

# NetBackup™ Self Service Release Notes

10.3

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# NetBackup™ Self Service Release Notes

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# NetBackup Self Service Release Notes

This chapter includes the following topics:

- [About NetBackup Self Service 10.3](#)

## About NetBackup Self Service 10.3

NetBackup Self Service 10.3 empowers users to self-serve common backup and restore requests while providing automation and control to IT.

Self Service's multi-tenant, role-based access, and dashboard features provide visibility over what's protected and ongoing backup usage. Self Service's request forms put complex policy management tasks safely in the hands of users who are not trained in the complexities of NetBackup administration.

### For Enterprises

Managing backups and restores for many thousands of endpoints across multiple locations and data centers is a task that typically requires a team of specialists. Effecting changes to policies can be a time consuming, error prone, manual activity that can leave vital resources unprotected.

Enabling an intuitive self-service portal reduces complexity and errors, and automates a significant number of manual policy change activities. It also enables non-backup specialists to carry out backup and recovery-related tasks in a controlled and audited environment.

### For Service providers

Providing backup and restore services to multiple tenants across mixed platforms is a challenge for many service providers. Service providers can enable self-service

and automate tenant requests for backups and restores. This action puts the tenant in control and significantly reduces provisioning costs.

NetBackup Self Service allows multiple tenants to access a tailored, self-service portal through which requests to back up and restore infrastructure are made intuitively. The status of their protected environments is tracked and reported.

Service providers gain from automation while ensuring strict separation and security between tenant environments. Tenants gain control and visibility over what is protected.

## **Installation**

For details of how to install NetBackup Self Service, please refer to the *NetBackup Self Service 10.3 Installation Guide*.

# New features and enhancements

This chapter includes the following topics:

- [New features and enhancements](#)
- [Bugs fixed](#)
- [Known issues](#)
- [Upgrade from previous versions](#)

## New features and enhancements

- Upgraded the underlying .Net Framework 4 to .Net Core 6
- Merged **Adapter** and **Portal** installation into a single NetBackup Self Service installer.
- Enhanced logging capabilities of NetBackup Self Service.
- Nutanix workload support enhancement  
Like VMware tags, AHV has the categories that let you self-identify more information about the deployment. Categories such as `test` and `production` allow backups to identify and protect based on attributes you define. The initial phase to implement tags is to add the tags to the asset view which NetBackup Self Service uses for DSTA.
- NetBackup Self Service changes to support multifactor authentication feature of NetBackup 10.3 and later:  
The changes that are listed are implemented to support the multifactor authentication changes implemented in NetBackup 10.3.  
Changes to add NetBackup primary server 10.3 and later:

- Added new version number into the version drop-down and pre-selected the latest version by default.
- Added new input fields for API key and API Key Tag and removed the SSH and the REST API credential fields.

Upgrade:

- After the upgrade completes, you must edit the primary server information. You must update the version, API key Tag, and API Key accordingly.
- API Key ID and API Key is validated in connectivity check.
- If the API Key is deleted and recreated in NetBackup, then you must update it in NetBackup Self Service and then perform a connectivity check.
- NetBackup Self Service changes to support multiperson authentication (MPA) feature of NetBackup 10.3 and later:

The changes listed are implemented to support the MPA changes implemented in NetBackup 10.3:

- MPA changes are implemented for **Image expiry**.
- When you expire an image from NetBackup Self Service a request is raised to the NetBackup (only if MPA is enabled in NetBackup) for which action of approval is needed.
- If MPA is enabled then NetBackup Self Service displays the **Ticket ID** in the activity monitor and waits for approval from NetBackup.
- Once the request is approved, NetBackup Self Service must complete a manual sync from NetBackup Self Service to expire the corresponding image.

## Bugs fixed

- Fixed Hyper-V restore.

## Known issues

- NetBackup Self Service removed support for customizations. Customizations are added as features as requested.

## Upgrade from previous versions

Upgrade from NetBackup Self Service 7.7, 7.7.3, 8.0, 8.1, 8.1.2, 8.2, 8.3, 9.0, 9.1, 10.0, 10.1, 10.1.1, and 10.2 is supported but only if using SQL Server 2014 or later. See the *NetBackup Software Compatibility List* for details.



You can only perform a silent upgrade from NetBackup Self Service 9.1, 10.0, 10.1, 10.1.1, and 10.2.

You can find further information in the *NetBackup Self Service Installation Guide*. Read the **Prerequisites** section carefully to ensure that your environment can support NetBackup Self Service 10.3.