NetBackup IT Analytics Installation and Upgrade Guide for Linux

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NetBackup IT Analytics Installation and Upgrade Guide for Linux

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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.

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

Contents

Chapter 1

Installation overview

This chapter includes the following topics:

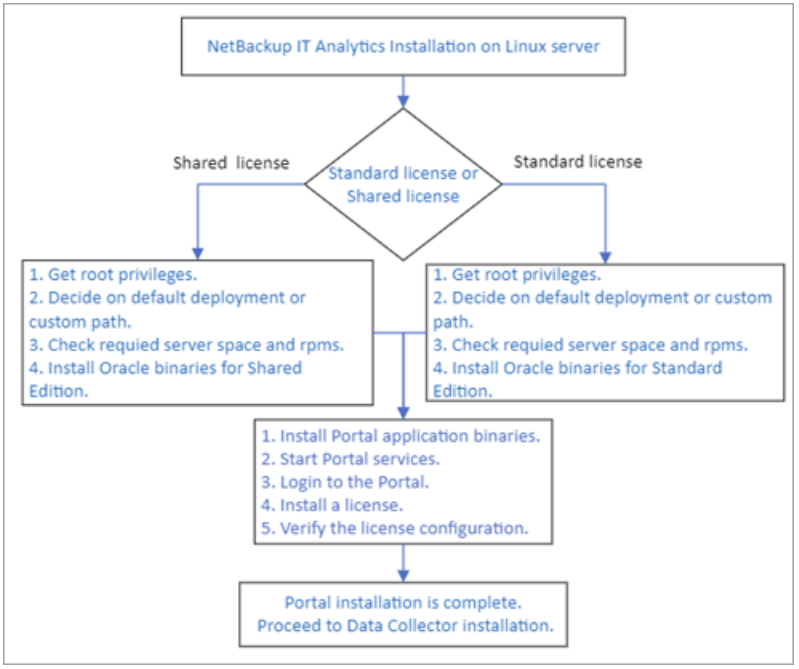
Introduction

This document describes the NetBackup IT Analytics Portal installation on a Linux server. Before you begin with the installation, you must know the:

- NetBackup IT Analytics components that get installed
- Install options
- Standard or Shared Services licensing edition
- Multi-language support and locale considerations (Linux)
- NetBackup IT Analytics Supported third-party and open source products used by NetBackup IT Analytics Portal

In addition to the requirements mentioned within this guide, also refer to the *NetBackup IT Analytics Certified Configuration Guide*, which includes sections detailing recommended portal configurations (CPU, Memory, and Disk), supported third party and open source products, and firewall configuration (default ports).

Installation workflow



Throughout this document, screen shots and command-line prompts and responses are used to provide a reasonable representation of the interaction you will be viewing. However, they may not display precisely the same text that you will see during the installation.

NetBackup IT Analytics components

NetBackup IT Analytics Portal installation involves deployments of the product components and the install mechanism allows you to choose the deployment option depending on your environment.

The following components are installed during the Portal installation:

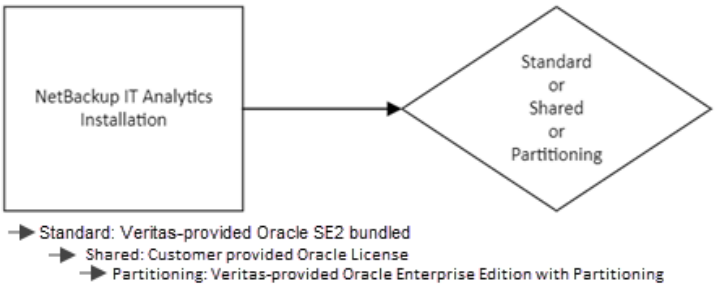
- Portal Server: The server on which the NetBackup IT Analytics Portal Server software resides.
- Portal Server Software: The binaries, SQL scripts, configuration files, and open-source and third-party software products needed to retrieve and render reporting data from the Reporting Database.

- Reporting Database: The Oracle database that stores all the report data. The Reporting Database is usually installed on the Portal server.

After the Portal installation, you are also required to install the Data Collector software on a separate server to retrieve and report data for analytics.

Standard or Shared Services licensing edition

Knowing the inclusions in your license edition helps you understand whether you are entitled to receiving Oracle Standard edition software bundled with NetBackup IT Analytics or whether you need to provide your own Oracle license.



Standard Edition

Standard edition licensing includes a single instance of Oracle Standard Edition embedded within the NetBackup IT Analytics software. With Standard edition, Oracle must be installed on the NetBackup IT Analytics Portal server. Standard Edition is the most common licensing option.

Shared Services Edition

A Shared Services license edition means you must provide your own Oracle license. You can subscribe to this edition if you already have an Oracle license which you can use to store the IT Analytics data.

Partitioning Edition

Partitioning edition enables the underlying database to split large tables into partitions to improve the database performance and scalability. NetBackup IT Analytics leverages the Oracle enterprise edition database with the Oracle Partitioning option.

Note: With Standard or Shared Services, you can also purchase a Disaster Recovery (DR) License, which is required if you deploy two or more copies on a second or subsequent Portal server for the purpose of disaster recovery, availability, or fail-over from production.

Install options

The installer-based options available for NetBackup IT Analytics deployment on a Linux server are described in the table below.

Table 1-1 Deployment options for NetBackup IT Analytics

Install method		Description
Installer-based deployment:		NetBackup IT Analytics installers for Oracle and Portal server provides ways to deploy the Portal either in Standard or in Split Architecture.
	Standard installation	This is the most common installation method that involves installing Oracle locally on the same server as NetBackup IT Analytics Portal server.
	Split Architecture installation	In a Split Architecture, the database and NetBackup IT Analytics Portal application reside on two different systems.

If you have Shared Services edition of License for NetBackup IT Analytics and are providing your own Oracle, you can install Oracle either on the NetBackup IT AnalyticsPortal server or install Oracle on a separate server. In this case, use the Oracle installer for the Shared Service Edition. Refer Install Oracle database binaries for Shared Service Edition section for details.

Multi-language support and locale considerations (Linux)

Apart form English, you can perform the portal installation in Simplified Chinese, French, Korean, and Japanese. To install the portal in one of the supported languages, you need to first check if the system has multiple languages and then add the preferred language for the installation. Once you have set the language preference, the installation progress and responses appear in the preferred language. Note that this language preference setting is only confined to the installation process and has no impact on the text of the portal UI.

1. To check the current system language:

```
#locale
```

2. To check if your system has multiple languages:

```
#locale -a
```

3. To add a language, run the command `# vi /etc/profile` and go to the end of the file and add the language as follows:
   - To add Simplified Chinese:

```
export LANG=zh_CN.utf8
export LC_ALL=zh_CN.utf8
```

   - To add French:

```
export LANG=fr_FR.utf8
export LC_ALL=fr_FR.utf8
```

   - To add Korean

```
export LANG=ko_KR.utf8
export LC_ALL=ko_KR.utf8
```

   - To add Japanese

```
export LANG=ja_JP.utf8
export LC_ALL=ja_JP.utf8
```

4. Reboot the system to set your language preference for the portal installation.

Having completed the language settings, you can proceed with the installation of the NetBackup IT Analytics Portal.

Supported third-party and open source products

When you install the portal and reporting database, you install a compilation of software, which includes open source and third-party software.

For a list of open source components and licenses, see the license.txt file on the portal server.

Table 1-2 Supported software

Software Product	Linux	Windows
Apache HTTP Web Server		
Apache Tomcat Java Servlet Engine	9.0.105	9.0.105
Java	Amazon Corretto 17.0.15.6.1	Amazon Corretto 17.0.15.6.1
Oracle 19c	19c: 19.3.0.0.0	19c: 19.3.0.0.0

If other versions of the above components are already running on the designated NetBackup IT Analytics system, or other components are utilizing resources (such as specific ports) typically used by NetBackup IT Analytics, the product usually can be reconfigured to work around these conflicts; however, this cannot be guaranteed.

*Refer to Support for updated binaries as they become available.

Chapter 2

Install NetBackup IT Analytics on a Linux server

This chapter includes the following topics:

Step-1: Get the NetBackup IT Analytics license key file

A valid license file is required to run the Portal application. If you already have a license file, proceed to the Installation section.

To generate a license key:

1. Open the Veritas support portal.
(https://www.veritas.com/content/support/*en_US*/)
2. Click **Licensing** and login to the Veritas Entitlement Management System using your Administrator credentials.
3. Open the **Entitlements** tab and use the filters at the top to filter and locate the entitlements granted to your account.
4. Click the key icon located against the entitlement ID for which you wish to generate a license key. The **Generate License Key** page is displayed. Verify your account details for which you plan to generate the license key.
5. Select the product version for which you want to generate the key. By default, the latest product version is selected.
6. Specify the license quantity that you wish to deploy using the key. By default, the entire available quantity is displayed in the field. You can utilize a partial subset of your entitled licenses with this key and generate a separate key for the remainder.

   Note: If you create a key for less than the entitled quantity and if you wish to increase the quantity of the systems later using the entitlement associated with the key, you must create a new key for the additional systems. On the contrary, to reduce the number of systems associated with a key, you need to assign a new key to the reduced systems and edit the older key.

   ---

7. Provide the host lock string of the system where NetBackup IT Analytics will be installed using this key. To get the correct host lock string, run one of these commands on the portal server:

   ```
   /opt/aptare/utils/VxLicGetHostLock.sh
   ```

   On Linux, `VxLicGetHostLock.sh` uses `hostname --fqdn` commands to get the hostname of the system and uses it to create the host string. Hence, ensure `hostname --fqdn` returns a fully qualified host name, instead of a short name. For example, the command output must have at least one dot (.) character.

   If you have not installed the NetBackup IT Analytics Portal, you can download the `VxLicGetHostLock.sh` from the Cohesity download center and run the appropriate script depending on the OS of the Portal server.

8 After running the `VxLicGetHostLock.sh` file, you get the following output:

```
Veritas Get Host Lock utility v1.0.0.0
Copyright (c) 2022 Veritas Technologies LLC. All rights reserved.

FQDN: xyz.abc.com
Host Lock String: [sha512]4aba838e350d3c9471aa5334db5de8ad4a0ff
45e34a6cfaea064f4ca77812acd4c8abc7be6b2d756574b7d6e06ceb9581357
b824f4f70f84b39d938e85ee62b5
```

While generating the license key on VEMS, use the same host lock string including `[sha512]`.

For example:

```
[sha512]4aba838e350d3c9471aa5334db5de8ad4a0ff
45e34a6cfaea064f4ca77812acd4c8abc7be6b2d756574b7d6e06ceb9581357
b824f4f70f84b39d938e85ee62b5
```

9 Add comments about to the license key if required for the future reference.

10 Click **Generate**. The Generated Key page is displayed with the new key in the **License Key** column. You can click the key link and save it locally.

Step-2: Portal and database deployment strategies

NetBackup IT Analytics Portal and Oracle database components are typically installed on the same server. If the components are to be installed on the same server, you must check the required rpms and server space, and install the Oracle database application on the same machine. If the Portal and database components are installed on different systems, you must perform both the tasks on the respective systems.

If you are performing an installer-based deployment, you can choose between a Standard and Split Architecture install. The decision to install Portal and Oracle on the same or different systems will depend on your choice of architecture and your license edition (Standard or Shared Services).

The portal and database installers allow installations on custom or default (`/opt`) path on the system. Hence, the absolute install path of Oracle and Portal is represented as `<install_path>`. Substitute `<install_path>` with the absolute path of the Portal or Oracle database installation as applicable. If Oracle or the Portal is installed on the default path, substitute `<install_path>` with the default path.

Installing Portal and Oracle database binaries

Installing all Portal server components requires **root** privileges. TheNetBackup IT Analytics Portal installation is performed in the following order.

To install NetBackup IT Analytics Portal server and oracle database on the same system (Standard installation):

1. Install Oracle database application binaries and create a database. Select the Standard or Shared Services Edition according to your requirements.
   - If your NetBackup IT Analytics product license includes entitlement to the embedded Oracle distribution, follow the instructions in the section: Install Oracle database binaries for Standard Edition.
   - If you are providing your own Oracle database license, follow the instructions in section: Install Oracle database binaries for Shared Service Edition.
2. Install the NetBackup IT Analytics Portal software components and create the database schema objects.

   See “Step-5: Install the Portal application binaries (Linux)” on page 41.

To install NetBackup IT Analytics on different systems (Split Architecture):

1. If you already have Oracle database license and Oracle database application binaries installed and you wanted to use the same server for NetBackup IT Analytics as well, you can directly create database in the database server:

   See “ Create database and users in existing Oracle farm in a Split Architecture deployment” on page 34..
2. Login to the Portal system, install the NetBackup IT Analytics Portal software components, and create the database schema objects.

   See “Step-5: Install the Portal application binaries (Linux)” on page 41..

   The installer creates database schema objects remotely on the database server. The Portal installer installs Oracle client rpms to remotely connect to the database server in this case.

If you do not have Oracle database application binaries already installed:

1. Login to the database server system, install Oracle database application binaries and create the database, and select the Standard or Shared Services Edition according to your requirements.
2. - If you do not have Oracle Database license, follow the instructions in the section: Install Oracle database binaries for Standard Edition.
   - If you already have a Oracle Database license, follow the instructions in section: Install Oracle database binaries for Shared Service Edition.

3. Install the NetBackup IT Analytics Portal software components.

   See "Step-5: Install the Portal application binaries (Linux)" on page 41.

   The installer creates database schema objects remotely on the database server. The Portal installer installs Oracle client rpms to remotely connect to the database server in this case.

Step-3: Portal and database prerequisites

1. Choose a Portal Server. Install the NetBackup IT Analytics Portal software on its own, dedicated server. For performance reasons, the NetBackup IT Analytics Portal software must not be installed on the same server as the Data Collector. Root privileges are required for the Portal software installation tasks.
2. For new Portal installations, the minimum server memory requirement is 32 GB. Oracle database requires a minimum of 24 GB of memory. Portal installations will fail if sufficient memory resources are not available on the Portal server.
3. The Oracle server has the following memory requirements:
   - Total physical memory (physical + virtual) must be greater than 24 GB, otherwise Oracle will fail to start. Add more physical memory to the Portal server.
   - Total temporary file system (tmpfs) memory must be 24 GB or greater, otherwise Oracle will fail to start. Increase the size of tmpfs, typically in `/etc/fstab`.
   - Shared memory (kernel.shmmax parameter) must be 12 GB or greater, otherwise Oracle will fail to start. Increase the value of the shmmax parameter, typically in /etc/sysctl.conf. After increasing the value for the shmmax parameter, execute: **sysctl -p**.
   - Swap space of minimum 16 GB must be created.
4. Verify the OS of the Portal Server. Check that the OS is one of the certified operating systems listed in the *Certified Configurations Guide*.

   Verify that sufficient disk space exists on the designated Portal Server. For the database file systems, the amount specified is the minimum to create the database. The database grows in size over the period of time. The growth of database dependents on various factors such as subsystems from which data is collected, type of systems collecting data from, retention periods for data(which is configurable), and so on.

   NetBackup IT Analytics supports installation of binaries and database files at custom locations on the file system. By default, the binaries are installed under

`/opt` and the database files are created under `/data01` through `/data06` folders. If you choose to install at the default path, the file system space requirements must be as below.

File System/ Directory	Minimum Disk Space	Recommended Disk Space	Maximum Disk Space for DB Growth	Notes
/opt	20 GiB	50 GB	50 GB	
/tmp	2 GiB	2 GiB	10 GiB	Both `/tmp` and `/var/tmp` must be writable by the user aptare.
/data01	50 GiB	100 GiB	750 GiB	Required for data and index tablespaces.
/data02	50 GiB	100 GiB	750 GiB	Required for data and index tablespaces.
/data03	90 GiB	250 GiB	1800 GiB	Required for data and index tablespaces.
/data04	65 GiB	65 GiB	65 GiB	Temporary table space.
/data05	45 GiB	45 GiB	45 GiB	Temporary table space (undo log).
/data06	5 GiB	5 GiB	5 GiB	Temporary table space (redo log).

If you choose to install at a custom path, the file and space requirements are as below:

File System/ Directory	Minimum Disk Space	Recommended Disk Space	Maximum Disk Space for DB Growth	Notes
<install_path> (custom install path of the Portal)	20 GiB	30 GiB	30 GiB	
/tmp	2 GiB	2 GiB	10 GiB	Both `/tmp` and `/var/tmp` must be writable by the user aptare.
<install_path> (custom install path of the database)	305 GiB	565 GiB	3445 GiB	

If you choose to install a custom path with Split Architecture, the file and space requirements are as below:

/opt/aptare (install_path for oracle on Database server)	10 GiB	30 GiB	30 GiB	
/opt (install_path for Portal on Portal server)	10 GiB	30 GiB	30 GiB	
/tmp	2 GiB	2 GiB	10 GiB	Both /tmp and /var/tmp must be writable by the user aptare.

File System/ Directory	Minimum Disk Space	Recommended Disk Space	Maximum Disk Space for DB Growth	Notes
/data01 /data02 /data03 /data04 /data05 /data06	300 GiB	560 GiB	3400 GiB	dbf files are created here.

5. Review third-party software details.

   See “Supported third-party and open source products” on page 10.

6. If you plan to export or email reports as PDF files, to ensure proper rendering of these output formats, a graphics manager such as X Virtual Frame Buffer (Xvfb) is required. Contact your IT organization to configure this capability. See “Configure X Virtual Frame Buffer (Xvfb)” on page 74.

7. Verify the rpm fontconfig is installed. This is required for the Portal installer. Fontconfig is a library designed to provide system-wide font configuration, customization and application access. If the rpm fontconfig is not installed, exporting reports to XLS and PDF formats will fail.

8. If the Portal system is having low entropy, it can affect the performance of cryptographic functions and such steps can take considerable amount of time to complete. You can identify the entropy level of the system from the content of the `/proc/sys/kernel/random/entropy_avail` file using command `# cat /proc/sys/kernel/random/entropy_avail`. If this value is not more than 400 consistently, install the rng-tools and start the services as described below on the Portal system.

   For RHEL or OEL:

   - Access the command prompt.
   - Install the rng-tools.

     ```
     yum install rng-tools
     ```

   - Start the services.

     ```
     systemctl start rngd
     ```

- Enable the services.

```
systemctl enable rngd
```

For SUSE:

- Access the command prompt.
- Install the rng-tools.

```
zypper install rng-tools
```

- Start the services.

```
systemctl start rng-tools
```

- Enable the services.

```
systemctl enable rng-tools
```

9. Verify that the necessary rpms exist on your system based on the OS.
   - For RHEL 9, use the following command:

```
rpm -q bc binutils compat-openssl11 elfutils-libelf fontconfig
 gcc glibc glibc-devel ksh libaio libasan liblsan libX11 libXau
 libXi libXrender libXtst libxcrypt-compat libgcc libibverbs
libnsl librdmacm libstdc++ libxcb libvirt-libs make
policycoreutils policycoreutils-python-utils smartmontools
sysstat perl-TermReadKey perl-English-1.11-480.el9.noarch --qf
 '%{name}.%{arch}\n'|sort
```

   The command returns:

```
bc.x86_64
binutils.x86_64
compat-openssl11.x86_64
elfutils-libelf.x86_64
fontconfig.x86_64
gcc.x86_64
glibc-devel.x86_64
glibc.x86_64
ksh.x86_64
libaio.x86_64
libasan.x86_64
libgcc.x86_64
libibverbs.x86_64
```

```
liblsan.x86_64
libnsl.x86_64
librdmacm.x86_64
libstdc++.x86_64
libvirt-libs.x86_64
libX11.x86_64
libXau.x86_64
libxcb.x86_64
libxcrypt-compat.x86_64
libXi.x86_64
libXrender.x86_64
libXtst.x86_64
make.x86_64
perl-English.noarch
perl-TermReadKey.x86_64
policycoreutils-python-utils.noarch
policycoreutils.x86_64.
smartmontools.x86_64
sysstat.x86_64
```

The following Oracle patches are required to install the Oracle 19c database on a RHEL9 host for both Standard Edition and Shared Edition licenses. Download these 4 patches from the Veritas Download Center if Oracle is provided by Veritas or from Oracle Support Center if you have your own Oracle license.

- patch 35775632 (p35775632_190000_Linux-x86-64.zip)
- patch 6880880 by selecting the 19.0.0.0.0 release (p6880880_190000_Linux-x86-64.zip)
- 19.20 DBRU Patch 35320081 (p35320081_190000_Linux-x86-64.zip)
- 19.20 DB MLR 35904951 (p35904951_1920000DBRU_Linux-x86-64.zip)

- For RHEL 8, use the following command:

```
rpm -q perl-TermReadKey perl-Data-Dumper binutils glibc libaio
 elfutils-libelf perl-Getopt-Long binutils  gcc gcc-c++
glibc-devel ksh libaio-devel libgcc libstdc++ libXtst
libXrender libstdc++-devel sysstat psmisc bc make libnsl.x86_64
 --qf '%{name}.%{arch}\n'|sort
```

The command returns:

```
bc.x86_64
binutils.x86_64
```

```
elfutils-libelf.x86_64
gcc-c++.x86_64
gcc.x86_64
glibc-devel.x86_64
glibc.x86_64
ksh.x86_64
libaio-devel.x86_64
libaio.x86_64
libgcc.x86_64
libnsl.x86_64
libstdc++-devel.x86_64
libstdc++.x86_64
libXtst.x86_64
libXrender.x86_64
make.x86_64
perl-Data-Dumper.x86_64
perl-Getopt-Long.noarch
perl-TermReadKey.x86_64
psmisc.x86_64
sysstat.x86_64
unzip
```

- For RHEL 7 and CENTOS 7, use the following command:

```
 rpm -q perl-TermReadKey perl-Data-Dumper binutils glibc libaio
 elfutils-libelf perl-Getopt-Long compat-libcap1
compat-libstdc++-33 gcc gcc-c++ glibc-devel ksh libaio-devel
libgcc libstdc++ libXtst libXrender libstdc++-devel sysstat
psmisc bc make --qf '%{name}.%{arch}\n'|sort
```

The command returns:

```
bc.x86_64
binutils.x86_64
compat-libcap1.x86_64
compat-libstdc++-33.x86_64
elfutils-libelf.x86_64
gcc-c++.x86_64
gcc.x86_64
glibc-devel.x86_64
glibc.x86_64
ksh.x86_64
libaio-devel.x86_64
libaio.x86_64
```

```
libgcc.x86_64
libstdc++-devel.x86_64
libstdc++.x86_64
libXtst.x86_64
libXrender .x86_64
make.x86_64
perl-Data-Dumper.x86_64
perl-Getopt-Long.noarch
perl-TermReadKey.x86_64
psmisc.x86_64
sysstat.x86_64
unzip
```

- For SUSE 12 Linux Enterprise, use the following command:

```
rpm -q bc.x86_64 binutils.x86_64 glibc-devel.x86_64
glibc.x86_64 libaio-devel.x86_64 libaio1.x86_64
libcap-ng-us.x86_64 libcap-ng0.x86_64 libcap-progs.x86_64
libcap1.x86_64 libcap2.x86_64 libelf-devel.x86_64
libgcc_s1.x86_64 libjpeg-turbo.x86_64 libjpeg62-turbo.x86_64
libjpeg62.x86_64 libpcap1.x86_64 libpcre1.x86_64
libpcre16-0.x86_64 libpng16-16.x86_64 libstdc++6.x86_64
libtiff5.x86_64 libXrender1.x86_64 libXtst6.x86_64 make.x86_64
  mksh.x86_64 perl-Term-ReadKey.x86_64 pixz.x86_64
rdma-core.x86_64 smartmontools.x86_64 sysstat.x86_64 unzip
xz.x86_64  --qf '%{name}.%{arch}\n'|sort
```

The command returns:

```
binutils.x86_64
glibc-devel.x86_64
glibc.x86_64
libaio-devel.x86_64
libaio1.x86_64
libcap-ng-utils.x86_64
libcap-ng0.x86_64
libcap-progs.x86_64
libcap1.x86_64
libcap2.x86_64
libelf-devel.x86_64
libgcc_s1.x86_64
libjpeg-turbo.x86_64
libjpeg62-turbo.x86_64
```

```
libjpeg62.x86_64
libpcap1.x86_64
libpcre1.x86_64
libpcre16-0.x86_64
libpng16-16.x86_64
libstdc++6.x86_64
libtiff5.x86_64
libXrender1.x86_64
libXtst6.x86_64
make.x86_64
mksh.x86_64
perl-Term-ReadKey.x86_64
pixz.x86_64
rdma-core.x86_64
smartmontools.x86_64
sysstat.x86_64
unzip
xz.x86_64
```

- For SUSE 15 Linux Enterprise, use the following command:

```
rpm -q bc.x86_64 binutils.x86_64
compat-libpthread-nonshared.x86_64  glibc-devel.x86_64
glibc.x86_64 libaio-devel.x86_64 libaio1.x86_64
libcap-ng-us.x86_64 libcap-ng0.x86_64 libcap-progs.x86_64
libcap1.x86_64 libcap2.x86_64 libelf-devel.x86_64
libgcc_s1.x86_64 libjpeg-turbo.x86_64 libjpeg62-turbo.x86_64
libjpeg62.x86_64 libpcap1.x86_64 libpcre1.x86_64
libpcre16-0.x86_64 libpng16-16.x86_64 libstdc++6.x86_64
libtiff5.x86_64 libXrender1.x86_64 libXtst6.x86_64 make.x86_64
  mksh.x86_64 perl-Term-ReadKey.x86_64 pixz.x86_64
rdma-core.x86_64 smartmontools.x86_64 sysstat.x86_64 unzip
xz.x86_64  --qf '%{name}.%{arch}\n'|sort
```

The command returns:

```
binutils.x86_64
compat-libpthread-nonshared.x86_64
glibc-devel.x86_64
glibc.x86_64
libaio-devel.x86_64
libaio1.x86_64
libcap-ng-utils.x86_64
```

```
libcap-ng0.x86_64
libcap-progs.x86_64
libcap1.x86_64
libcap2.x86_64
libelf-devel.x86_64
libgcc_s1.x86_64
libjpeg-turbo.x86_64
libjpeg62-turbo.x86_64
libjpeg62.x86_64
libpcap1.x86_64
libpcre1.x86_64
libpcre16-0.x86_64
libpng16-16.x86_64
libstdc++6.x86_64
libtiff5.x86_64
libXrender1.x86_64
libXtst6.x86_64
make.x86_64
mksh.x86_64
perl-Term-ReadKey.x86_64
pixz.x86_64
rdma-core.x86_64
smartmontools.x86_64
sysstat.x86_64
unzip
xz.x86_64
```

10. Download the application binaries for both the Oracle Database Installer and the Portal Installer from www.veritas.com. Use the instructions provided in the confirmation of your purchase agreement.
11. **Troubleshooting User Account Creation**: The Portal installation process will create user accounts for aptare and tomcat. If you are using non-local user management (such as LDAP or NIS) to manage the Linux user accounts, the **useradd** command may fail to execute successfully. Take the following steps to manually pre-create the required users:
    - Using your normal process of creating user accounts in LDAP, pre-create the user accounts aptare and tomcat with home directories under **/home**.

User ID	Primary Group	Supplementary Groups
aptare	aptare	dba

User ID	Primary Group	Supplementary Groups
tomcat	tomcat	aptare
apache	apache	

You can customize these user group names or create them in advance according to your organization's user management policy. Copy the `config.sh` file inside the ISO mount path to the local system, edit it appropriately, and then pass the absolute path of `config.sh` to the installer script with `-C` option.
Example:

```
<Installer_script> -C <path of config.sh>

Itanalyticsinstaller.sh -C /tmp/config.sh
```

- Some environments, particularly virtualized ones, using **automount**, will fail to create the home directories when the **useradd** command is used. In this situation, manually create the **/home/aptare** and **/home/tomcat** directories and **chown** them to aptare and tomcat respectively.
- If you need additional clarification, contact the Veritas Support for details.

12. Troubleshooting script issues: A known issue associated with Security Enhanced Linux (SELinux) may arise when executing scripts that require Java. This results in a permission denied error message. To resolve this issue, configure SELinux to allow the use of shared libraries with text relocation.

    The installer expects the SELinux configuration to be either disabled or permissive.

13. Ensure ports 80/tcp, 8011, and 8017 are open in the firewall for proper functioning of the portal.
14. Ensure that either `ss` or `netstat` command is available on the system.

Step-4: Install Oracle database application binaries (Linux)

Oracle installer requires sydba privileges to create database and users in it.

This section covers:

1. Prerequisites of the installation.

2. Required Oracle patches to install the binaries on a RHEL9 host
3. Installation of Oracle database application binaries:
   - Install Oracle database binaries for Standard Edition: This is the most common installation, in which you install the database binaries for Cohesity-provided Oracle and you have the Standard license. This involves a single instance of Oracle Standard Edition embedded within the NetBackup IT Analytics software and is usually installed on the NetBackup IT Analytics Portal server.
   - Install Oracle database binaries for Shared Service Edition: You need to provide your own Oracle license in this deployment.
4. Installation of Oracle database after installing the Oracle database application binaries.

Prerequisites

- Current version of the Oracle 19c Installer binaries
- Absolute path of the Oracle install location
- Absolute path of database install location
- Oracle service name
- Database server IP

Note: The NetBackup IT Analytics Portal server cannot have any other Oracle database instances installed.

Oracle patches required to install the database on RHEL9 host

The following Oracle patches are required to install the Oracle 19c database on a RHEL9 host for both Standard Edition and Shared Edition licenses. Download these four patches from the Cohesity Download Center if Oracle is provided by Cohesity or from Oracle Support Center if you have your own Oracle license. If you download from Cohesity Download Center, these patches are bundled in a single patchset zip file, for example `itanalytics_dbinstaller_193000-01_SE2_EE_RH9_oracle_patchset_v1.zip`. Unzip this downloaded zip file and extract the four patch files prior to running the installer. Provide the absolute path of the directory containing these Oracle patches wherever prompted by the installer.

- patch 35775632 (`p35775632_190000_Linux-x86-64.zip`)

- patch 6880880 by selecting the 19.0.0.0.0 release (`p6880880_190000_Linux-x86-64.zip`)
- 19.20 DBRU Patch 35320081 (`p35320081_190000_Linux-x86-64.zip`)
- 19.20 DB MLR 35904951 (`p35904951_1920000DBRU_Linux-x86-64.zip`)

Install Oracle database binaries for Standard Edition

Follow this installation provided you plan to use Cohesity-provided Oracle with NetBackup IT Analytics and you have a Standard edition license.

To install the Oracle database binaries for Standard Edition:

1. Verify that you have the current version of the Oracle 19c installer binaries.
2. Login as **root** on the server where the NetBackup IT Analytics database will be installed. Typically, this is also the Portal server.
3. Place the ISO image into the `/mnt` directory.
4. Mount the ISO image that you downloaded.

   ```
   mkdir /mnt/diskd

   mount -o loop <itanalytics_dbinstaller_XXXXX_XXX_linux.iso>
   /mnt/diskd
   ```

   Substitute the relevant name of the ISO file that you downloaded in the above command.
5. Enter the following commands to start the installer:

   ```
   cd /
   /mnt/diskd/install_oracle.sh
   ```

6. Press **Enter** to read the entire EULA and the pre-acceptance process will begin.

   ```
   ********************************************************************************
   *  NetBackup IT Analytics ORACLE Installer Version 19.3.x.x ()
   ********************************************************************************
   To use this software you must agree to the following terms and
    conditions. Press ENTER to continue:
   Enter "accept" to accept these Terms and Conditions
   ```

7 Enter the absolute path of the directory where you want to install Oracle and press **Enter**.

To install Oracle at the default location (`/opt`), just press **Enter**.

```
Enter the absolute path to install the Oracle 19c database
binaries. Ensure minimum 10.00 GB free space is available at the
 specified location. (Default install location: /opt):
```

8 Enter the absolute path of the directory where you want to install Oracle database and press **Enter**.

To install the database at the default location (`/`), just press **Enter**.

```
Enter the absolute path of the directory where Oracle 19c can
create its database files. This directory must have minimum 110
GB free space and must have the ability to expand as required.
(Default database location: /):
```

9 Enter the Oracle Service name and press **Enter**.

```
Enter the Oracle Service name of the Oracle 19c database instance:
 (default Oracle service name is scdb):
```

10 Enter the database server IP and press **Enter**.

```
Enter IP Address for your database server: (N.N.N.N):
```

11 Verify the details entered for Oracle installation and enter **y** to continue with the installation.

12 This step is required only when you are installing the binaries on a RHEL9 host. The installer prompts to download the required Oracle binaries and provide the absolute path of their location as mentioned below. Since this requirement is already covered in the prerequisites of this section, you must have the patches already downloaded.

The following Oracle patches are required to install the database. (Download them from Oracle Support.)

- patch 35775632 (`p35775632_190000_Linux-x86-64.zip`)
- patch 6880880 by selecting the 19.0.0.0.0 release (`p6880880_190000_Linux-x86-64.zip`)
- 19.20 DBRU Patch 35320081 (`p35320081_190000_Linux-x86-64.zip`)
- 19.20 DB MLR 35904951 (`p35904951_1920000DBRU_Linux-x86-64.zip`)

The aptare user must have write access to the directory where these patches are downloaded. Enter the absolute directory path where these patches are downloaded.

13 At this step, you can choose to create the database along with the Oracle installation or create it later. Enter **y** to install the database, or else enter **n** when the below message is displayed.

```
Oracle Database xx.x.x is installed. Refer to the Oracle
documentation and apply the latest Critical Patch Updates from
Oracle.
You can create the database as a part of this installation or
create it later using create_itanalytics_database.sh script.
Do you want to create the database as a part of this installation
 (y/n)?
```

This completes the Oracle installation. If the Portal database was not created during the above-mentioned Oracle installation, see Create database after Oracle installation. Database creation is essential for the Portal installation to succeed.

Install Oracle database binaries for Shared Service Edition

Follow this installation provided you already have a licensed Oracle database and you plan to use it as NetBackup IT Analytics database.

Prerequisites for the installation:

- Download `LINUX.X64_193000_db_home.zip` from *Oracle Download Center*.
- Standard or Enterprise edition Oracle license.
- For the Enterprise Edition license, you must set the environment variable ORACLE_LICENSE_OPTION to EE and export the variable.

```
export ORACLE_LICENSE_OPTION=EE
```

To install the Oracle database binaries for Shared Service Edition:

1 Verify that you have the current version of the Oracle 19c installer binaries.

2 Login as **root** on the server where the NetBackup IT Analytics database will be installed. Typically, this is also the Portal server.

3 Place the ISO image into the `/mnt` directory.

4 Mount the ISO image that you downloaded.

```
mkdir /mnt/diskd

mount -o loop <itanalytics_dbinstaller_shared-service_linux.iso>
 /mnt/diskd
```

Substitute the relevant name of the ISO file that you downloaded in the above command.

5 Enter the following commands to start the installer:

```
cd /
/mnt/diskd/install_oracle.sh
```

6 Press **Enter** to read the entire EULA and the pre-acceptance process will begin.

```
*************************************************************************
*  NetBackup IT Analytics ORACLE Installer Version 19.3.x.x ()
*************************************************************************
To use this software you must agree to the following terms and
 conditions. Press ENTER to continue:
Enter "accept" to accept these Terms and Conditions
```

7 Enter the absolute path of the directory where you want to install Oracle and press **Enter**.

To install Oracle at the default location (`/opt`), just press **Enter**.

```
Enter the absolute path to install the Oracle 19c database
binaries. Ensure minimum 10.00 GB free space is available at the
 specified location. (Default install location: /opt):
```

8 Enter the absolute path of the directory where you want to install Oracle database and press **Enter**.

To install the database at the default location (`/`), just press **Enter**.

```
Enter the absolute path of the directory where Oracle 19c can
create its database files. This directory must have minimum 110
GB free space and must have the ability to expand as required.
(Default database location: /):
```

9 Enter the Oracle Service name press **Enter**.

```
Enter the Oracle Service name of the Oracle 19c database instance:
 (Default Oracle Service name: scdb):
```

10 Enter the database server IP and press **Enter**.

```
Enter IP Address for your database server: (N.N.N.N):
```

11 Verify the details entered for Oracle installation and enter **y** to continue with the installation.

```
The following details will be used for Oracle installation. Please
 verify:
INSTALLATION PATH: /<install-path>
DATABASE DIRECTORY PATH: /
ORACLE SERVICE NAME: scdb
DATABASE IP: N.N.N.N
Continue?  (y/n)
```

12 This step is required only when you are installing the binaries on a RHEL9 host. The installer prompts to download the required Oracle binaries and provide the absolute path of their location as mentioned below. Since this requirement is already covered in the prerequisites of this section, you must have the patches already downloaded.

The following Oracle patches are required to install the database. (Download them from Oracle Support.)

- patch 35775632 (`p35775632_190000_Linux-x86-64.zip`)
- patch 6880880 by selecting the 19.0.0.0.0 release (`p6880880_190000_Linux-x86-64.zip`)
- 19.20 DBRU Patch 35320081 (`p35320081_190000_Linux-x86-64.zip`)
- 19.20 DB MLR 35904951 (`p35904951_1920000DBRU_Linux-x86-64.zip`)

The aptare user must have write access to the directory where these patches are downloaded. Enter the absolute directory path where these patches are downloaded:

13 Enter the absolute directory path containing the Oracle Universal Installer zip file `LINUX.X64_193000_db_home.zip` and press **Enter**

14 At this step, you can choose to create the database along with the Oracle installation or create it later. Enter **y** to install the database, or else enter **n** when the below message is displayed.

```
Oracle Database xx.x.x is installed. Refer to the Oracle
documentation and apply the latest Critical Patch Updates from
Oracle.
You can create the database as a part of this installation or
create it later using create_itanalytics_database.sh script.
Do you want to create the database as a part of this installation
 (y/n)?
```

This completes the Oracle installation in a shared environment. If the Portal database was not created during the above-mentioned Oracle installation, see Create database after Oracle installation below. Database creation is essential for the Portal installation to succeed.

Create database after Oracle installation

To create database after installing Oracle for Standard or Shared Edition:

1 Logon to the Oracle server with your Oracle credentials and run these commands:

```
su - <oracle-user>
```

For example: `su - aptare`

```
/mnt/diskd/create_itanalytics_database.sh
```

2 Type **continue** and press **Enter** when you see the below message.

```
WARNING. WARNING. WARNING.
WARNING. WARNING. WARNING.
WARNING. WARNING. WARNING.
By continuing this script you will be COMPLETELY ERASING YOUR
ENTIRE IT Analytics database. ARE YOU ABSOLUTELY SURE that you
wish to continue (type the word \continue\ to proceed) ?
```

Database is created on the Oracle server.

Create database and users in existing Oracle farm in a Split Architecture deployment

This procedure provides the steps to create database and users in an existing Oracle farm during a Split-Architecture deployment of NetBackup IT Analytics.

Prerequisites

Table 2-1 Prerequisites for creating database and users in existing Oracle farm

Requirement	Description
Oracle	Version 19c with latest security patches applied.
Pluggable Database (PDB)	■ Create a PDB on central database server. The name can be anything that Oracle supports. Example: scdb or itadb. ■ Ensure 16k block sizes are supported. `SQL> select name, block_size, current_size from v$buffer_pool;`

Create database and users:

1 Create tablespaces specific to NetBackup IT Analytics.

Tablespace name	Reference commands
aptare_tbs_data_1m	CREATE TABLESPACE aptare_tbs_data_1m DATAFILE <datafile path> SIZE 8G AUTOEXTEND ON NEXT 1G MAXSIZE UNLIMITED LOGGING ONLINE PERMANENT BLOCKSIZE 8192 EXTENT MANAGEMENT LOCAL AUTOALLOCATE DEFAULT NOCOMPRESS SEGMENT SPACE MANAGEMENT AUTO /
aptare_tbs_idx_1m	CREATE TABLESPACE aptare_tbs_idx_1m DATAFILE <datafile path> SIZE 8G AUTOEXTEND ON NEXT 1G MAXSIZE UNLIMITED LOGGING ONLINE PERMANENT BLOCKSIZE 8192 EXTENT MANAGEMENT LOCAL AUTOALLOCATE DEFAULT NOCOMPRESS SEGMENT SPACE MANAGEMENT AUTO /
aptare_tbs_data_20m	CREATE TABLESPACE aptare_tbs_data_20m DATAFILE <datafile path> SIZE 8G AUTOEXTEND ON NEXT 1G MAXSIZE UNLIMITED LOGGING ONLINE PERMANENT BLOCKSIZE 8192 EXTENT MANAGEMENT LOCAL AUTOALLOCATE DEFAULT NOCOMPRESS SEGMENT SPACE MANAGEMENT AUTO /
aptare_tbs_idx_10m	CREATE TABLESPACE aptare_tbs_idx_10m DATAFILE <datafile path> SIZE 8G AUTOEXTEND ON NEXT 1G MAXSIZE UNLIMITED LOGGING ONLINE PERMANENT BLOCKSIZE 8192 EXTENT MANAGEMENT LOCAL AUTOALLOCATE DEFAULT NOCOMPRESS SEGMENT SPACE MANAGEMENT AUTO /

Tablespace name	Reference commands
aptare_tbs_data_200m	CREATE TABLESPACE aptare_tbs_data_200m DATAFILE <datafile path> SIZE 8G AUTOEXTEND ON NEXT 1G MAXSIZE UNLIMITED LOGGING ONLINE PERMANENT BLOCKSIZE 16K EXTENT MANAGEMENT LOCAL AUTOALLOCATE DEFAULT NOCOMPRESS SEGMENT SPACE MANAGEMENT AUTO /
aptare_tbs_idx_100m	CREATE TABLESPACE aptare_tbs_idx_100m DATAFILE <datafile path> SIZE 8G AUTOEXTEND ON NEXT 1G MAXSIZE UNLIMITED LOGGING ONLINE PERMANENT BLOCKSIZE 16K EXTENT MANAGEMENT LOCAL AUTOALLOCATE DEFAULT NOCOMPRESS SEGMENT SPACE MANAGEMENT AUTO /
aptare_tbs_data_200m_lob	CREATE TABLESPACE aptare_tbs_data_200m_lob DATAFILE <datafile path> SIZE 8G AUTOEXTEND ON NEXT 1G MAXSIZE UNLIMITED LOGGING ONLINE PERMANENT BLOCKSIZE 16K EXTENT MANAGEMENT LOCAL AUTOALLOCATE DEFAULT NOCOMPRESS SEGMENT SPACE MANAGEMENT AUTO /
aptare_tbs_data_200m_col	CREATE TABLESPACE aptare_tbs_data_200m_col DATAFILE <datafile path> SIZE 8G AUTOEXTEND ON NEXT 1G MAXSIZE UNLIMITED LOGGING ONLINE PERMANENT BLOCKSIZE 16K EXTENT MANAGEMENT LOCAL AUTOALLOCATE DEFAULT NOCOMPRESS SEGMENT SPACE MANAGEMENT AUTO /

Tablespace name	Reference commands
aptare_tbs_iot_200m	CREATE TABLESPACE aptare_tbs_iot_200m DATAFILE <datafile path> SIZE 8G AUTOEXTEND ON NEXT 1G MAXSIZE UNLIMITED LOGGING ONLINE PERMANENT BLOCKSIZE 16K EXTENT MANAGEMENT LOCAL AUTOALLOCATE DEFAULT NOCOMPRESS SEGMENT SPACE MANAGEMENT AUTO /

Information on the file system size to be provisioned for the data files is provided in Step-3. See “Step-3: Portal and database prerequisites” on page 16.

2 Create two database schema users: **PORTAL** and **APTARE_RO**.

For **PORTAL** user, assign the password **portal** and for **APTARE_RO** user, assign the password **aptaresoftware123**. You can change these while creating a user with the SQL query below.

```
CREATE USER PORTAL
    PROFILE DEFAULT
    IDENTIFIED BY portal
    DEFAULT TABLESPACE aptare_tbs_data_1m
    TEMPORARY TABLESPACE aptare_temp_tbs
    ACCOUNT UNLOCK;


CREATE USER APTARE_RO
    IDENTIFIED BY aptaresoftware123
    DEFAULT TABLESPACE APTARE_TBS_DATA_1M
    TEMPORARY TABLESPACE APTARE_TEMP_TBS;
```

3 Create the following required database directories with the required permissions:

```
CREATE OR REPLACE DIRECTORY UNIX_DIR AS '/u01/aptare/database';
CREATE OR REPLACE DIRECTORY LOGFILE_DIR AS '/tmp';
GRANT READ,WRITE ON DIRECTORY UNIX_DIR to portal;
GRANT READ,WRITE ON DIRECTORY LOGFILE_DIR to portal;
```

Note that he folder path on the database server filesystem can be changed to other path as well.

4 Grant the following privileges to the respective user schema:

User-specific Schema	Grants required for the schema
APTARE_RO	GRANT CONNECT TO aptare_ro; GRANT CREATE ANY CONTEXT TO aptare_ro; GRANT CREATE SYNONYM TO aptare_ro;
PORTAL	GRANT CONNECT TO PORTAL; GRANT RESOURCE TO PORTAL; GRANT CREATE TABLESPACE TO PORTAL; GRANT UNLIMITED TABLESPACE TO PORTAL; GRANT QUERY REWRITE TO PORTAL; GRANT SELECT_CATALOG_ROLE TO PORTAL; GRANT SELECT ANY DICTIONARY TO PORTAL; GRANT CREATE ANY LIBRARY TO PORTAL; GRANT SELECT ON dba_free_space TO PORTAL; GRANT SELECT ON dba_data_files TO PORTAL; GRANT SELECT ON dba_temp_files TO PORTAL; GRANT CREATE SESSION, CREATE ANY CONTEXT TO PORTAL; Statement to execute the dbms_session package: GRANT EXECUTE ON DBMS_SESSION TO PORTAL; GRANT EXECUTE ON DBMS_LOCK TO PORTAL; Statement to execute the dbms_utility package GRANT EXECUTE ON DBMS_UTILITY TO PORTAL; GRANT CREATE VIEW TO PORTAL; GRANT CREATE TABLE TO PORTAL; Statement to create materialized views GRANT CREATE MATERIALIZED VIEW TO PORTAL;

User-specific Schema	Grants required for the schema

Statement to set up the logging directory

```
GRANT CREATE ANY DIRECTORY TO PORTAL;
```

Statement to add for Oracle 19c

```
GRANT CREATE JOB TO PORTAL;
GRANT EXECUTE ON DBMS_SCHEDULER TO PORTAL;
```

Statement to add security

```
GRANT EXECUTE ON SYS.DBMS_LOB        TO PORTAL;
GRANT EXECUTE ON SYS.UTL_FILE        TO PORTAL;
GRANT EXECUTE ON SYS.DBMS_RANDOM     TO PORTAL;
GRANT EXECUTE ON SYS.DBMS_JOB        TO PORTAL;
GRANT EXECUTE ON SYS.DBMS_SQL        TO PORTAL;
GRANT READ    ON SYS.ALL_DIRECTORIES TO PORTAL;
GRANT READ    ON SYS.DUAL            TO PORTAL;
```

Statement to enable FIPS compliance

```
GRANT EXECUTE ON DBMS_CRYPTO TO PORTAL;
```

5 To install NetBackup IT Analytics with a custom password:

- Copy the `config.sh` file to a local directory on the Portal server so that files can be edited.

```
# mount -o loop itanalytics_installer_11400_linux.iso
/mnt/diska
# mkdir /tmp/portal
# cp  /mnt/diska/config.sh /tmp/portal
```

- Update **PORTAL** and **APTARE_RO** user passwords in `/tmp/portal/config.sh`.

```
ORACLE_PORTAL_SEC_CODE=<password for PORTAL user>
ORACLE_APTARE_RO_SEC_CODE=<password for APTARE_RO user>
```

- Run the Portal installer `Itanalyticsinstaller.sh`.

```
/mnt/diska/Itanalyticsinstaller.sh -C /tmp/portal/config.sh
```

- Follow the step-4 onwards described in Install Portal binaries where Oracle application binaries are deployed on a separate machine section on a separate machine to deploy the Portal binaries.

6 To install NetBackup IT Analytics with a default password, follow the step-3 onwards described in Install Portal binaries where Oracle application binaries are deployed on a separate machine section on a separate machine to deploy the Portal binaries.

Step-5: Install the Portal application binaries (Linux)

This section covers the installation of the Portal application binaries. The Portal binaries are installed on the same server as the Oracle database binaries when you install the Standard edition of NetBackup IT Analytics , which is the most common install. With Shared Service edition, it is possible to install Oracle on the same server as the Portal server (recommended) or install Oracle on a separate server from the Portal. Installing Oracle on a server remote from the Portal server is called Split Architecture.

Typically, the Portal binaries are installed on the same server as the Oracle database binaries. In some cases, a separate server may be designated.

The absolute install path of Portal is represented as `<install_path>`. Substitute `<install_path>` with the absolute path of the Portal or Oracle database installation as applicable. If Oracle or the Portal is installed on the default path, substitute by `/opt` which is the default path.

This section includes steps to:

- Install Portal application binaries on the same server where Oracle binaries are installed
- Install Portal binaries where Oracle application binaries are deployed on a separate machine

Prerequisites

- NetBackup IT Analytics Portal installer ISO (obtained from the download site)
- IP address of the server on which you are installing the Portal binaries
- IP address of the Oracle server
- Oracle server listener port number

Install Portal application binaries on the same server where Oracle binaries are installed

To install the Portal binaries where Oracle is installed:

1. Login as **root** on the server where NetBackup IT Analytics Portal will be installed. In this case, this is the same server where you have installed the Oracle binaries.
2. Mount the ISO image that you downloaded.

   ```
   mkdir /mnt/diska

   mount -o loop <itanalytics_installer_xxxxx_linux.iso> /mnt/diska
   ```

   Substitute the relevant name of the ISO file that you downloaded in the above command.
3. Start the installer:

   ```
   /mnt/diska/Itanalyticsinstaller.sh
   ```

4. Determine what Portal server configuration you are deploying.

   Confirm whether you want your current server to function as the Portal web server. Enter **y** to continue.

   ```
   A complete log of this session is in this file
   <install_path>/aptare/logs/install/Itanalyticsinstaller_xxxx.log
   ***************************************************************

    NetBackup IT Analytics Installer Vers 11.5
   ***************************************************************
   Revision 11.5.xx.xxxxxxxxxxxxxxxxx build xxxxxxxx-xxxx

   NetBackup IT Analytics requires a Web Server and a Database
   server.
   They can be on separate machines or on same machine.
   This script will only install the Web Server components.
   Will this machine be the Web Server (y/n)?
   ```

5. Enter **y** to confirm you have mounted the installer ISO.

   ```
   IT Analytics ISO:  IT Analytics Portal Software
   Do you have this ISO (y/n)?
   ```

6. The End User License Agreement (EULA) is displayed. Type **accept** (all lowercase) and press**Enter**.

7 Enter your domain name.

Make a note of this domain value since you are required to provide this value during the installation of the Data Collector components that collect data from the servers in your enterprise.

From here on, `yourdomain` represents your full domain name, including its suffix such as .com or .net. (Example: companyabc.com will be represented as `yourdomain`.)

Note: The domain name value you enter here determines the URL that will be used to login to the NetBackup IT Analytics Portal. For example, if you enter **companyabc.com**, you Portal URL will be **http://itanalyticsportal.companyabc.com**.

```
We need to configure machine names and IP addresses for the
Portal, Agent, and database server.
The portal and agent machines will be called
itanalyticsportal.yourdomain and itanalyticsagent.yourdomain
Enter your domain name: (yourdomain)
```

Make sure the domain name displayed in parentheses is correct before you press **Enter**.

8 Validate the system's IP address for the Portal.

```
Enter IP Address for itanalyticsportal.yourdomain: (N.N.N.N)
```

9 Confirm the entered IP addresses

```
You have entered:
Hostname                      IP Address
itanalyticsportal.yourdomain N.N.N.N
itanalyticsagent.yourdomain  N.N.N.N
database server              N.N.N.N
Is this correct (y/n)?
```

10 Confirm changes to be automatically made to `/etc/hosts`.

```
These names will be set up in /etc/hosts.
You can remove the entries and add them to your local DNS later.
Would you like to add them to /etc/hosts (y/n)?
```

11 Choose whether to run the database creation script. This avoids the manual step of running `create_itanalytics_database.sh` later.

```
You can create the Database schema as a part of this installation
 or create it later using create_itanalytics_database.sh script.

Do you want to create the Database schema as a part of this
installation (y/n)?
```

12 After specifying your choice, press **Enter** .

Java and Apache software components are installed irrespective of your choice specified for the database schema. Tomcat Java Servlet Engine is installed as apart of this installation and it may take 1-2 minutes to execute.

This completes the installation of theNetBackup IT Analytics Portal. If you have not installed the database schema during the above procedure, see Install database schema.

Install Portal binaries where Oracle application binaries are deployed on a separate machine

Make sure that you have created the database and users in the existing Oracle farm when Oracle binaries are deployed on a separate system.

See " Create database and users in existing Oracle farm in a Split Architecture deployment" on page 34.

To install portal application binaries where Oracle application binaries are deployed on a separate host machine:

1 Login as **root** on the server where NetBackup IT Analytics Portal will be installed. This is a different server from where you installed the Oracle binaries.

2 Mount the ISO image that you downloaded.

```
mkdir /mnt/diska

mount -o loop <itanalytics_installer_xxxxx_linux.iso> /mnt/diska
```

Substitute the relevant name of the ISO file that you downloaded in the above command.

3 Start the installer:

```
/mnt/diska/Itanalyticsinstaller.sh
```

4 Determine what Portal server configuration you are deploying.

Confirm whether you want your current server to function as the Portal web server. Enter **y** to continue.

```
A complete log of this session is in this file
/<install_path>/aptare/logs/install/aptareInstaller_xxxxxxxxxx.log
*****************************************************************
* NetBackup IT Analytics Intaller Vers 11.5
*****************************************************************
Revision 11.5.xx.xxxxxxxxxxxxxxxxx build xxxxxxxx-xxxx

NetBackup IT Analytics requires a Web Server and a Database
server.
They can be on separate machines or on same machine.
This script will only install the Web Server components.
Will this machine be the Web Server (y/n)?
```

5 Enter **y** to confirm you have mounted the installer ISO.

```
IT Analytics ISO: IT Analytics Portal Software
Do you have this ISO (y/n)?
```

6 The End User License Agreement (EULA) is displayed. Type **accept** (all lowercase) and press**Enter**.

7 Enter the absolute path of NetBackup IT Analytics Portal install location.

```
Enter the absolute installation path of IT Analytics Portal on
this system. (Default install location: /opt):
```

8 Provide the IP address, SID, Service name, and listener port number of the Oracle server.

```
Oracle 19c Database server is not available on this system. Enter
 the following details of the database deployed on remote system.
Oracle database server IP address:
Oracle database SID (Default Oracle SID: scdb):
Oracle database Service name (Default Oracle Service name: scdb):
Oracle database listener port. (Default Oracle listener port:
1521):
```

9 Verify Oracle database server details.

```
The following details will be used to connect Oracle server,
please verify:
ORACLE SERVER IP ADDRESS: N.N.N.N
ORACLE SID: xxx
ORACLE SERVICE NAME: xxx
ORACLE LISTENER PORT: xxx
Continue?  (y/n)
```

10 Enter your domain name.

Make a note of this domain value since you are required to provide this value during the installation of the Data Collector components that collect data from the servers in your enterprise.

From here on, `yourdomain` represents your full domain name, including its suffix such as .com or .net. (Example: companyabc.com will be represented as `yourdomain`.)

Note: The domain name value you enter here determines the URL that will be used to login to the NetBackup IT Analytics Portal. For example, if you enter **companyabc.com**, you Portal URL will be **http://itanalyticsportal.companyabc.com**.

```
We need to configure machine names and IP addresses for the
Portal, Agent, and database server.
The portal and agent machines will be called
itanalyticsportal.yourdomain and itanalyticsagent.yourdomain
Enter your domain name: (yourdomain)
```

Make sure the domain name displayed in parentheses is correct before you press **Enter**.

11 Validate the system's IP address for the Portal.

```
Enter IP Address for itanalyticsportal.yourdomain: (N.N.N.N)
```

12 Confirm the entered IP addresses.

```
You have entered:
Hostname                      IP Address
itanalyticsportal.yourdomain N.N.N.N
itanalyticsagent.yourdomain  N.N.N.N
database server              N.N.N.N
Is this correct (y/n)?
```

13 Confirm changes to be automatically made to `/etc/hosts`.

```
These names will be set up in /etc/hosts.
You can remove the entries and add them to your local DNS later.
Would you like to add them to /etc/hosts (y/n)?
```

14 Choose whether to run the database creation script. This avoids the manual step of running `create_itanalytics_schema_objects.sh` later.

```
You can create the Database schema as a part of this installation
 or create it later using create_itanalytics_database.sh script.

Do you want to create the Database schema as a part of this
installation (y/n)?
```

15 After specifying your choice, press **Enter** .

Java and Apache software components are installed irrespective of your choice specified for the database schema. Tomcat Java Servlet Engine is installed as apart of this installation and it may take 1-2 minutes to execute.

This completes the installation of theNetBackup IT Analytics Portal. If you have not installed the database schema during the above procedure, see Install database schema.

Install database schema

You can use this command to install database schema in Portal and Oracle installations on same or separate machines.

Login as Oracle user on the Portal server and run these commands:

```
su - aptare
<mount-point>/create_itanalytics_schema_objects.sh -h <Oracle database
 server IP address> -p <Oracle database listener port>
```

Step-6: Start the Portal services (Linux)

Prior to installing the license key, you must start the Portal services to ensure that the installation was successful. You will not be able to log into the Portal yet, because you haven't installed the license key.

As user root, at the command line, enter this command: `systemctl start aptare`

This starts all the services required for NetBackup IT Analytics that includes:

- Oracle
- TNS listener
- Portal Tomcat instance
- Agent Tomcat instance
- Apache

Step-7: Log into the Portal

Log into the Portal (http://itanalyticsportal.yourcompany.com) with your username as <admin@yourcompany.com>. The Portal has an initial default password **P@ssw0rd**. You must change this password after your first login.

Note: The default password contains a zero, not an uppercase O.

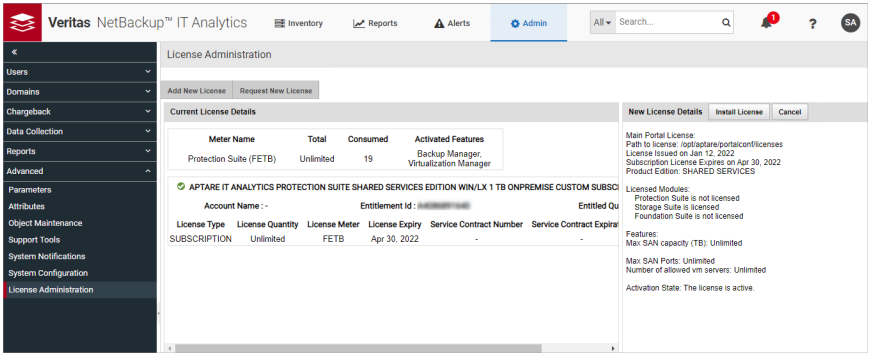
Step-8: Install a license

Use the procedures listed in this section to install the Portal license. Your login credentials must be assigned the Super User role.

As a best practice, install your license directly through the Portal. Instructions for the command-line installation practices are available.

To install a license:

1. Receive the new license file and save the new license file on your Portal server and complete the subsequent steps.
2. Upload the New License
   - Navigate to **Admin > Advanced > License Administration**. The Portal displays your current license details.
   - Click **Add New License**.
   - Browse to locate the license file on your Portal server and click **OK**.



3 Verify the License Installation.

If you have issues with license installation, try uploading the license file again to overwrite the previous one.

Note: After you apply a new license or when you remove an existing license, the Portal takes about 30 seconds to display the changes.

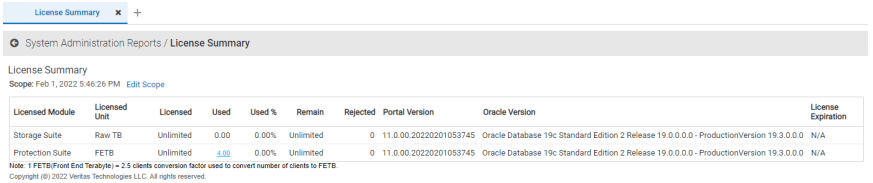
Verify the current license configuration

As a Super User, there are a number of ways that you can validate your current license configuration:

- Run the License Summary report in the Portal.
  See “Run the License Summary report ” on page 50.
- Click Help About in the Portal.
  See “About NetBackup IT Analytics version and license” on page 50.
- View the License Details.
  See “View License Details ” on page 51.

Run the License Summary report

1. Log into the Portal as a Super User.
2. Search for License Summary.
3. Generate the **License Summary** report.



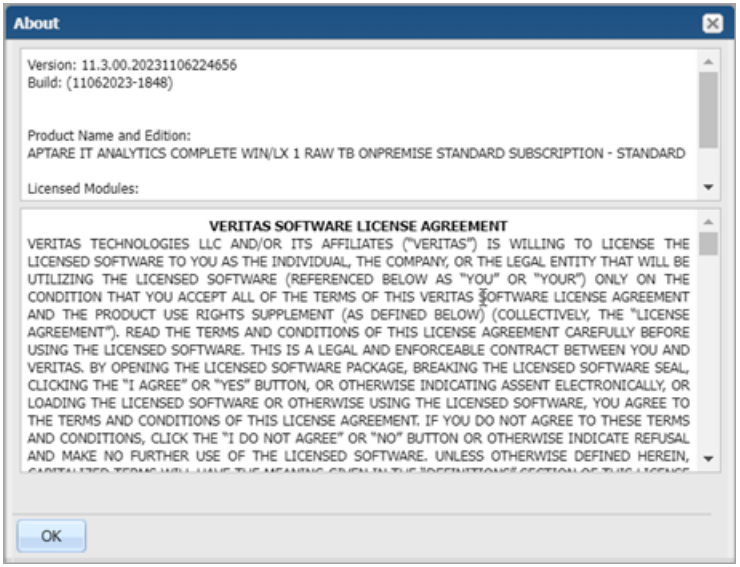
Using this report, you can drill down to additional details about counted objects.

About NetBackup IT Analytics version and license

Log in to the Portal as a Super User and in the Portal toolbar, select:

Help > **About**

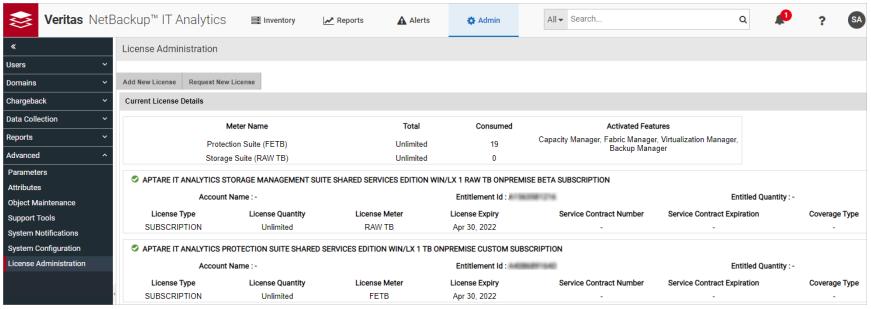
The license details are displayed.



Note: Users without Super User privileges cannot view the license configuration details. Only the end user license agreement is displayed.

View License Details

View license details--that is, the specific capabilities that are associated with the license that was purchased for your environment by navigating to **Admin** > **Advanced** > **License Administration**. Your current license details are displayed.



Next steps

After completing the Portal installation:

1. The best practice is to perform a cold backup of the Oracle database before you make the Portal operational use. This will save a copy for restore in the event of an accidental data loss.
2. Add a Data Collector on the Portal and install the Data Collector software on the Data Collector server. Refer to the Data Collector installation guide relevant to the workload from which you wish to derive data.

Data Collector installation guides:

- *NetBackup IT Analytics Data Collector Installation Guide for Backup Manager*
- *NetBackup IT Analytics Data Collector Installation Guide for Capacity Manager*
- *NetBackup IT Analytics Data Collector Installation Guide for the Cloud*
- *NetBackup IT Analytics Data Collector Installation Guide for Fabric Manager*
- *NetBackup IT Analytics Data Collector Installation Guide for File Analytics*
- *NetBackup IT Analytics Data Collector Installation Guide for Virtualization Manager*

Performing a cold backup of the database

Prior to deploying the Portal for operational use, perform a cold backup of the Oracle database. This offline, cold backup simply means that you'll physically copy or

backup the files to another location. This cold backup will simplify the restore process, in the event of unanticipated data loss. With a cold backup, you simply have to restore the files and then import the most recent database export. In addition to this initial cold backup, you may consider performing a cold backup periodically--for example, after a significant software upgrade--to re-capture the database schema.

Recommended database backup process

1. Cold Backup
2. Daily Exports of the database
3. In the event of data loss, restore the database and then import the most recent database export.

Chapter 3

Upgrade NetBackup IT Analytics Portal on Linux

This chapter includes the following topics:

Overview

If you are upgrading NetBackup IT Analytics Portal to 11.5 and later, you must have Oracle 19c installed. Having installed Oracle 19c, you only require to upgrade the NetBackup IT Analytics Portal. See "Upgrade NetBackup IT Analytics Portal" on page 56.

While upgrading to version 11.5 or later for the first time:

- The upgrade also succeeds using evaluation license.
- The upgrade utility can accept more than one licenses during the upgrade.

- The upgrade utility compares the used capacity with the entitled capacity of the new license. If the entitled capacity is less than the used capacity, it displays a warning, but continues with the upgrade. However, you must comply with the Cohesity licensing guidelines to access all the features of the NetBackup IT Analytics Portal.

For complete details about system requirements and upgrading, refer to the *Certified Configurations Guide*. Separate upgrade instructions are provided for Windows and Linux with the assumption that the Portal and database components are installed on the same server.

Upgrade path

The Portal must be running a minimum of version 11.3 to upgrade to NetBackup IT Analytics 11.5. For complete details about system requirements and upgrading, refer to the *NetBackup IT Analytics Certified Configurations Guide*. In addition, Oracle 19c is required for NetBackup IT Analytics 11.5.

Before upgrading

- License mechanism has been changed in NetBackup IT Analytics 10.6 to Cohesity Standard Licensing method. To upgrade to version 10.6 or later, you must obtain a new license key with matching entitlement prior to the upgrade. Ensure the new license entitlements are equal or greater than the installed license for the upgrade to succeed. See *NetBackup IT Analytics Licensing Guide* for more information.
- Ensure that you have a valid system backup. For additional information refer to the *System Administrator Guide*. Prior to executing the upgrade utility:
  - A cold backup of the Portal / Database server(s) file systems.
  - A backup of the file systems containing the Oracle database (typically /data01-06 on Linux) is only valid if it was taken while Oracle was completely shut down.
  - An export of the database.
- If you have installed any patches on your present NetBackup IT Analytics version, check the Release Notes to verify that they are included in this release. If you are uncertain, check with the Veritas Support. In most cases, previously installed patches are included in this release.
- Verify that the libXtst.so.6 libraries are installed.

- In the Portal, verify that the Data Collectors are set for automatic updates. This setting triggers the automatic download of updated application logic to the Data Collectors in your enterprise. This download is required to ensure the Data Collectors are running with the latest compatible version. Refer to the vendor-specific Data Collector Installation Guide for additional information about Data Collectors.
  See "Data Collector upgrades" on page 63.
- The Portal and Database components should be installed on the same server.
- Identify the Java Version on the Data Collector Server and ensure that a 64-bit server is used for the Data Collector Server.
- Portal upgrades automatically enable privileges for newly added reports and certain features/functions, for all Administrators. This does not impact previously configured privileges. The Super User can manually revoke any Administrator privileges that have been automatically enabled.
- Before upgrading to 10.6 or later for the first time, generate a new Cohesity license with `.slf` extension having equal or more entitlement than the currently installed license. This license file will be required during the upgrade.
- If upgrading to version 11.5 in a Shared Service environment, an additional database privilege should be provided using the following command.

  ```
  su - aptare
  sqlplus / as sysdba
  alter session set container = scdb;
  ```
  or IT Analytics database Service name if not 'scdb'
  ```
  GRANT EXECUTE ON DBMS_CRYPTO TO PORTAL;
  ```

  Note: Not providing the privilege on a limited access environment can cause upgrade failure.

- While upgrading from v11.3 to a higher version, if the password of the Java Development Kit (JDK) truststore located at `/usr/java/lib/security/cacerts` was changed in the interim, you must update the new password in the `portal.jdk.trustStore.password` parameter.
  Go to **Admin** > **System Configuration** > **Custom** on the Portal and edit the `portal.jdk.trustStore.password` parameter to update its value.
- Ensure a minimum of 15 GB of space is available.
- To help ensure a smooth and successful upgrade, run the utility **preUpgradeCheck.sh**. This script performs important system checks before the upgrade begins and is built into the main upgrade tool (upgrade.sh) used

for NetBackup IT Analytics upgrades. Before you run this script, make sure to set the APT_DB_PASSWORD environment variable with your database password of Portal user. This is required for the checks to work properly. You can automate the running of this utility before starting the upgrade. The utility is available at:

- `/opt/aptare/upgrade/preUpgradeCheck.sh`
- `/opt/aptare/utils/preUpgradeCheck.sh`

Example:

```
EXPORT APT_DB_PASSWORD=your_db_password
./preUpgradeCheck.sh
```

Upgrade NetBackup IT Analytics Portal

Download the NetBackup IT Analytics Portal upgrade utility installer for Linux and copy it to the portal server before you proceed with the next steps.

Upgrade a shared services environment

In a shared services environment, where the connect as sysdba privilege is not present, you must provide a CREATE SYNONYM privilege to the APTARE_RO user before upgrading. APTARE_RO is a read-only user for the Portal.

Unless this privilege has been deliberately revoked, this step is mandatory for an upgrade. If this privilege is not granted, errors in the upgrade script will occur and functionality within the SQL Template Designer will be impacted.

The absolute install path of Portal is represented as `<install_path>`. Substitute `<install_path>` with the absolute path of the Portal installation as applicable. If the Portal is installed on the default path, substitute by `/opt` which is the default path.

Note: If the portal is configured with non default APTARE and Tomcat users, update the users in `/<install_path>/aptare/upgrade/ant/sc_upgrader.xml` before executing `/<install_path>/aptare/upgrade/upgrade.sh`

---

1. Log in with root access.
2. Stop the portal and data receiver Tomcat services.
3. At the command line, execute the following commands:

   ```
   su - aptare
   ```

```
sqlplus / as sysdba

SQL >GRANT CREATE SYNONYM TO APTARE_RO;
```

In a shared services environment, where the connect as sysdba privilege is not present, you must provide a CREATE JOB and DBMS_SCHEDULER privilege to the PORTAL user before upgrading.

Note: Unless this privilege has been deliberately revoked, this step is mandatory for an upgrade. If this privilege is not granted, errors in the upgrade script will occur and functionality for Oracle jobs will be impacted.

---

1. Log in with root access.
2. Stop the portal and data receiver Tomcat services.
3. At the command line, execute the following commands:

```
su - aptare

sqlplus / as sysdba

SQL > GRANT CREATE JOB TO PORTAL;

SQL > GRANT EXECUTE ON DBMS_SCHEDULER TO PORTAL;
```

Run the upgrade utility installer (Linux)

The absolute install path of Portal is represented as `<install_path>`. Substitute `<install_path>` with the absolute path of the Portal installation as applicable. If the Portal is installed on the default path, substitute by `/opt` which is the default path.

If you have configured a custom OS user or a group for Oracle or portal, instead of the default users or groups:

- Update the OS user and group details in the environment file `/<install_path>/aptare/bin/aptare_env.sh`.
- Ensure environment variables for Oracle, such as ORACLE_HOME, ORACLE_SID, PATH, LD_LIBRARY_PATH are set appropriately in `/<install_path>/aptare/bin/aptare_env.sh` and are exported correctly.
- Update `/<install_path>/aptare/upgrade/ant/sc_upgrade.xml` with appropriate values for the custom OS user or group for Oracle and portal.

If you have the portal running with shared services and Oracle parameters such as service name and port are different than the default configuration, the upgrade utility installer will detect the parameters from the portal configuration file.

The following instructions assume you have the specific upgrade installer file for just your platform. You must perform these steps as a root user on the Linux system.

To mount the utility installer ISO

1. Mount the ISO image that you have downloaded on the server by entering the following commands.

```
mkdir /mnt/diska
mount -o loop <sc_upgrader_xxxx_linux.iso> /mnt/diska

mkdir /mnt/diska
mount -o loop <itanalytics_upgrader_xxxx_linux.iso> /mnt/diska
```

   Note: Replace *xxxx* with the relevant ISO file name.

2. Run the installer with the following commands:

```
cd /
/mnt/diska/portal_upgrader.sh
```

3. Follow the instructions to complete the installation.

Known issues

- A known issue associated with Security Enhanced Linux (SELinux) may arise when executing scripts that require Java. This results in a permission denied error message. To resolve this issue, configure SELinux to enable Java processes to run. Consult the operating system documentation.
- When upgrading to release version 10.x.xx, the date format defaults to the Portal operating system locale, and ignores any previous configuration in the `portal.properties` file.

Run the upgrade utility

The following instructions assume that the Portal and Database components reside on the same server.

Note: The absolute install path of Portal is represented as `<install_path>`. Substitute `<install_path>` with the absolute path of the Portal installation as applicable. If the Portal is installed on the default path, substitute by `/opt` which is the default path.

1. Verify your current NetBackup IT Analytics version. You must be currently running NetBackup IT Analytics version 10.4.00 or greater.
2. Verify that the libXtst.so.6 libraries are installed.
3. Ensure that all NetBackup IT Analytics application services are up and running. Next, as user **root** run the following command and respond to the prompts accordingly.

   ```
   sh /<install_path>/aptare/upgrade/upgrade.sh
   ```

   - While upgrading to 10.6 or later for the first time, the upgrade utility prompts for a new license file with `.slf` extension. You must have equal or more entitlement than the currently consumed license capacity.
     For information on license generation and installation, see *NetBackup IT Analytics Licensing Guide*.
   - If there are errors during the upgrade, the following banner is displayed:
     ```
     ##################################################################
     # WARNING WARNING WARNING WARNING WARNING #
     # Possible problems were encountered during the upgrade. #
     # Please check the log file /<install_path>/aptare/upgrade/logs/upgrade.log #
     # for errors and contact Customer Support if necessary. #
     ##################################################################
     ```
   - If the `upgrade.log` or the console output of upgrade shows error strings like “ORA-12537: TNS:connection closed” or “SP2-0640: Not connected”, this indicates that Oracle Database or Oracle Listener are not in running state. Ensure Oracle Database Service and Oracle Listener services are in running state and again run the upgrade script.
4. If the upgrade process encountered any errors, save a copy of the log file for any correspondence with the Veritas Support. You can find the upgrade log file in the following location:

   ```
   /<install_path>s/aptare/upgrade/logs/upgrade.log
   ```

Note that:

- If you have installed any patches on your present NetBackup IT Analytics version, please check the Release Notes to verify that they are included in this release. If you are uncertain, please check with the Veritas Support. In most cases, previously installed patches are included in the current release.
- If your upgrade fails because of an Apache version conflict, contact Veritas Support for instructions and a link to download a new version.

After the upgrade

Clear the Portal's browser cache after upgrading. This helps avoid browser display issues after the upgrade.

Upgrade methods to incorporate enterprise objects

During a Portal upgrade, all Dynamic Template Designer Methods will be modified to associate a method with an enterprise object (such as an array or host), rather than the method being associated with a NetBackup IT Analytics product (such as Capacity Manager).

The upgrader automatically makes the necessary changes, which may result in the following considerations:

- If the upgrader encounters a method that could apply to multiple enterprise objects (for example, a backup method that is relevant for both a Data Domain and a Job enterprise object), the upgrader makes a copy of the method with an Upgrade label append to the method name. This new version of the method has a populated enterprise object field so that your reports won't fail. Note that the WITH clause alias in this new version will still reference the old name, but this will not cause reports to fail. You can modify this to make the method accurate, however, this modification is not required.
- Once upgraded, some methods may have a null value for the enterprise object. For example, a method that was created for Virtualization Manager does not have a corresponding supported enterprise object (Data Domain, Host, Job, or Storage Array). If such a method is found by the upgrader and the method is in use by a Dynamic Template, the upgrader implicitly assumes the enterprise object for the template is relevant and populates the enterprise object field accordingly. However, if the method currently is not in use, the enterprise object field remains null.
- Upgraded methods that result in null enterprise object values can be identified by viewing the list of methods: Tools > Templates > Method Designer.
- To use a method in a Dynamic Template, the enterprise object field must be populated. Therefore, when you modify and save a method (Save/Save as), you will be prompted to select an enterprise object.

Attribute merging during the Portal upgrade

Features:

- The multi-object attribute enables creation of a single attribute that becomes available for all objects, such as hosts, arrays, and switches.
- With multi-object attributes, a single attribute can be used for all objects (for example, arrays, hosts, LUNs and switches).
- System attributes provide a set of popular attributes that you can populate with your own enterprise-specific values. These new system attributes are multi-object attributes with the following names: Application, Business_Unit, Data_Center, Department, Environment, Location, Organization, Owner, and Region. These system attributes cannot be deleted.
- Attribute names must begin with an alpha character. Use only alpha, numeric, or underscore characters in the name. Spaces and special characters are not allowed. This may mean that you will need to modify attribute names after you upgrade so that you can modify and save the list of values.

Attribute Management During the Portal Upgrade

Logic applied to prevent duplicate attribute names during upgrade:

- In the top-level domain, if the upgrader finds an existing attribute that has a name that is the same as a new system attribute (for example, Location) it creates the system attribute and populates it with the list of values from the existing attribute.
- For multi-tenancy environments where there are multiple domains, if an attribute is found in both a parent and child domain, the child domain will not inherit the values but instead, the values of the attribute in the child domain will remain intact. See also, *Attribute inheritance overrides* in the *NetBackup IT Analytics User Guide*.
- If multiple attributes with the same name are encountered in the same domain (for example, a host Location attribute and an array Location attribute), the values from all the attributes with the same name (for all objects) are merged into the system attribute.
- The upgrader lists the attributes with the list of values that will be merged into the new System Attributes. You can choose to let the upgrader merge the attributes or you can stop the upgrade and use the steps provided to rename existing attributes.
  See “Steps to Rename Duplicate Attributes” on page 62.

- Merging of values ensures that all objects that have been assigned the attribute will retain this attribute with its values and therefore, reports that use the attributes will continue to work as expected.

Example of a Merge of Attribute Values

Before the upgrade:

- Location attribute exists for Hosts, with a list of values: San Diego, New York, Seattle.
- Location attribute exists for Arrays, with a list of values: Paris, London, Singapore.

After the upgrade:

- Location system attribute has been created to replace the object-specific attributes. This system attribute will contain a merged list of values (LOV): San Diego, New York, Seattle, Paris, London, Singapore.
- This list of values applies to all objects.
- Once the upgrade is successful, you may want to modify the merged list of values via the Portal: Select **Admin**> Advanced > **Attributes**.

Steps to Rename Duplicate Attributes

1. Log in to the Portal server.
2. At the command line:

   ```
   su - aptare
   ```

3. At the command line, launch sqlplus:

   `sqlplus <username>/<pwd>@//localhost:1521/scdb`

   - Example:**`sqlplus portal/portal@//localhost:1521/scdb`**

4. To rename an attribute, execute the following SQL statements, substituting <variables> with values listed in the upgrade messages:

   ```
   UPDATE apt_attribute
   SET attribute_name = <attributeName>
   WHERE attribute_id = <AttributeID>;
   Commit;
   ```

Example:

This example renames the Location attribute so that it is not merged with the system attribute named Location.

```
UPDATE apt_attribute
SET attribute_name = 'Location1'
WHERE attribute_id = 100001;
Commit;
```

Best Practice for Attributes in Multi-Tenancy Environments

- Maintain attributes at the top-level domain so that the attributes are available to all client/child domains.
- During the Portal upgrade, newly introduced System Attributes will be added to the top-level domain.

Data Collector upgrades

For performance reasons, do not install Data Collectors on the same server as the NetBackup IT Analytics Portal. However, if you must have both on the same server, verify that the Portal and Data Collector software do not reside in the same directory.

Mandatory prerequisites

- Do not use downloadlib.[sh|bat] to upgrade the binaries on the Data Collector. Initiate the Data Collector upgrade from the NetBackup IT Analytics Portal.

Troubleshoot - Downgrade of Data Collector is not supported

Downgrade of Data Collector is not supported. When the Data Collector downgrade fails, ensure one of the below step is performed:

- Uninstall and reinstall the Data Collector to version that is compatible with the NetBackup IT Analytics version on the Data Collector server.
  For example: If the Portal version is 11.4.01 and the Collector version is 11.5, uninstall the 11.5 Collector version and install either 11.4.01 or lower version for the collector for upgrade to be successful.
- Upgrade the Portal server to the current Data Collector version or higher version.
  For example: If the Portal version is 11.4.01 and the Collector version is 11.5, upgrade the Portal to either 11.5 version or higher, on the Portal server.

Troubleshoot - Manual Data Collector upgrades

If the Data Collector fails after completing the previous requirements and prerequisites, perform the following:

On the Collector Server:

1. Kill all running NetBackup IT Analytics-related Java processes.
2. Start the Agent Service
   - If it starts and continues to run, proceed to the following section.
     See "Collector updates from the NetBackup IT Analytics Portal" on page 69.
3. If the APTARE Agent Service does not continue to run, verify no NetBackup IT Analytics-related Java processes are running. If required, kill all running NetBackup IT Analytics-related Java processes.
   - Restart the Collector Server, if the Java processes cannot be killed manually. Prior to restarting the server, disable the automatic start of the APTARE Agent Service.
4. Rename <APTARE_HOME>/java to java.old.
5. Copy <APTARE_HOME>/upgrade/staging/snapshot/java to <APTARE_HOME>/
6. Enable the automatic start of Agent service, if you previously disabled the service.
7. Start the Agent Service.

   See "Collector updates from the NetBackup IT Analytics Portal" on page 69.

Troubleshoot Data Collector upgrade manager upgrade failure and collector bundle download failure on Linux

NetBackup IT Analytics Data Collector software includes two components - Upgrade Manager and Data Collector.

When NetBackup IT Analytics Portal is upgraded successfully to a newer version, the subsequent Data Collector upgrade may fail with errors like "Collector bundle download failed for 11.5 Premature EOF" or "Upgrade Manager upgrade failed. Exception is : Premature EOF". These errors indicate that upgrade bundle could not be downloaded successfully on to the Data Collector server due to slow network/low bandwidth.

Prerequisites to troubleshoot

You must have access to:

- Data Collector server and Portal server.
- Permissions to copy files from and to Data Collector server and Portal server.

Notation used in the steps below

Table 3-1 Notations used in the code snippets

Notation	Description
<PORTAL_APTARE_HOME>	Path of Portal installation. Default value for Linux Portal: `/opt/aptare`
<DC_APTARE_HOME>	Path of Data Collector installation. Default value for Linux : `/usr/openv/analyticscollector`
<version>	Version of the NetBackup IT Analytics Portal.

You can troubleshoot upgrade manager upgrade failure and collector bundle download failure individually or together as discussed below.

Troubleshoot upgrade failure of the upgrade manager component

To resolve the issue with the upgrade manager component:

1. Log on to the Portal server.
2. Go to `<PORTAL_APTARE_HOME>/updates` location and copy `<PORTAL_APTARE_HOME>/updates/aptare_dc_upgrader-linux.zip` to a temporary location on any other server or Data Collector server directly.
3. Log on to Data Collector server and copy `aptare_dc_upgrader-linux.zip` from temporary location to `<DC_APTARE_HOME>/upgrade/bundles`.
4. Remove all `*.properties` files from the `<DC_APTARE_HOME>/upgrade` directory
5. Remove `restore.txt` file from `<DC_APTARE_HOME>/upgrade` directory
6. Upgrade either from the Portal (recommended) or from the Data Collector server as described in the procedures below.

To upgrade from NetBackup IT Analytics Portal:

1. Login to the Portal.
2. Go to **Admin** > **Data Collection** > **Collector Administration** and verify whether the Data Collector appears online.
3. Go to **Admin** > **Data Collection** > **Collector Updates** and select the Data Collector for which the Upgrade Manager component needs to be upgraded.
4. Click **Update Upgrade Manager**.

   The upgrade takes up to 15 minutes to complete.

To upgrade from the Data Collector server:

1. Log on to the Data Collector server.

   The upgrade takes up to 15 minutes to complete.
2. As a root user, run:

   ```
   <DC_APTARE_HOME>/mbs/bin/downloadlib.sh
   ```

   The upgrade takes up to 15 minutes to complete.

Troubleshoot upgrade failure of the Data Collector component

To resolve the failure of Data Collector component upgrade:

1. Log on to the Portal server and go to `<PORTAL_APTARE_HOME>/dc_upgraders/linux`.
2. Copy `aptare.jar` to a temporary location on any other server or Data Collector server directly.
3. Log on to the Data Collector server.
4. Copy `aptare.jar` from the temporary location to `<DC_APTARE_HOME>/upgrade/bundles`.
5. Rename `aptare.jar` to `dc_upgrader.<version>.zip`.

   For example, if <version> is 11.3.1.02, then file name will be `dc_upgrader.11.3.1.02.zip`
6. Remove all `*.properties` files from the `<DC_APTARE_HOME>/upgrade` directory
7. Remove `restore.txt` file from `<DC_APTARE_HOME>/upgrade` directory
8. Upgrade the Data Collector component either from the Portal (recommended) or from the Data Collector server as described in the procedures below.

To upgrade from NetBackup IT Analytics Portal:

1. Login to the Portal.
2. Go to **Admin** > **Data Collection** > **Collector Administration** and verify whether the Data Collector appears online.
3. Go to **Admin** > **Data Collection** > **Collector Updates** and select the Data Collector for which the component needs to be upgraded.
4. Select **Upgrade aptare.jar**.

   The upgrade takes up to 15 minutes to complete.

To upgrade from the Data Collector server:

1. Log on to the Data Collector server.
2. As a root user, run:

   ```
   <DC_APTARE_HOME>/mbs/bin/downloadlib.sh
   ```

   The upgrade takes up to 15 minutes to complete.

Upgrade the Upgrade Manager and Data Collector components together

To upgrade both Upgrade Manager and Data Collector components together:

1. Log on to the Portal server.
2. Go to `<PORTAL_APTARE_HOME>/updates` location and copy `<PORTAL_APTARE_HOME>/updates/aptare_dc_upgrader-linux.zip` to a temporary location on any other server or Data Collector server directly.
3. Copy `<PORTAL_APTARE_HOME>/dc_upgraders/<version>/linux/aptare.jar` to a temporary location on any other server or Data Collector server directly.
4. Log on to Data Collector server and copy `aptare_dc_upgrader-linux.zip` and `aptare.jar` from the temporary location to `<DC_APTARE_HOME>/upgrade/bundles`.
5. Rename `aptare.jar` to `dc_upgrader.<version>.zip`.

   For example, if <version> is 11.3.1.02, then file name will be `dc_upgrader.11.3.1.02.zip`
6. Remove all `*.properties` files from the `<DC_APTARE_HOME>/upgrade` directory
7. Remove `restore.txt` file from `<DC_APTARE_HOME>/upgrade` directory
8. Upgrade the Data Collector component either from the Portal (recommended) or from the Data Collector server as described in the procedures below.

To upgrade from NetBackup IT Analytics Portal:

1. Login to the Portal.
2. Go to **Admin** > **Data Collection** > **Collector Administration** and verify whether the Data Collector appears online.
3. Go to **Admin** > **Data Collection** > **Collector Updates** and select the Data Collector for which the component needs to be upgraded.
4. Select **Upgrade Both**.

   The upgrade takes up to 15 minutes to complete.

To upgrade from the Data Collector server:

1. Log on to the Data Collector server.
2. The upgrade takes up to 15 minutes to complete.
3. As a root user, run:

   ```
   <DC_APTARE_HOME>/mbs/bin/downloadlib.sh
   ```

   The upgrade takes up to 15 minutes to complete.

Upgrade logs and upgrade related database views

Logs:

- Upgrade Manager upgrade logs:

  ```
  <DC_APTARE_HOME>/mbs/logs/watchdog.log
  ```

- Data Collector upgrade logs:
  "Download of DC upgrade bundle and verification related"

  ```
  <DC_APTARE_HOME>/mbs/logs/watchdog.log
  <DC_APTARE_HOME>/upgrade/logs
  ```

Database views

- apt_v_system_upgrade: High level upgrade status
  - "Component_Name" column indicates the Data Collector server
  - "Message From" column indicates if it is a "Data Collector" component or "Upgrade Manager" component upgrade
    - If "Message From" is "Super_Upgrader" - The status is related to "Upgrade Manager" component upgrade
    - If "Message From" is "Upgrade_Manager" - The status is related to "Data Collector" component upgrade

- apt_v_system_upgrade_detail: Detailed upgrade messages for a particular upgrade session.

Collector updates from the NetBackup IT Analytics Portal

1. Log in to the NetBackup IT Analytics portal, and navigate to **Admin>Data Collection>Collector Updates**.
2. Select the Data Collector that failed to upgrade.
3. Verify if either aptare.jar or Upgrade Manager failed to upgrade.
4. Click **Upgrade Both**, **Upgrade aptare.jar**, or **Update Upgrade Manager**, depending on what failed to upgrade. Allow up to an hour for completion, depending on the size of your system.
5. Contact Veritas Support for additional issues.

Chapter 4

Upgrade and Migrate to a new server

This chapter includes the following topics:

Upgrade and migrate to a new server

The Portal must be running a minimum of NetBackup IT Analytics version 11.1 to upgrade to NetBackup IT Analytics 11.5.

Note: If you migrate a portal from one machine to another, apart from copying over the database, you also need to copy the `/opt/aptare/datarcvrconf/aptare.ks` and `/opt/aptare/datarcvrconf/aptare_external_password.properties` files, and ensure the file permissions allow writing by the 'tomcat' user. If these files are not copied to the new machine, you will not be able to edit existing collector policies and data collection will stop working.

Install the latest release of NetBackup IT Analytics on the new server

1. Download the latest release and installation instructions from www.veritas.com.
2. Perform a fresh install of the database and portal on the new server.
3. The NetBackup IT Analytics Portal will be installed with evaluation license having validity of 60 days. Ensure you request a new license with appropriate

entitlement. Refer the *NetBackup IT Analytics Licensing Guide* for more information.

4. Install the new license, once you receive it.

Perform an export of the database on the existing server

The database user **Aptare** must have access to the export files stored in the directory:

```
/opt/aptare/database/tools
```

Verify that Oracle user has read and execute privileges on these files before starting the database export.

NetBackup IT Analytics installer supports Portal and database installation on custom path. If your Portal or database is installed in a non-default location, replace `/opt` with the respective absolute installation path.

See *Oracle database: Export backups* section of the *NetBackup IT Analytics Administrator guide* for detailed steps.

Stop Portal and agent services on the new server

On Linux (as root):

```
Execute /opt/aptare/bin/tomcat-agent stop
Execute /opt/aptare/bin/tomcat-portal stop
```

Drop and re-create the existing portal user on the new server

1. On Linux (as "aptare" user):
   - sqlplus / as sysdba
   - drop user portal cascade;
     @/opt/aptare/database/ora_scripts/create_portal_user.plb;

Import the database onto the new server

Follow the instructions for your platform in the *Import the Oracle database*section in the *NetBackup IT Analytics Administrator guide*.

Start Portal and agent services on the new server

On Linux (as root):

```
Execute /opt/aptare/bin/tomcat-agent start
Execute /opt/aptare/bin/tomcat-portal start
```

Download, install, and execute to upgrade the database schema

If you are importing an old version database to 11.5 for your new NetBackup IT Analytics 11.5 portal, you can follow below instructions

1. Download the upgrade installer and documentation from www.veritas.com.
2. Run the upgrade installer.

   See "Run the upgrade utility installer (Linux)" on page 57.

   This installs the upgrade executable, but does not execute them.
3. In the last step of upgrader, select **Run Later** option to continue.
4. Open a command prompt and go to `/opt/aptare/upgrade`.
5. Run `db-upgrade.sh` and follow the instructions to upgrade the database.
6. After completion of db-upgrade.sh, you can login to portal with your admin credentials and try installing the new license.
7. Login again and access NetBackup IT Analytics portal.
8. Verify that all NetBackup IT Analytics application services are up and running.
9. As user root, run the following relevant command and respond to the prompts accordingly:
   - On Linux:

     ```
     sh /opt/aptare/upgrade/upgrade.sh
     ```

     You will receive warnings that your current version is already up to date, proceed.
     Once the script has completed, review the log file indicated to check for any errors

Testing

If desired, you can use the local host file method of IP address resolution to test the functionality of the new portal prior to any DNS cut-over from the existing server.

Update Data Collector binaries (if necessary)

Do not install on the same machine as the new portal/database server.

1. Download the Data Collector installer and documentation from www.veritas.com.
2. Follow the instructions in the documentation for your Data Collector to uninstall.
3. Re-install the Data Collector to the latest version, giving the correct URL for the new server.

Appendix A

X Virtual Frame Buffer

This appendix includes the following topics:

Configure X Virtual Frame Buffer (Xvfb)

Xvfb is a graphic manager that ensures proper rendering of the reports or emails exported as PDF files. You can perform this configuration as a part of your pre-installation steps for NetBackup IT Analytics Portal.

To configure Xvfb:

1. Ensure that system is configured to boot in graphical target, also known as runlevel 5.
   - Check existing default target.

     ```
     # systemctl get-default
     ```

   - Set default target to graphical.target.

     ```
     # systemctl set-default graphical.target
     ```

2. Use `yum` to install Xvfb.

   ```
   # yum install Xvfb
   ```

3. If the OS is RHEL 8, install `rpm libXtst` if not already installed.

   ```
   # yum install libXtst
   ```

4. Create a config file for Xvfb.
   - Run `# cd /etc/init.d`

- Create a file `Xvfb_background` with this content:

```
#!/bin/sh
# chkconfig:345 20 80
# /etc/init.d/Xvfb_background
#
# Some things that run always
#touch /var/lock/Xvfb_background
# Carry out specific functions when asked to by the system
case "$1" in
start)
echo "Starting script Xvfb_background"
/usr/bin/Xvfb :99 &
;;
stop)
echo "Stopping script Xvfb_background"
x=`pgrep Xvfb`; sudo kill -9 $x
;;
*)
echo "Usage: /etc/init.d/Xvfb_background {start|stop}"
exit 1
;;
esac
exit 0
```

- Run the commands:

```
# chmod 755 Xvfb_background
# chkconfig --add Xvfb_background
# ./Xvfb_background start
# /usr/lib/systemd/system-generators/systemd-sysv-generator
# systemctl enable Xvfb_background
```

- Confirm the Xvfb process is running on port :99 with:

```
#  ps -ef | grep Xvfb
# netstat -anp | grep Xvfb
```

5 Update the Tomcat bash profile.

```
su - tomcat
```

Modify the profile file to look like the one below:

```
# vi .bash_profile
JAVA_HOME=/usr/java
JRE_HOME=
TOMCAT_HOME=/opt/tomcat
export JAVA_HOME JRE_HOME TOMCAT_HOME
STORAGE_HOME=$PORTAL_BASE
export STORAGE_HOME
APTARE_HOME=/opt/aptare
export APTARE_HOME
PORTAL_HOME=$APTARE_HOME/portal
export PORTAL_HOME
export DISPLAY=:99

JAVA_OPTS="-server -DPORTAL_HOME=/opt/aptare/portal
-DAPTARE_HOME=/opt/aptare"
export JAVA_OPTS
umask 0022
```

6 Restart NetBackup IT Analytics services.

7 Test a wide report to ensure the exported PDF appears without truncation.