

Cohesity ASP Extra Data Backup Configuration Guide

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Technical Support

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

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

Worldwide (except Japan)

CustomerCare@veritas.com

Japan

CustomerCare_Japan@veritas.com

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.veritas.com/support

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Technical Support
 - Recent software configuration changes and network changes

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If your product requires registration or a license key, access our technical support Web page at the following URL:

www.veritas.com/support

Customer service

Customer service information is available at the following URL:

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- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Advice about technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

If you want to contact us regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

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Overview

This document includes the following topics:

- [About Extra Data Backup](#)
- [How Extra Data Backup works](#)
- [Information needed for Extra Data Backup storage configuration](#)
- [Storage appliances for EDB configuration](#)
- [Export service and Export utility configuration](#)
- [Using the Export service to view logs](#)
- [Additional resources](#)

About Extra Data Backup

Cohesity Alta SaaS Protection provides Extra Data Backup (EDB) that lets you replicate your backup data to a secondary location outside your Cohesity Alta SaaS Protection account. This feature provides an additional layer of security by creating a copy of your backup data in a secondary location, ensuring enhanced protection. You can use this feature to comply with regulations or keep indefinite copies of your data. The EDB feature is available for a few SaaS workloads supported by Cohesity Alta SaaS Protection and is a paid feature.

Extra Data Backup supports all the workloads supported by Cohesity Alta SaaS Protection for protection, except Salesforce and Entra ID.

The Extra Data Backup feature is compatible with the following storage platforms:

Table 1-1 Supported storage appliances

On-premises	Cloud
<ul style="list-style-type: none"> ■ Veritas NetBackup Access Appliance ■ Cloudian HyperStore ■ DELL ECS 3.8 Appliance 	<ul style="list-style-type: none"> ■ Microsoft Azure Blob Storage ■ Amazon Web Services S3

Features of Extra Data Backup

Extra Data Backup includes the following features:

- **Long-term retention**
 You can choose to maintain your EDB copy for an extended or indefinite period, as per your organization's policies and regulations for long-term retention.
- **Data redundancy**
 You can ensure data redundancy with EDB by adding extra backup data to your infrastructure, adhering to the 3-2-1 backup rule for data protection.
- **Ransomware protection**
 You can enhance security with EDB by storing an additional data copy in a different location to provide Ransomware protection.
- **Veritas-managed replication**
 You have Veritas-managed replication, with Veritas handling and managing all EDB replication activities, regardless of ownership or management of the EDB storage locations.

How Extra Data Backup works

Cohesity Alta SaaS Protection uses Azure Blob Storage containers, called Stors, to store tenant's data. Each tenant has a dedicated Stor optimized for specific data types supported by Cohesity Alta SaaS Protection. For example, Exchange and Google Drive data are categorized differently and stored in separate Stors. If customers opt for Extra Data Backup, it replicates the contents from these Stors to the chosen EDB location. This process ensures that all data from these separate Stors is duplicated at the selected EDB destination. Extra Data Backup works on a per-Stor-type basis.

Extra Data Backup supports all the workloads supported by Cohesity Alta SaaS Protection for protection, except Salesforce and Entra ID.

The Stor types supported by Cohesity Alta SaaS Protection and Extra Data Backup are:

- Exchange Online
- Site collections (it includes SharePoint Online, OneDrive, and Teams sites)
- Teams Chat
- Gmail
- Google Drive
- File (for files archived from on-premises file servers or repositories)
- Slack
- Box

The overview of the steps involved in the Extra Data Backup process is as follows:

- **Customer subscription**
Subscribe to the Extra Data Backup service and specify the data types for replication.
- **Information processing by Cohesity Support**
Cohesity Support team will use this information to identify the Cohesity Alta SaaS Protection data Stors to replicate. They will then configure and test the connection to your selected replication target.
- **Replication initiation**
The replication process will be initiated once the Cohesity Support team confirms successful configuration.
- **Instantiation of initial replica**
The initial copy creates a replica of the selected Stor in your Cohesity Alta SaaS Protection tenant. This phase, known as instantiation, involves copying all data written to these Stors from the start of your Cohesity Alta SaaS Protection subscription.
- **Initial replication process**
The instantiation phase takes considerable time because the historical data is copied. Once complete, Extra Data Backup starts subsequent replications, copying only the changed data from the last replication. The subsequent copies become faster, ensuring an up-to-date data replica in Cohesity Alta SaaS Protection.
- **Incremental replication**
EBD performs incremental replications every 15 minutes after the initial replication is completed. This process copies only the data changed since the

last copy, ensuring that the replicated data on the target storage remains 15 minutes behind the data in Cohesity Alta SaaS Protection.

Note: The EDB process is a one-way process. The process is not manageable, visible, or monitorable from within the Cohesity Alta SaaS Protection interface. You can monitor the status of EDB operations using the Alta SaaS Protection Export service. In a disaster recovery (DR) scenario, Cohesity Support uses EDB data for disaster recovery purposes.

Information needed for Extra Data Backup storage configuration

When you configure a customer-owned cloud or on-premises storage device as a target for Extra Data Backup, you must provide Veritas with the following information about that storage device once it is configured:

Table 1-2

For Azure cloud storage device	For AWS S3 cloud storage device	For AWS S3 on-premises storage device
Azure storage connection string	<ul style="list-style-type: none"> ■ Cloud region ■ Access key ID ■ Secret access key ■ S3 bucket name 	<ul style="list-style-type: none"> ■ Endpoint URL ■ Access key ID ■ Secret access key ■ S3 bucket name

Storage appliances for EDB configuration

The supported storage appliances to configure EDB are listed in the following table:

Table 1-3

Appliances	Description
NetBackup Access Appliance	<p>Refer to NetBackup Access Appliance documentation for details on configuring your Veritas Access Appliance. You can find this documentation using the following links:</p> <ul style="list-style-type: none"> ■ Veritas Access Appliance Initial Configuration Guide Used for the installation of the access appliance, configuring network access, and an introduction to the interface. ■ Veritas Access Appliance Administrator's Guide See Section IV. Managing Access Appliance file access services, Using Access Appliance as an Object Store server, Configuring the Object Store server for instructions on setting up Object storage.
Cloudian HyperStore	<p>Refer to Cloudian HyperStore documentation for details on configuring your Cloudian HyperStore Appliance.</p> <p>Cloudian HyperStore Administration Guide</p>
DELL ECS Appliance	<p>Refer to Dell ECS documentation for details on configuring your ECS Appliance.</p> <p>ECS Administration Guide</p>
NetApp Storage Grid	<p>Refer to NetApp Storage Grid documentation for details on configuring your NetApp Storage Grid.</p> <p>NetApp Storage Grid documentation</p>
Microsoft Azure Blob Storage	<p>Refer to Microsoft Azure documentation for details on configuring your cloud storage device.</p> <p>Azure Blob Storage documentation</p>
Amazon Web Services S3	<p>Refer to Amazon Web Services S3 documentation for details on configuring your cloud storage device.</p> <p>Amazon Simple Storage Service Documentation</p>

Export service and Export utility configuration

To access and view logs related to Extra Data Backup, you must configure the Export Service. To run a restore, you must configure the Export utility. Access the following documentation links to configure the Export service and Export utility.

- [Pre-requisites to download and install services and utilities](#)

- [How to Install and Configure the Cohesity Alta SaaS Protection Export Service](#)
- [Overview of the Alta SaaS Protection Export Utility](#)
- [How to Install and Configure the Cohesity Alta SaaS Protection Export Utility](#)
- [How to Configure the Cohesity Alta SaaS Protection Export Utility Permissions](#)
- [How to Use the Cohesity Alta SaaS Protection Export Utility \(for Users\)](#)

Using the Export service to view logs

Cohesity manages Extra Data Backup replication, but you can access logs for EDB events. Logs contain information about replication events and are stored in the Cohesity Alta SaaS Protection Export Service.

To view logs using the Export service

- 1 Open the Cohesity Alta SaaS Protection Export services.
- 2 On the left pane, click **Advanced**.
- 3 On the right-hand pane, click **Open**.

The location of the Export Service log files is displayed in the **Log Directory** field.

Additional resources

- [Veritas Alta™ SaaS Protection Administrator's Guide](#)
- [Veritas Alta™ SaaS Protection website](#)