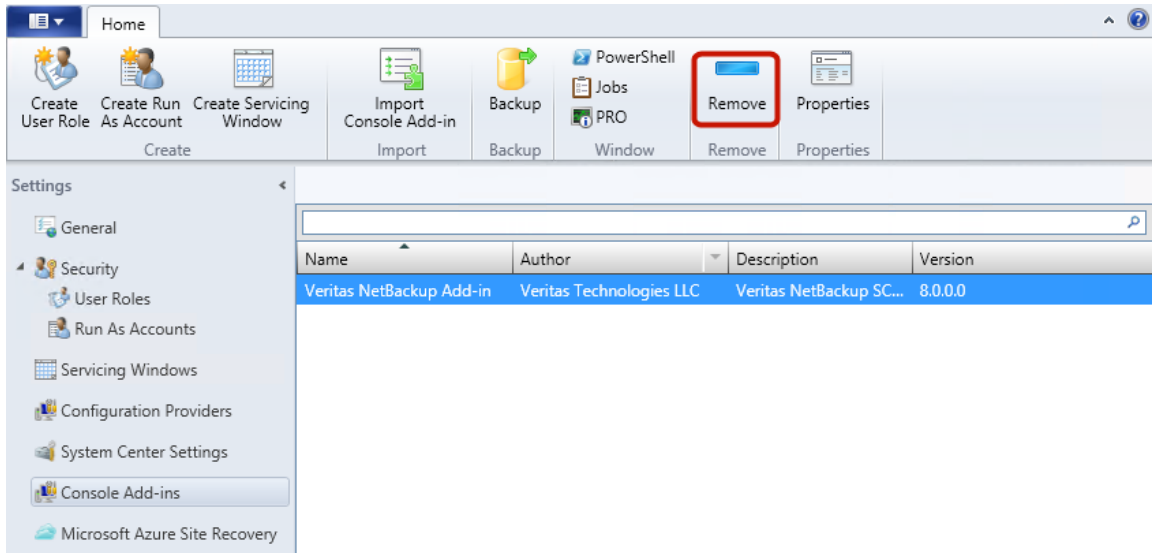


Note: This message can be ignored. The add-in is installed correctly.

Uninstalling the NetBackup Add-in for SCVMM

To uninstall the NetBackup Add-in for SCVMM

- 1 In the SCVMM console, open the **Settings** workspace.
- 2 In the **Console Add-ins** node, click on the Veritas NetBackup Add-in and then click **Remove**.



- 3 When you are prompted to confirm the removal, click **Yes**.
The uninstallation should appear in the **Jobs** window of the SCVMM console.

Recovering virtual machines

This chapter includes the following topics:

- [Configuring the NetBackup Recovery Wizard](#)
- [Notes on restoring Hyper-V virtual machines with the Recovery Wizard](#)
- [Accessing the Recovery Wizard](#)
- [Restore Virtual Machine Wizard screens](#)
- [Checking the status of a recovery job](#)

Configuring the NetBackup Recovery Wizard

To use the NetBackup Recovery Wizard to restore virtual machines, configure the following:

Table 3-1 Configuring the NetBackup Recovery Wizard

Step	Description	Reference topic
1	Create an authentication token file.	See “Creating an authentication token for the NetBackup add-in for SCVMM” on page 22.
2	Authorize the NetBackup Add-in to restore virtual machines.	See “Authorizing the NetBackup add-in to restore virtual machines” on page 24.

Creating an authentication token for the NetBackup add-in for SCVMM

To allow the add-in to restore VMs, generate an authentication token on the NetBackup master server (or certificate on the NetBackup appliance as master server).

To create an authentication token on the NetBackup master server

- 1 Enter the following on the master server:

Windows

```
install_path\NetBackup\wmc\bin\install\manageClientCerts.bat  
-create SCVMM_console_host
```

UNIX, Linux

```
/usr/opensv/wmc/bin/install/manageClientCerts -create  
SCVMM_console_host
```

SCVMM_console_host is the fully qualified domain name of the host where the add-in is installed. The `manageClientCerts` command returns the location of a compressed file that contains the authentication token.

Note: Do not create or rename the authentication token file using any characters such as an asterisk (*) that violate the Windows file and directory naming conventions. If the name of the token file contains any reserved Windows characters, the add-in cannot be authorized to restore VMs from the master server's backups. For more details on Windows naming conventions, see the Microsoft article [Naming Files, Paths, and Namespaces](#).

- 2 Provide the compressed authentication token file to the SCVMM server administrator.

Caution: Be sure to share or send the compressed file in a secure manner.

With the master server token, the add-in can be authorized to restore virtual machines.

See [“Authorizing the NetBackup add-in to restore virtual machines”](#) on page 24.

To create an authentication token (certificate) on the NetBackup appliance as master server

- 1 To generate the certificate, see the "Manage > Certificates" topic in the *NetBackup Appliance Administrator's Guide*, available from this location:
<http://www.veritas.com/docs/000002217>
- 2 Provide the compressed certificate file to the SCVMM administrator.

Caution: Be sure to share or send the compressed file in a secure manner.

With the master server certificate, the add-in can be authorized to restore virtual machines.

See "Authorizing the NetBackup add-in to restore virtual machines" on page 24.

Revoking an authorization token

You can delete or revoke a master server authentication token, as follows.

To revoke the authorization token

- 1 Enter the following on the master server:

Windows

```
install_path\NetBackup\wmc\bin\install\manageClientCerts.bat  
-delete SCVMM_console_host
```

UNIX, Linux

```
/usr/opensw/wmc/bin/install/manageClientCerts -delete  
SCVMM_console_host
```

Where *SCVMM_console_host* is the fully qualified domain name of the host where the add-in is installed.

The `-delete` option removes the authentication token and its compressed file from the master server. The add-in is no longer authorized to restore virtual machines from the backups that this master server made.

- 2 To re-authorize the add-in for restores for this master server, create a new token and if necessary re-add the master server in the SCVMM console.

See "Creating an authentication token for the NetBackup add-in for SCVMM" on page 22.

See "Authorizing the NetBackup add-in to restore virtual machines" on page 24.

Listing all current authorization tokens

You can list all the master server authentication tokens that are presently in use.

To list all current authorization tokens

- ◆ Enter the following on the master server:

Windows

```
install_path\NetBackup\wmc\bin\install\manageClientCerts.bat -list
```

UNIX, Linux

```
/usr/openv/wmc/bin/install/manageClientCerts -list
```

Sample output:

Client	Expiry Date
SCVMM_console_host_1	Thu Feb 06 16:16:51 GMT+05:30 2016
SCVMM_console_host_2	Fri Feb 07 11:22:53 GMT+05:30 2016

The command lists the SCVMM console hosts for which the tokens were created as well as their expiration dates. It can help diagnose communication problems between the SCVMM console host and the master server when a certificate has expired.

- For well-formatted output, set the command prompt or shell screen size to more than 100 units.
- Server names that are longer than 40 characters are truncated: Characters beyond the first 40 are replaced with "...".

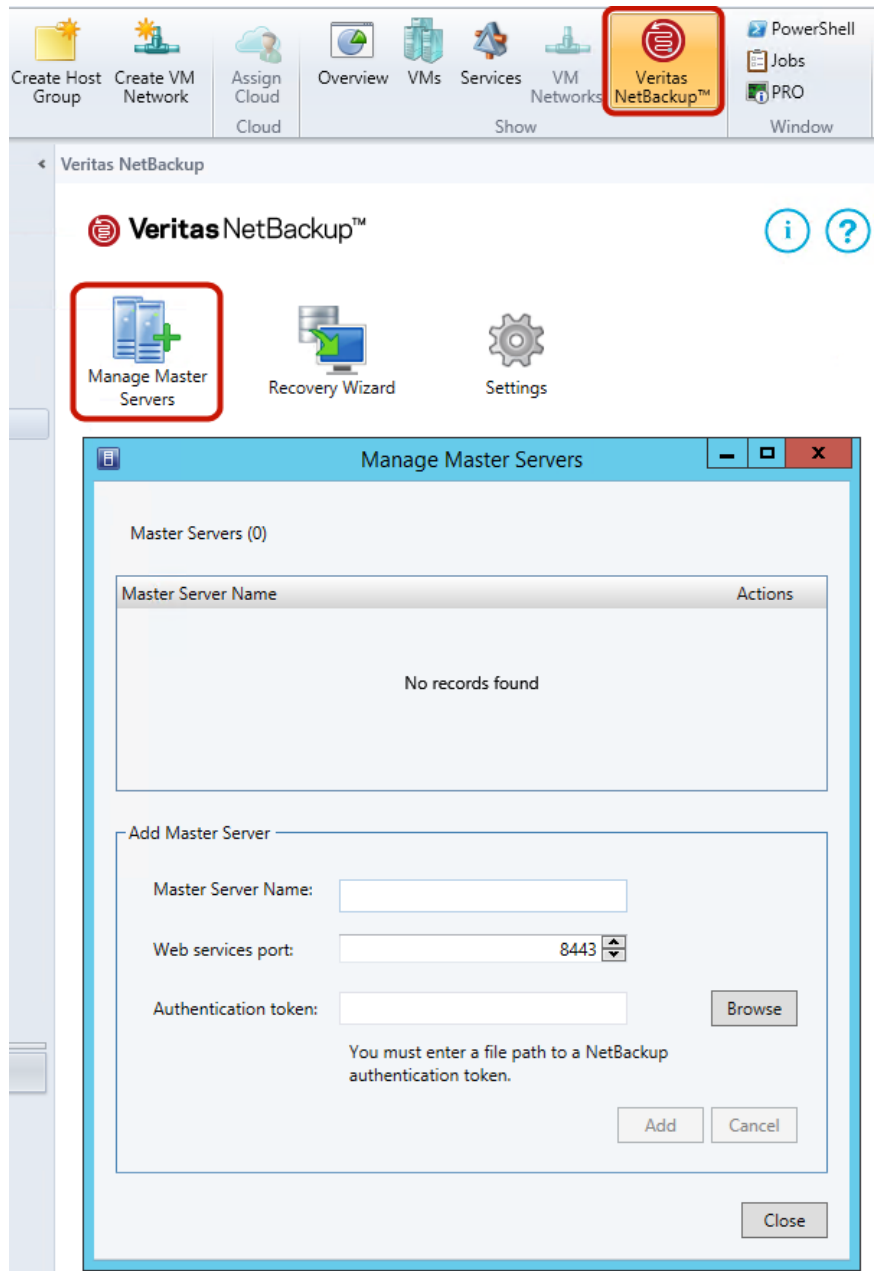
Authorizing the NetBackup add-in to restore virtual machines

The NetBackup master server initiates and controls the backup of virtual machines. To use the add-in to restore virtual machines, you must obtain a master server authentication token from the NetBackup administrator. Then you can authorize the add-in to restore the virtual machines that were backed up by that master server.

To authorize the add-in to restore virtual machines (or to edit or delete an authorization)

- 1** Ask the NetBackup administrator to provide an authentication token file.
See [“Creating an authentication token for the NetBackup add-in for SCVMM”](#) on page 22.
- 2** Copy the authentication token file to the computer or laptop where the SCVMM console is launched.
Make a note of the location.
- 3** In the SCVMM console ribbon, click the **NetBackup** option.

4 Click **Manage Master Servers**.



- 5 Enter the following under **Add Master Server** to specify a NetBackup master server and its authentication token.

Add Master Server

- **Master Server Name**

Enter the fully qualified domain name of the master server.

- **Web services port**

If the NetBackup administrator has not changed the port, accept the default (8443). Otherwise, contact the administrator for the correct port number.

- **Authentication token**

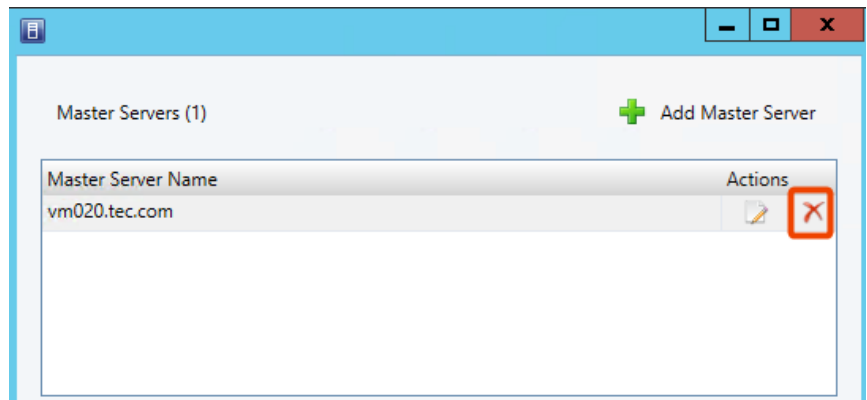
Click **Browse** to select the authentication token file that the NetBackup administrator provided.

Click **Add**. The server is added to the list of master servers that the add-in can communicate with.

- 6 To verify that the SCVMM console can communicate with the master server, click **Check Status**.

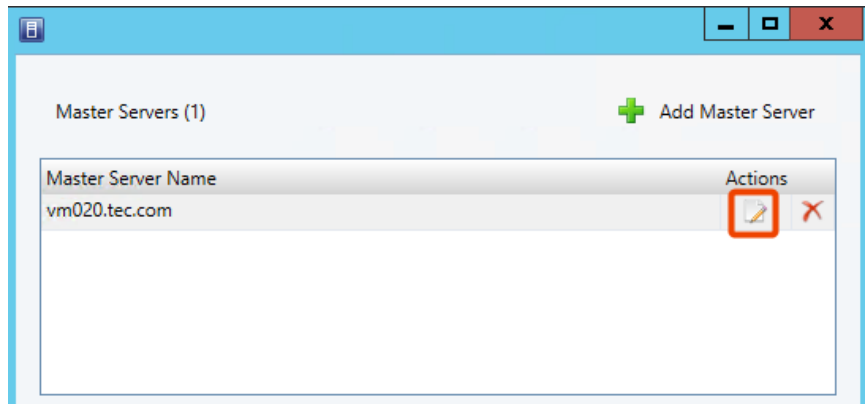
If the communication is successful, the **Connection Status** field reads **Connected**.

- 7 To add other master servers and their authentication tokens, click **Add Master Server** in the upper right and repeat step 5 and 6.
- 8 To delete an authorization, click the delete icon next to the master server name.

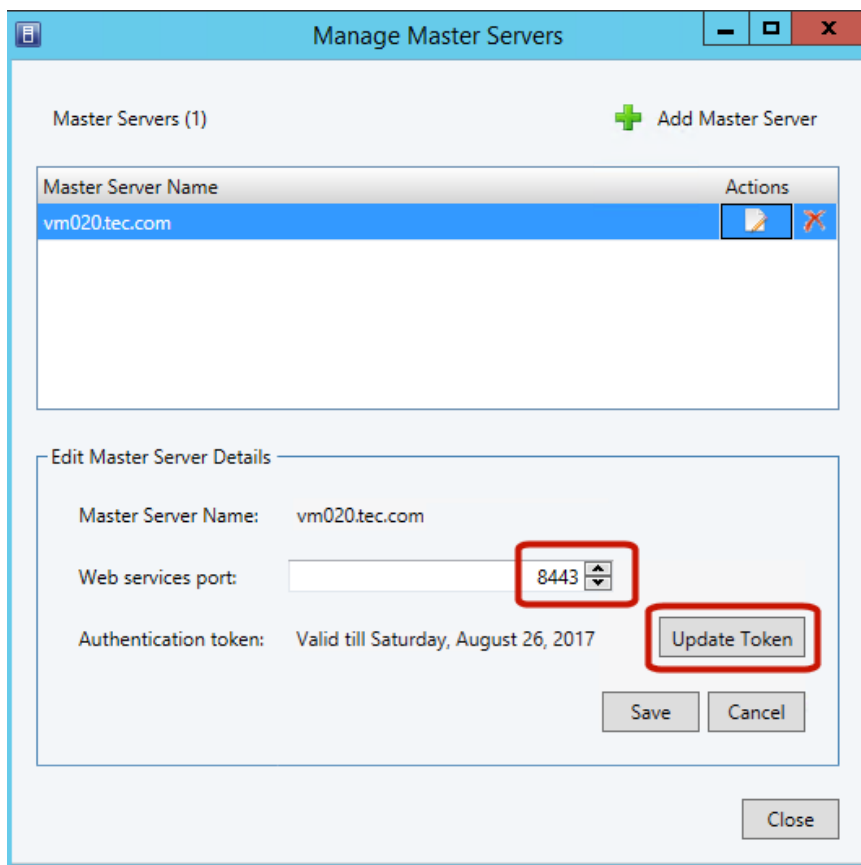


When the authorization is deleted, the add-in can no longer restore from the backups that the master server performed.

- 9 To edit an authorization, click the edit icon opposite the master server name.



You can enter a different web services port, or click **Update Token** to select a different authentication token.



10 Click **Save**.

11 Click **Close**.

Notes on restoring Hyper-V virtual machines with the Recovery Wizard

Use the NetBackup **Recovery Wizard** in the SCVMM console to restore a virtual machine from its NetBackup image.

Note the following about the NetBackup Add-in Recovery Wizard:

- The NetBackup Recovery Wizard is for restore of an entire virtual machine, not for restore of individual files. To restore individual files from the virtual machine backup, use the NetBackup Backup, Archive, and Restore interface.

See the topics on restoring individual files in the *NetBackup for Hyper-V Administrator's Guide*.

- The NetBackup Recovery Wizard does not support restore to a staging location. To restore the virtual machine to a staging location, use the NetBackup Backup, Archive, and Restore interface.
- Changes that are made through Hyper-V Manager on individual Hyper-V hosts or clusters can take up to 24 hours to be reflected in the SCVMM Console. Until then, the NetBackup add-in Recovery Wizard may not have the latest virtual machine configuration state. In that case, the Recovery Wizard's pre-recovery checks related to the VM's location may not be based on the most recent data in SCVMM. You may have to make a different selection in the Recovery Wizard. See [“The pre-recovery checks in the NetBackup Add-in Recovery Wizard return out-of-date information about the VM”](#) on page 44.
- The NetBackup 8.0 Administration Console adds the following enhancements for restoring a VM:
 - A new VM GUID is generated by default when you restore a VM to an alternate location.
 - A new VM display name can be specified when you restore a VM.

Note: The NetBackup Recovery Wizard does not support these restore enhancements. Use the NetBackup Administration Console or the `nbrestorevm` command to generate a new GUID or set a new display name when restoring a VM.

- For the pre-requisites for using the Recovery Wizard:
See [“Configuring the NetBackup Recovery Wizard”](#) on page 21.

Accessing the Recovery Wizard

In the SCVMM console, you can launch the Recovery Wizard from the NetBackup add-in as described in this topic.

Note: To have access to the add-in, you must install it yourself. If you did not install it, the **NetBackup** option does not appear in the SCVMM ribbon.

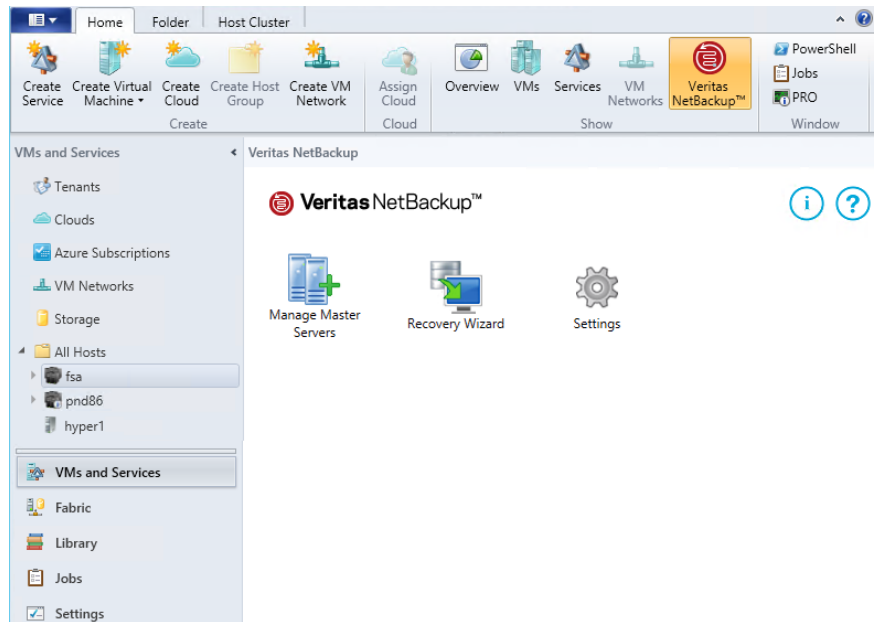
To access the Recovery Wizard

- 1 In the SCVMM console, open the **VMs and Services** workspace.
- 2 Click **All Hosts**.

- 3 In the SCVMM ribbon, click the **NetBackup** option.

The first time you use the NetBackup add-in, an End User License Agreement (EULA) appears. To use the add-in, you must accept the EULA.

The components of the NetBackup add-in appear.



- 4 Click the **Recovery Wizard**.

The Virtual Machine Selection screen appears.

See [“Virtual Machine Selection screen”](#) on page 31.

Restore Virtual Machine Wizard screens

Use the following screens in the NetBackup add-in to restore a Hyper-V virtual machine.

Virtual Machine Selection screen

Use this screen to specify the virtual machine to restore.

Figure 3-1 Virtual Machine Selection screen in the NetBackup Recovery Wizard for SCVMM

Table 3-2 Fields in the Virtual Machine Selection screen of the NetBackup Recovery Wizard

Field	Description
Master Server	Use the drop-down list to select the master server that made the backup. If the master server is not in the drop-down, you must add the server to the master server list. See “Authorizing the NetBackup add-in to restore virtual machines” on page 24.
VM Identifier	Enter the display name, host name, or GUID of the virtual machine that you want to restore. Note: This field is not case-sensitive.
Next	When you are done, click Next to go to the next screen of the wizard.

Backup Image Selection screen

Use this screen to select a backup image from which to restore the virtual machine.

Figure 3-2 Backup Image Selection screen in the NetBackup Recovery Wizard for SCVMM

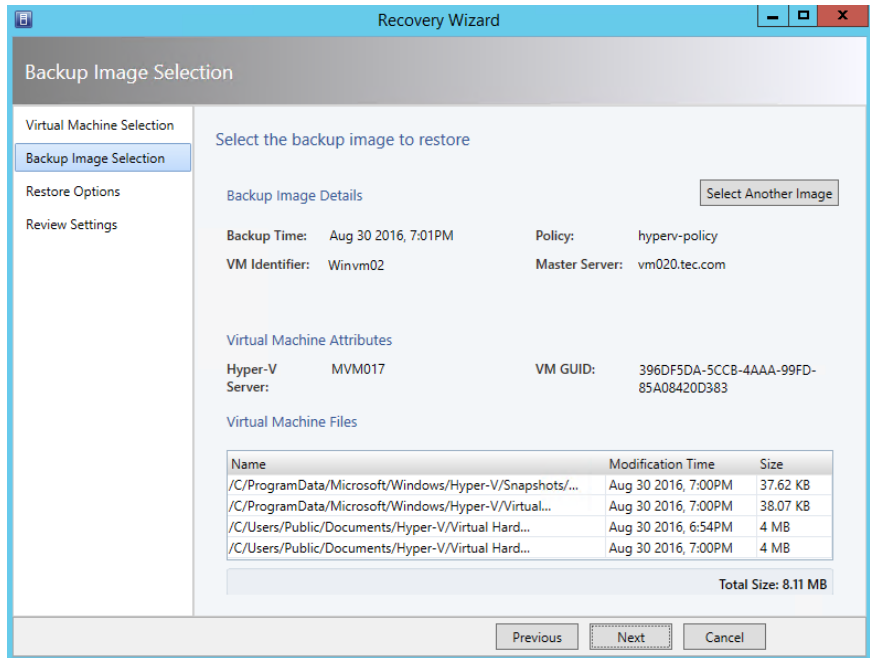


Table 3-3 Fields in the Backup Image Selection screen

Field	Description
Backup Image Attributes	Lists the information about the virtual machine backup image. By default, the most recent backup image is displayed.
Select Another Image	Click this option to select a different backup image. See the table in the following topic: See “Select Another Image screen” on page 34.
Virtual Machine Attributes	Lists the information about the virtual machine at the time it was backed up.
Virtual Machine Files	Lists the files that are included in the virtual machine image. Note: To see the entire path, you can pull the Name column border to the right, or hover over the row to display a tool tip.
Next	When you are done, click Next to go to the next screen of the wizard.

Select Another Image screen

Use the **Select Another Image** screen to find a backup image, then select the image in the lower pane and click **Select**. The virtual machine files from that image are displayed in the **Backup Image Selection** screen.

Figure 3-3 Select Another Image screen in the NetBackup Recovery Wizard for SCVMM

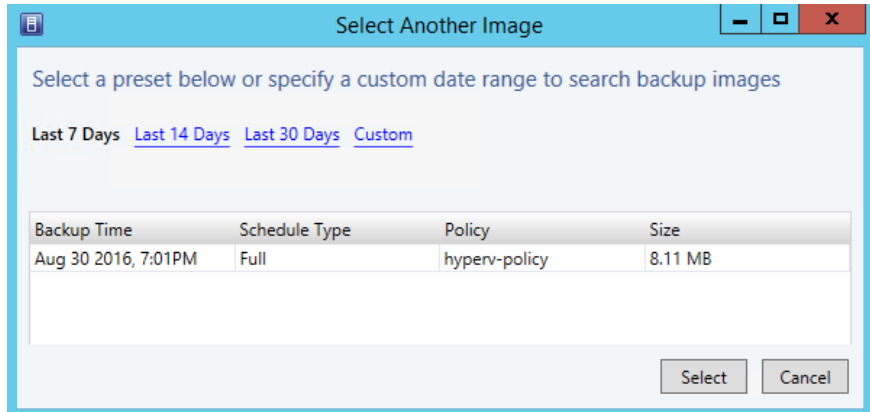


Table 3-4 Fields in the Select Another Image screen

Field	Description
Last 7 Days	Shows the backup images that were made within the last week, last 2 weeks, last month, or within a period that you specify.
Last 14 Days	
Last 30 Days	
Custom	Click Custom to select the period. Use the pull-down arrows to select a different date, and click Search . The images that fall within the search dates are displayed.
	Select an image and click Select .

Restore Options screen

Use this screen to specify destination options for the restored virtual machine.

Figure 3-4 Restore Options screen in the NetBackup Recovery Wizard for SCVMM

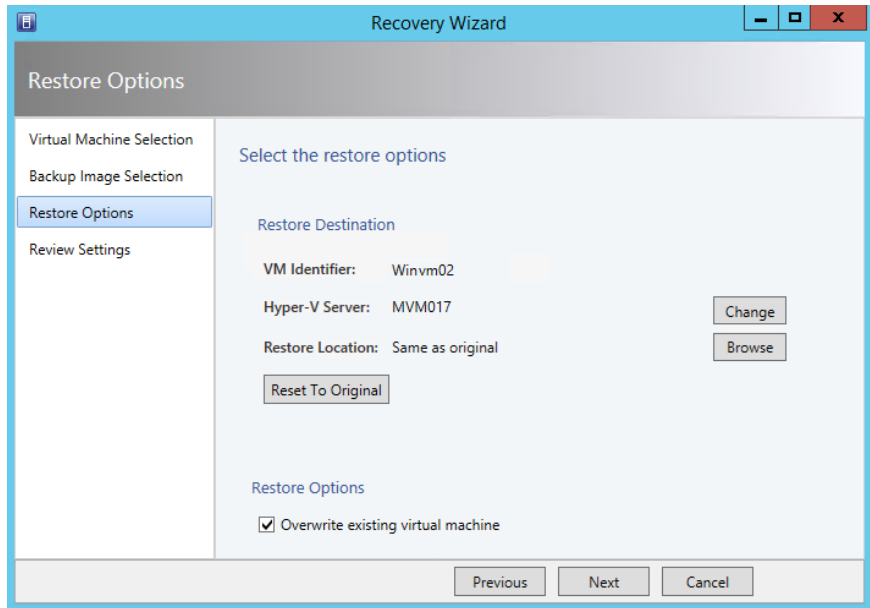


Table 3-5 Fields in the Restore Options screen

Fields	Description
Restore Destination	Lists the details on the restore destination.
VM identifier	The display name or other identifier of the virtual machine to restore.
Hyper-V server	<p>The Hyper-V server on which to restore the virtual machine. The default is the original server.</p> <p>To restore the virtual machine to an alternate Hyper-V server, click Change and use the pull-down to select a different server.</p> <p>The pull-down lists the Hyper-V servers that the SCVMM server manages.</p>

Table 3-5 Fields in the Restore Options screen (*continued*)

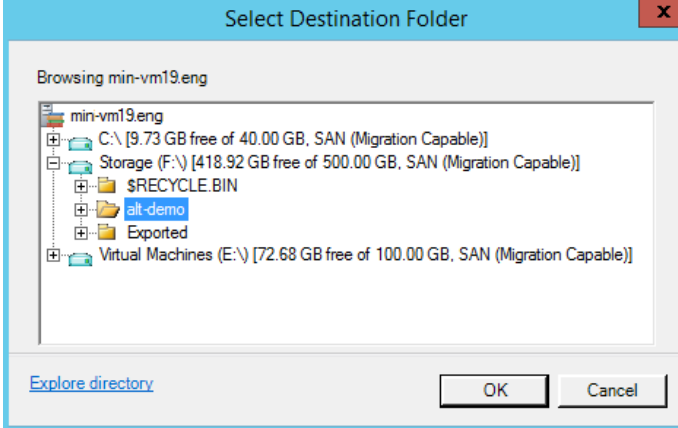
Fields	Description
Restore Location	<p>The directory in which to restore the virtual machine. The default is the original directory.</p> <p>To select an alternate restore directory, click Browse and select the directory:</p>  <p>Note: To create a new directory for the restore location, click the Explore directory link at the bottom of the Select Destination Folder dialog. Administrator privileges may be required.</p> <p>Note: When browsing for directories, the Microsoft RemoteFileBrowserDialog widget may display a dynamic volume with its GUID instead of with a volume letter. You can still select a destination folder under the GUID-identified volume. See the following Microsoft article on this issue:</p> <p>Using Dynamic Disks to host virtual machine files in Virtual Machine Manager</p>
Reset to Original	Resets the restore location to the original Hyper-V server and original directory.
Restore Options	Lists the restore options.
Overwrite existing virtual machine	<p>If a virtual machine with the same display name exists at the destination, that virtual machine must be deleted before the restore begins. Otherwise, the restore fails.</p> <p>Select this option to delete the existing virtual machine.</p>

Table 3-5 Fields in the Restore Options screen (*continued*)

Fields	Description
Next	When you are done, click Next to go to the next screen of the wizard.

Review Settings screen

Use this screen to review the settings that are used for the recovery and to start the recovery.

Figure 3-5 Review Settings screen in the NetBackup Recovery Wizard for SCVMM

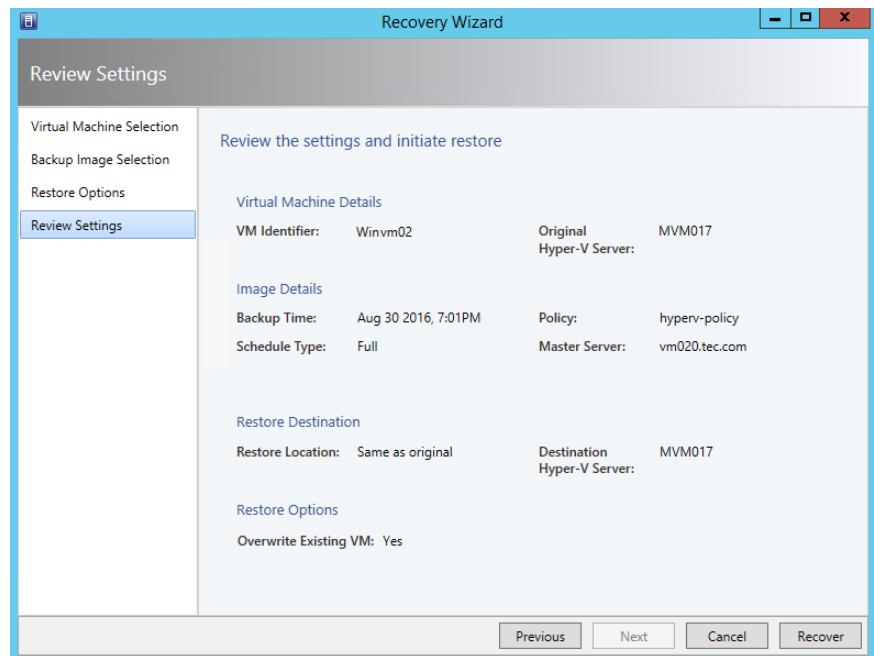


Table 3-6 Fields in the Review Settings screen

Field	Description
Virtual Machine Details	Lists the details of the virtual machine that is selected for restore.
Image Details	Lists the details of the backup image from which the virtual machine is to be restored.

Table 3-6 Fields in the Review Settings screen (*continued*)

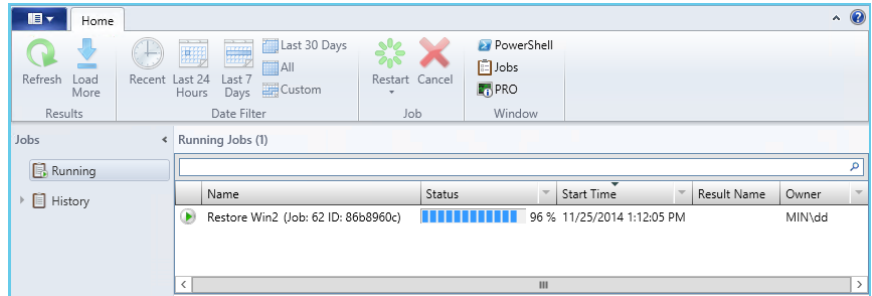
Field	Description
Restore Destination	Lists the details of the restore destination.
Restore Options	Lists the restore options.
Recover	<p>Runs pre-recovery checks to validate your selections. If the checks are successful, it starts the recovery.</p> <p>When you click Recover, a pop-up shows the job ID of the recovery job. The following topic explains how to check the status of the recovery:</p> <p>See “Checking the status of a recovery job” on page 38.</p> <p>Note: If changes to the VM were recently made through Hyper-V Manager (not through SCVMM), the pre-recovery checks may encounter out-of-date information about the VM.</p> <p>See “The pre-recovery checks in the NetBackup Add-in Recovery Wizard return out-of-date information about the VM” on page 44.</p>

Checking the status of a recovery job

You can check the status of a recovery job that is in progress and view the history of all recovery jobs.

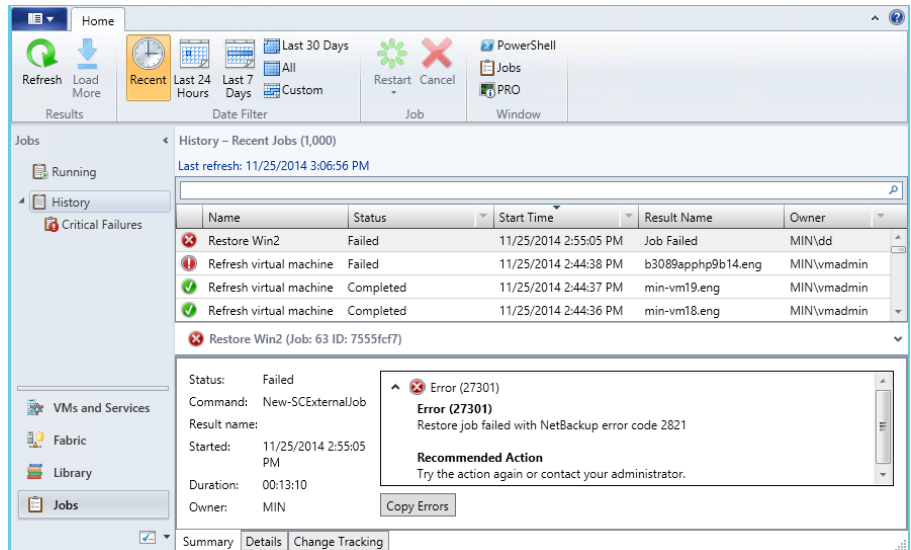
To check the status of a recovery job

- 1 In the SCVMM console, open the **Jobs** workspace.
- 2 For the jobs that are in progress, click **Running**.



The **Status** column shows the job's percent completion.

- 3 For a listing of recent jobs and past jobs, click **History**.



For all jobs not in progress, the **Status** column reads **Completed** or **Failed**.

If the NetBackup master server is disconnected or goes down during the recovery, the **Status** column is updated to:

Failed - Lost connection with NetBackup Master Server.

Note: You can reorder the listing by clicking on a column header.

Note: The **Restart** and **Cancel** buttons are not supported and are grayed out.

Troubleshooting

This chapter includes the following topics:

- [About logging for the NetBackup Add-in for SCVMM](#)
- [Viewing log messages for the NetBackup Add-in for SCVMM](#)
- [Changing the logging level for the NetBackup Add-in for SCVMM](#)
- [The pre-recovery checks in the NetBackup Add-in Recovery Wizard return out-of-date information about the VM](#)

About logging for the NetBackup Add-in for SCVMM

The NetBackup Add-in for SCVMM records log messages about the following activities:

- Restoring VMs by means of the NetBackup add-in.
- Adding or removing NetBackup master servers from the NetBackup add-in.

Table 4-1 Logging for NetBackup Add-in for SCVMM

Logging details	Description
Log message format	<code>yyyy-mm-dd hh:mm:ss,ms [pid] message</code> For example: <code>2014-09-24 14:57:32,408 [1] INFO - Loading SCVMMAddin</code>

Table 4-1 Logging for NetBackup Add-in for SCVMM (continued)

Logging details	Description
Logging levels	<p>Several logging levels (verbosity) are available:</p> <p>See “Changing the logging level for the NetBackup Add-in for SCVMM” on page 44.</p>
Log location	<p>The log location depends on where SCVMM is installed and who is logged on.</p> <p>The following is an example log location for user JDoe:</p> <p>C:\Program Files\Microsoft System Center 2012 R2\Virtual Machine Manager\Bin\AddInPipeline\AddIns\JDoe\SymcNBUAddIn\Logs</p> <p>See “Viewing log messages for the NetBackup Add-in for SCVMM ” on page 42.</p>
Log retention period	<p>All log messages are written to the same log file in a 24-hour period. Each log file is retained for 7 days and then is automatically deleted.</p>

Viewing log messages for the NetBackup Add-in for SCVMM

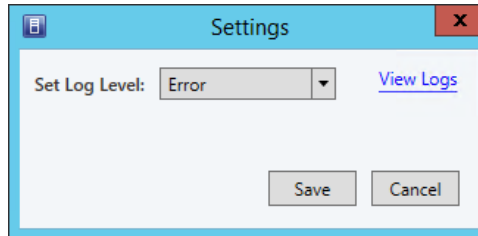
Note: Log files are retained for 7 days and then are automatically deleted.

Note: If no log-related activity occurs in the NetBackup add-in during a 24-hour period, no log file is created.

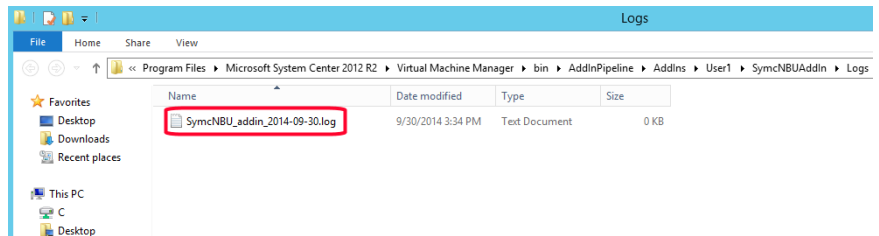
To view the NetBackup Add-in for SCVMM log messages

- 1 In the SCVMM console, open the **VMs and Services** workspace.
- 2 Click **All Hosts**.
- 3 In the SCVMM ribbon, click the **NetBackup** option.
- 4 Click **Settings**.

5 Click **View Logs**.



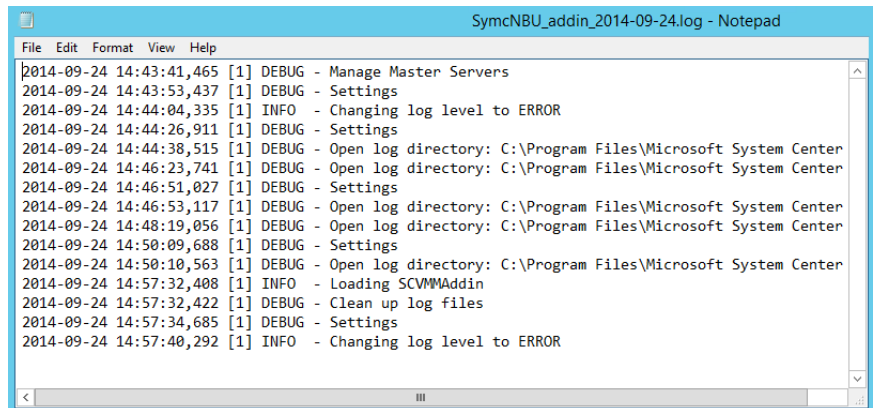
The log files are shown as follows:



Note: The logs are written to the directory where you installed the NetBackup add-in.

6 Double-click on a log file.

The log file opens as follows:

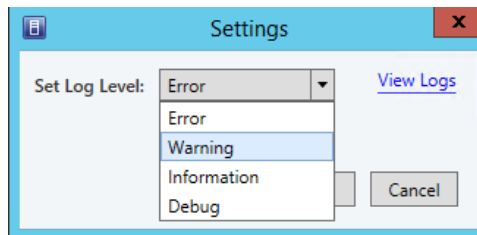


7 When you are finished, close the **Logs** window and click **Cancel**.

Changing the logging level for the NetBackup Add-in for SCVMM

To change the logging level

- 1 In the SCVMM console, open the **VMs and Services** workspace.
- 2 Click **All Hosts**.
- 3 Click the **NetBackup** option in the SCVMM console ribbon.
- 4 Click **Settings**.
- 5 Use the **Set Log Level** pull-down to select a different level.



By default, logging is set to the minimum level of detail (Error level). The following levels are available:

Error	The default level.
Warning	Includes the error messages.
Information	Includes the warning and the error messages.
Debug	Includes the information, warning, and error messages - the highest level of detail.

- 6 Click **Save**.

The pre-recovery checks in the NetBackup Add-in Recovery Wizard return out-of-date information about the VM

When you click **Recover** on the **Review Settings** screen of the Add-in Recovery Wizard, the wizard runs pre-recovery checks to validate your selections and the recovery destination. However, if changes to the VM were recently made through

The pre-recovery checks in the NetBackup Add-in Recovery Wizard return out-of-date information about the VM

Hyper-V Manager (not through SCVMM), the pre-recovery checks may encounter out-of-date information about the VM. Changes that are made through Hyper-V Manager on individual Hyper-V hosts or clusters can take up to 24 hours to be reflected in SCVMM. This delay is due to the Microsoft SCVMM refresh cycle, which the NetBackup add-in does not control.

For example: If the VM was recently deleted through the Hyper-V Manager, the deletion may not be reflected yet in SCVMM. In this case, the add-in's pre-recovery checks report that the VM still exists. The following message appears:

```
A virtual machine with the same identity exists on <host> and the
overwrite option was not selected. Please review restore options and
select overwrite to continue.
```

To recover the VM, go back to the wizard's **Restore Options** screen and select **Overwrite existing virtual machine**, and rerun the recovery.

Note: In an SCVMM environment, Microsoft recommends making VM configuration changes through SCVMM (not through the Hyper-V Manager on individual hosts or clusters). Changes that are made through the SCVMM Console are reflected immediately in SCVMM. The add-in's pre-recovery checks therefore reflect the current state of the VM.
