

# Using Veritas Quick Assist for diagnostic and technical issue resolution

Version 3.x

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## Introduction

Veritas Quick Assist (VQA) collects technical diagnostic data for many Veritas products.

Scans can be run against the system for common issues and installation requirements. The information presented in the analysis tab not only shows the issues diagnosed, but also provides **actionable solutions**.

VQA is shipped with many Veritas products. You can also download it from the [VQA Home Page](#).

VQA supports the following Operating Systems:

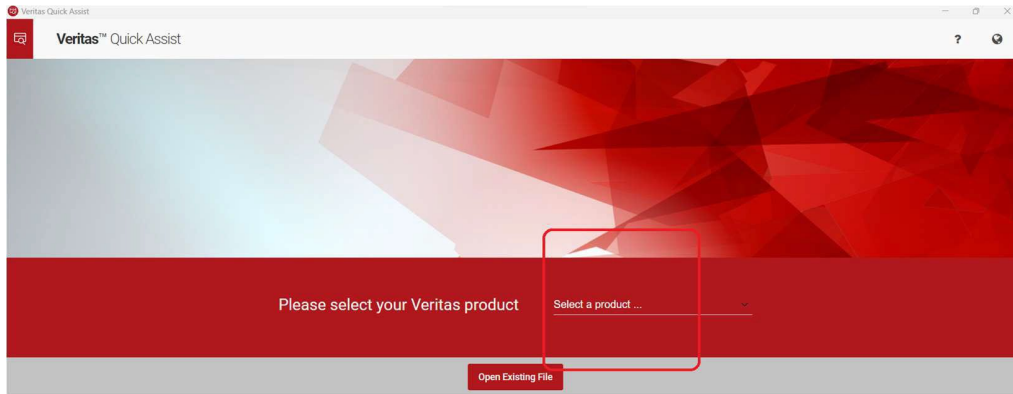
- Windows Server 2016, Windows Server 2019, Windows Server 2022
- Windows 10 22H2
- Windows 11 23H2, 11 22H2

**Note:** If self-diagnosis attempts do not resolve the issue, the tool can collect and upload data for a support case.

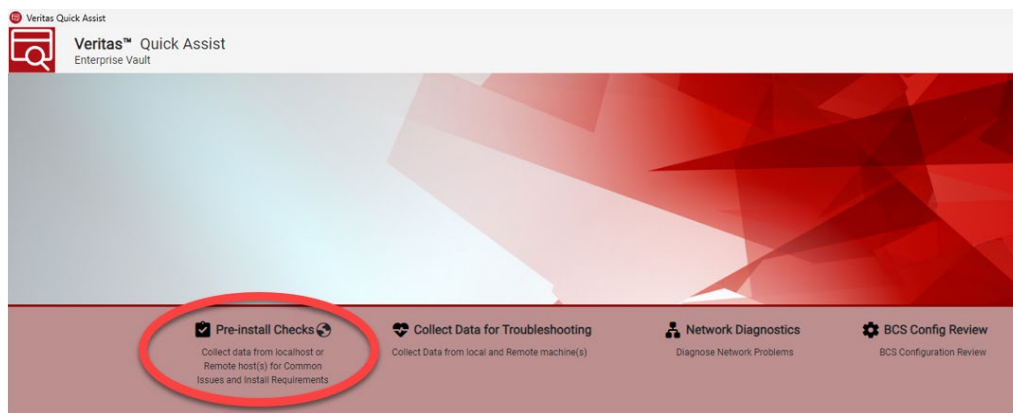
In the examples below, we will use the Enterprise Vault (EV) product.

## Running Pre-Install Scans

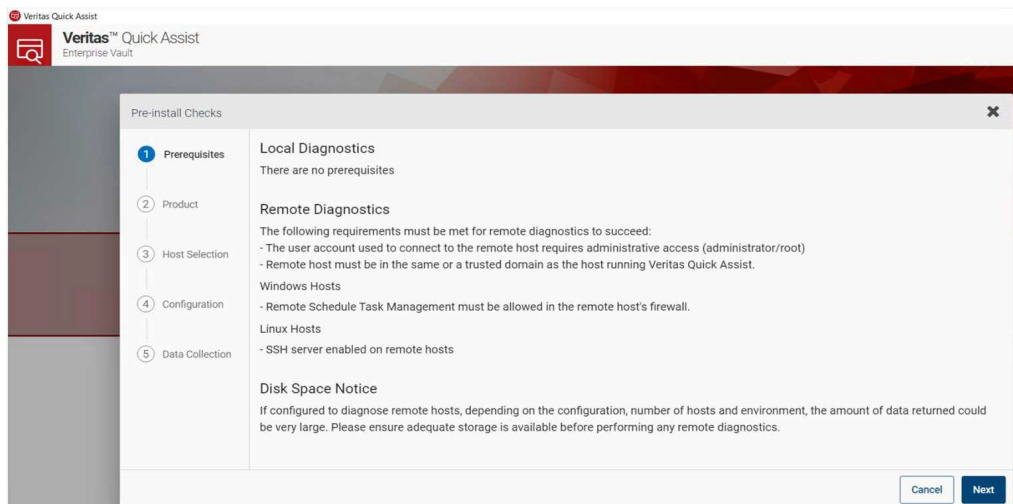
1. On the computer that has a problem, run VQA as administrator and do the scan. Ensure you agree to update VQA if a newer version is detected.
2. Read the Veritas Software License Agreement (EULA) that is prompted. If you understand and accept the terms in the EULA, click **Agree**. The VQA diagnostic tool **Home Page** opens.
3. From the **Home Page**, select a product to scan.



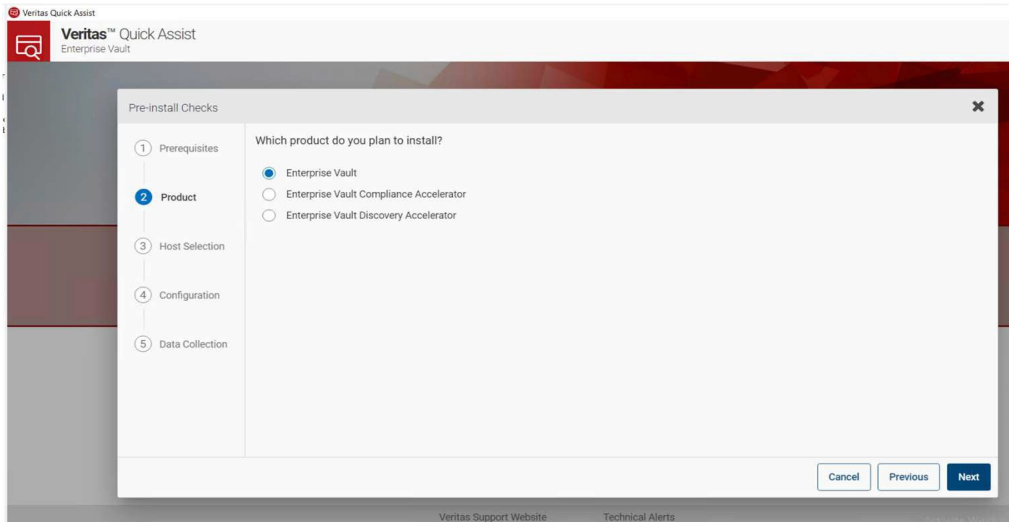
4. From the **Product** page, choose **Pre-Install Checks**.



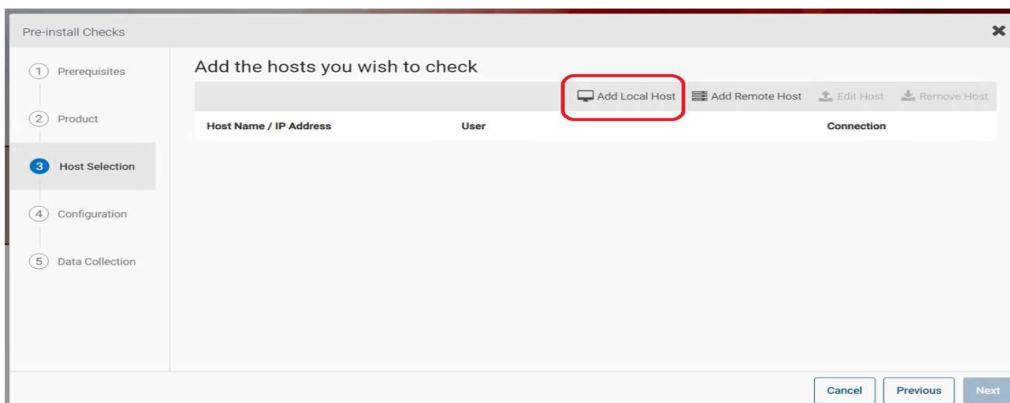
5. From the **Prerequisites** section of the Pre-Install checks dialog, click **Next**.



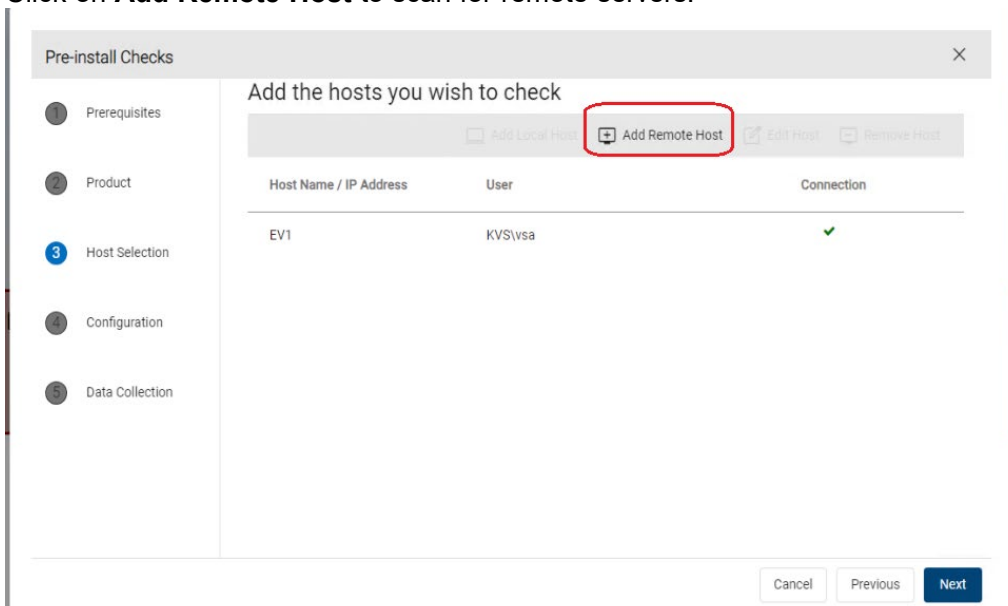
6. From the **Product** section of the Pre-Install checks dialog, select the product you plan to install, and click **Next**.  
(Applicable products: Enterprise Vault, Backup Exec, Desktop Laptop Option, Data Insight, eDiscovery Platform, and System Recovery)



7. From the **Host Selection** section of the Pre-Install checks dialog, click **Add Local Host**.



8. Click on **Add Remote Host** to scan for remote servers.



Enter **Server name/IP Address, Username with domain and Password**. By default, **Host Type** is selected to **Windows** (for Enterprise Vault, Backup Exec, Desktop Laptop Option, eDiscovery Platform, System Recovery, Data Insight)

isf Add Remote Host

Host Name or IP Address \*

Username \*

Enter Username e.g.: Domain\UserName

Password \*

Host Type\*

Windows

Cancel Save

9. If the added local and remote hosts are reachable, the **Next** button is enabled. Click **Next**. Optionally, repeat the above steps for additional remote hosts.

Pre-install Checks

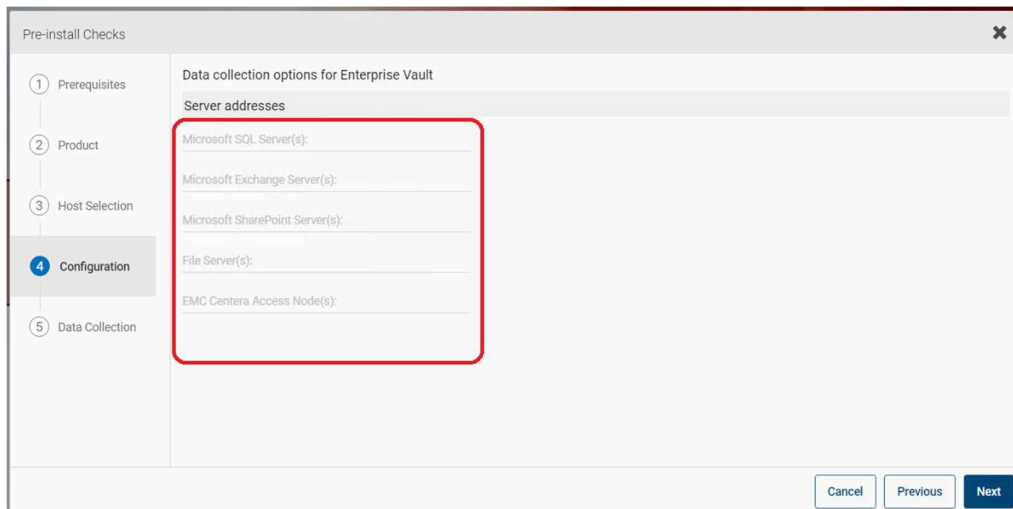
Add the hosts you wish to check

Add Local Host Add Remote Host Edit Host Remove Host

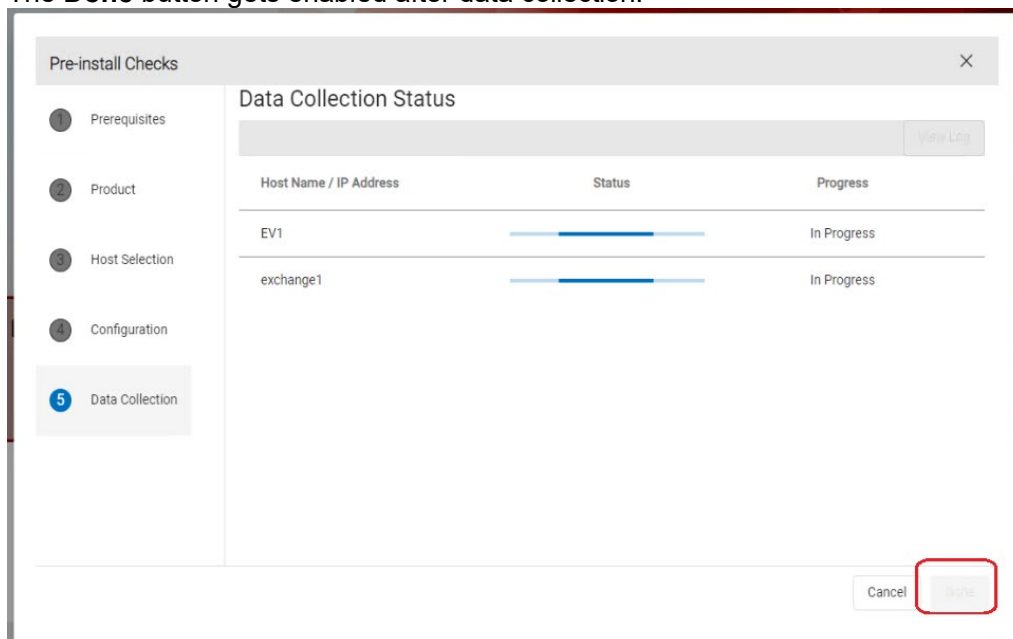
Host Name / IP Address	User	Connection
EV1	KVS\svsa	✓
exchange1	kvsadministrator	✓

Cancel Previous Next

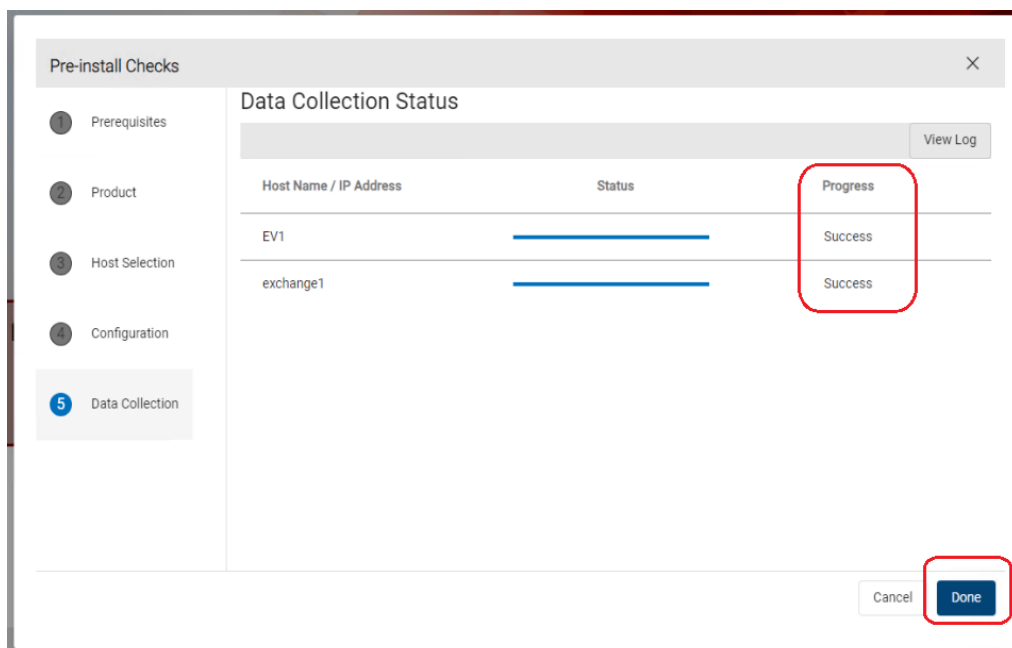
10. From the **Configuration** section of the Pre-Install checks dialog, under Data collection options for Enterprise Vault, select the components for which you wish to scan, along with the relevant server addresses for servers which exist in the Enterprise Vault environment. Click **Next**.



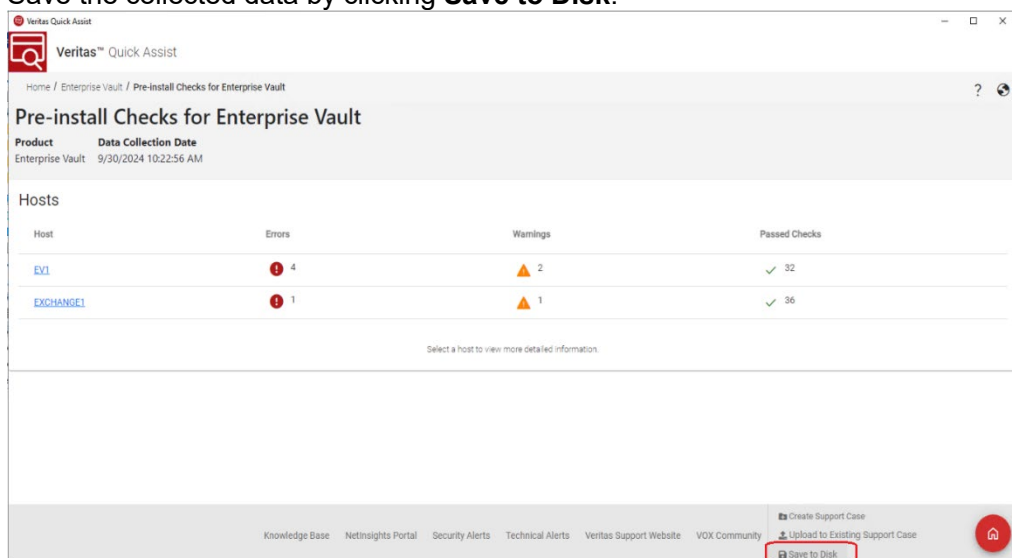
11. VQA begins to collect data based on the selected products. The **Done** button gets enabled after data collection.



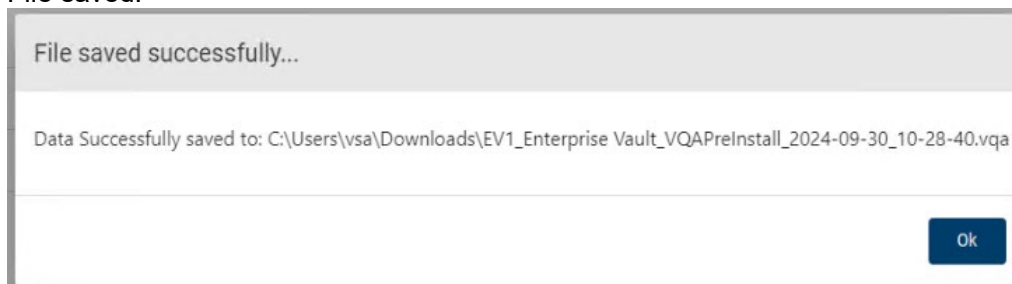
12. Once the scan is complete, the data collection status (Success/Failed) can be viewed. Click **Done**.



13. Clicking **Done** redirects you to the **Pre-Install Checks Overview** page. Save the collected data by clicking **Save to Disk**.



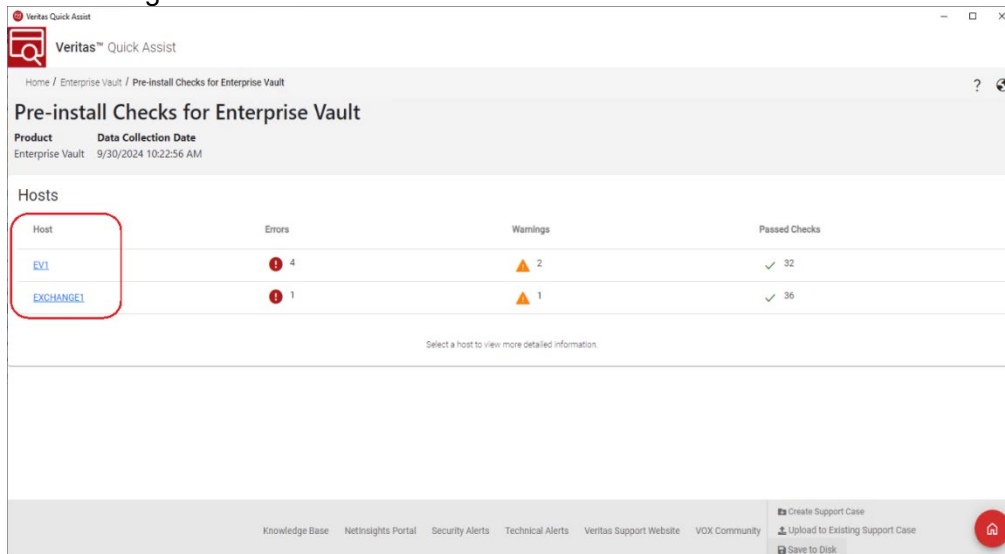
File saved.



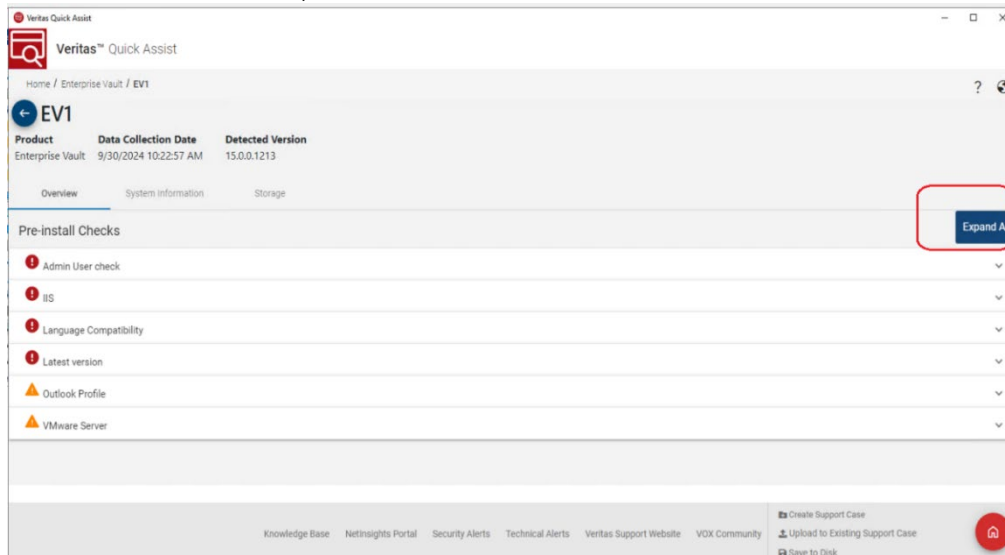
- If you select **Create Support case** or **Upload to Existing Support Case**, enter your Veritas account credentials when prompted and click **Log In**. Follow the instructions on the screen to provide the diagnostic data to Veritas.
- If you select **Save to Disk**, VQA notifies you where the data is saved in the **.vqa** format. Navigate to the Veritas Support website, click **My Cases**, and attach this data package to your Veritas Support case.
- To check analysis for the data collected for each host – click on the host to see checks failed



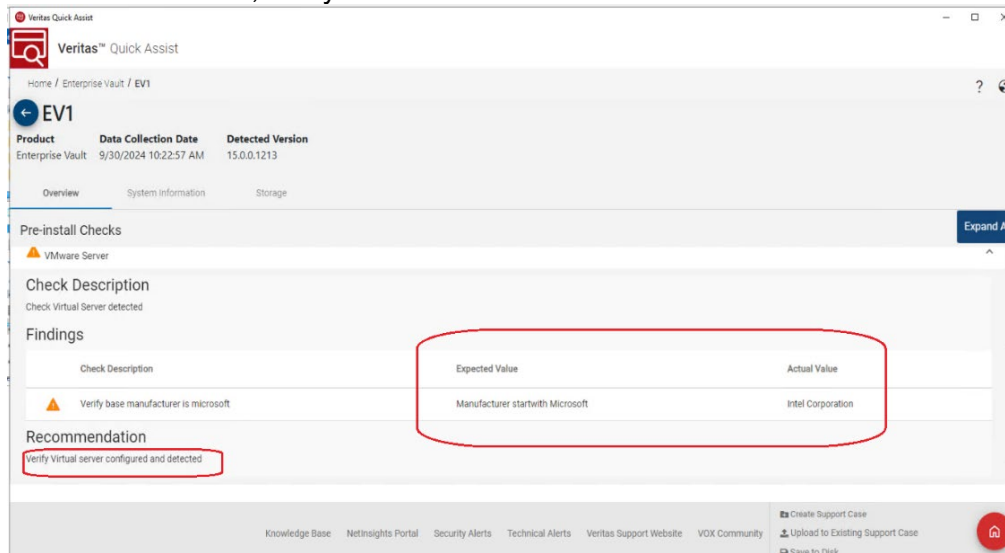
and warnings.



- Click **Expand All** to view the check descriptions, findings, along with the expected and actual detected values, as well as recommendations for each check.

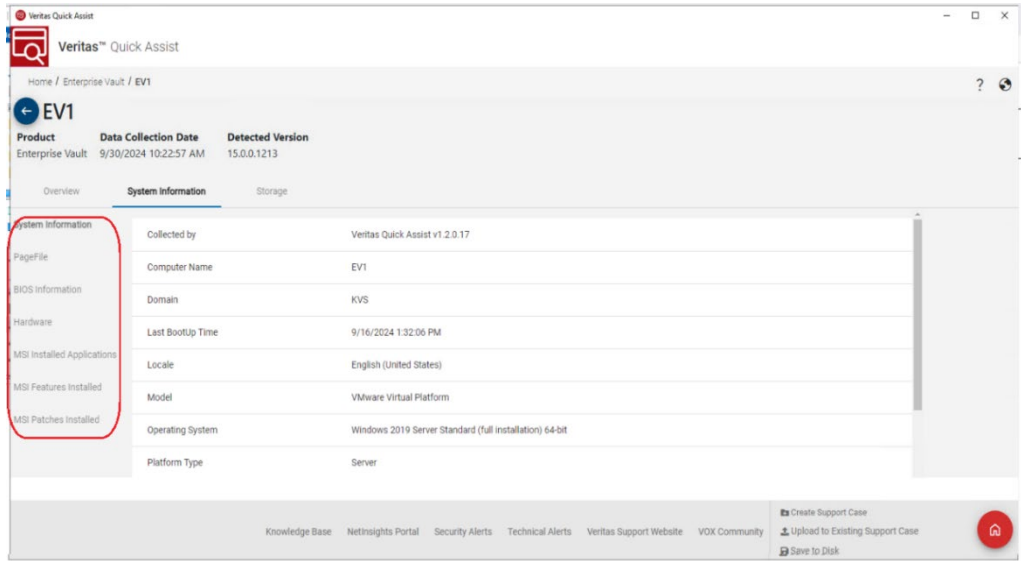


- In the check below, verify if the VMware Server is detected.



- Navigate to **System information** and **Storage** to check the information for collected data.

- **System information:** Navigate to vertical tabs to see all collected system information.

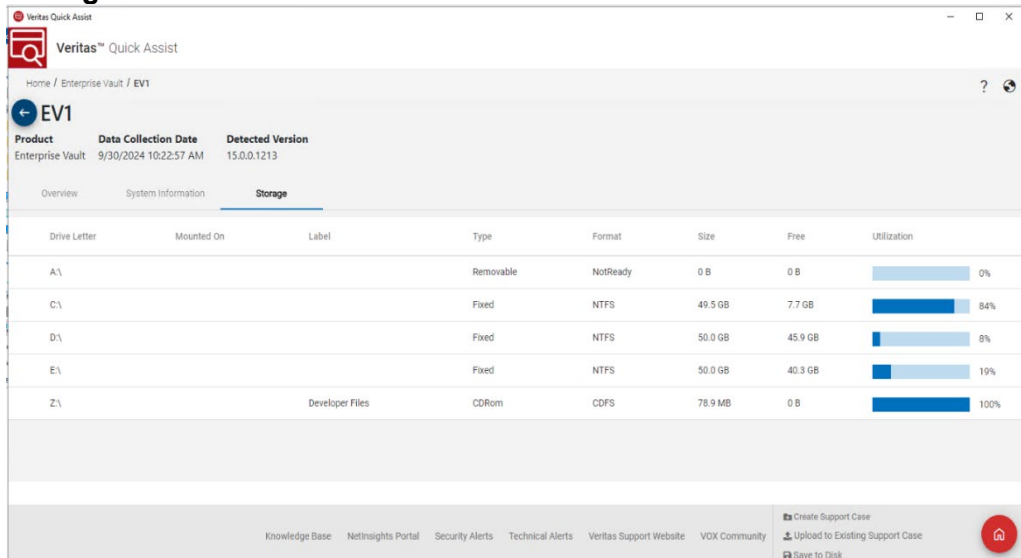


The screenshot shows the 'System Information' page in Veritas Quick Assist. The left sidebar contains a list of tabs: System Information, PageFile, BIOS Information, Hardware, MSI Installed Applications, MSI Features Installed, and MSI Patches Installed. The 'System Information' tab is selected and highlighted with a red circle. The main content area displays a table of system details.

Property	Value
Collected by	Veritas Quick Assist v1.2.0.17
Computer Name	EV1
Domain	KVS
Last BootUp Time	9/16/2024 1:32:06 PM
Locale	English (United States)
Model	VMware Virtual Platform
Operating System	Windows 2019 Server Standard (full installation) 64-bit
Platform Type	Server

At the bottom of the page, there are navigation links: Knowledge Base, NetInsights Portal, Security Alerts, Technical Alerts, Veritas Support Website, and VOX Community. On the right side, there are buttons for 'Create Support Case', 'Upload to Existing Support Case', and 'Save to Disk'.

- **Storage:**



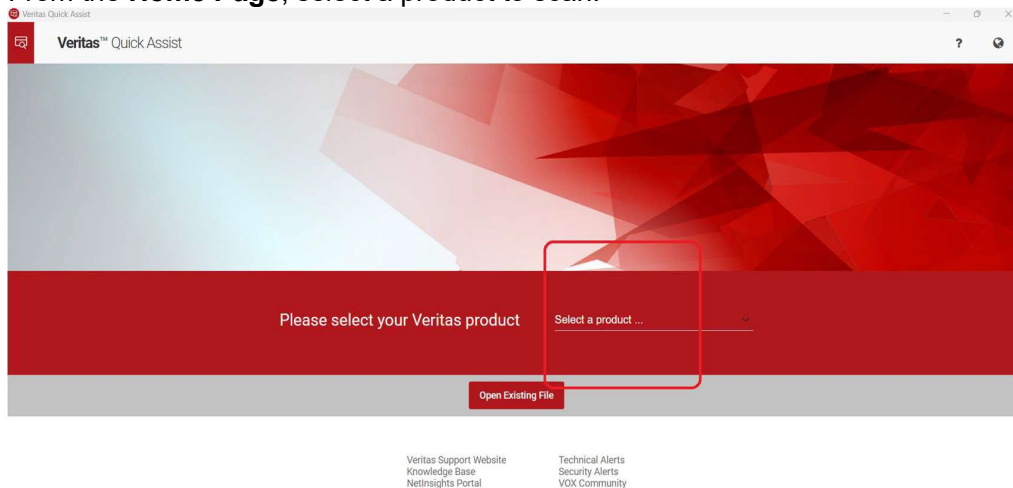
The screenshot shows the 'Storage' page in Veritas Quick Assist. The left sidebar is the same as in the previous screenshot. The 'Storage' tab is selected and highlighted with a blue underline. The main content area displays a table of storage drives with progress bars indicating utilization.

Drive Letter	Mounted On	Label	Type	Format	Size	Free	Utilization
A:\			Removable	NotReady	0 B	0 B	0%
C:\			Fixed	NTFS	49.5 GB	7.7 GB	84%
D:\			Fixed	NTFS	50.0 GB	45.9 GB	8%
E:\			Fixed	NTFS	50.0 GB	40.3 GB	19%
Z:\		Developer Files	CDRom	CDFS	78.9 MB	0 B	100%

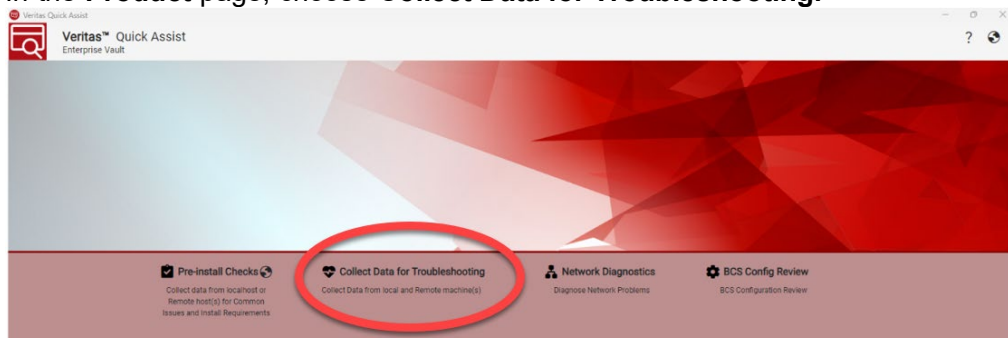
At the bottom of the page, there are navigation links: Knowledge Base, NetInsights Portal, Security Alerts, Technical Alerts, Veritas Support Website, and VOX Community. On the right side, there are buttons for 'Create Support Case', 'Upload to Existing Support Case', and 'Save to Disk'.

## Running Diagnostics Scans

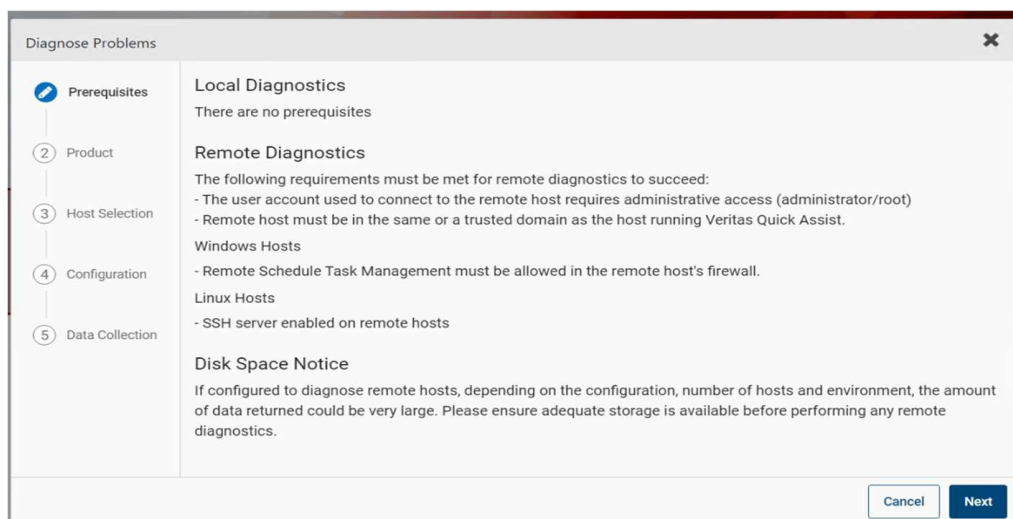
1. On the computer that has a problem, run VQA as administrator and do the scan. Ensure you agree to update VQA if a newer version is detected.
2. Read the Veritas Software License Agreement (EULA) that is prompted. If you understand and accept the terms in the EULA, click **Agree**. The VQA diagnostic tool **Home Page** opens.
3. The VQA diagnostic tool opens on the Home Page.
4. From the **Home Page**, select a product to scan.



5. In the **Product** page, choose **Collect Data for Troubleshooting**.

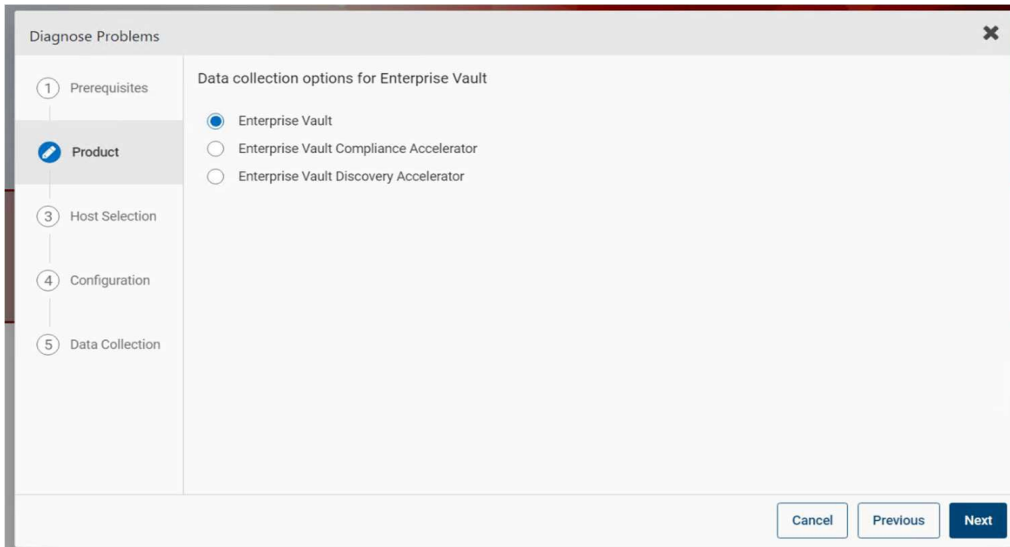


6. From the **Prerequisites** section of the **Diagnose Problems** dialog, click **Next**.

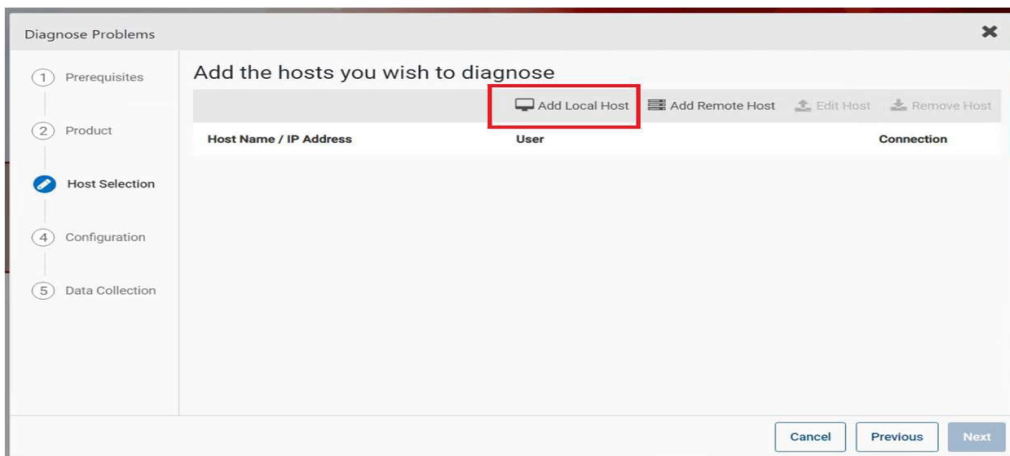


7. From the **Product** section of the **Diagnose Problems** dialog, select the product you plan to scan, and click **Next**.

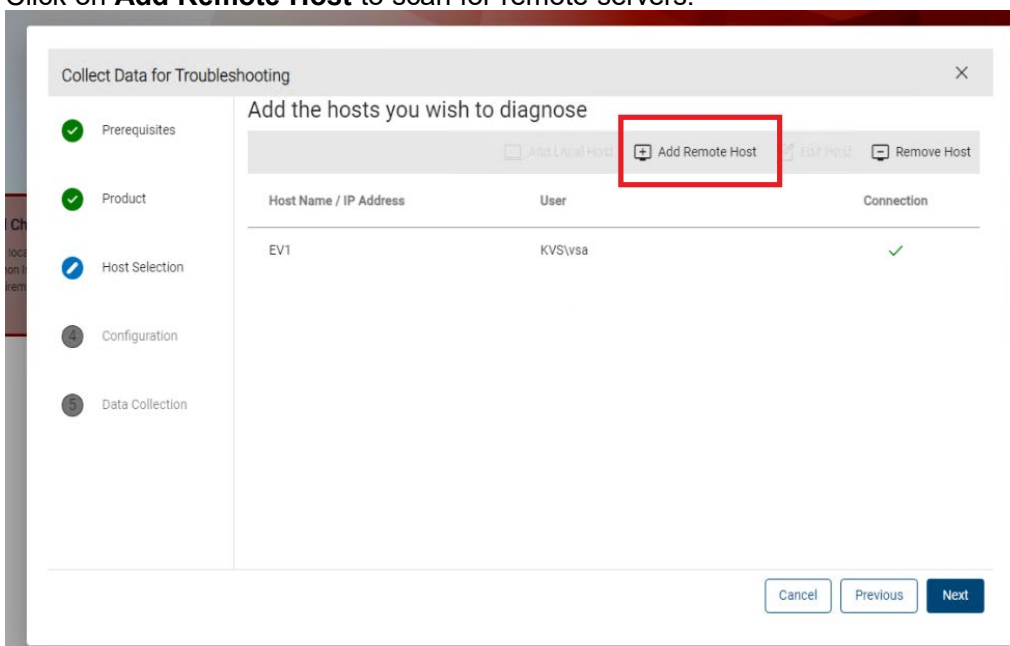
(Applicable products: Enterprise Vault, Backup Exec, Desktop Laptop Option, Data Insight, eDiscovery Platform, NetBackup, Flex, FlexScale, and System Recovery)



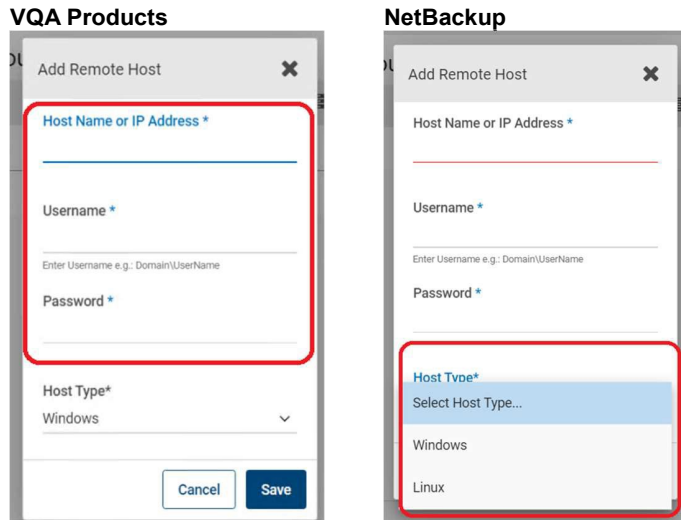
8. From the **Host Selection** section of the **Diagnose Problems** dialog, click **Add Local Host**.



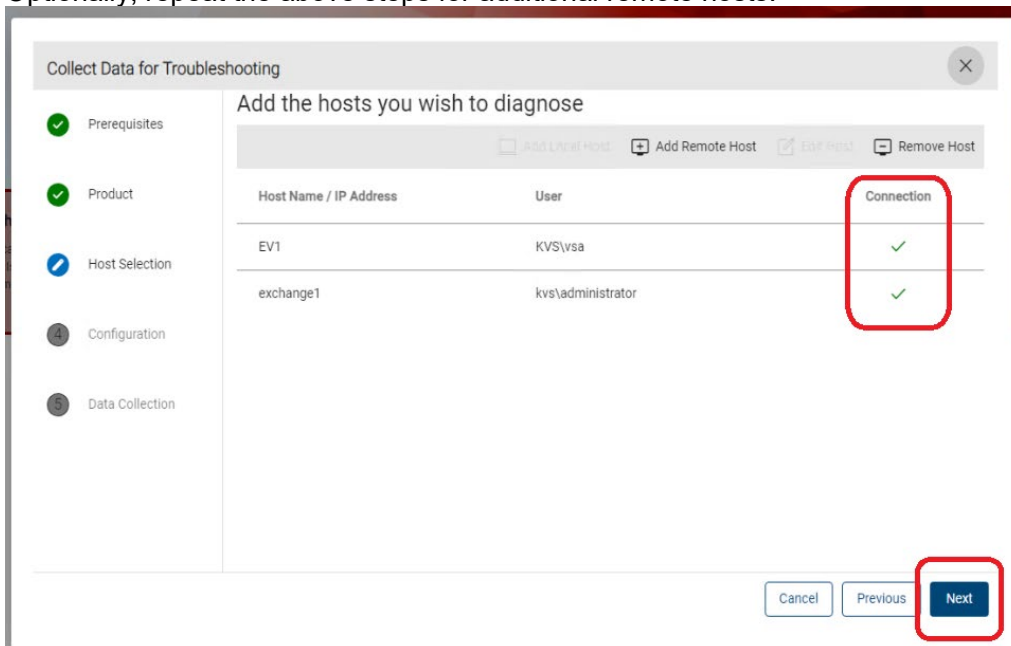
9. Click on **Add Remote Host** to scan for remote servers.



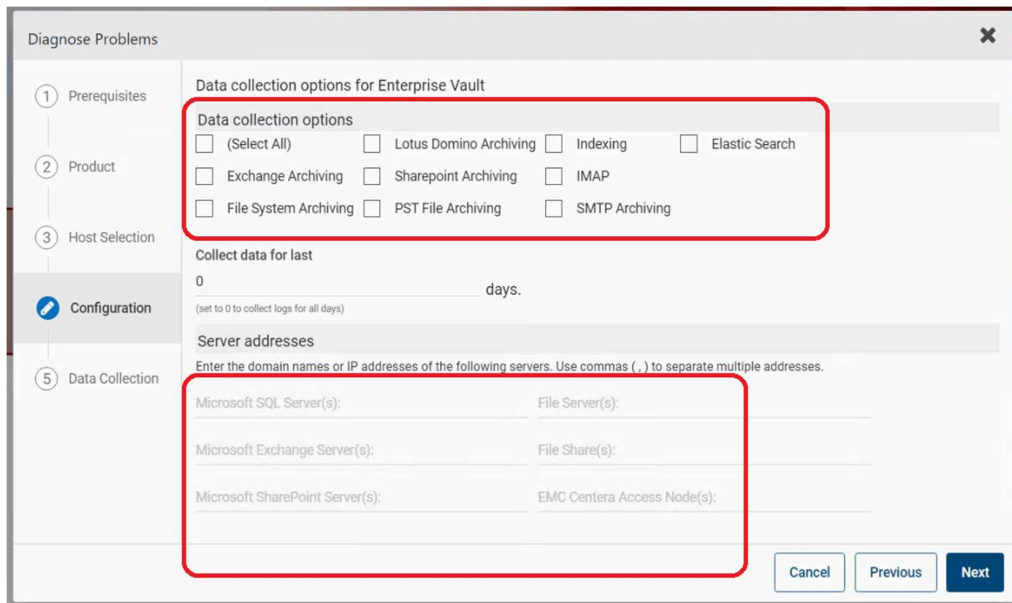
Enter **Server name/IP Address**, **Username** with domain and password.  
 By default, **Host Type** is selected to Windows (for Enterprise Vault, Backup Exec, Desktop Laptop Option, eDiscovery Platform, System Recovery, Data Insight). You can select host type for NetBackup products.



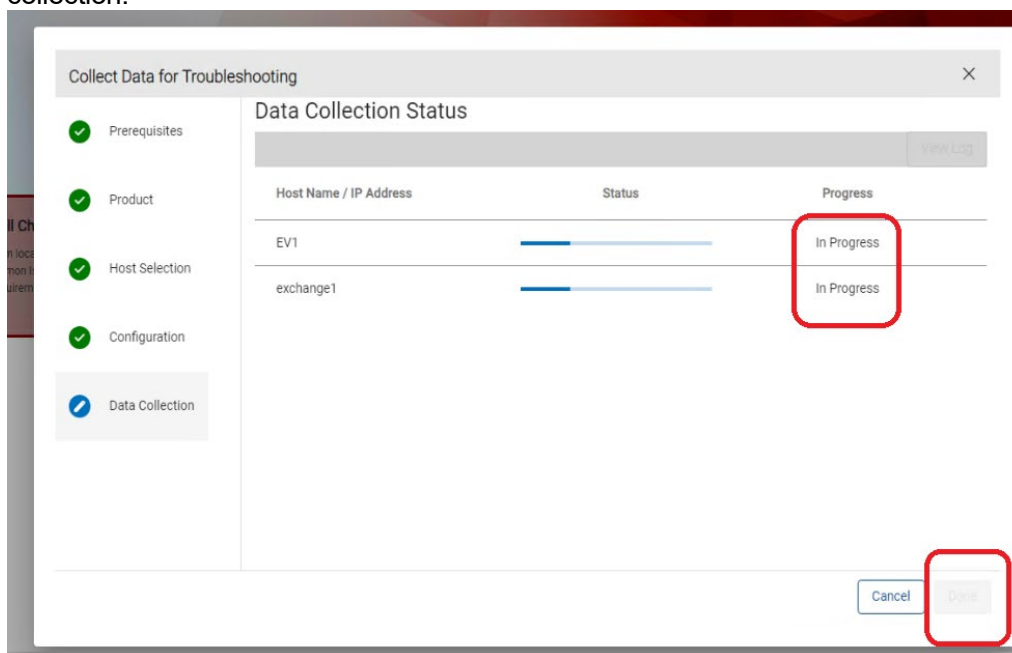
10. If added local and remote host are reachable, the **Next** button is enabled. Click **Next**. Optionally, repeat the above steps for additional remote hosts.



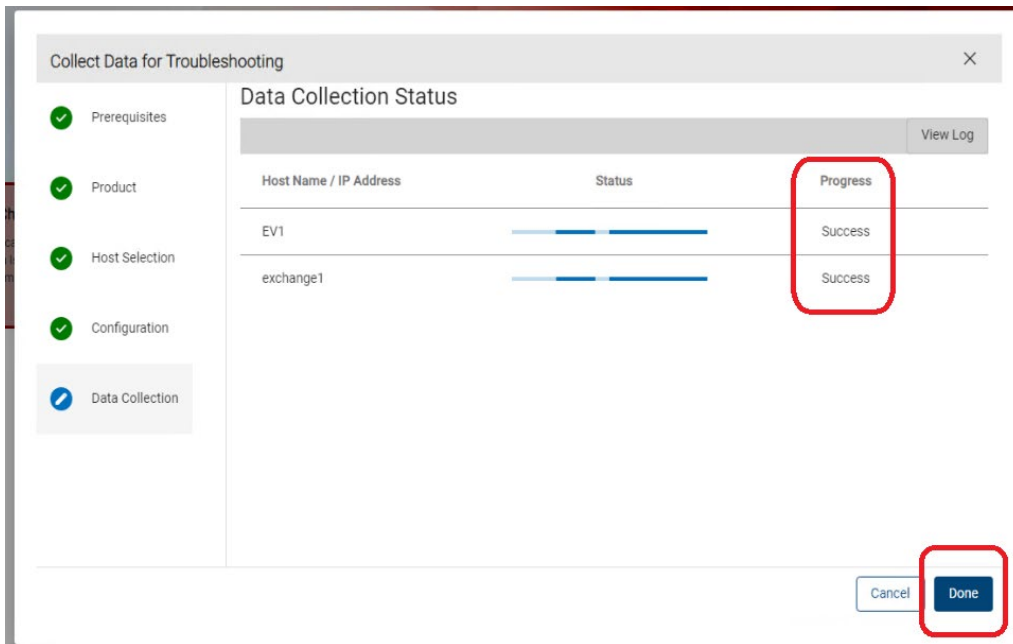
11. From the **Configuration** section of the **Diagnose Problems** dialog, under **Data Collection options for Enterprise Vault**, select the components for which you wish to scan, along with the relevant server addresses for servers which exist in the Enterprise Vault environment. Click **Next**.



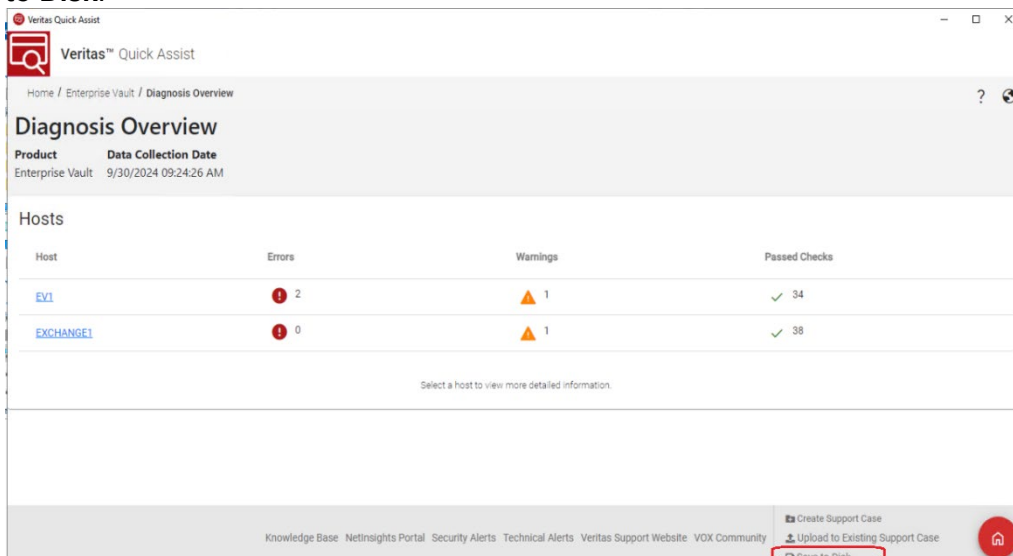
12. VQA will begin to collect data based on the products selected. Done button will get enabled after data collection.



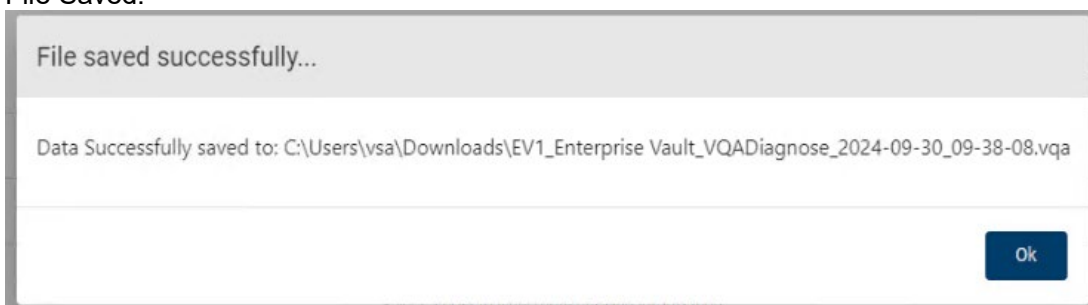
13. Once the scan is complete, the data collection status (Success/Failed) can be viewed. Click **Done**.



14. Clicking Done redirects to the **Diagnose Overview** page. Save the collected data by clicking **Save to Disk**.



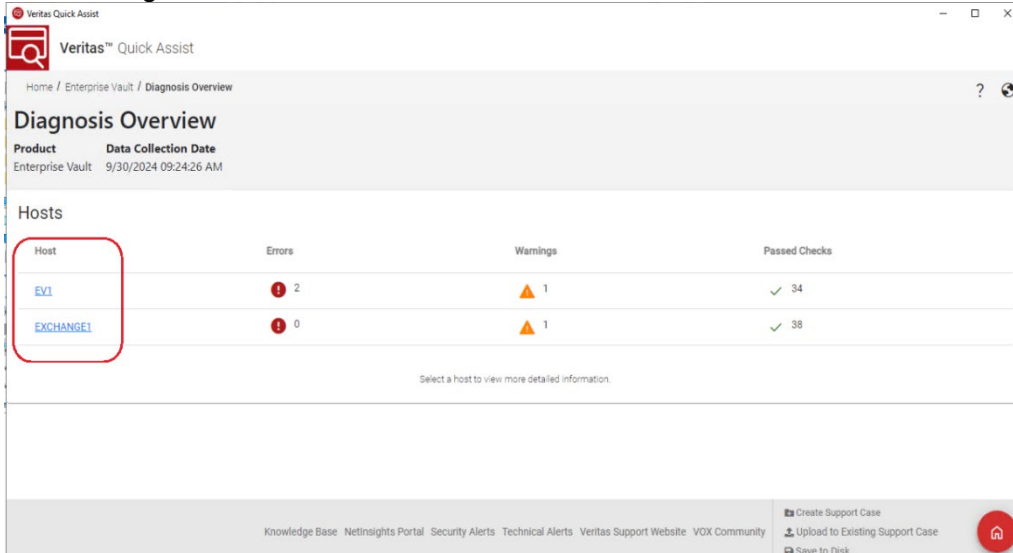
15. File Saved:



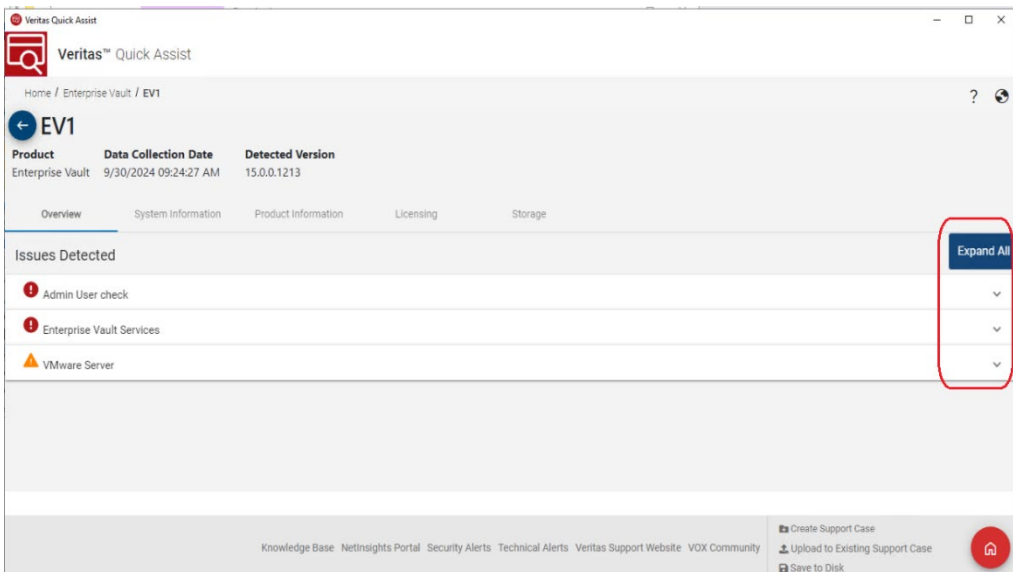
- If you select **Create Support case** or **Upload to Existing Support Case**, enter your Veritas account credentials when prompted and click **Log In**. Follow the instructions on the screen to provide the diagnostic data to Veritas.
- If you select **Save to Disk**, VQA notifies you where the data is saved in the **.vqa** format.

Navigate to the Veritas Support website, click **My Cases**, and attach this data package to your Veritas Support case.

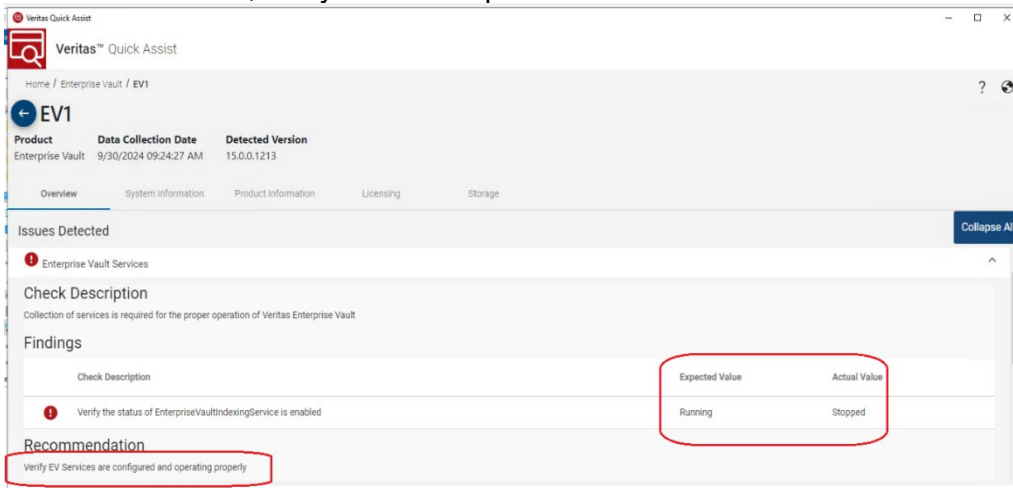
- To check analysis for the data collected for each host – click on the host to see checks failed and warnings.



- Click Expand all to see Check description, finding with its expected and actual value detected, also recommendation for the check.



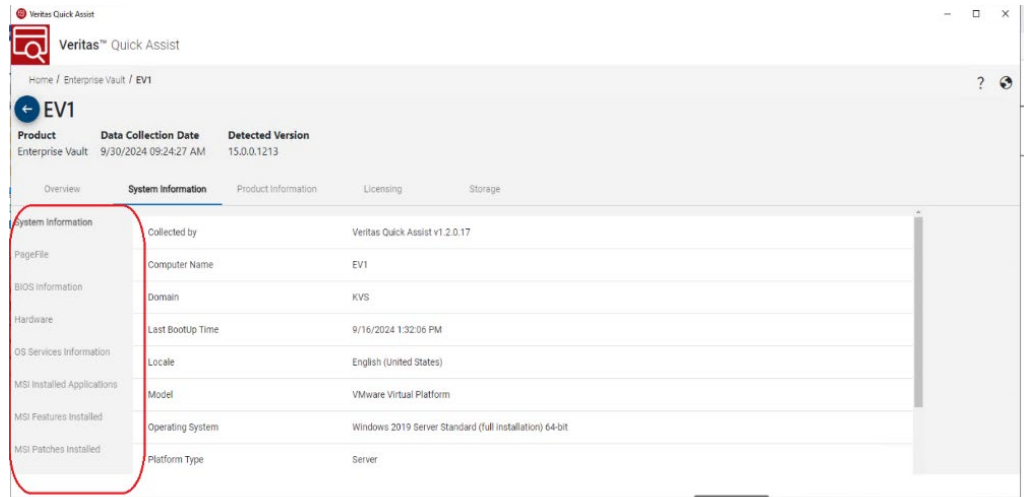
- In the check below, verify if the Enterprise Vault Services status is enabled and running.



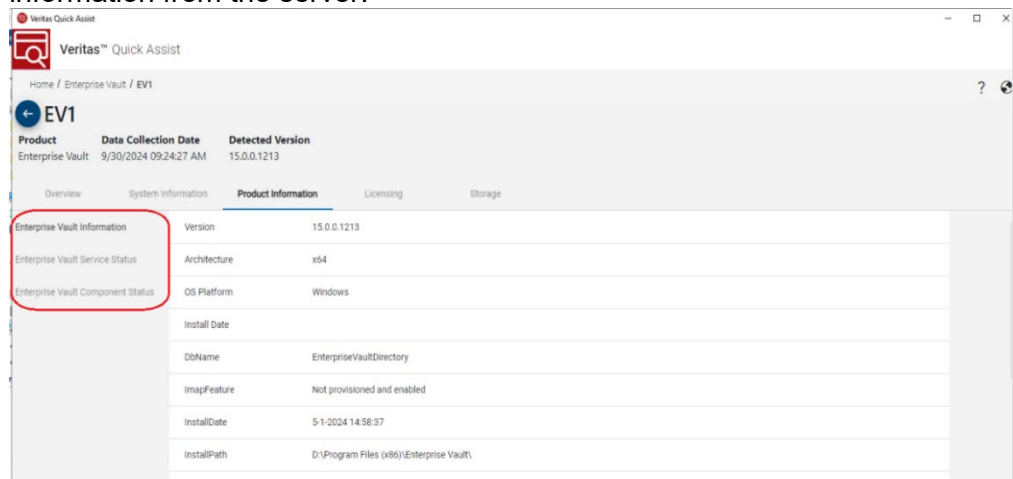


- Navigate to **System information, Product Information, Licensing, and Storage** tabs to check the information for collected data.

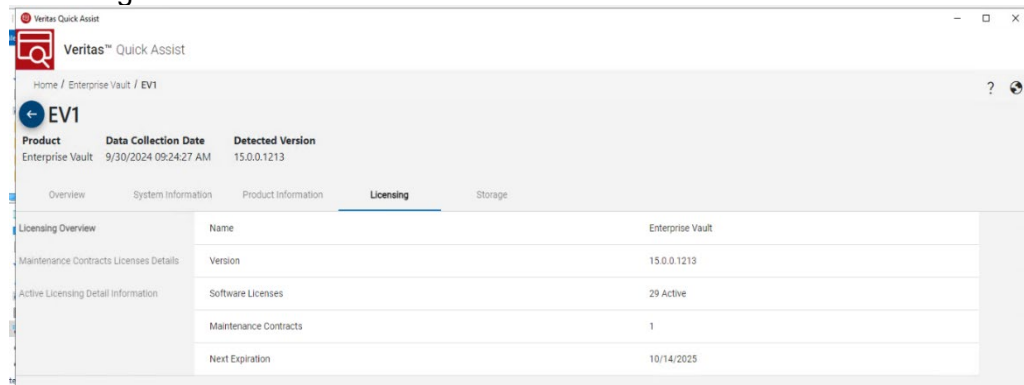
- **System Information** – Navigate to the vertical tabs to see all the collected system information.



- **Product Information** – Navigate to the vertical tabs to check the collected product information from the server.



- **Licensing**



- **Storage**

Veritas Quick Assist

Veritas™ Quick Assist

Home / Enterprise Vault / EV1

**EV1**

**Product**  
Enterprise Vault

**Data Collection Date**  
9/30/2024 09:24:27 AM

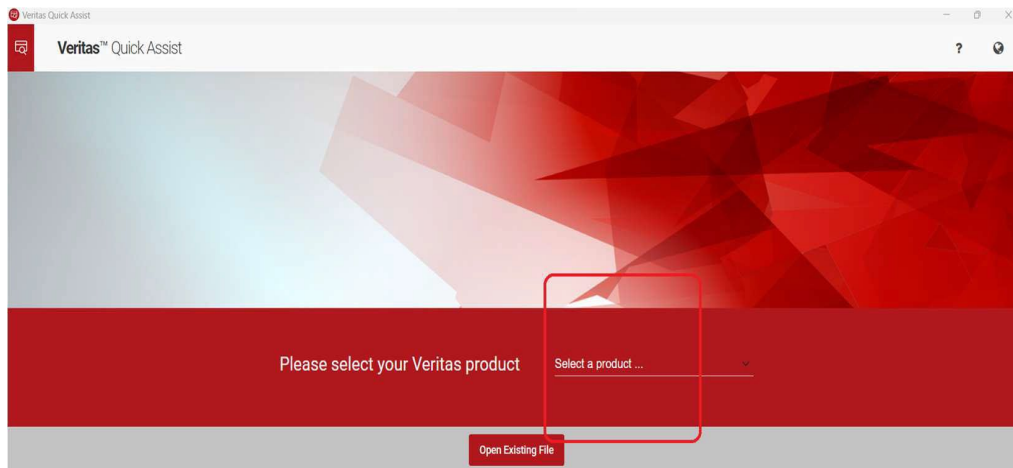
**Detected Version**  
15.0.0.1213

Overview System Information Product Information Licensing **Storage**

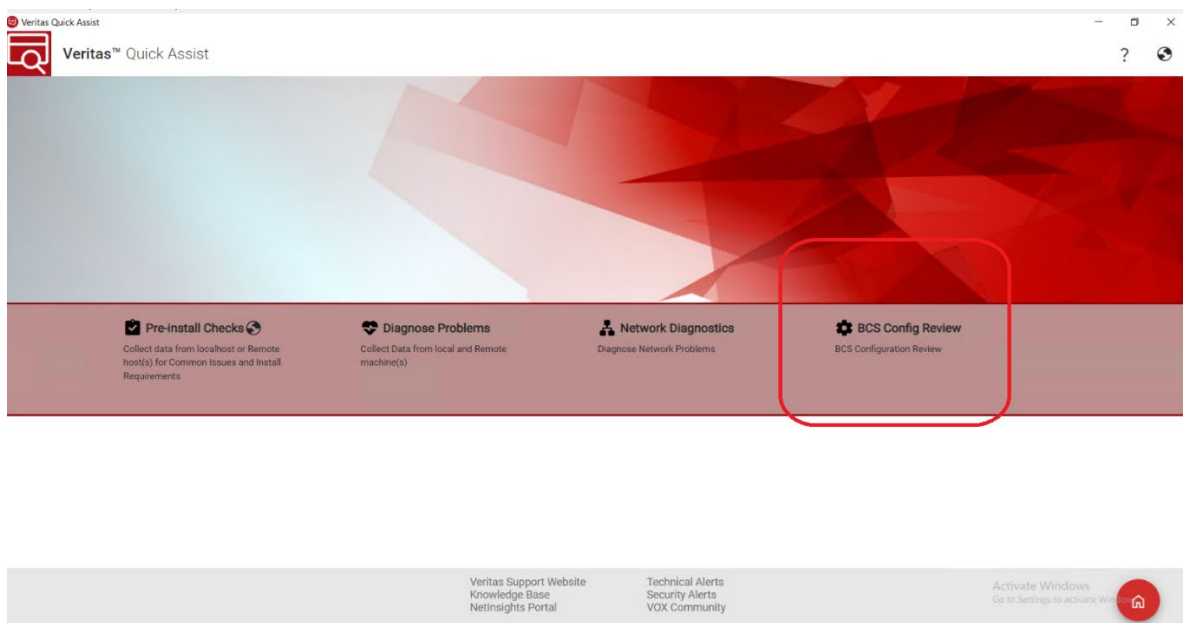
Drive Letter	Mounted On	Label	Type	Format	Size	Free	Utilization
A:\			Removable	NotReady	0 B	0 B	0%
C:\			Fixed	NTFS	49.5 GB	6.7 GB	86%
D:\			Fixed	NTFS	50.0 GB	45.9 GB	8%
E:\			Fixed	NTFS	50.0 GB	40.3 GB	19%
Z:\		Developer Files	CDRom	CDFS	78.9 MB	0 B	100%

## Running Enterprise Vault Configuration Review

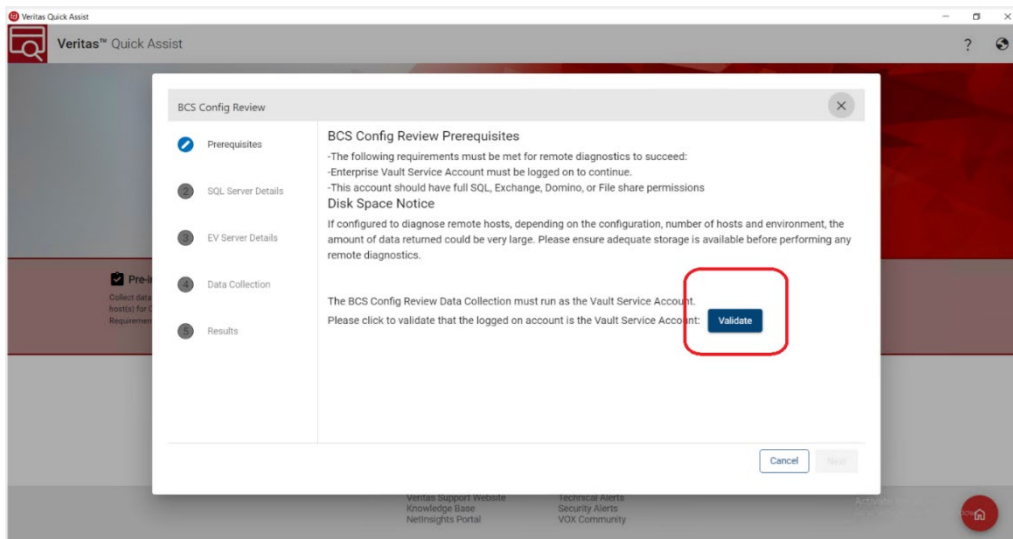
1. Download the VQA binary on the server and run VQA as administrator and do the scan. (Ensure you agree to update it should detect a newer version).
2. Read the Veritas Software License Agreement (EULA) that is prompted.
3. If you understand and accept the terms stated in the EULA, then click **Agree** or otherwise click the **Exit** button.
4. The VQA diagnostic tool opens on the **Home Page**.
5. **Home Page** - Select a Product for scan (Enterprise Vault).



6. In the **Product** page, choose **BCS Config Review**.

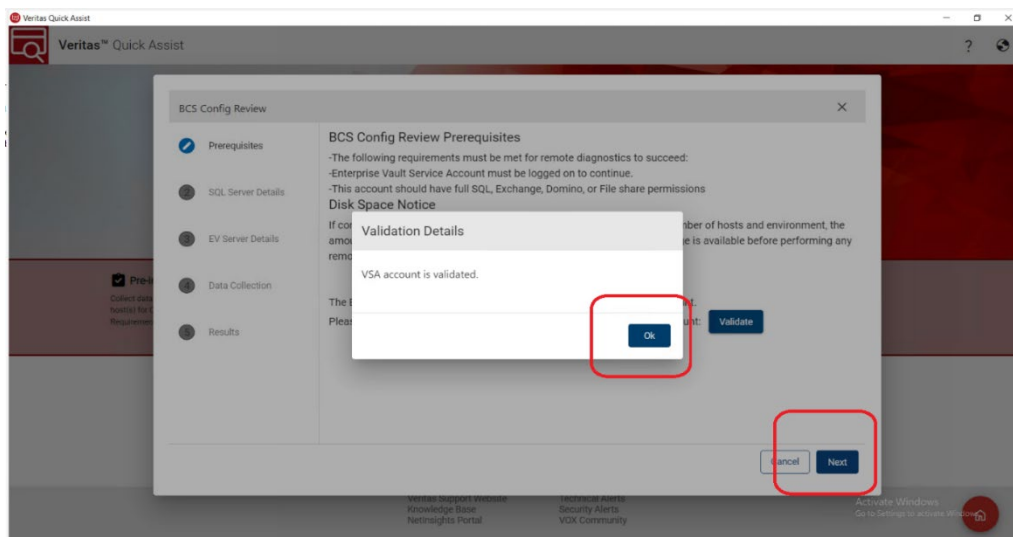


7. On **BCS Config Review** dialog, read the prerequisites and click **Validate** to check logged on account is a valid Vault Service Account (VSA).



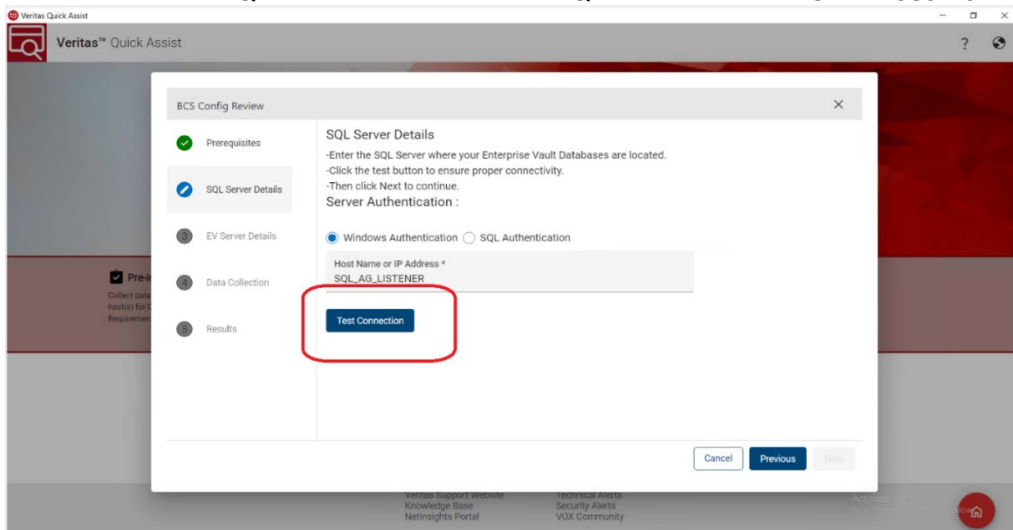
8. Once Validated, click on **OK** in the validation dialog, and click **Next** on the Prerequisites screen.

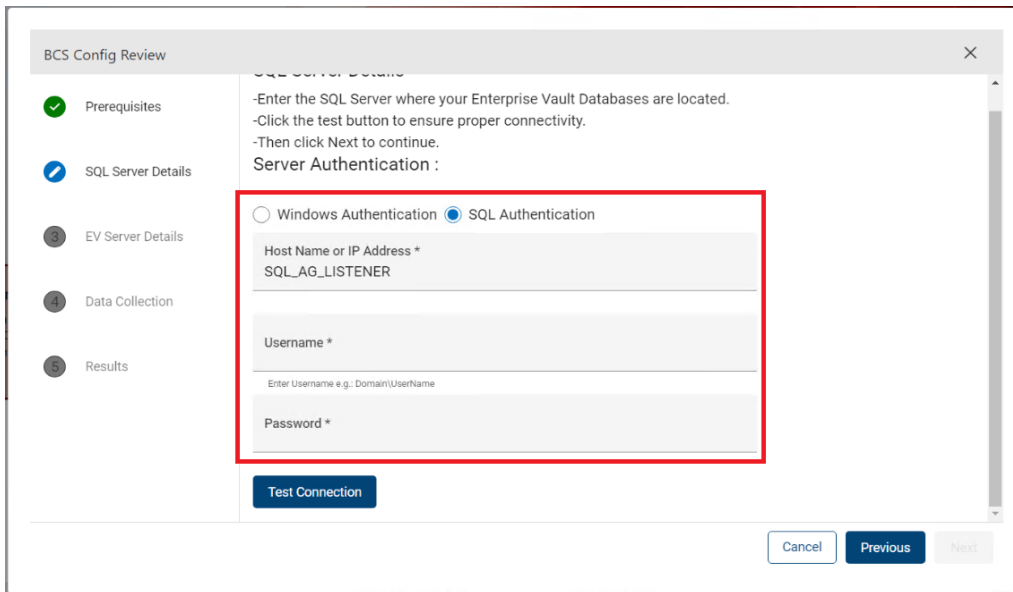
**Note:** The **Next** button is disabled if logged on user account is not a valid VSA.



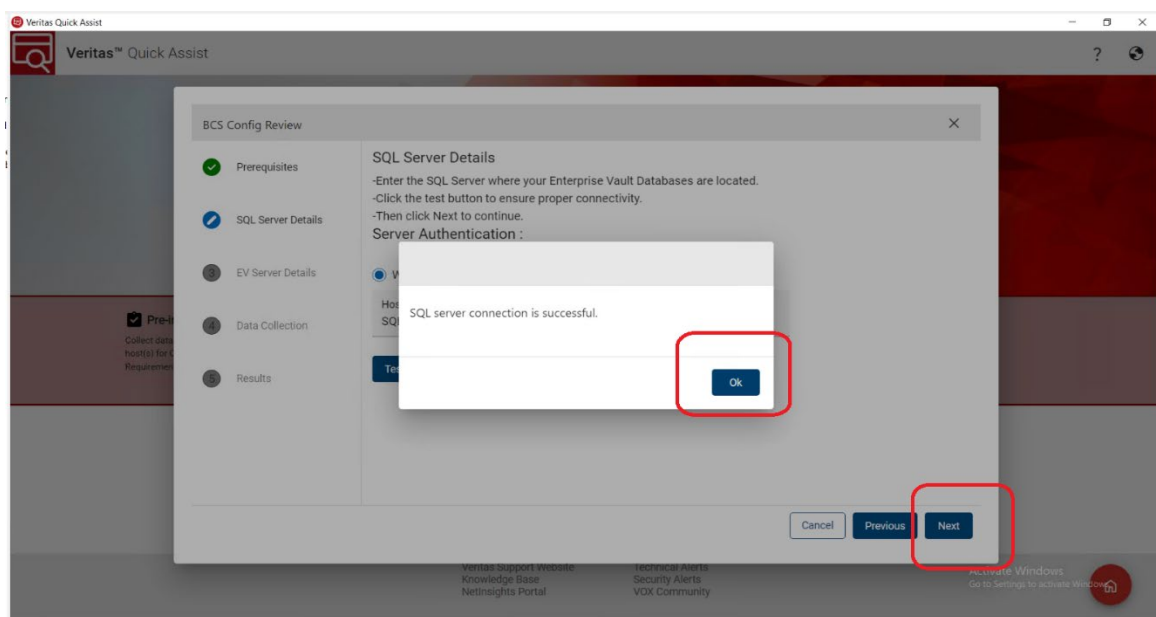
9. By default, Windows Authentication is checked and SQL Server/Database details from registry key are displayed.

You can edit the SQL server hostname and SQL Authentication. Click **Test Connection**.

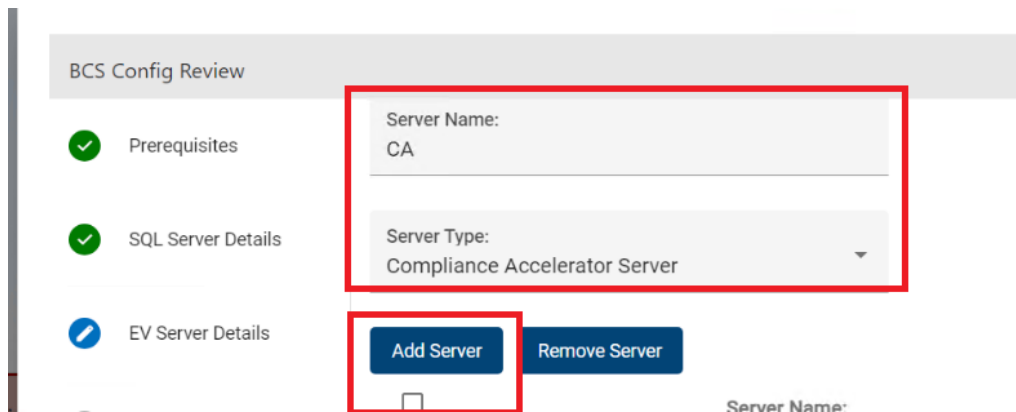
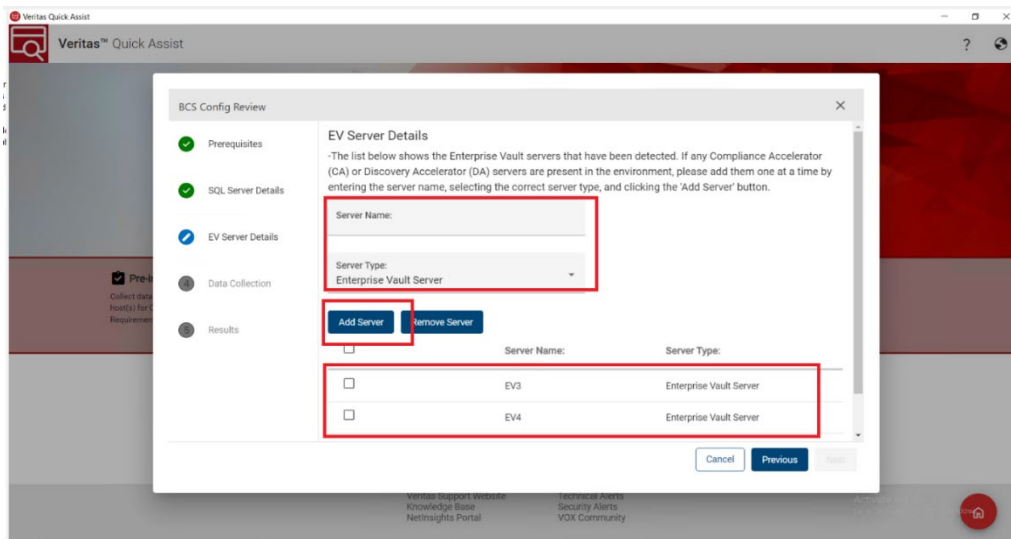




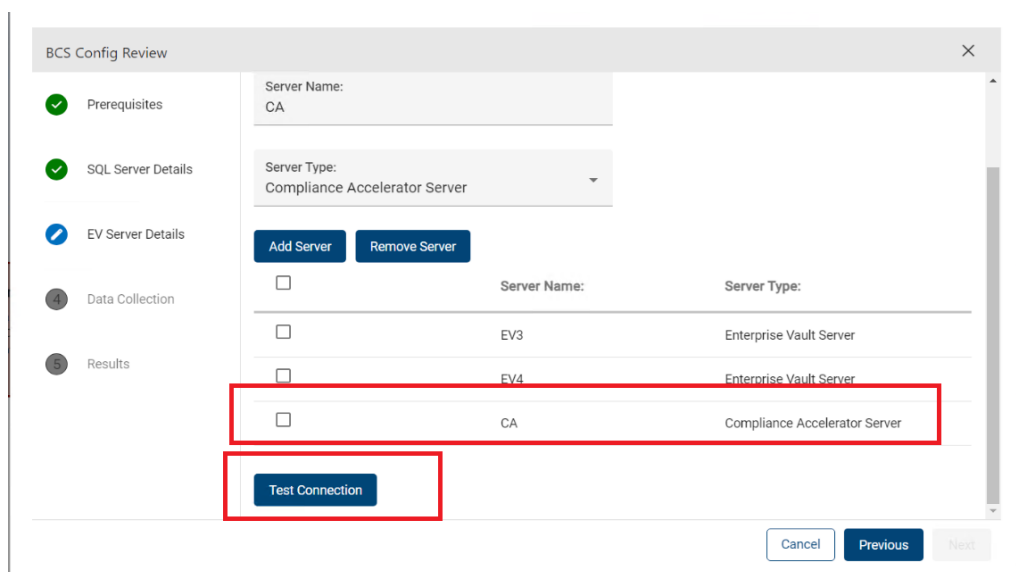
10. Once SQL Server connection is successful click **OK** and click **Next** on the **SQL Server Details** screen.



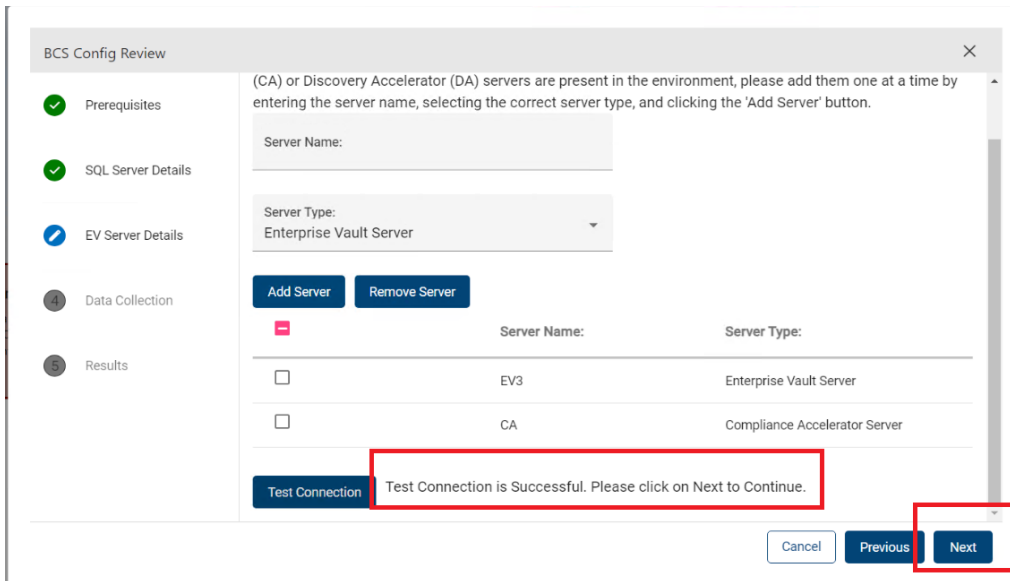
11. On the Enterprise Vault Server Details page, the list shows the detected Enterprise Vault servers. Add any Compliance Accelerator (CA) or Discovery Accelerator (DA) servers. Add them one at a time by entering the **Server name**, selecting the correct **Server Type**. Click **Add Server**.



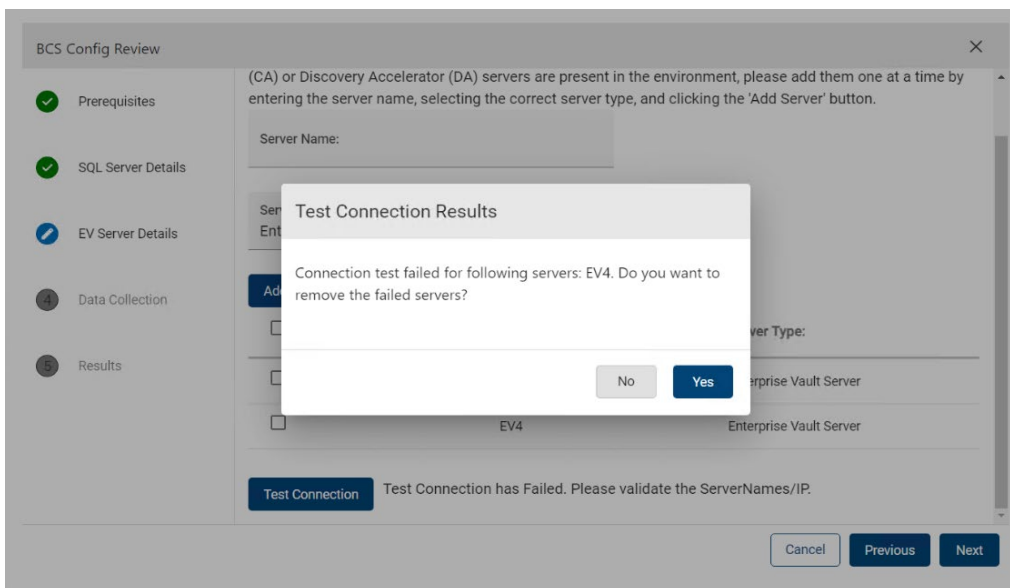
12. The added server are displayed in a list. Click **Test Connection**.



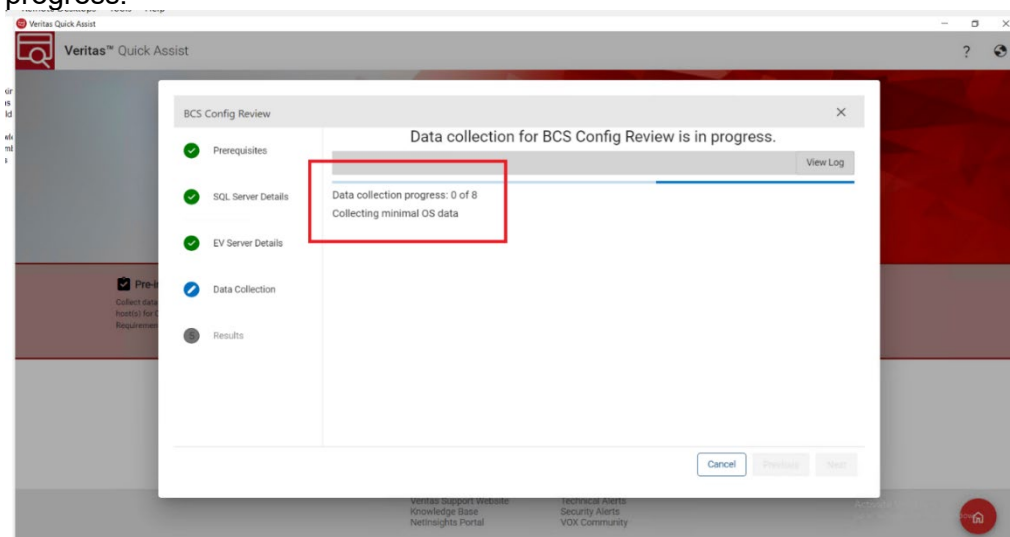
13. Once the test connection is successful, click **Next**.



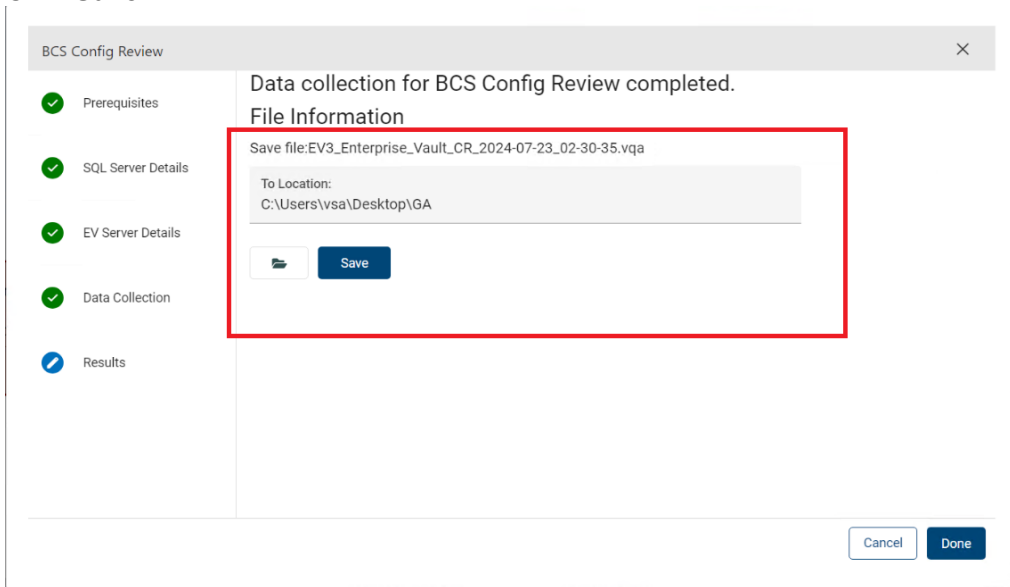
14. If a server is not reachable, a message pops up saying "Connection failed for server and remove the servers". Click **Next**.



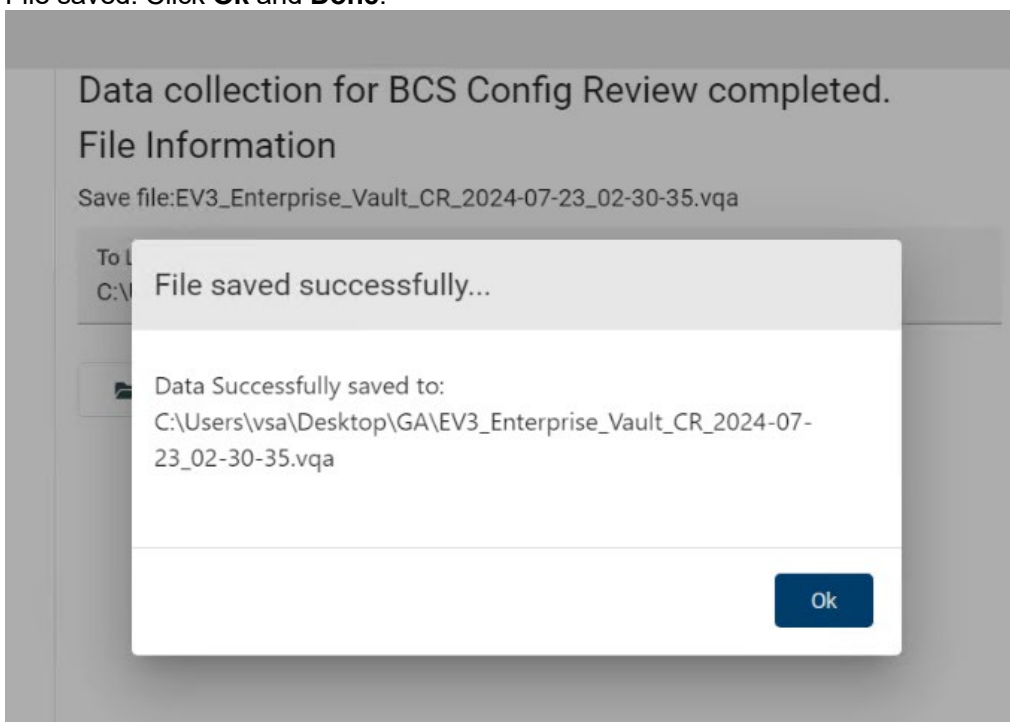
15. Data collection for the Enterprise Vault BCS Config review has started, and you can monitor its progress.



16. Once the scan is complete, VQA notifies you of where the data is saved in .vqa format. Click **Save**



17. File saved. Click **Ok** and **Done**.

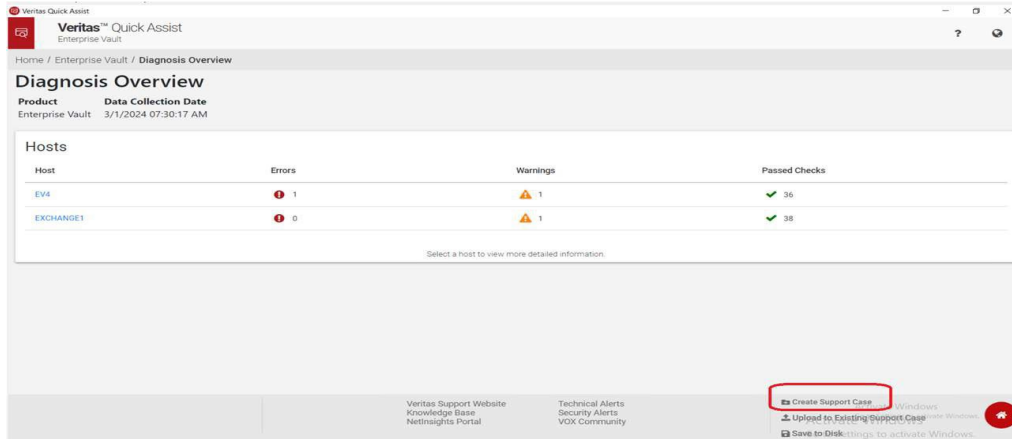


For additional information on System Requirements, please visit: [Veritas Quick Assist](#).

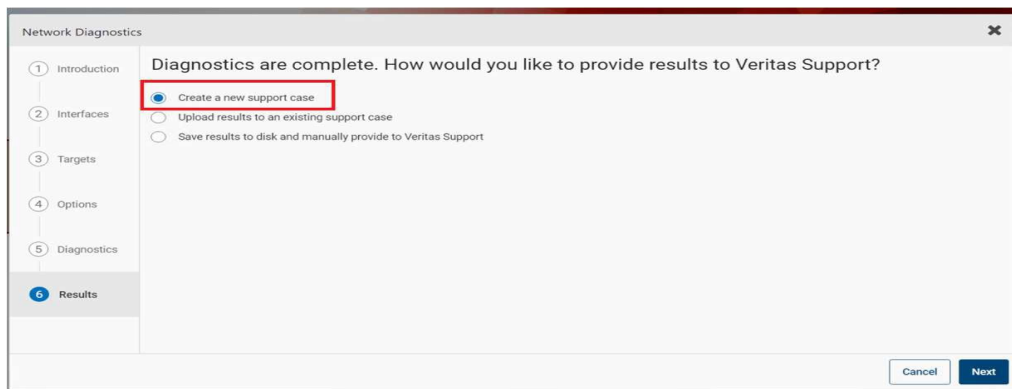


## Creating Support Cases

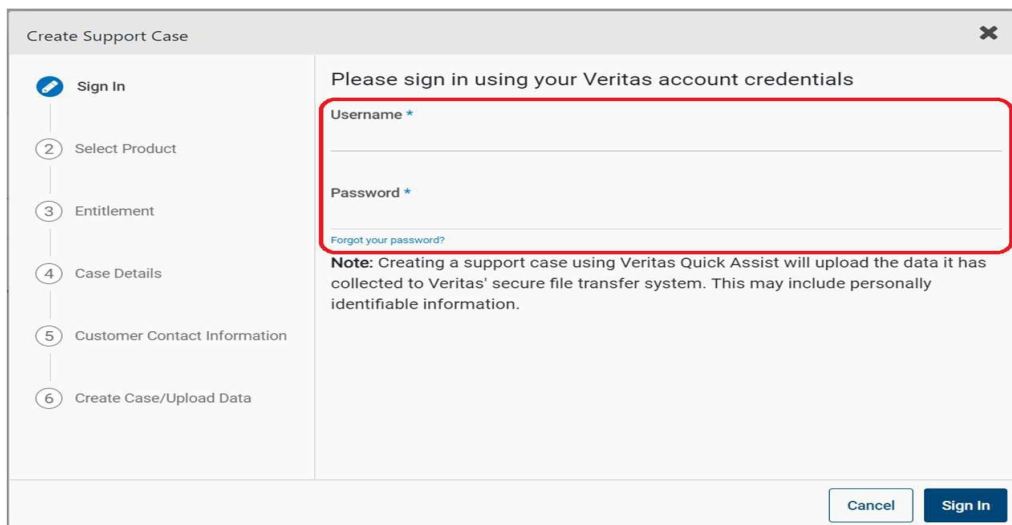
1. Once the data collection completes, in the Diagnose Overview/Preinstall Checks/Network Diagnostics Results Page, select **Create Support case**.



### Network Diagnostics Result Page –



2. On Create Case Screen, enter the Veritas Account **username** and **password** and then click **Sign In**.



3. On Successful login - select product screen, fill the details, and click **Next**.

Create Support Case

Please select your Veritas product, component and platform.

**Product \***  
Select your Veritas product

**Component \***  
Select the component

**Platform \***  
Select the platform

Cancel Next

4. On entitlement dialog, select your support entitlement, select the entitlement, and click **Next**.

Create Support Case

Please select your support entitlement.

Entitlement Type	Product	Company	Start Date	End Date
PESSENTIAL	Enterprise Vault	SAINT GOBAIN DSI03/01/2023	02/29/2024	02/29/2024
PESSENTIAL	Enterprise Vault	SAINT GOBAIN DSI09/01/2023	08/31/2024	08/31/2024
PESSENTIAL	Enterprise Vault	SAINT GOBAIN DSI03/02/2023	03/01/2024	03/01/2024
PESSENTIAL	Enterprise Vault	SAINT GOBAIN DSI03/20/2022	03/19/2024	03/19/2024
PESSENTIAL	Enterprise Vault	SAINT GOBAIN DSI03/26/2022	03/25/2024	03/25/2024
PESSENTIAL	Enterprise Vault	SAINT GOBAIN DSI02/20/2023	03/01/2024	03/01/2024
PESSENTIAL	Enterprise Vault	SAINT GOBAIN DSI03/01/2023	02/29/2024	02/29/2024
PESSENTIAL	Enterprise Vault	SAINT GOBAIN DSI03/01/2023	02/29/2024	02/29/2024
PESSENTIAL	Enterprise Vault	SAINT GOBAIN DSI09/01/2023	08/31/2024	08/31/2024

Cancel Previous Next

5. On Case details dialog, fill out the form including the items.
- Issue severity
  - Case subject
  - Detailed description

Create Support Case

Please provide the following details.

Severity \*  
Select a severity ...

Subject \*  
Provide a brief summary of the problem. 200 character limit. 200 characters left

Description

Cancel Previous Next

**Note:** It is important that this information is filled out as accurately and thoroughly as possible as this will represent the Veritas Support technician's complete description of the issue. If an issue is difficult to convey in the description field, then Veritas Support should be contacted directly by phone.

6. On the Customer Information screen, please fill out the optional Customer Information, this will assist Technical Support when the data is analyzed.

Create Support Case

Customer Contact Information

Please enter your preferred available day and time to ensure our Technical Support Engineers are able to contact you on this case.

Preferred Contact Hours

From \* 06:00 To \* 03:00  
Must be in 12 hour format Must be in 12 hour format

Time Zone \*  
Select Timezone

Working days  
 All  Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday  Sunday

Preferred Contact Method

Email Address \*

Cancel Previous Next

**Create Support Case**

1 Sign In  
2 Select Product  
3 Entitlement  
4 Case Details  
5 **Customer Contact Information**  
6 Create Case/Upload Data

Time Zone \*  
Select Timezone

Working days  
 All  Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday  Sunday

**Preferred Contact Method**  
Email Address \*  
Office Phone  
Mobile Phone

Cancel Previous Next

7. Clicking next on the Customer Information page will begin to create a case.

**Create Support Case**

1 Sign In  
2 Select Product  
3 Entitlement  
4 Case Details  
5 Customer Contact Information  
6 **Create Case/Upload Data**

Your Case number is :

Severity : 4  
Company : SAINT GOBAIN DSI  
Product : Bare Metal Restore - Bare Metal Restore  
Subject : Test VQA  
Description : VQA Testing

Create Case...

Done

8. On successful case creation, can be able to view the case#.

**Create Support Case**

1 Sign In  
2 Select Product  
3 Entitlement  
4 Case Details  
5 Customer Contact Information  
6 **Create Case/Upload Data**

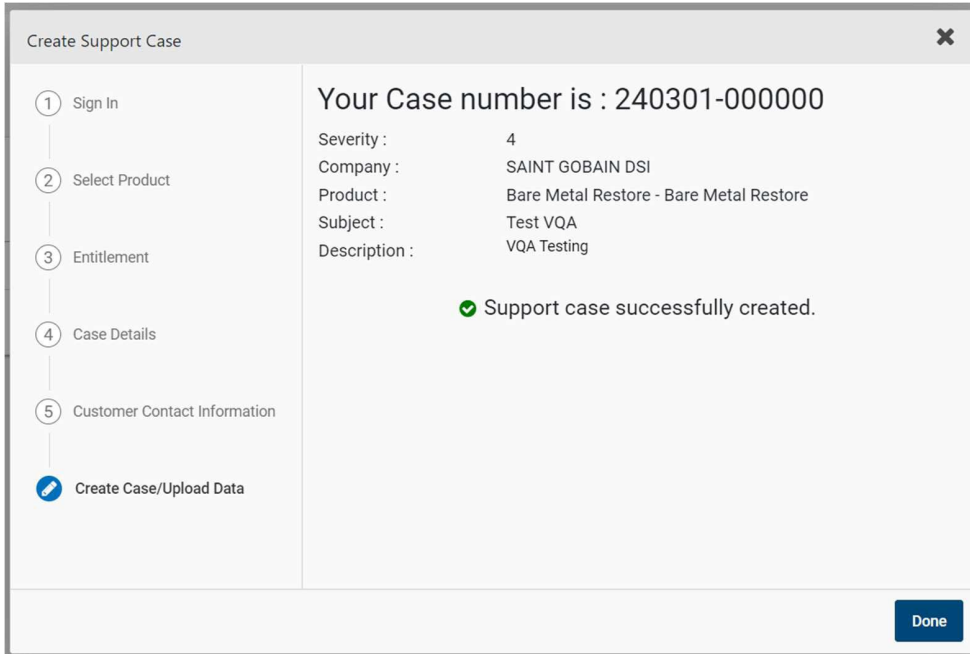
Your Case number is : 240301-000000

Severity : 4  
Company : SAINT GOBAIN DSI  
Product : Bare Metal Restore - Bare Metal Restore  
Subject : Test VQA  
Description : VQA Testing

MFT Upload In Progress

Done

9. Once the file is uploaded successfully, the following screen is displayed.

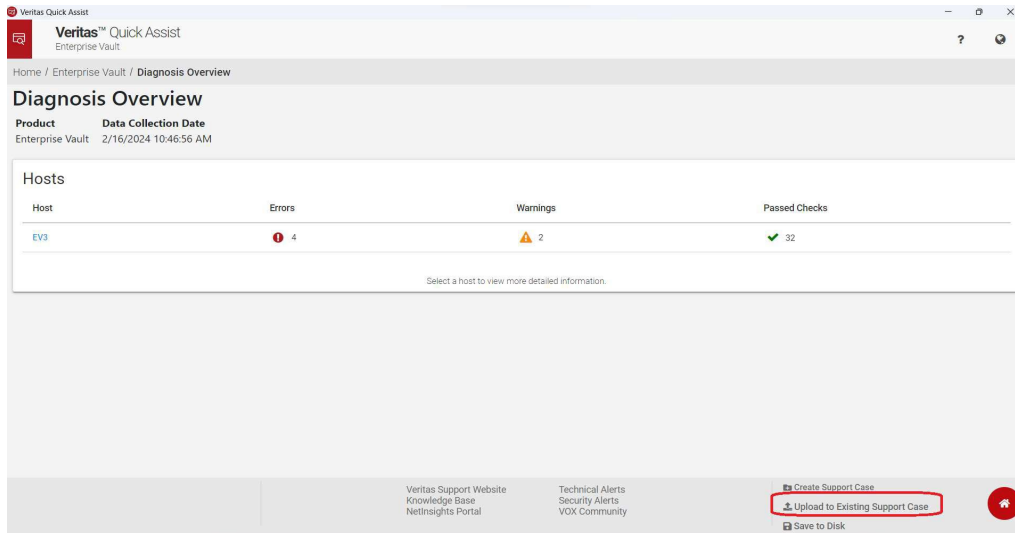


The final status of the upload will indicate success or failure.

## Updating Existing Support Cases

1. Once the data collection completes, In Diagnose Overview/Preinstall Checks/Network Diagnostics Results Page, select **Upload to Existing Support case**.

**Note:** The **Upload to Existing Support Case** option is used only if you already have an open support case. Note that Support requests are limited to one issue per case.

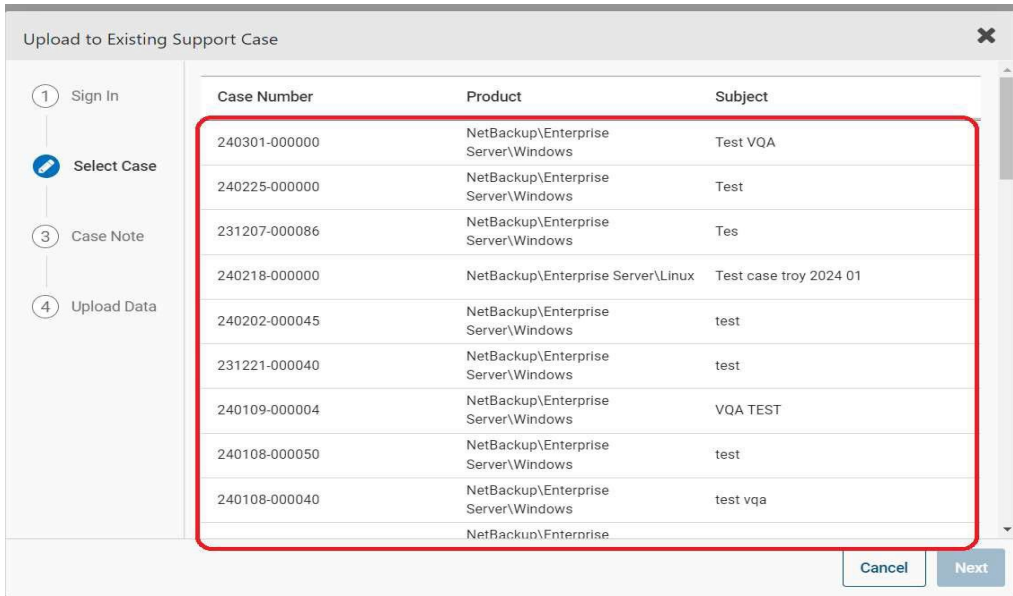


2. On Upload to Existing Support case dialog, fill in Veritas Account username and password and then click **Sign In**

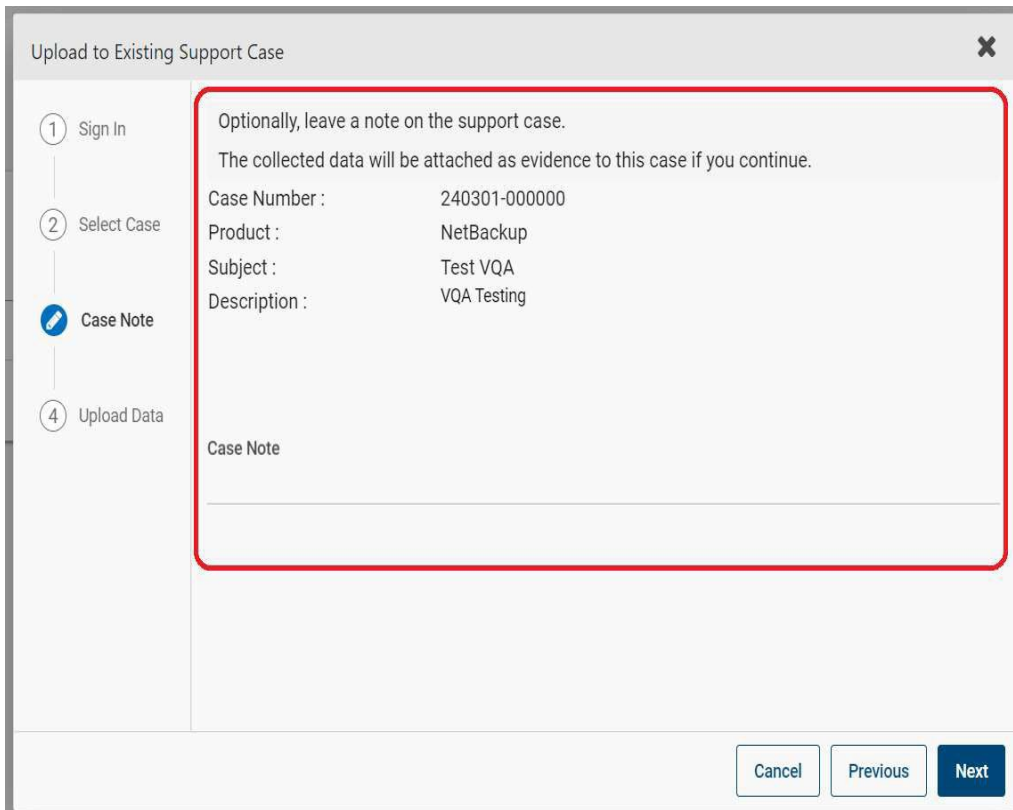
The screenshot shows the 'Upload to Existing Support Case' dialog box. It contains the following elements:

- A progress indicator on the left with steps: 1. Sign In (selected), 2. Select Case, 3. Case Note, 4. Upload Data.
- A prompt: 'Please sign in using your Veritas account credentials'.
- Input fields for 'Username \*' and 'Password \*', both highlighted with a red box.
- A link: 'Forgot your password?'.
- A note: 'Note: Veritas Quick Assist will upload the data it has collected to Veritas' secure file transfer system. This may include personally identifiable information.'
- Buttons for 'Cancel' and 'Sign In' at the bottom right.

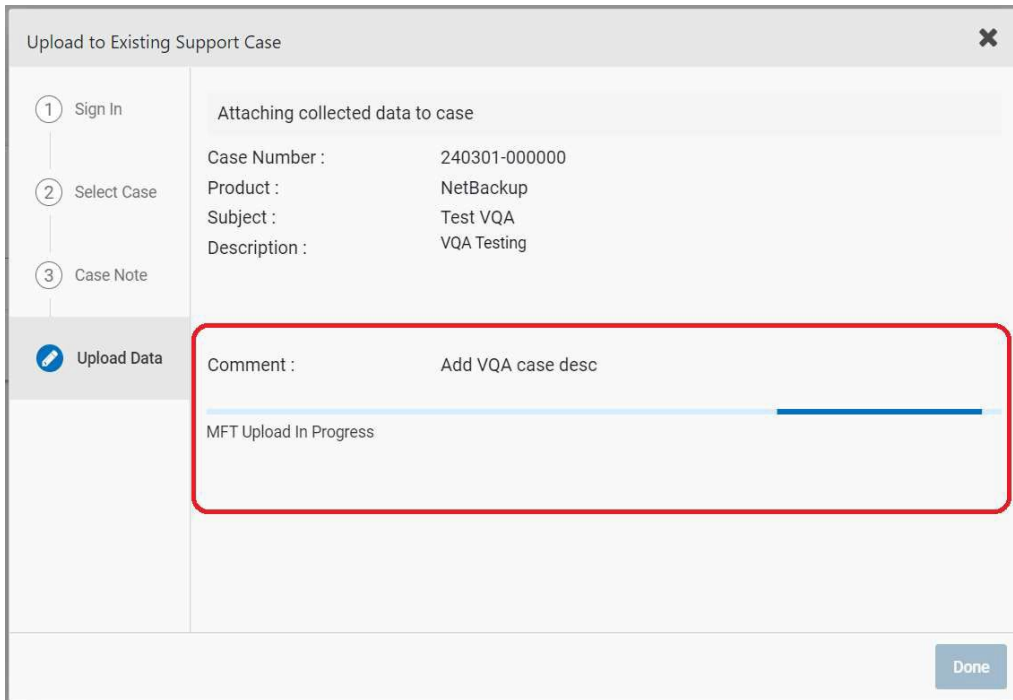
3. On Successful login - select an existing case and click **Next**.



4. Update if any case notes to add and click **Next**.



5. Uploading data package begins.



6. Evidence uploads to an existing case is completed.

