

NetBackup™ Marketplace Deployment on Azure Cloud

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NetBackup™ Marketplace Deployment on Microsoft Azure

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

Contents

Chapter 1	NetBackup marketplace deployment on Microsoft Azure	7
	About Cohesity NetBackup Marketplace deployment on Microsoft Azure	7
	Before you begin the deployment	8
Chapter 2	Deploying NetBackup on Azure Cloud using the marketplace offer	9
	Deploying NetBackup on Azure Cloud using the marketplace offer	9
	Installation type 1: Primary, Media, and Snapshot Manager servers	10
	Installation type 2: Primary and Media servers	11
	Installation type 3: Primary server only	11
	Installation type 4: Media server only	11
	Installation type 5: Snapshot Manager server only	12
	Installation type 6: Cloud Recovery server only	12
	Installation type 7: Malware Scan Host only	12
	NetBackup configuration parameters	13
	Basics tab	13
	Primary server details tab	14
	Media server details tab	15
	Snapshot Manager server details tab	16
	Cloud Recovery server details tab	22
	Malware Scan Host Details tab	23
	Additional steps on CRS if encryption is enabled NetBackup primary server	24
	Accessing the NetBackup Web UI	25
Chapter 3	Managing Snapshot Manager deployment	27
	Upgrading the Snapshot Manager	27
	Migrating Snapshot Manager from RHEL 8.x to RHEL 9.x	29
	Recovering Snapshot Manager virtual machine	29
	Revoke Snapshot Manager certificates	30

	Regenerate Snapshot Manager certificates	31
	Recovering the Snapshot Manager using manually provisioned virtual machine	31
Chapter 4	Troubleshooting NetBackup Deployment	33
	Troubleshooting	33

NetBackup marketplace deployment on Microsoft Azure

This chapter includes the following topics:

- About Cohesity NetBackup Marketplace deployment on Microsoft Azure
- Before you begin the deployment

About Cohesity NetBackup Marketplace deployment on Microsoft Azure

Cohesity NetBackup provides the integrated deployment solution on the Azure Cloud Marketplace. The integrated offer facilitates an automated deployment of NetBackup and Snapshot Manager components on Azure.

Supported platforms:

- The NetBackup deployment on Red Hat Enterprise Linux (RHEL) 9.4.
- The Snapshot Manager deployment on Red Hat Enterprise Linux (RHEL) 9.4 and Ubuntu 22.04.

The template lets you specify the following details for the NetBackup deployment:

- Installation type: You have the flexibility of configuring the NetBackup primary server, Media server, Snapshot Manager server, and Cloud Recovery Server as independent components; or configuring a combination of two or all three of the components in a single deployment.

- Proxy settings for Snapshot Manager server: You can configure the Snapshot Manager component to be accessible through a proxy server, if required.
- Other mandatory specifications such as the Azure instance, the virtual environment and network, and the server-specific configuration details.

Note: The NetBackup is deployed with 60 day evaluation license by default. After successful installation of the NetBackup, connect to the web UI to add the production license. If the license is not added with 60 days, NetBackup may stop working.

This document provides the instructions for deploying Cohesity NetBackup on Azure by using a solution template. The intended audience for this document includes backup administrators, cloud administrators, architects, and system administrators.

Before you begin the deployment

Before you begin deploying the NetBackup on Azure, ensure the following:

- You have an Azure account with an active subscription.
- For Snapshot Manager deployment, make sure you have the 'Owner' role permissions for the Azure subscription.
- Meet system and instance requirements. Refer to the Compatibility lists and documentation.
- Make sure that the network is appropriately configured so that different components can communicate with each other. NetBackup deployment uses private DNS zone and links a virtual network with it. In case if you select an existing private DNS zone and existing virtual network then make sure to create a DNS-vNet link before starting the deployment. For more information refer: [Virtual networks link](#).

Deploying NetBackup on Azure Cloud using the marketplace offer

This chapter includes the following topics:

- Deploying NetBackup on Azure Cloud using the marketplace offer
- NetBackup configuration parameters
- Additional steps on CRS if encryption is enabled NetBackup primary server
- Accessing the NetBackup Web UI

Deploying NetBackup on Azure Cloud using the marketplace offer

To deploy NetBackup on Azure cloud

- 1 Visit the Azure Marketplace at [link](#).
- 2 Locate and access the **Veritas NetBackup** offer.
- 3 On the offer page, select the latest version or the version you want to deploy and click **Create**. This opens the deployment template that has different tabs for providing the basic and server-specific configuration details.
- 4 Refer to the individual configuration sections that correspond to the installation type you will select in the Basics tab.

Refer to basics tab section See “Basics tab” on page 13.

Note: 1. The configuration parameters you are asked to provide under each tab, change based on the selections you make. For example, if you select any installation type other than the 'Snapshot Manager server only' option, the NetBackup license key is enabled for the input. There are more such fields that change dynamically depending on your selection.

Note: 2. After upgrade from VM based to Scale set based, it is considered as migration scenario and therefore we need to remove the old plugin configuration if it exists for discovery, refer to the *Migration and upgrade of Snapshot Manager* section in the *NetBackup Deployment Guide for Azure Kubernetes Services (AKS) Cluster*.

Installation type 1: Primary, Media, and Snapshot Manager servers

Refer to this section if you are performing the full deployment that includes configuring the NetBackup Primary, Media, and Snapshot Manager servers, in a single deployment.

In case of full deployment, the servers are deployed in the following order:

1. Primary server
2. Media server
3. Snapshot Manager server

The full deployment can take approximately 25 minutes.

Steps to configure:

1. Make sure that the appropriate details are provided in the Basics tab. Refer to the section See “Basics tab” on page 13. section.
2. Provide the Primary server details. Refer to the section See “Primary server details tab” on page 14. section.
3. Provide the Snapshot Manager server details. Refer to the section See “Snapshot Manager server details tab” on page 16. section.
4. Provide the Media server details. Refer to the section See “Media server details tab” on page 15. section.
5. Provide the Cloud Recovery server details. Refer to the section See “Cloud Recovery server details tab” on page 22. section
6. Click **Review + Create** to review all the details and initiate the deployment

Installation type 2: Primary and Media servers

Refer to this section if you intend to configure the NetBackup Primary and Media servers both, in a single deployment.

Steps to configure:

1. Make sure that the appropriate details are provided in the Basics tab. Refer to See “Basics tab” on page 13. section.
2. Provide the Primary server details. Refer to See “Primary server details tab” on page 14. section.
3. Provide the Media server details. Refer to See “Media server details tab” on page 15. section.
4. Click **Review + Create** to review all the details and initiate the deployment

Installation type 3: Primary server only

Refer to this section if you intend to configure the NetBackup primary server only in a single deployment.

Steps to configure:

1. Make sure that the appropriate details are provided in the Basics tab. Refer to the section See “Basics tab” on page 13. section.
2. Provide the Primary server details. Refer to the section See “Primary server details tab” on page 14. section.
3. Provide only the Media server hostname. Refer to the section See “Media server details tab” on page 15. section.
4. Click **Review + Create** to review all the details and initiate the deployment

Installation type 4: Media server only

Refer to this section if you intend to configure the NetBackup Media server only in a single deployment.

Steps to configure:

1. Make sure that the appropriate details are provided in the Basics tab. Refer to the section See “Basics tab” on page 13. section.
2. Provide only the Primary server hostname. Refer to the section See “Primary server details tab” on page 14. section.
3. Provide the Media server details. Refer to the section See “Media server details tab” on page 15. section.

4. Click **Review + Create** to review all the details and initiate the deployment

Installation type 5: Snapshot Manager server only

Refer to this section if you intend to:

- Configure the NetBackup Snapshot Manager server only in a single deployment.
- Upgrade your existing Snapshot Manager server to the latest version.

Steps to configure:

1. Make sure that the appropriate details are provided in the Basics tab. Refer to the section See “Basics tab” on page 13. section.
2. Provide the Snapshot Manager server details. Refer to the section See “Snapshot Manager server details tab” on page 16. section.
3. Click **Review + Create** to review all the details and initiate the deployment.

Installation type 6: Cloud Recovery server only

Refer to this section if you intend to configure the NetBackup Cloud Recovery Server only in a single deployment.

Steps to configure:

1. Make sure that the appropriate details are provided in the Basics tab. Refer to the section See “Basics tab” on page 13. section.
2. Provide the Cloud Recovery server details. Refer to the section See “Cloud Recovery server details tab” on page 22. section.
3. Click **Review + Create** to review all the details and initiate the deployment

Installation type 7: Malware Scan Host only

Refer to this section if you intend to configure a Malware Scan Host for the purpose of performing malware scans of images that reside in blob storage. It is expected that a Cloud Recovery server to be used with the Malware Scan Host already exists.

Steps to configure:

- 1 Make sure that the appropriate details are provided in the Basics tab. Refer to See “Basics tab” on page 13. section.
- 2 Provide the Malware Scan Host details. Refer to See “Malware Scan Host Details tab” on page 23. section.
- 3 Click **Review + Create** to review all the details and initiate the deployment.

NetBackup configuration parameters

Refer to the following tables and provide the configuration details depending on the type of installation you want to perform. Refer to the section See “Installation type 1: Primary, Media, and Snapshot Manager servers” on page 10.

Basics tab

On the Basics tab, provide the following details as required:

Table 2-1 Basics tab parameters

Parameter	Description
Project Details	
Subscription	Select the subscription ID using which you want to deploy NetBackup.
Resource group	Select from the existing resource groups under that subscription or create a new resource group
Instance Details	
Region	Select the region for the deployment.
Installation type	Select the type or a combination of NetBackup servers you want to deploy, based on the requirement.
Username	Provide the username that will be used for logging into the virtual instance. Same username will be used to log into the NetBackup primary server Web UI.
Authentication type	<p>Either select Password or SSH public key as the type of authentication. While deploying the primary server, you should use password authentication.</p> <p>If you have selected Authentication type as SSH while configuring the primary server, you need to access the primary server using SSH key and then set the password for the user to login to Web UI.</p>
If Password is selected: <ul style="list-style-type: none">■ Password■ Confirm password	Provide and confirm the password for the username previously provided.

Table 2-1 Basics tab parameters (continued)

Parameter	Description
SSH public key (if SSH public key is selected)	Provide a public SSH key to be used for authenticating the connection with the instance. Learn more about creating and using SSH keys in Azure.
Use existing DNS zone	Select whether you want to use an existing DNS zone or create a new one to resolve hostnames of the deployment components. Note: This deployment uses/creates a private Azure DNS zone. So, to make the hostnames contained within the virtual networks inside a private DNS zone resolvable from the Internet, you must create a link between a private DNS zone and a virtual network. See About Virtual Network links
<ul style="list-style-type: none">■ If Yes is selected above: Select existing private DNS zone■ If No is selected above: Provide new DNS zone name	<ul style="list-style-type: none">■ Select from the existing, private DNS zones.■ Provide a name for the new DNS zone to be created.

Primary server details tab

If you have chosen the installation type that includes the NetBackup primary server deployment, provide the following details as appropriate.

Table 2-2 Primary server parameters

Parameter	Description
Primary server configuration details	
Hostname	Provide the hostname for the primary server.
Server size	Select size to be allocated for the primary server. The default size is 1x Standard DS4 v2, which you can change if required.

Table 2-2 Primary server parameters (*continued*)

Parameter	Description
Service username	<p>Provide a non-root Service Username. It is used to run NetBackup services and is set as database user as well. It will not be accessible via SSH. Most services on the server run as this user. User gets created and is associated with the 'nbwebgrp' user group as the secondary group.</p> <p>Refer to the <i>Running NetBackup services with non-privileged user (service user) account</i> chapter in the NetBackup Security and Encryption Guide.</p>
Configure virtual networks	
Virtual network	Select an existing virtual network or create a new one.
Subnet	If the existing virtual network is selected, it is recommended to select an existing subnet only. Create a new subnet if the existing subnet is not available.
Public IP (optional)	Select an existing public IP or create a new one, if you want to access the primary server from outside the private network.

Media server details tab

If you have chosen the installation type that includes the NetBackup media server deployment, provide the following details as appropriate.

Table 2-3 Media Server parameters

Parameter	Description
Media server Configuration Details	
Media server hostname	Provide the hostname for the media server.
Server size	Select the size to be allocated for the media server. The default size is 1x Standard DS4 v2, which you can change if required.

Table 2-3 Media Server parameters (continued)

Parameter	Description
Use same virtual network as primary server	Select from Yes or No. If Yes is selected, the media server will be deployed in the same virtual network and subnet as that of the primary server and no additional network details are required. If No is selected, configure a new virtual network and subnet where the media server should be deployed. See the next section.
Token for media server installation (applicable for 'Media server only' option)	Enter the NetBackup authorization token key for the media server generated from an existing primary server. See Creating authorization tokens.
NetBackup Service Username on media Server	Provide a Service username. Most services on the server will run as this user. If a non-root username is provided, then the user will be created. Refer to the <i>Running NetBackup services with non-privileged user (service user) account</i> chapter in the <i>NetBackup Security and Encryption Guide</i> . It is recommended to provide the non-root user for service user on media Server.
Configure virtual networks	
Virtual network	Select an existing virtual network or create a new one.
Subnet	If the existing virtual network is selected, it is recommended to select an existing subnet only. Create a new subnet if the existing subnet is not available.
Public IP (optional)	Select an existing public IP or create a new one, if you want to access the media server from outside the private network.

Snapshot Manager server details tab

If you have chosen the installation type that includes the NetBackup Snapshot Manager server deployment, provide the following details as appropriate.

Table 2-4 Snapshot Manager Server parameters

Parameter	Description
System settings	

Table 2-4 Snapshot Manager Server parameters (*continued*)

Parameter	Description
Virtual machine name	Provide the name for the Azure virtual machine that is being provisioned, on which the Snapshot Manager server will be deployed. The virtual machine name will be used as a short hostname of the instance. This name is used as Virtual Machine Scale Set (VMSS) name as well with <code>-scale</code> attached to it. The virtual machine will be created inside the VMSS for High Availability (HA).
Virtual machine OS type	Select the OS that should be configured on the virtual machine
Virtual machine size	Select the size of the virtual machine to be provisioned. The default size is 1x Standard B4ms, which you can change if required.
Upgrade from an existing Snapshot Manager instance? (applicable only for 'Snapshot Manager server only' option) If Yes is selected: Snapshot Manager data disk	Select Yes only in case of an upgrade. Provide the name of an existing Snapshot Manager data volume, which has the <code>/cloudpoint</code> directory and its contents.
Data disk size	Specify the data disk size to be provisioned, in GB. Minimum required size is 64 GB.
Network settings section	
Use same virtual network as primary server (not applicable for Snapshot Manager only deployments)	Select from Yes or No. If Yes is selected, the Snapshot Manager server will be deployed in the same virtual network and subnet as that of the primary server and no additional network details are required. If No is selected, configure a new virtual network and subnet where the Snapshot Manager server should be deployed. See the next section.
Configure virtual networks	
Virtual network	Select an existing virtual network or create a new one.
Subnet	If the existing virtual network is selected, it is recommended to select an existing subnet only. Create a new subnet if the existing subnet is not available.

Table 2-4 Snapshot Manager Server parameters (*continued*)

Parameter	Description
Public IP (optional)	Select an existing public IP or create a new one, if you want to access the Snapshot Manager server from outside the private network.
Domain name label (if Public IP is provided)	Provide a globally unique domain name label to resolve with the public IP provided above
Inbound access CIDR (optional)	If the Snapshot Manager server is deployed in a network which is different from NetBackup's network, then you may provide the CIDR block from which the Snapshot Manager server can access NetBackup.
Proxy settings (optional)	
HTTP proxy	Provide the HTTP proxy value to configure Snapshot Manager with proxy server.
HTTPS proxy	Provide the HTTPS proxy value to configure Snapshot Manager with proxy server.
No proxy	Specify the hosts that should be allowed to bypass the proxy server. You can mention multiple, comma-separated values. Eexample: <code>localhost,mycompany.com,192.168.0.10:80</code>
Configuration details (not applicable if upgrading from an older Snapshot Manager version)	
<p>Note: From 10.1, the HA is enabled by default. The snapshot of the Snapshot Manager server is taken once in a day and the snapshot is stored in the same resource group. These stored snapshots can be used for recovering or upgrading the Snapshot Manager. Using this option, the Snapshot Manager will be deployed in a virtual machine scale set.</p>	
Port	Select the port through which the Snapshot Manager server can communicate. Default is port 443.
User Managed Identity	<p>If you select Yes, ensure to have these permissions :See "Permissions required for User Managed Identity in Marketplace" on page 19.</p> <p>In case new User Managed Identity is opted then, make sure that the deployment is happening in the same resource group where the Virtual Network is configured, else deployment will fail.</p>

Table 2-4 Snapshot Manager Server parameters (*continued*)

Parameter	Description
Primary server details (Applicable only if you choose to freshly install a 'Snapshot Manager server only'. Not applicable for upgrading a Snapshot Manager server.)	
Need to register with existing Primary?	Select the primary server to register the Snapshot Manager server during the deployment.
Primary server FQDN	Provide a Fully Qualified Domain Name of the existing primary server to which the Snapshot Manager server needs to be associated. Configuration fails if the FQDN is not resolvable from this Snapshot Manager server.
Primary server API key	<p>As a NetBackup user, provide a valid API key generated from the existing primary server to validate the communication between the primary server and the Snapshot Manager server. The user who generates API keys must have the permission to add the Snapshot Manager server.</p> <p>Refer to the <i>Add an API key or view API key details (Administrators)</i> section and the <i>Add an API key or view your API key details</i> section in the <i>NetBackup Web UI Administrator's Guide</i>.</p>

Permissions required for User Managed Identity in Marketplace

Below are the permission that are required for User Managed Identity in Azure Marketplace.

```
{
  "id": "/subscriptions/<subscription
ID>/providers/Microsoft.Authorization/roleDefinitions/<id>",
  "properties": {
    "roleName": "<snapshot-manager>",
    "description": "Necessary permissions for Azure plug-in operations in CloudPoint",
    "assignableScopes": [
    ],
    "permissions": [
```

```
{  
  
  "actions": [  
  
    "Microsoft.Storage/*/read",  
  
    "Microsoft.Compute/*/read",  
  
    "Microsoft.Sql/*/read",  
  
    "Microsoft.Compute/disks/write",  
  
    "Microsoft.Compute/disks/delete",  
  
    "Microsoft.Compute/disks/beginGetAccess/action",  
  
    "Microsoft.Compute/disks/endGetAccess/action",  
  
    "Microsoft.Compute/snapshots/delete",  
  
    "Microsoft.Compute/snapshots/write",  
  
    "Microsoft.Compute/snapshots/beginGetAccess/action",  
  
    "Microsoft.Compute/snapshots/endGetAccess/action",  
  
    "Microsoft.Compute/virtualMachines/write",  
  
    "Microsoft.Compute/virtualMachines/delete",  
  
    "Microsoft.Compute/virtualMachines/start/action",  
  
    "Microsoft.Compute/virtualMachines/vmSizes/read",  
  
    "Microsoft.Compute/virtualMachines/powerOff/action",  
  
    "Microsoft.Network/*/read",  
  
    "Microsoft.Network/networkInterfaces/delete",  
  
    "Microsoft.Network/networkInterfaces/effectiveNetworkSecurityGroups/action",  
  
  ]  
}
```

```

"Microsoft.Network/networkInterfaces/join/action",

"Microsoft.Network/networkInterfaces/write",

"Microsoft.Network/networkSecurityGroups/join/action",

"Microsoft.Network/networkSecurityGroups/write",

"Microsoft.Network/publicIPAddresses/delete",

"Microsoft.Network/publicIPAddresses/join/action",

"Microsoft.Network/publicIPAddresses/write",

"Microsoft.Network/virtualNetworks/subnets/join/action",

"Microsoft.Resources/*/read",

"Microsoft.Resources/subscriptions/tagNames/tagValues/write",

"Microsoft.Resources/subscriptions/tagNames/write",

"Microsoft.Subscription/*/read",

"Microsoft.Authorization/locks/*",

"Microsoft.Authorization/*/read",

"Microsoft.ContainerService/managedClusters/agentPools/read",

"Microsoft.ContainerService/managedClusters/read",

"Microsoft.Compute/virtualMachineScaleSets/write",

"Microsoft.Compute/virtualMachineScaleSets/delete/action",

"Microsoft.Compute/virtualMachineScaleSets/virtualMachines/write",

"Microsoft.Network/privateDnsZones/A/write"

],

"notActions": [],

```

```
        "dataActions": [],

        "notDataActions": []

    }

]

}

}
```

Cloud Recovery server details tab

If you have chosen the installation type that includes the NetBackup Cloud Recovery server deployment, provide the following details as appropriate.

Table 2-5 Cloud Recovery server parameters

Parameter	Description
Hostname	Provide the short hostname of the Cloud Recovery server. Hostname must be entered in lower case and must not start with '-' or digit.
Server size	Select Cloud Recovery Server size. Enter URL of Primary Data disk available in a storage account.
Data Disk Size in GB	Enter the desired size for the attached data disk (in GB). Minimum is 200GB.
Service username	Provide a non-root Service Username. It is used to run NetBackup services and is set as database user as well. It will not be accessible via SSH. Most services on the server run as this user. User gets created and is associated with the 'nbwebgrp' user group as the secondary group. For more details, refer to the <i>Running NetBackup services with non-privileged user (service user) account</i> chapter in the NetBackup Security and Encryption Guide.

Table 2-5 Cloud Recovery server parameters (*continued*)

Parameter	Description
Storage Account Name	Provide name of the storage account where MSDP images are stored.
Access Key	Provide Access key for the storage account.
Container Name	Provide name of the container where MSDP images are stored.
Sub-Folder Name	Provide name of the sub folder inside the container where MSDP images are stored.
Configure virtual networks	
Virtual network	Select an existing Virtual Network or create a new one.
Subnet	If the existing virtual network is selected, it is recommended to select an existing subnet only. Create a new subnet if the existing subnet is not available.
Public IP (Optional)	Select or create a public IP if you want to access the server from outside the private network, otherwise choose 'None'. (Optional)

Note: While deploying the Cloud Recovery Server, a role 'crs_admin_user_role' along with below permissions will be created and by-default privileges are granted to the user to add Cloud Recovery Server in the Resiliency Platform. Refer *Non-root user permissions required for Cloud Recovery Server (CRS)* from Resiliency Platform Product documentation.

Malware Scan Host Details tab

If you have chosen the installation type that includes the Malware Scan Host, provide the following details as appropriate:

Table 2-6 Malware Scan Host Details tab parameters

Parameter	Description
Hostname	Provide the short hostname of the Malware Scan Host. Hostname must be entered in lower case and must not start with '-' or digit.

Table 2-6 Malware Scan Host Details tab parameters *(continued)*

Parameter	Description
Server size	Select Malware Scan Host size.
Virtual network	Select an existing Virtual Network. This should be the same as that of the existing Cloud Recovery Server.
Subnet	Select an existing Subnet. This should be the same as that of the existing Cloud Recovery Server.
Public IP (Optional)	Select or create a public IP if you want to access the server from outside the private network, otherwise choose 'None'. (Optional)

Additional steps on CRS if encryption is enabled NetBackup primary server

Below are the additional steps to be done on Cloud Recovery Server, if the encryption is enabled on Netbackup primary server.

When KMS encryption is enabled, you can share the images in S3 bucket to the Cloud Recovery Server host with manual KMS key transfer.

On-premises KMS key changes:

In case of KMS key changes, for the given group for on-premises storage server after the Cloud Recovery Server host is set up, you must export the key file from on-premises KMS server and import that key file on the cloud recovery host.

On-premises NetBackup master server: Exports the key group with a passphrase to a file:

```
/usr/opensv/netbackup/bin/admincmd/nbkmsutil -export -key_groups
<key-group-name> -path <key file path>
```

Cloud Recovery Server host (cloud side):

1. Copy the exported key to the Cloud Recovery Server host.
2. Config KMS server:

```
/usr/opensv/netbackup/bin/nbkms -createemptydb
/usr/opensv/netbackup/bin/nbkms /usr/opensv/netbackup/bin/nbkmscmd
-discovernbkms -autodiscover
```
3. Import keys to KMS service.


```
/usr/opensv/netbackup/bin/admincmd/nbkmsutil -import -path <key  
file path> -preserve_kgname
```

4. Once this is done we need to restart the NetBackup.
Refer below link for more details.

Accessing the NetBackup Web UI

After the successful deployment, you can access the NetBackup Web UI if you are an authorized user.

1. Open a web browser and enter the following URL with an appropriate hostname.

https://<primaryserver>/webui/login

The Web UI *primaryserver* can only be accessed using the hostname of the NetBackup primary server that you have deployed.

Note: There are more ways to access the NetBackup Web UI. Refer to the *Sign in to the NetBackup Web UI* section in the *NetBackup Web UI Administrator's Guide*, and start managing and protecting your assets.

2. Enter the username and password (Authentication Type field) provided on Basic tab to login to NetBackup Web UI.

Refer to Basic tab for more details. See “Basics tab” on page 13.

3. **To configure Storage server (MSDP) manually**

You need to refer section *Create a Media Server Deduplication Pool (MSDP) storage server* from the *NetBackup Web UI Administrator's Guide* to manually configure Storage server (MSDP). The guide is available on SORT.

- **Note that while configuring the Storage server, ensure the following points:**
 - Do not use `/data` directory. The recommended way is to mount a new disk at location other than `/data`.
 - Restart all the services of the Primary server (to use subdirectory as a path. **For example:** `/data/<subdirectory_name>`).

Managing Snapshot Manager deployment

This chapter includes the following topics:

- Upgrading the Snapshot Manager
- Migrating Snapshot Manager from RHEL 8.x to RHEL 9.x
- Recovering Snapshot Manager virtual machine

Upgrading the Snapshot Manager

For upgrading the Snapshot Manager server, you need to perform the steps from the Azure portal and the Azure marketplace deployment template.

Perform the following steps from the Azure portal:

Note: Upgrading Snapshot Manager prior to version 10.3 to 10.4 is not supported via Azure marketplace. To upgrade Snapshot Manager to 10.4 version and later via Azure marketplace, first upgrade the Snapshot Manager to version 10.3 and then upgrade it to 10.4 and later versions.

1. Note the operating system of the Snapshot Manager instance in the Virtual Machine Scale Set (VMSS). It is required later in step 10.
2. Stop the existing Snapshot Manager VMSS. While stopping the VMSS select the option to reserve the public IP address, if associated.
3. Disassociate the public IP address of the Snapshot Manager VMSS instance, if associated. Also note the IP address name as it would be required later in step 14.

4. Detach the data disk. Note the data disk name as it would be required later in step 12.
5. Note the virtual machine name as it would be required later in step 9 (The one without `-scale`. For example if the VMSS name is NBSM-scale, then use only NBSM) and then delete the Snapshot Manager VMSS and the NBSM image. The image name would be same as VMSS name, replace '-scale' with '-image'.
6. If upgrading from Snapshot Manager version 10.2 and prior, note the username and password for Snapshot Manager before upgrading to version 10.3. These credentials are required to edit the Snapshot Manager from the NetBackup web UI after upgrade is complete.
7. Delete and purge the associated Snapshot Manager's key vault if it exists. Ensure that you purge the key vault after deletion as it would be in soft-delete state after deletion and may cause failure while upgrading. The key vault is not needed beyond the NetBackup 10.4 release.

Perform the following steps from the NetBackup deployment template:

8. Select the **Snapshot Manager only** deployment.
9. Select the Resource Group and Region similar to the older Snapshot Manager deployment.
10. Use the Snapshot Manager VMSS name similar to the older Snapshot Manager virtual machine. It is the same virtual machine name as noted in step 5.
11. Select the operating system similar to the older Snapshot Manager VM that was noted in step 1.
12. Select **Yes** for the **Upgrade from an existing Snapshot Manager instance** option.
13. Provide the data disk name that was detached in step 4.
14. Perform the deployment in the Virtual Network and Subnet similar to the older Snapshot Manager VMSS.
15. Assign the same public IP, if there was any IP associated earlier and was dissociated in step 2.
16. Click **Review and create** to start the Snapshot Manager upgrade process.
17. If the Snapshot Manager was registered with NetBackup version before 10.3, using NetBackup UI, edit the Snapshot Manager with the reissue token.

Note: If Snapshot Manager was registered with NetBackup using the private IP address or an internal FQDN before upgrade, then ensure the same private IP address and internal FQDN are associated with the upgraded Snapshot Manager virtual machine.

Migrating Snapshot Manager from RHEL 8.x to RHEL 9.x

Snapshot Manager can be migrated only from RHEL 8.x to RHEL 9.x. For migration, follow the same steps as described in the following section except that in step 10, select the OS as RHEL 8:

See “Upgrading the Snapshot Manager” on page 27.

Recovering Snapshot Manager virtual machine

From version 10.1, the HA is enabled by default. The snapshot of the Snapshot Manager server is taken once in a day and the snapshot is stored in the same resource group. These stored snapshots can be used for recovering or upgrading the Snapshot Manager. The Snapshot Manager will be deployed in a virtual machine scale set.

Once you identify the snapshot in the cloud, you can follow the steps mentioned below.

Recovering Snapshot Manager using Azure Marketplace deployment

- ◆ In this case, the Snapshot Manager is deployed on a VM Scale Set (VMSS) and regular snapshots of Snapshot Manager are taken once daily and snapshot copies are maintained up to last 3 days.
 - **If you want to recover from the latest Snapshot Manager Snapshot:**
Delete the Snapshot Manager instance in the VMSS which you want to recover. This would automatically create a new Snapshot Manager instance in the VMSS which would have the Snapshot Manager data disk, created from the latest snapshot (*backupsnapmgr**).
 - **If you want to recover from an older Snapshot Manager Snapshot:**
 - a. Create a disk from the Snapshot Manager Snapshot you want to recover.
 - b. Note the operating system of the Snapshot Manager VMSS.

- c. Stop the existing Snapshot Manager VMSS. While stopping the VMSS, select the option to reserve the public IP address, if associated.
- d. Disassociate the public IP address of the Snapshot Manager VMSS, if associated and note the IP address name.
- e. Note the VMSS name and delete the Snapshot Manager VMSS.
- f. Launch the Veritas NetBackup cloud marketplace deployment in Azure.
- g. Select the Snapshot Manager only deployment.
- h. Select the same **Resource Group** and **Region** as that of the older Snapshot Manager deployment.
- i. Use the same Snapshot Manager VMSS name as that of the older Snapshot Manager VMSS. This is the same VM name as noted in step e.
- j. Use the existing DNS zone name, which was used in the original Snapshot Manager deployment.
- k. Select the same OS as that of the older Snapshot Manager VMSS that was noted in step b.
- l. Select **Yes** for the Upgrade from an existing Snapshot Manager instance option.
- m. Provide the disk name created from snapshot in step a.
- n. Perform the deployment in the same Virtual Network and subnet as that of the older Snapshot Manager VMSS.
- o.. Assign the same public IP, if there was any IP address associated earlier and was dissociated in step d.
- p. Click **Review and create** to start the Snapshot Manager upgrade process.

Revoke Snapshot Manager certificates

After the successful deployment of Snapshot Manager, perform below mentioned steps to revoke the Snapshot Manager certificates.

Revoke the certificate

- 1 On the NetBackup web UI, from the old Snapshot Manager server (Cloud Point server), on the **Certificates** tab, click the **Revoke** option.
- 2 On the **Host mapping** tab, you have to add the new Snapshot Manager server (Cloud Point server) to the old Snapshot Manager server (Cloud Point server).

- 3 Generate reissue token by selecting old Snapshot Manager server (Cloud Point server). The entry of the old Snapshot Manager server (Cloud Point server) certificate entry and the host mapping is replaced.
- 4 Run the renew command on new Snapshot Manager server (Cloud Point server) after installation.

```
[root@nbsm-rhel9 cpuser]# flexsnap_configure renew --hostnames
nbsm-rhel9.c.vpo-dpge-nbu-puneqa.internal,nbsm-rhel9 --token
TPNPRTXEALGCHRNb --force
```
- 5 Navigate to **Workloads >> Cloud >> Snapshot Manager** and add the new upgraded Snapshot Manager server (Cloud Point server).
- 6 On the NetBackup web UI, navigate to `/usr/openv/var/plugin.conf/` and remove the entry of old Snapshot Manager server (Cloud Point server) provider.

Regenerate Snapshot Manager certificates

To regenerate the Snapshot Manager certificates with the new IP address / hostname, perform the following steps.

Regenerate the certificate

- 1 Execute the certificate regeneration script:

```
flexsnap_configure renew --hostnames <new-hostname> --token
<auth-token>
```

- 2 Restart the Snapshot Manager services:

```
flexsnap_configure restart
```

Perform these steps only when the NetBackup version is 10.3 and later. When the installation completes, re-register the Snapshot Manager instance with NetBackup primary with the existing Snapshot Manager credentials.

Recovering the Snapshot Manager using manually provisioned virtual machine

You can also recover the Snapshot Manager using manually provisioned virtual machines.

Recover the Snapshot Manager manually

- 1 Using your Azure portal, create a disk from the snapshot identified earlier, in the region where you want to create the Snapshot Manager instance.
- 2 Create a new virtual machine with specifications equal to or higher than your previous Snapshot Manager server.

- 3 Install docker on the new server. Docker and other system related requirements can be found in the *NetBackup Snapshot Manager Install and Upgrade Guide*.
- 4 Attach the newly created volume to this Snapshot Manager server instance.
- 5 Create the `/cloudpoint` mount directory on this server using the command:
`mkdir /cloudpoint`
- 6 Login to the newly created Snapshot Manager instance. After identifying the device path of the newly attached volume in Step 1, mount the same to the `/cloudpoint` directory you just created by using the command: `# mount <device-path> /cloudpoint`
- 7 Verify that all Snapshot Manager related configuration data are in the directory by using the command:
`# ls -l /cloudpoint`
- 8 Download or copy the Snapshot Manager installer binary to the newly created Snapshot Manager server instance.
- 9 Install the Snapshot Manager using the following command:

`flexsnap_configure install --primary <primary_hostname> --token <security_token> --hostnames <hostnames>`
- 10 In the case where a static external IP address is not assigned to the newly created instance, the IP address changes after creating a new machine. You need to regenerate the certificates.

To regenerate the Snapshot Manager certificates with the new IP address / hostname, perform the following steps.

- **Run the certificate regeneration script:**

```
flexsnap_configure renew --hostnames <new-hostname> --token  
<auth-token>
```

- **Restart Snapshot Manager services:**

```
use flexsnap_configure restart
```


Troubleshooting NetBackup Deployment

This chapter includes the following topics:

- Troubleshooting

Troubleshooting

1. Deployment fails with the following error:

```
{"code":"InvalidResourceLocation","message":"The resource 'CPVnet' already exists in location 'westus2' in resource group 'CP_dev'. A resource with the same name cannot be created in location 'centralus'. Please select a new resource name."}
```

Explanation:

When you select an existing RG for deployment and existing VNet which is from another RG but has a same name as a VNet in this RG then, validation fails with conflicts. For example:

- You choose to deploy in CP_dev which is an existing RG which has CP_VNet as a virtual network in West US 2
- Then in the region parameter you choose region as Central US, so all your resources are deployed in central US and are linked to RG: CP_dev
- In the networking section you choose an existing VNet, i.e. CP_VNet from another RG: demoRG, which is in Central US (as this the location selected in above step, so all VNets in central US region are listed).

In the above scenario the validation fails with conflicts saying it cannot create a VNet with same name as existing VNet CP_VNet in another region.

Solution:

Try to deploy in an RG which does not have a VNet with the same name as the existing VNet that you want to select.

2. Deployment fails with the following error:

```
{"code":"InvalidResourceLocation","message":"The resource 'PublicIp' already exists in location 'centralindia' in resource group 'CP_dev'. A resource with the same name cannot be created in location 'centralus'. Please select a new resource name."}
```

Explanation:

When you select an existing RG for deployment which has a public IP address as 'publicIP' (i.e. default public IP address of arm template) and you select to deploy without any public IP address then validation fails with conflicts. For example:

- You select to deploy in CP_dev which is an existing RG which has publicIP as a public IP address in centralindia.
- Then in the region parameter you select region as Central US, so all your resources are deployed in central US and are linked to RG: CP_dev
- In the networking section you select 'none' for public IP, so that deployment would not have any public IP address.

In the above scenario the validation fails with conflicts saying it cannot create a public IP address with same name as existing public IP 'publicIP' in another region.

```
{"code":"InvalidResourceLocation","message":"The resource 'PublicIp' already exists in location 'centralindia' in resource group 'CP_dev'. A resource with the same name cannot be created in location 'centralus'. Please select a new resource name."}
```

Solution:

Try to deploy in an RG which does not have an IP address whose name is PublicIP.

3. Deployment fails with the following error:

```
{"code":"InvalidResourceLocation","message":"The resource 'CPIP' already exists in location 'centralindia' in resource group 'CP_dev'. A resource with the same name cannot be created in location 'centralus'. Please select a new resource name."}
```

Explanation:

When you select an existing RG for deployment and existing public IP address which is from another RG, but has a same name as a public IP address in this RG then, validation fails with conflicts. For example:

- You select to deploy in CP_dev which is an existing RG which has CP_IP as a public IP address.
- Then in the region parameter you select region as Central US, so all your resources are deployed in central US and are linked to RG: CP_dev
- In the networking section you select an existing public IP, i.e. CP_IP from another RG: demoRG, which is in Central US (as this the location you selected in the above step, so all IPs in central US region are listed).

In the above scenario the validation fails with conflicts saying it cannot create an IP address with same name as existing IP address CP_IP in another region.

```
{ "code": "InvalidResourceLocation", "message": "The resource 'CPIP'
already exists in location 'centralindia' in resource group 'CP_dev'.
A resource with the same name cannot be created in location
'centralus'. Please select a new resource name." }
```

Solution:

Try to deploy in an RG which does not have an IP address with same name as the existing IP address that you want to select.

4. Unable to add Azure provider, when Snapshot Manager is deployed behind a Proxy

Explanation:

Snapshot Manager is unable to access azure.com, microsoftonline.com

Solution:

Set azure.com, microsoftonline.com values for noproxy during Snapshot Manager deployment.

5. Provisioning of VM extension NB-Primary timed out

Installation has timed out. Extension provisioning has taken too long to complete.

Explanation:

Installation of primary or media server failed because of some issue. To check the issue, login to the instance and switch to the root user using commaNetBackupnd 'sudo su'. You can check logs at location /root/NBSetup/userdata.log.

6. component upgrade failure

Explanation:

If you are trying to upgrade a NetBackup component till version 9, which was deployed through Azure marketplace then, you may get a following error:

```
Unable to configure target host.
```

```
ERROR: bpnbaz failed with status [68]. The authentication broker
could not be configured. Review the NetBackup Security and Encryption
Guide for more information.
```

Solution:

Add an entry in the `/etc/hosts` file for 'private_ip' 'short_hostname' mapping. This happens when the server cannot resolve a short hostname while upgrade. After adding an entry restart the upgrade.

7. Backup from Snapshot job fails with errors:

```
Jun 10, 2021 2:17:48 PM - Error mqclient (pid=1054) SSL Connection
failed with string, broker:<hostname> Jun 10, 2021 2:17:48 PM - Error
mqclient (pid=1054) Failed SSL handshake, broker:<hostname> Jun 10,
2021 2:19:16 PM - Error nbcs (pid=29079) Invalid operation for asset:
<asset_id> Jun 10, 2021 2:19:16 PM - Error nbcs (pid=29079)
Acknowledgement not received for datamover <datamover_id>
```

and/or

```
Jun 10, 2021 3:06:13 PM - Critical bpbrm (pid=32373) from client
<asset_id>: FTL - Cannot retrieve the exported snapshot details for
the disk with UUID:<disk_asset_id> Jun 10, 2021 3:06:13 PM - Info
bptm (pid=32582) waited for full buffer 1 times, delayed 220 times
Jun 10, 2021 3:06:13 PM - Critical bpbrm (pid=32373) from client
<asset_id>: FTL - cleanup() failed, status 6
```

Explanation:

This can happen when the inbound access to Snapshot Manager on port 5671 and 443 port gets blocked at the OS firewall level (firewalld). Hence, from the datamover container (used for the Backup from Snapshot jobs), communication to Snapshot Manager gets blocked. This results in the datamover container not being able to start the backup.

Solution:

Modify the rules in OS firewall to allow the inbound connection from 5671 and 443 port.

8. Discovery fails after Snapshot Manager has been recovered by deleting instance in VM scale set**Explanation:**

A manual entry in NetBackup primary and media's `/etc/hosts` folder with private IP address of Snapshot Manager for Backup from Snapshot to work is made. Since

the new Snapshot Manager came up with a new private IP address, NetBackup is not able to find Snapshot Manager at the old IP address that it has in its `/etc/hosts`.

Solution:

Update `/etc/hosts` on both NetBackup Primary and Media with Snapshot Manager's new private IP address.

9. Snapshot Manager deployment fails with error "Changing property 'osDisk.blobUri' is not allowed"

Changing property `osDisk.blobUri` is not allowed. (Code: PropertyChangeNotAllowed, Target: `osDisk.blobUri`)

```
{"code": "PropertyChangeNotAllowed", "target": "osDisk.blobUri", "message": "Changing property 'osDisk.blobUri' is not allowed."}
```

Solution:

There might be existing Snapshot Manager Image present in the resource group. Delete the image and try to install or upgrade again.

10. Deployment failed due to the following error - Data disk not attached to instance yet

The deployment on Azure marketplace failed either due to the data disk not attached to the instance or storage account permission issue or delay in connecting the disk to the virtual machine over the Azure network.

Solution:

- 1. Login to virtual machine instance created for Snapshot Manager.
- 2. Identify the below settings:
 - Resource Group <RG>
 - Managed identity name used to deploy NBSM <managed_identity_name>
 - Virtual Machine ScaleSet name <vmss_scaleset_name>
 - Instance ID <0> in the Virtual Machine ScaleSet

- 3. Execute the command: `az login --identity --username <managed_identity_name>`

Refer to the link [Sign into Azure with a managed identity using the Azure CLI](#) for more details.

Execute the command. The status of the command should be success and the status of the last echo \$ should be 0 (zero).

```
az vmss get-instance-view --resource-group <RG> --name
<vmss_scaleset_name> --instance-id 0 | python3 -c "import sys,
json, os; disks=json.load(sys.stdin)['disks'];
```

```
[print(disk['statuses'][0]['displayStatus']) for disk in disks if
disk['name']==os.getenv('datadisk')]"
echo $?
```

11. No assets are seen post NetBackup and Snapshot Manager deployment

Solution:

When no assets are listed under the Virtual Machines tab for Cloud Workload, but you see your region configured for Azure provider, then as part of deployment trigger a manual discovery for the attached Snapshot Manager.

12. NetBackup Snapshot Manager Virtual Machine Scaleset status is displayed as failed during Disaster Recovery

During Disaster Recovery of NetBackup Snapshot Manager Virtual Machine Scaleset instance intermittent behavior is seen when NetBackup Snapshot Manager containers take time to come up in healthy state. This causes Virtual Machine Scaleset status to display as **Failed** with the following error message:

```
VM has reported a failure when processing extension
'ExtensionForConfiguringCPscale' (publisher
'Microsoft.Azure.Extensions' and type 'CustomScript'). Error message:
'Enable failed: failed to execute command: command terminated with
exit status=1 [stdout] exsnap-notification ...done Starting
container: flexsnap-nginx ...done Upgrade finished at time: Thu Mar
6 05:24:34 UTC 2025 { "healthy": "false", "start_time": "Thu, 06
Mar 2025 05:24:31 UTC", "uptime": "00:00:3.690022", "status":
"Snapshot Manager status is not healthy", "host": "localhost" } [
Thu Mar 6 05:24:35 AM UTC 2025 ] installcp: value of code: 1 [ Thu
Mar 6 05:24:35 AM UTC 2025 ] installcp: Snapshot manager is not up
yet, waiting... { "healthy": "false", "start_time": "Thu, 06 Mar 2025
05:24:31 UTC", "uptime": "00:00:14.441502", "status": "Snapshot
Manager status is not healthy", "host": "localhost" }
```

Solution:

Log in to NetBackup NetBackup Snapshot Manager Virtual Machine Scaleset instance and run the following command to verify if the status is displayed as **true** for **healthy** field:

```
flexsnap_configure status
```

The output is displayed as follows:

```
{ "healthy": "true", "start_time": "Thu, 06 Mar 2025 11:57:59 UTC",
"uptime": "00:16:38.399154", "status": "ok", "host": "localhost" }
```