



Hewlett Packard
Enterprise

Backup Navigator

Software Version: 9.80
Linux and Windows operating systems

User's Guide

Document Release Date: November 2017
Software Release Date: November 2017

Legal notices

Warranty

The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HPE shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted rights legend

Confidential computer software. Valid license from HPE required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright notice

© Copyright 2017 Hewlett Packard Enterprise

Trademark notices

Adobe® is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Documentation updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent software updates, go to <https://softwaresupport.hpe.com/patches>.

To verify that you are using the most recent edition of a document, go to <https://softwaresupport.hpe.com/manuals>.

This site requires that you register for an HPE Passport and sign in. To register for an HPE Passport ID, go to <https://hpp12.passport.hpe.com/hppcf/login.do>.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HPE sales representative for details.

Support

Visit the HPE Software Support Online web site at <https://softwaresupport.hpe.com>.

This web site provides contact information and details about the products, services, and support that HPE Software offers.

HPE Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Access product documentation

- Manage support contracts
- Look up HPE support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HPE Passport user and sign in. Many also require a support contract.

To register for an HPE Passport ID, go to <https://hpp12.passport.hpe.com/hppcf/login.do>.

To find more information about access levels, go to <https://softwaresupport.hpe.com/web/softwaresupport/access-levels>.

Contents

Chapter 1: Introduction	8
HPE Backup Navigator benefits	8
HPE Backup Navigator features	9
HPE Backup Navigator web user interface	10
Chapter 2: Installation and Configuration	12
Prerequisites	13
HPE Backup Navigator system prerequisites	13
HPE Backup Navigator web user interface	14
HPE Backup Navigator remote agent	15
Application environment	15
Recommendations	16
Calculating the number of objects on a HPE Data Protector Cell Manager	16
Installation procedure	17
Running the HPE Backup Navigator installation script on Linux	17
Installing HPE Backup Navigator on Windows	19
Configuring HPE Backup Navigator	20
Configuring encrypted communication and authentication	23
Configuring HPE Backup Navigator to use SSL encrypted communication	23
Configuring the remote agent to use SSL communication	24
Configuring SSL for LDAP authentication	25
Configuring Kerberos authentication	25
Configuring HPE Data Protector encrypted control communication for HPE Backup Navigator	29
Configuring ECC for single Cell Manager and for MoM server	29
Configuring ECC for multiple Cell Managers	30
Chapter 3: Upgrading HPE Backup Navigator	33
Chapter 4: Removing HPE Backup Navigator	35
Chapter 5: Licensing	36
How licensing works	37
Verifying licenses	38
Chapter 6: Administration Tasks for HPE Data Protector Environment	40

Selecting cells	41
Administering cells	43
Installing remote agent	44
Managing users and user roles	46
Adding LDAP Server	47
Creating new users	48
Managing Service level objective categories	49
Creating and editing SLO categories	50
Assigning SLO categories	51
Creating custom reports	52
Downloading custom reports	53
Uploading custom reports	53
Maintaining database	54
Viewing database settings	54
Purging database	54
Changing configuration	55
Tuning database performance	55
Configuring mail server	56
Monitoring the HPE Data Protector environment	57
Predefined monitors	57
Creating and using monitors	62
Handling alerts	63
Viewing events	64
Managing tenants and tenant groups	64
Tenant naming conventions	65
Discovering tenants	66
Importing tenants	69
Creating tenants	70
Creating tenant groups	71
HPE Backup Navigator logging	72
Configuring logging on HPE Backup Navigator	73
Configuring logging on the remote agent	73
 Chapter 7: Administration Tasks for HPE VM Explorer Environment	 75
Selecting HPE VM Explorer Servers	75
Administering selected servers	78
Managing users and user roles	79
Adding LDAP Server	79
Creating new users	80
Maintaining database	81

Viewing database settings	82
Purging database	82
Changing configuration	83
Tuning database performance	83
Configuring mail server	83
Viewing events	84
HPE Backup Navigator logging	85
Configuring logging on HPE Backup Navigator	85
Chapter 8: About Reports	87
Report visualization and delivery	87
Report exploration	87
Summary dashboard	87
Reports and report categories	89
Overview	90
Monitoring	96
Capacity	97
Performance	100
Drill-down reports	101
How to manage reports	102
Configuring dashboard layout	103
Creating and editing filters	105
Generating reports	106
Adding reports to favorites	107
Subscribing to reports	108
Exporting reports	109
Sending reports by email	109
Using drill-down functionality	109
Example of using drill down 1	110
Example of using drill down 2	111
Configuring user profiles	111
Configuring region settings	111
Chapter 9: Troubleshooting	112
How to troubleshoot	112
How to recognize a problem	112
General checks	113
Log files	114
Collecting data for HPE Customer Support	115
Appendix A: Command Line Reference	117
hpe-backup-navigator-install.sh	117

- Synopsis117
- Description 117
- Options 117
- service remote-agent 118
 - Synopsis118
 - Options 118
- service tomcat 118
 - Synopsis118
 - Options 119
- Glossary 120
- Send documentation feedback122

Chapter 1: Introduction

HPE Backup Navigator is a web-based application that provides an additional reporting functionality for your HPE Data Protector and HPE VM Explorer backup environments. It is a comprehensive and scalable tool, which enables you to create, generate, and deliver a wide range of reports for the web browser-based presentation and user-defined exploration.

In the web user interface you can generate numerous predefined reports on different aspects of the HPE Data Protector and HPE VM Explorer environments, create the reports of your choice, and export them to various formats. Predefined reports provide information on the major elements of the application specific environment, such as, infrastructure, media management, devices, sessions and tasks, capacity and performance, as well as occurred errors. For HPE Data Protector, you can monitor active backup sessions, get a list of most unreliable media, track the backup volume growth, check the transfer rate during the restore sessions, analyze trends in backup capacity changes, make future predictions, and so on.

HPE Backup Navigator supports multitenant HPE Data Protector environment and can provide reports also for tenants, if you define them. A tenant is a group of users, usually related to one customer or department, who share HPE Data Protector resources. Each tenant is represented by the dedicated HPE Data Protector elements, such as cells, backup specification groups, backup specifications, or clients.\

HPE Backup Navigator provides an opportunity to assign different categories to a backup application depending on its service level objective (SLO). SLO category refers to a combination of the RTO (a time period needed before an application is brought back online) and the RPO (a time period when data can be lost after an event that causes an application to go offline occurs), which are specific for your backup environment goals. SLO categories are used for monitoring your backup applications.

The key tasks of HPE Backup Navigator are:

- Recognizing the HPE Data Protector Cell Manager and HPE VM Explorer Server systems that provide input data for your reports.
- Collecting data from the application environment.
- Generating reports from the collected data considering user-defined scope and parameters.
- Recognizing problems in the monitored environment and issuing alerts and notifications.

HPE Backup Navigator benefits

- Central monitoring of multiple servers
- Simplified tracking of infrastructure changes across the entire application environment
- Overview of backup resources
- Performance, capacity trending, and future planning
- Simplified error analysis
- Customizable reporting and dashboard
- Notifications and alerts on specified events
- Multitenant environments support

HPE Backup Navigator features

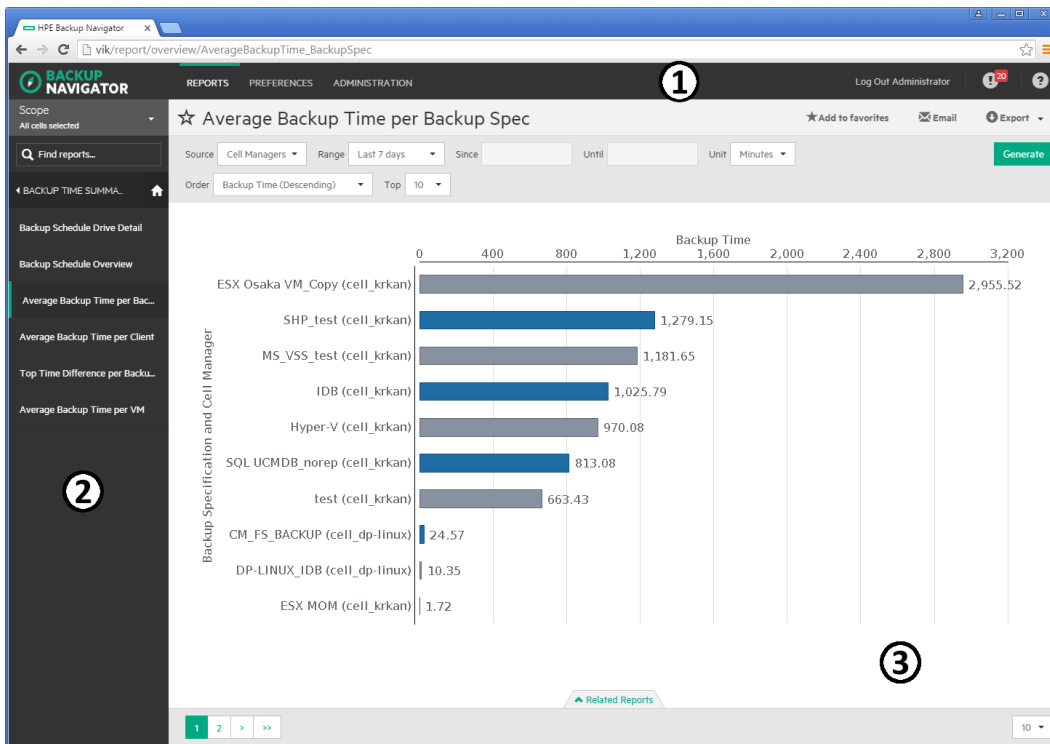
You can benefit from the following HPE Backup Navigator features:

- Select the HPE Data Protector and HPE VM Explorer cells or tenants¹, from which you want to receive the input data for your reports.
- Use a remote agent to collect data from the HPE Data Protector cells that cannot be directly accessed from HPE Backup Navigator.
- Use a Summary dashboard for an at-a-glance overview of your HPE Data Protector backup environment.
- Create reports of your choice with the same available options as predefined reports.
- Configure the dashboard to display the reports in the way which is convenient for you to view them.
- Switch between the chart and table presentation of the report.
- Examine report data in more detail by using the drill-down functionality.
- Add a report to your favorites to access it quicker.
- Subscribe to your favorite report to receive it regularly by email.
- Export the reports output to various formats.
- Navigate from the selected report to other reports with the related content and the same scope.
- Customize report charts by sorting data according to different available parameters.
- Group your backup applications depending on their service level objective.
- Monitor your HPE Data Protector environment by using predefined and custom HPE Backup Navigator monitors.
- Get alerts or event notifications on the events in HPE Data Protector and HPE VM Explorer, including error states and failures.
- HPE Backup Navigator retrieves only the data, which is needed for a report presentation at the time. This enhances performance by saving the time and the resources that would be needed to load all available data.

¹For some reports, selecting tenants is not applicable.

HPE Backup Navigator web user interface

Figure 1: HPE Backup Navigator web user interface



- 1 Menu Bar
- 2 Navigation Pane
- 3 Results Area

You can switch between the HPE Data Protector and HPE VM Explorer environments.

NOTE: Some user interface elements may differ depending on the backup application you are switched to.

The elements of the HPE Backup Navigator web user interface are:

- **Menu Bar**

The Menu Bar is an upper bar of the HPE Backup Navigator web user interface. Depending on your user rights, you can access all or only some of the following contexts:

- **Reports**

The predefined reports are logically grouped in four report categories (Overview, Monitoring, Capacity, Performance). You can generate reports, add reports to your favorites, subscribe for reports, and export a report to various formats.

Preferences

You can configure your personal settings, specify input data filters, and manage your subscriptions.

Administration (available for users with the administrator's user rights):

You can specify from which cells you want to collect input data for your reports. Manage your input data by adding new HPE Data Protector Cell Managers or HPE VM Explorer Servers to the data collection, starting or stopping input data collection on the specific server, detaching the specific server from or attaching them back to the HPE Backup Navigator. You can also create and manage your SLO categories, custom reports, perform licensing related tasks, view events and configure event monitors, configure your mail server and logging settings, view your database settings, and manage your users, tenants, and tenant groups (discover, import, and maintain them).

Notification

Access and view the HPE Backup Navigator events. If monitors are specified for the events of a higher severity and such events occur, alarms are raised and displayed next to the icon.

Help

Access the *HPE Backup Navigator User's Guide* with introduction to HPE Backup Navigator and instructions on how to use it. The About dialog provides information on the HPE Backup Navigator current version.

- **Navigation Pane**

The Navigation Pane is a left side panel of the HPE Backup Navigator web user interface. You can switch between different items to view them or to change them in the Results Area. When you select an item in the Navigation Pane, the corresponding information is displayed in the Results Area.

The content of the Navigation Pane is context specific. For example, the Reports context provides scope settings, search report functionality, a list of report categories and subcategories, and favorite reports. In the Preferences and Administration contexts, you can select an item to specify or change the corresponding configuration settings, such as user profile or logging settings.

- **Results Area**

The Results Area is a central area of the HPE Backup Navigator web user interface. It displays information that corresponds to the item selected in the Navigation Pane.

In the Reports context, the Results Area is represented as a dashboard with a configurable layout, or as a report output, when a specific report is selected. You can view the selected report, generate it with different parameters, switch to the table presentation of the report, see the related reports, export the report to different formats, send it by email, and subscribe to the report.

In other contexts, you can specify or change the configuration settings of the item selected in the Navigation Pane.

Chapter 2: Installation and Configuration

The HPE Backup Navigator environment is a set of systems that obtain, manage, and analyze the specified data from the application environment (HPE Data Protector or HPE VM Explorer), and present it as reports in the web-based application. The environment consists of the following parts:

- **HPE Backup Navigator system**

A system where HPE Backup Navigator resides. HPE Backup Navigator processes the data collected in the application environment and presents it as specific reports in the web user interface. A database that contains the HPE Backup Navigator functionality related data, the data collected from the application sessions, and the HPE Data Protector cell infrastructure related data also resides on the HPE Backup Navigator system.

- **HPE Backup Navigator remote agent system**

If you want to collect data from the HPE Data Protector cells, which you cannot or due to any reasons do not want to access from HPE Backup Navigator, you can use a HPE Backup Navigator remote agent to access such cells. You can install as many remote agents, as you need. HPE Backup Navigator remote agent collects data from the HPE Data Protector cells and provides it to HPE Backup Navigator through HTTP protocol.

- **HPE Backup Navigator web user interface**

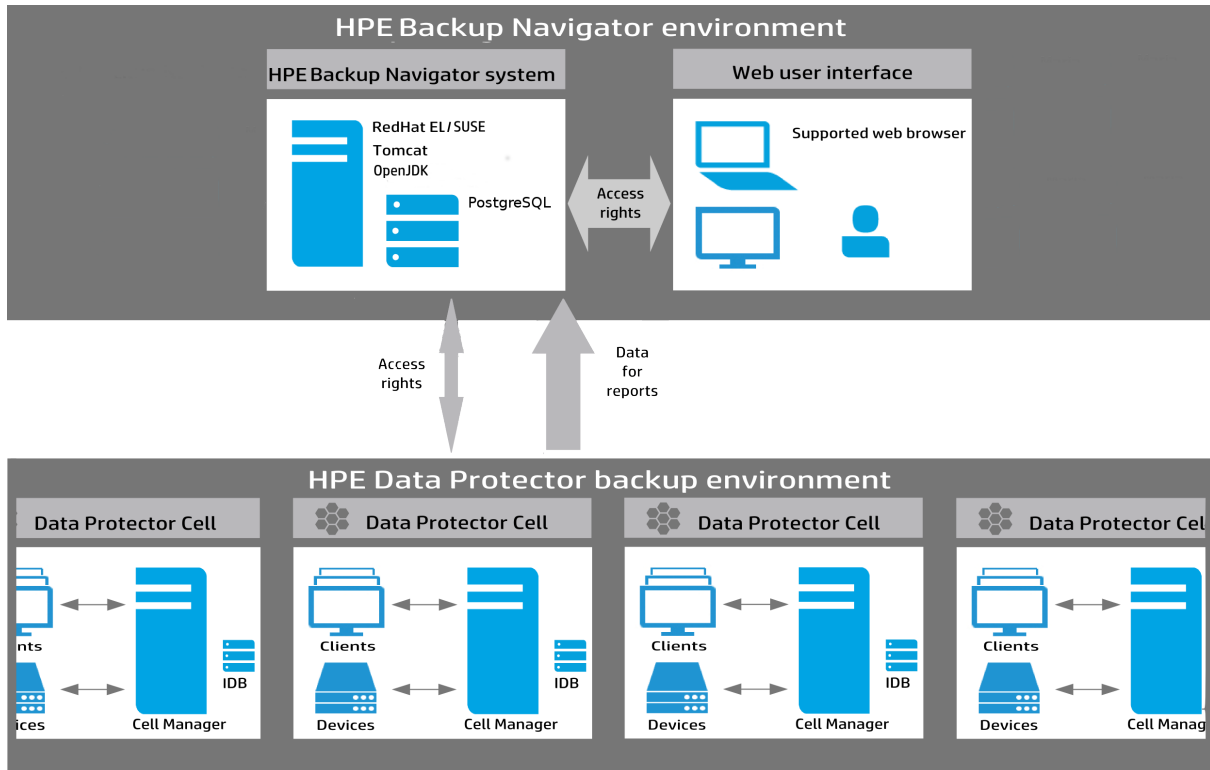
A system with a web browser, from which you access HPE Backup Navigator. The web user interface also provides administration tools to adjust the environment to your needs. HPE Backup Navigator web user interface has an established connection to the HPE Backup Navigator system.

- **Application environment**

A backup environment (HPE Data Protector or HPE VM Explorer), from which you collect data for your reports.

This diagram shows the HPE Backup Navigator environment and its elements as well as how HPE Backup Navigator interacts with HPE Data Protector:

Figure 2: HPE Backup Navigator environment



Prerequisites

Before installing HPE Backup Navigator, consider the following:

HPE Backup Navigator system prerequisites

- One of the supported operating systems. For a list of the supported operating systems, see *HPE Backup Navigator Support Matrix*.
- System requirements

System requirements depend on the backup application you monitor with HPE Backup Navigator:

Size	Application environment	Minimum system requirements
Small	100 sessions/tasks per server per day 100-500 object/task element versions per server per day	Processor: 64-bit two-core RAM: 8 GB Hard disk: 100 GB
Medium	100-2000 sessions/tasks per server per day 500-10000 object/task element versions per	Processor: 64-bit four-core RAM: 16 GB

Size	Application environment	Minimum system requirements
	server per day	Hard disk: 160 GB
Large	2000-4000 sessions/tasks per server per day 10000-20000 object/task element versions per server per day	Processor: 64-bit four+ -core RAM: 32 GB Hard disk (SSD): 320 GB
Huge	4000 and more sessions/tasks per server per day 20000 and more object/task element versions per server per day	Processor: 64-bit eight+ -core RAM: 64 GB Hard disk (SSD): 500 GB

- When installing HPE Backup Navigator on Linux, consider the following:
 - JDK 1.8
JDK is installed and configured on the system automatically when running the HPE Backup Navigator installation script.
 - Apache Tomcat 8.5.x
Apache Tomcat is installed and configured on the system automatically when running the HPE Backup Navigator installation script.
It is recommended to configure Tomcat to support Transport Layer Security (TLS) versions 1.1 or 1.2 and to restrict support for TLS 1.0 to take advantage of improved secure sockets.
 - PostgreSQL 9.4-9.6
PostgreSQL server can be installed and configured on the same system with HPE Backup Navigator automatically when running the HPE Backup Navigator installation script.

HPE Backup Navigator web user interface

The HPE Backup Navigator web user interface supports the following web browsers:

- Internet Explorer 11
- Mozilla Firefox 40 and later versions

If you want to use Kerberos authentication, perform the following configuration steps in the browser:

1. In the address bar, type: **about:config**
2. In the Search text box, type: **negotiate**
3. Double-click the **network.negotiate-auth.trusted-uris** string, enter the domain name of the HPE Backup Navigator system in the pop-up text box (for example, **company.com**), and then click **OK**.

When you log in to the HPE Backup Navigator system, specify the fully qualified domain name in the address string (for example, **computer.company.com:8080**).

- Google Chrome 46 and later versions

HPE Backup Navigator remote agent

- One of the supported operating systems. For a list of the supported operating systems, see *HPE Backup Navigator Support Matrix*.
- JRE 1.8

Application environment

A list of prerequisites depends on the application you use with HPE Backup Navigator.

- **HPE Data Protector environment**

For more information and detailed instructions, see the HPE Data Protector documentation at the HPE Support web site at: <http://support.openview.hp.com/selfsolve/manuals>

- HPE Backup Navigator can be used with HPE Data Protector versions 9.xx, 10.00-10.02.
- You need an `admin` user account to access the HPE Data Protector Cell Manager. When creating a new user account, make sure to specify the following:

User: root

Group: Admin

Type: UNIX

Client: HPE Backup Navigator FQDN

- For HPE Data Protector 10.00, you need an `admin` user account with enabled web service access (`Webaccess`) to get advantages provided with this product version. When creating a new user account, make sure to enable the **Webaccess** option.
- If the encrypted control communication (ECC) is enabled on the Cell Manager, you can allow non-encrypted communication with HPE Backup Navigator or configure ECC for HPE Backup Navigator.
 - To allow non-encrypted communication, add your HPE Backup Navigator system to the Security Exceptions list on the respective Cell Manager.
 - To provide encrypted communication with HPE Backup Navigator, see [Configuring HPE Data Protector encrypted control communication for HPE Backup Navigator](#), on page 29.
- To enable data collection for the Cell Manager Services, IDB Health, and Licenses related reports from the UNIX and Linux Cell Managers, create the following softlinks on such Cell Managers:

```
ln -s /opt/omni/sbin/omnisv /opt/omni/lbin/omnisv
ln -s /opt/omni/sbin/omnidbcheck /opt/omni/lbin/omnidbcheck
ln -s /opt/omni/bin/omnicc /opt/omni/lbin/omnicc
ln -s /opt/omni/bin/omnidownload /opt/omni/lbin/omnidownload
ln -s /opt/omni/bin/omnirpt /opt/omni/lbin/omnirpt
```
- To be able to collect data for the HPE Data Protector virtual environment, make sure, that the HPE Data Protector Virtual Environment Integration component is installed on the Cell Manager.
- To be able to collect restore information for the reports, in the HPE Data Protector global options file, set the variable `EnableRestoreReportStats=1`. The global options file is located at:

Windows: `Data_Protector_program_data\Config\Server\Options\global`

UNIX: `/etc/opt/omni/server/options/global`

- **HPE VM Explorer environment**

For more information and detailed instructions, see the HPE VM Explorer documentation at the HPE Support web site at: <http://support.openview.hp.com/selfsolve/manuals>

- HPE Backup Navigator can be used with HPE VM Explorer Enterprise Edition 6.4.2.
- On HPE VM Explorer, an API key (a string token) is generated. It is used to identify and authenticate HPE Backup Navigator and to enable data collection from HPE VM Explorer environment. For detailed instructions, see the *HPE VM Explorer Reporting API* documentation.

Recommendations

Before installing and configuring HPE Backup Navigator, you should consider the factors that affect performance of the application. HPE Backup Navigator performance mainly depends on the number of the HPE Data Protector objects collected from the Cell Managers for various reports. One HPE Backup Navigator system can collect up to 1 million objects from the HPE Data Protector environment. To calculate how many objects reside on a Cell Manager system, see [Calculating the number of objects on a HPE Data Protector Cell Manager](#), below.

If you have multiple Cell Managers and more than 1 million objects in your backup environment, determine how many HPE Backup Navigator applications you need to install and from which Cell Managers each of the HPE Backup Navigator will collect data. When planning which Cell Managers will be dedicated to a specific HPE Backup Navigator system, consider the following:

- The number of objects residing on these Cell Managers should not exceed 1 million.
- The Cell Managers should be grouped according to their geographical location to avoid connectivity and network problems.

Calculating the number of objects on a HPE Data Protector Cell Manager

Steps

1. On a HPE Data Protector Cell Manager system, run the following command as an administrator:

Windows: `omnidbutil -info > <filename>.txt`

Linux: `/opt/omni/sbin/omnidbutil -info > <filename>.txt`

2. Open the generated TXT file and search for the number of objects under the Catalog Database space usage section > Items Used column > Objects.

Installation procedure

The HPE Backup Navigator installation procedure consists of the following phases:

1. HPE Backup Navigator installation

The procedure depends on the operating system you want to install HPE Backup Navigator:

On Linux: [Running the HPE Backup Navigator installation script on Linux, below.](#)

On Windows: [Installing HPE Backup Navigator on Windows, on page 19.](#)

2. HPE Backup Navigator initial configuration

[Configuring HPE Backup Navigator, on page 20.](#)

If you want to enable Windows sessions credentials authentication, configure Kerberos on the system where you installed HPE Backup Navigator. See [Configuring Kerberos authentication, on page 25.](#)

Running the HPE Backup Navigator installation script on Linux

You can use the HPE Backup Navigator installation script to install HPE Backup Navigator with all prerequisites (PostgreSQL, Apache Tomcat, and JDK). The installation script simplifies the installation process and provides all necessary configuration specific to HPE Backup Navigator. It is recommended to use this installation approach.

Prerequisites

- Red Hat Enterprise Linux, CentOS Linux, or SUSE Enterprise Linux operating system is installed and configured.
- If you do not have access to the internet on the HPE Backup Navigator system, make sure, that you prepare the following packages on this system.

You can download the prerequisite packages automatically by using the HPE Backup Navigator installation script:

```
# sh hpe-backup-navigator-install.sh --download
```

The script downloads all prerequisite packages and compresses them to the *filename.tar.gz* file. It is recommended that these packages are saved in a temporary directory with write permissions, for example, `\tmp`.

The following packages are required:

JRE 1.8:

Download the `jre-8u101-linux-x64.rpm` installation package from:

<http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html>

Apache Tomcat:

Download Tomcat from the Core Binary distribution (`tar.gz` file) from:

<https://tomcat.apache.org/download-80.cgi>

PostgreSQL:

- On RHEL and CentOS 6.x:

Download the following packages to your system from http://yum.postgresql.org/9.6/redhat/rhel-6-x86_64/repoview/postgresqlserver96.group.html:

```
postgresql96
postgresql96-contrib
postgresql96-libs
postgresql96-server
```

Download the `uuid-1.6.1-10.el6.x86_64.rpm` package to your system from:
http://mirror.centos.org/centos/6/os/x86_64/Packages/

- On RHEL and CentOS 6.4, download the `openssl` package to your system from:
http://mirror.centos.org/centos/6/os/x86_64/Packages/

- On RHEL and CentOS 7.x:

Download the following packages to your system from
https://yum.postgresql.org/9.6/redhat/rhel-7-x86_64/repoview/postgresqlserver96.group.html:

```
postgresql96
postgresql96-contrib
postgresql96-libs
postgresql96-server
```

On RHEL and CentOS 7.x, download the `openssl` package to your system from:
http://mirror.centos.org/centos/7/os/x86_64/Packages

- On SUSE, download the following packages to your system:

`libpq5` from http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/x86_64/

`postgresql-init` from
http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/noarch/

`postgresql96` from
http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/x86_64/

`postgresql96-contrib` from
http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/x86_64/

`postgresql96-server` from
http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/x86_64/

Steps

1. Insert and mount the HPE Backup Navigator installation DVD-ROM or mount the ISO image directly.

NOTE:

If you want to verify the rpm signature of the HPE Backup Navigator installation package, run the following command:

```
# sh hpe-backup-navigator-install.sh -sc
```

2. In the command-line console, run the following command:

```
# sudo sh hpe-backup-navigator-install.sh
```
3. The script starts the installation and configuration of HPE Backup Navigator and prerequisite

software, such as, JDK, Tomcat, and PostgreSQL as well as firewall and network configuration. In case of the PostgreSQL installation, the database user with appropriate permissions is created.

4. You are provided with the user name (`admin`) and password (randomized, unique) for the *first* login to the HPE Backup Navigator web application.

IMPORTANT:

Ensure that you save, write down, or memorize this password, because it is required for the configuration tasks. You will need these credentials for the initial configuration.

NOTE:

You will need these credentials only for the HPE Backup Navigator initial configuration and later, if you decide to apply any changes to the initial configuration. For logging in to the HPE Backup Navigator, you will create a user when configuring the application.

When you add the HPE Data Protector 10.00 Cell Manager, the security certificate from HPE Data Protector are imported to HPE Backup Navigator in the following location: `/opt/dpa-ext/conf/BNjavaKeyStore.jks`.

Installing HPE Backup Navigator on Windows

During the HPE Backup Navigator installation on Windows, all prerequisite software is installed automatically.

Recommendation

It is not recommended to install HPE Backup Navigator on the same system with HPE Data Protector. Installation on the same system may affect performance and result in issues with communication.

Steps

1. Insert and mount the HPE Backup Navigator installation DVD-ROM or mount the ISO image directly.- tbd
2. Run the HPE Backup Navigator 9.80.exe file.
3. In the Welcome to the HPE Backup Navigator Setup Wizard window, click **Next**.
4. Accept the license agreement and then click **Next**.
5. Select the default location or browse for an alternative location where you want to install HPE Backup Navigator, then click **Next**.
6. Select the default Tomcat port or enter an alternative port for Tomcat web server configuration, then click **Next**.
7. Select the default location of the PostgreSQL data directory or browse for an alternative location. Enter the username and password for the PostgreSQL user that will be used by HPE Backup Navigator to access the database, then click **Next**.
8. Make sure that the port you specified for Tomcat webserver and the default PostgreSQL database port are not used by other applications, then click **Next**.
9. Review the specified settings and then click **Install**.

During the installation, the required prerequisite software packages and HPE Backup Navigator are installed.

10. When installation is finished, make sure that the `View initial password` check box is selected,

then click **Finish**.

11. Save, write down, or memorize the credentials provided in the `initial_password.txt` file, because it is required for the configuration tasks. You will need these credentials for the initial configuration.

NOTE:

You will need these credentials only for the HPE Backup Navigator initial configuration and later, if you decide to apply any changes to the initial configuration. For logging in to the HPE Backup Navigator, you will create a user when configuring the application.

When you add the HPE Data Protector 10.00 Cell Manager, the security certificate from HPE Data Protector are imported to HPE Backup Navigator in the following location: `BN_INSTALL_DIR/dpa-ext/conf/BNjavaKeyStore.jks`.

Configuring HPE Backup Navigator

Make sure that Tomcat is up and running.

Steps

1. Start the web browser and connect to the system where you installed HPE Backup Navigator (type **hostname**).

NOTE:

If you use Kerberos authentication in the Firefox, specify the fully qualified domain name in the address string (for example, `computer.company.com`).

2. Log in to the web application with the user name and password provided during the installation procedure. The Welcome to Configuration wizard opens. Click **Next**.
3. In the Database setup window, the hostname of the system where the HPE Backup Navigator database resides (HPE Backup Navigator system) and the port (by default, 5432) are specified. Enter the following information:
 - the user name and the password of the PostgreSQL user created by the installation script
 - the database name of your choice

Figure 3: Database setup page

The screenshot shows the 'Initial Configuration' page for HPE Backup Navigator. At the top, a progress bar indicates the current step is 'Database' (highlighted in green), with 'Start', 'User', and 'Finish' as subsequent steps. Below the progress bar, the instruction 'Create HPE Backup Navigator database.' is displayed. The form contains five input fields: 'Hostname' with the value 'vimp.domain.com', 'Port' with the value '5432', 'Database user' with the value 'administrator', 'Password' (masked with dots), and 'Database name' with the value 'vimp_db'. A green 'Next' button is located at the bottom right of the form.

For more information on the database, see the PostgreSQL documentation.

4. Click **Next** to establish the connection to the existing database or create a new database.

The following occurs depending on your environment:

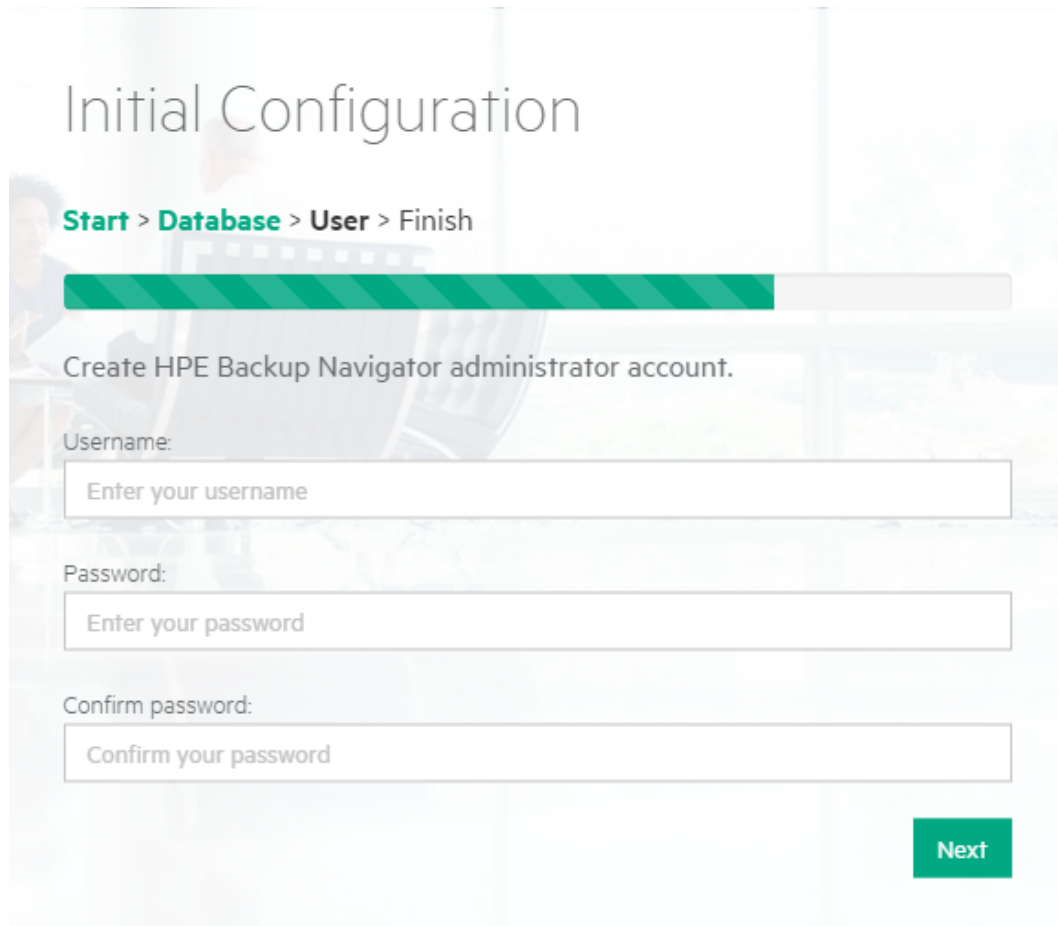
- If the connection to the database server is successful and the specified database is valid, the database is configured successfully.
- If the connection to the database server is successful, but the database does not exist on this host, the database will be created automatically.
- If the connection to the database server is successful and the specified database was configured earlier, the existing database is attached.

Errors may occur due to the following reasons:

- The connection to the database server is successful, but the specified database is not valid for HPE Backup Navigator. Ensure that you specify a database that meets the HPE Backup Navigator requirements, and then test the connection again.

- The connection to the database server fails. Check that the information you provided is correct and then test the connection again.
5. In the User setup window, create a new administrator's account. Enter the new user name and password and then click **Next**. The newly created user account will be the HPE Backup Navigator administrator.

Figure 4: User setup page



Initial Configuration

Start > Database > User > Finish

Create HPE Backup Navigator administrator account.

Username:

Enter your username

Password:

Enter your password

Confirm password:

Confirm your password

Next

6. The **HPE Backup Navigator initial configuration completed successfully** displays. Click **Finish**.
7. Log in to the HPE Backup Navigator web user interface with the new user account.

NOTE:

You can install HPE Data Protector on the system where HPE Backup Navigator is already installed. Stop Tomcat on the HPE Backup Navigator system before the HPE Data Protector installation and start it again after the HPE Data Protector installation.

Configuring encrypted communication and authentication

To improve security in the HPE Backup Navigator environment, you can configure HPE Backup Navigator to use SSL encrypted communication and authentication.

- If you want to enable encrypted communication between HPE Backup Navigator server and Web clients (for example, HPE Backup Navigator web user interface connection to the server), see [Configuring HPE Backup Navigator to use SSL encrypted communication, below](#).
- If you use the HPE Backup Navigator remote agent, you should perform additional steps on the system where the remote agent resides, see [Configuring the remote agent to use SSL communication, on the next page](#).
- If you want to use LDAP authentication, you have to configuring SSL on the HPE Backup Navigator system. See [Configuring SSL for LDAP authentication, on page 25](#).
- If you want to use Kerberos authentication in the HPE Backup Navigator environment, see [Configuring Kerberos authentication, on page 25](#).

Configuring HPE Backup Navigator to use SSL encrypted communication

To configure HPE Backup Navigator to use SSL encrypted communication, follow these steps:

Steps

1. If you acquired a certificate for this host earlier, proceed to step 6 and import it. Otherwise, create a Certificate Signing Request (CSR):

On Linux:

```
# $JAVA_HOME/bin/keytool -certreq -keyalg RSA -alias tomcat -file tomcat_cert_request.csr -keystore /opt/dpa-ext/conf/BNjavaKeyStore.jks
```

On Windows:

```
# $JAVA_HOME/bin/keytool -certreq -keyalg RSA -alias tomcat -file tomcat_cert_request.csr -keystore BN_INSTALL_DIR/dpa-ext/conf/BNjavaKeyStore.jks
```

2. Submit the created `tomcat_cert_request.csr` file to the Certificate Authority (CA). For instructions, see the CA documentation.
3. The CA issues a certificate and sends it to you.
4. Import the acquired certificate to the HPE Backup Navigator keystore:

On Linux:

```
# $JAVA_HOME/bin/keytool -import -alias tomcat -keystore /opt/dpa-ext/conf/BNjavaKeyStore.jks -file <certificate_filename>
```

On Windows:

```
# $JAVA_HOME/bin/keytool -import -alias tomcat -keystore BN_INSTALL_DIR/dpa-ext/conf/BNjavaKeyStore.jks -file <certificate_filename>
```

5. Configure Apache Tomcat webserver config file to start using the SSL connector:

```
# vi /opt/apache-tomcat/conf/server.xml
```

NOTE:

An example of the `connector` element for an SSL connector is included in the Apache Tomcat web server config file.

6. Remove the comments and edit the `connector` element as follows:

```
<Connector port="443"  
protocol="org.apache.coyote.http11.Http11NioProtocol"  
maxThreads="200"  
SSLEnabled="true"  
scheme="https"  
secure="true"  
clientAuth="false"  
sslProtocol="TLS"  
keystoreFile="<keystore_filename>"  
keystorePass="<keystore_password>" />
```

The `port` attribute is the TCP/IP port number, on which Tomcat will listen for secure communication. The default port for https is 443, but you can change it.

7. Comment the old `connector` element which is not configured for SSL (by default, the port is 80 or 8080).
8. Make sure that the newly specified connector port is open in the firewall. Check, which ports are open in your firewall:

On RHEL and CentOS: `service iptables status`

On SUSE: `cat /etc/sysconfig/scripts/SuSEfirewall2-custom`

9. Restart Apache Tomcat:

```
# service tomcat restart
```

Configuring the remote agent to use SSL communication

When the HPE Backup Navigator server is configured to use SSL for secure communication, ensure that the CA of the certificate installed on the HPE Backup Navigator server is also trusted on the remote agent. Perform this procedure on the system where the HPE Backup Navigator remote agent resides.

Prerequisite

The root certificate (public certificate) of the same CA issuer that is registered in the certificate installed on the HPE Backup Navigator server.

Step

By using the `keytool` command, import the root certificate into the HPE Backup Navigator keystore located at:

On Linux: `/opt/dpa-ext/conf/BNjavaKeyStore.jks`

On Windows: *BN_INSTALL_DIR*/dpa-ext/conf/BNjavaKeyStore.jks

The default password required by the Java keystore tool is `changeit`. During the import, mark the certificate as trusted.

Example:

```
keytool -import -keystore /opt/dpa-ext/conf/BNjavaKeyStore.jks -file  
<certificate_filename>
```

After the certificate is properly imported the remote agent can connect to the HPE Backup Navigator server using a secure communication channel.

Configuring SSL for LDAP authentication

On the HPE Backup Navigator system, configure SSL to enable LDAP authentication.

Steps

1. On the HPE Backup Navigator system, import your CA root certificate into the HPE Backup Navigator keystore file:

On Linux:

```
keytool -import -alias <alias_description> -keystore /opt/dpa-  
ext/conf/BNjavaKeyStore.jks -file <certificate_filename>
```

On Windows :

```
keytool -import -alias <alias_description> -keystore BN_INSTALL_DIR/dpa-  
ext/conf/BNjavaKeyStore.jks -file <certificate_filename>
```

Example:

```
keytool -import -alias BN_PEM -keystore /opt/dpa-ext/conf/BNjavaKeyStore.jks  
-file "/tmp/BN-CA.PEM.crt"
```

2. When prompted, enter the keystore password (`changeit`, by default).
3. Type `yes` to add the new certificate as trusted.
4. Restart the Tomcat server on the HPE Backup Navigator system:

```
# service tomcat restart
```

Configuring Kerberos authentication

To enable Windows sessions credentials authentication, configure Kerberos on the system where you installed HPE Backup Navigator.

Prerequisite

Make sure that the time on the system where you want to install HPE Backup Navigator is synchronized with NTP of your network.

Steps

1. Set up the `/etc/krb5.conf` file as follows:

```
# cat /etc/krb5.conf
[logging]
default = FILE:/var/log/krb5libs.log
kdc = FILE:/var/log/krb5kdc.log
admin_server = FILE:/var/log/kadmind.log

[libdefaults]
default_tkt_enctypes = aes128-cts rc4-hmac des3-cbc-sha1 des-cbc-md5 des-cbc-crc
default_tgs_enctypes = aes128-cts rc4-hmac des3-cbc-sha1 des-cbc-md5 des-cbc-crc
permitted_enctypes = aes128-cts rc4-hmac des3-cbc-sha1 des-cbc-md5 des-cbc-crc
default_realm = COMPANY.COM
dns_lookup_realm = true
dns_lookup_kdc = true
ticket_lifetime = 24h
forwardable = yes

[realms]
COMPANY.COM = {
kdc = dc_computer.company.com
admin_server = dc_computer.company.com
default_domain = company.com
}

[domain_realm]
.company.com = COMPANY.COM
company.com = COMPANY.COM

[appdefaults]
pam = {
debug = false
ticket_lifetime = 36000
renew_lifetime = 36000
forwardable = true
krb4_convert = false
}
```

where:

`dc_computer.company.com` is the company Key distribution center host.

`company.com` is the company domain name.

2. Test the Kerberos configuration as follows:

```
# kinit user@COMPANY.COM
Password for user@COMPANY.COM:

# klist
Ticket cache: FILE:/tmp/krb5cc_0
Default principal: user@COMPANY.COM

Valid starting Expires Service principal
03/18/14 11:10:19 03/18/14 21:10:23 krbtgt/COMPANY.COM@COMPANY.COM
renew until 03/19/14 11:10:19
```

where:

user@COMPANY.COM is your user account, which is already in AD and has permissions to add a system to AD.

company.com is the domain name of the system, where you want to install HPE Backup Navigator.

3. Make sure that the Samba server is installed:

```
# rpm -qa | grep -i samba-
samba-3.6.9-167.el6_5.x86_64
samba-winbind-clients-3.6.9-167.el6_5.x86_64
samba-winbind-3.6.9-167.el6_5.x86_64
samba-client-3.6.9-167.el6_5.x86_64
samba-common-3.6.9-167.el6_5.x86_64
```

4. Stop the Samba services (smb, nmb, and winbind):

```
# service smb stop
# service nmb stop
# service winbind stop
```

5. Configure the Samba server as follows:

```
# cat /etc/samba/smb.conf
[global]
workgroup = WORKGROUP
security = ads
realm = COMPANY.COM
kerberos method = dedicated keytab
create krb5 conf = no
dedicated keytab file = /etc/krb5.keytab

wins support = no
preferred master = no
local master = no
domain master = no
```

where:

workgroup is the name of your workgroup.

company.com is the domain name of the system, where you want to install HPE Backup Navigator.

6. Join Samba to the Active Directory (AD). Make sure that:

- Your Kerberos ticket is valid or initialize it again.
- No old Kerberos keytab is specified by the Samba config.
- You have the root user permissions.
- The hostname of the system is not joined in domain. If it is joined, ensure that it is removed from domain.

Run the following commands:

```
# rm -f /etc/krb5.keytab
# kinit user@COMPANY.COM
Password for USER@COMPANY.COM:
```

```
# klist
Ticket cache: FILE:/tmp/krb5cc_0
Default principal: user@COMPANY.COM

Valid starting Expires Service principal
03/18/14 11:21:37 03/18/14 21:21:40 krbtgt/COMPANY.COM@COMPANY.COM
renew until 03/19/14 11:21:37
```

```
# net ads join -k COMPANY.COM
Using short domain name -- NAME
Joined 'computer' to dns domain 'company.com'
```

```
# net ads testjoin
Join is OK
```

where:

user@COMPANY.COM is your user account, which is already in AD and has permissions to add a system to AD.

company.com is the domain name of the system, where you want to install HPE Backup Navigator.

NAME is a shortened form of the domain name.

7. Start Samba services (smb, nmb, and winbind):

```
# service smb start
# service nmb start
# service winbind start
```

8. Create the Kerberos Keytab HTTP Principal to communicate through the security channel, as follows:

```
# net ads keytab create
# net ads keytab add HTTP
# net ads keytab list | grep -i http
4 DES cbc mode with CRC-32 HTTP/computer.company.com@COMPANY.COM
4 DES cbc mode with RSA-MD5 HTTP/computer.company.com@COMPANY.COM
4 ArcFour with HMAC/md5 HTTP/computer.company.com@COMPANY.COM
4 AES-128 CTS mode with 96-bit SHA-1 HMAC HTTP/computer.company.com@COMPANY.COM
4 AES-256 CTS mode with 96-bit SHA-1 HMAC HTTP/computer.company.com@COMPANY.COM
```

where:

computer.company.com is the hostname of the system, where you want to install HPE Backup Navigator.

company.com is the domain name of the system, where you want to install HPE Backup Navigator.

9. Create a dedicated group for accessing the Kerberos keytab and set up permissions accordingly:

```
# grep 200 /etc/group
# groupadd -g 200 krb5keytab
# chgrp krb5keytab /etc/krb5.keytab
# chmod g+r /etc/krb5.keytab
```

10. In `/opt/dpa-ext/conf` create the `kerberos.properties` file with the following content:

```
grails.plugin.springsecurity.kerberos.ticketValidator.servicePrincipal =
HTTP/computer.company.com@COMPANY.COM
```

```
grails.plugin.springsecurity.kerberos.ticketValidator.keyTabLocation =  
file:///etc/krb5.keytab
```

where:

computer.company.com is the hostname of the system, where you want to install HPE Backup Navigator.

company.com is the domain name of the system, where you want to install HPE Backup Navigator.

pathname is the path to the keytab location.

11. Restart Tomcat on the HPE Backup Navigator system:

```
# service tomcat restart
```

Configuring HPE Data Protector encrypted control communication for HPE Backup Navigator

If the encrypted control communication (ECC) is enabled on the HPE Data Protector Cell Manager you can provide encrypted communication for HPE Backup Navigator.

- You can configure HPE Backup Navigator to use ECC with the single Cell Manager or the Cell Managers, members of the MoM environment, if MoM ECC was enabled in HPE Data Protector 9.03 and newer versions (with the `omnicc -encryption -enable_mom -all` command). See [Configuring ECC for single Cell Manager and for MoM server, below](#).
- You can configure HPE Backup Navigator to use ECC for multiple Cell Managers, see [Configuring ECC for multiple Cell Managers, on the next page](#).

Prerequisite

Ensure that the following OpenSSL libraries reside on the HPE Backup Navigator server:

```
libgcc_s.so.1  
libomnicrypto.so.1.0.0  
libomnissl.so.1.0.0
```

You can copy them from any HPE Data Protector Linux client or Cell Manager copy the following files to `/opt/omni/lib64` on the HPE Backup Navigator server.

Configuring ECC for single Cell Manager and for MoM server

Configure HPE Backup Navigator to use ECC with the single Cell Manager or the Cell Managers, members of the MoM environment, if MoM ECC was enabled in HPE Data Protector 9.03 and newer versions.

Steps

1. On the Cell Manager, create the certificates for HPE Backup Navigator server by using the Certificate Generation Utility. The utility is available at the following location:

On Windows: *Data_Protector_home*\bin

On HP-UX and Linux: /opt/omni/sbin

To generate the certificates for HPE Backup Navigator, run the following command:

```
# perl omnigencert.pl -pem_client -user_id BN_hostname
```

Certificates are generated at the following location:

On Windows: *Data_Protector_program_data*\Config\Server\certificates

On HP-UX and Linux: /etc/opt/omni/server/certificates

For information on the utility, see the *HPE Data Protector documentation*.

The Cell Manager uses three certificate files for ECC:

BN_hostname_cert.pem -certificate for the HPE Backup Navigator server

BN_hostname_key.pem - private key for the HPE Backup Navigator server

CM_hostname_cacert.pem -trusted certificate list, containing CA certificate of the cell

2. Copy three certificate files from the HPE Data Protector Cell Manager to /etc/opt/omni/client/certificates on the HPE Backup Navigator server.
3. Create the /etc/opt/omni/client/config file with the following content:

```
encryption={
enabled=1;
certificate_chain_file='/etc/opt/omni/client/certificates/BN_hostname_cert.pem';
private_key_file='/etc/opt/omni/client/certificates/BN_hostname_key.pem';
trusted_certificates_file='/etc/opt/omni/client/certificates/Cell_Manager_hostname_
cacert.pem';
};
```

Configuring ECC for multiple Cell Managers

You can configure HPE Backup Navigator to use ECC with multiple HPE Data Protector Cell Managers.

Steps

1. On HPE Backup Navigator, create the OpenSSL config file (for example, *myopenssl.cnf*) with the following content:

```
[req]
default_bits = 4096
encrypt_key = no
default_md = sha256
distinguished_name = dn
req_extensions = san
[dn]
[san]
```

2. Create the self-signed certificate and key, by running the following command:

```
# openssl req -x509 -newkey rsa:4096 -keyout BN_hostname_key.pem -out BN_
hostname_cert.pem -days 3650 -nodes -config myopenssl.cnf -subj
"/CN=bn/O=HEWLETT PACKARD ENTERPRISE/C=US/ST=CA"
```

3. Copy the generated *BN_hostname_cert.pem* and *BN_hostname_key.pem* to */etc/opt/omni/client/certificates* (create the directory, if missing).
4. Create the */etc/opt/omni/client/config* file with the following content:

```
encryption={
enabled=1;
certificate_chain_file='/etc/opt/omni/client/certificates/BN_hostname_
cert.pem';
private_key_file='/etc/opt/omni/client/certificates/BN_hostname_key.pem';
trusted_certificates_file='/etc/opt/omni/client/certificates/BN_hostname_
cert.pem';
};
```
5. Update every HPE Data Protector Cell Manager to establish ECC with HPE Backup Navigator as follows:

- a. Copy *BN_hostname_cert.pem* to the Cell Manager.
- b. Join the trusted certificate file residing on the Cell Manager with *BN_hostname_cert.pem*. The trusted certificate file resides on the Cell Manager at:

On Windows: *Data_Protector_program_data\Config\Server\certificates*

On HP-UX and Linux: */etc/opt/omni/server/certificates*

Run the following command:

On Windows:

```
# type CM_hostname_cacert.pem BN_hostname_cert.pem 2> nul > CM_BN_hostname_
cacerts.pem
```

On HP-UX and Linux:

```
# cat CM_hostname_cacert.pem BN_hostname_cert.pem > CM_BN_hostname_
cacerts.pem
```

- c. In the Cell Manager local config file (located at *Data_Protector_program_data\Config\client\config* on Windows and */etc/opt/omni/client/config* on HP-UX and Linux), in the line *trusted_certificates_file*, replace the name of the trusted certificate file as follows:

Change *CM_hostname_cacert.pem* to *CM_hostname_BN_hostname_cacert.pem*.
6. Update the HPE Backup Navigator configuration to establish ECC with the HPE Data Protector Cell Managers as follows:
 - a. Copy the Cell Managers trusted certificate files (*CM_hostname_cacert.pem*) to the HPE Backup Navigator server to the */etc/opt/omni/client/certificates* directory.
 - b. In the */etc/opt/omni/client/certificates* directory, join the (*CM_hostname_cacert.pem* files with *BN_hostname_cert.pem*. For example:

```
# cat CM1_hostname_cacert.pem CM2_hostname_cacert.pem CM3_hostname_
cacert.pem bn_cert.pem > All_CM_BN_hostname_cacerts.pem
```

When you add more Cell Managers, make sure that you join their (*CM_hostname_cacert.pem* files with the cumulative trusted certificate file on the HPE Backup Navigator server (*All_CM_BN_hostname_cacerts.pem*).

- c. In the `/etc/opt/omni/client/config` file, in the line `trusted_certificates_file`, replace the name of the trusted certificate file as follows:

Change *BN_hostname_cert.pem* to *All_CM_BN_hostname_cacerts.pem*.

Chapter 3: Upgrading HPE Backup Navigator

You can upgrade HPE Backup Navigator from earlier versions.

IMPORTANT:

After upgrading HPE Backup Navigator from version 9.10 and earlier, you also need to upgrade your HPE Backup Navigator licenses to the new format. Contact your Sales Representative.

Prerequisites

If you do not have access to the internet on the HPE Backup Navigator system, make sure, that you prepare the following packages on this system.

You can download the prerequisite packages automatically by using the HPE Backup Navigator installation script:

```
# hpe-backup-navigator-install.sh --download
```

The script downloads all prerequisite packages and compresses them to the `filename.tar.gz` file. It is recommended that these packages are saved in a temporary directory with write permissions, for example, `\tmp`.

The following packages are required:

JRE 1.8:

Download the `jre-8u101-linux-x64.rpm` installation package from:

<http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html>

Apache Tomcat:

Download Tomcat from the Core Binary distribution (`tar.gz` file) from: <https://tomcat.apache.org/download-80.cgi>

PostgreSQL 9.6:

- On RHEL and CentOS 6.x:

Download the following packages to your system from http://yum.postgresql.org/9.6/redhat/rhel-6-x86_64/repoview/postgresqldbserver96.group.html:

```
postgresql96
postgresql96-contrib
postgresql96-libs
postgresql96-server
```

Download the `uuid-1.6.1-10.el6.x86_64.rpm` package to your system from:

http://mirror.centos.org/centos/6/os/x86_64/Packages/

- On RHEL and CentOS 6.4, download the `openssl` package to your system from: http://mirror.centos.org/centos/6/os/x86_64/Packages/

- On RHEL and CentOS 7.x:

Download the following packages to your system from https://yum.postgresql.org/9.6/redhat/rhel-7-x86_64/repoview/postgresqldbserver96.group.html:

```
postgresql96
postgresql96-contrib
postgresql96-libs
postgresql96-server
```

On RHEL and CentOS 7.x, download the `openssl` package to your system from:

http://mirror.centos.org/centos/7/os/x86_64/Packages

On SUSE, download the following packages to your system:

`libpq5` from http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/x86_64/

`postgresql-init` from http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/noarch/

`postgresql96` from http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/x86_64/

`postgresql96-contrib` from http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/x86_64/

`postgresql96-server` from http://download.opensuse.org/repositories/server:/database:/postgresql/SLE_12_SP1/x86_64/

Limitation

If you upgrade from versions earlier than 9.40, the custom reports are not migrated to the new database during the upgrade.

Steps

1. Insert and mount the HPE Backup Navigator installation DVD-ROM or mount the ISO image directly.
2. In the command-line console, run the following command:

```
# sudo sh hpe-backup-navigator-install.sh
```
3. The script starts and checks all the prerequisite software. It prompts you to update to a newer version, when it discovers the respective installation packages in a local directory or on the internet. If you want to upgrade the software and have the installation packages, type `y` and follow the instructions.
4. The script discovers that HPE Backup Navigator is already installed. When the script prompts you to upgrade the existing version, type `y` and follow the instructions.

If you have any imported certificates in their default keystores, you need to import them manually to the HPE Backup Navigator keystore located at: `/opt/dpa-ext/conf/BNjavaKeyStore.jks`.

As soon as the upgrade procedure is completed successfully, upgrade your HPE Backup Navigator licenses to the new format in the following cases:

- If you upgraded from the version 9.10 and earlier. See [Licensing, on page 36](#). Then, you can start using the application.
- If you are using the Lite HPE Backup Navigator licenses, contact HPE Backup Navigator support, because this license type is not supported with HPE Backup Navigator 9.50. In the meantime, HPE Backup Navigator treats Lite license as the Standard 10 TB.

Chapter 4: Removing HPE Backup Navigator

To remove HPE Backup Navigator, run the following command:

```
# rpm -e `rpm -qa | grep backup-navigator`
```

To remove the HPE Backup Navigator remote agent, do the following:

On Windows:

In Windows Control Panel -> Programs and Features, right-click **HPE Backup Navigator Remote Agent**, and then select **Uninstall**.

On Linux:

Run the following command:

```
# rpm -e `rpm -qa | grep remote-agent`
```

Chapter 5: Licensing

After you install and configure HPE Backup Navigator, you can start using it immediately. An Instant-On password is built in to the product when first installed. You can use the software for 60 days and buy the permanent license within this period. If you don't buy a permanent license, new data will not be collected after 60 days.

The following types of HPE Backup Navigator licenses exist:

- **Standard HPE Backup Navigator licenses**

Standard HPE Backup Navigator licenses are capacity based and are applicable for use with HPE Data Protector environment. You should estimate the capacity of your backup environment to purchase an appropriate number of licenses. The Capacity Based License (CBL) product structure is based on the volume of primary data protected by HPE Data Protector. The capacity is measured in Front End Terabytes. The total amount of Front End Terabytes is defined as the aggregate amount of source data being backed up from all systems. Per system it is measured as the largest full backup. That is, the total amount of source data backed up. The licensing in this product structure is perpetual and covers existing or new infrastructure and applications.

Capacity calculation details:

- For a full and incremental backup concept, only full is considered.
- For an incremental forever, a synthetic full is used.
- Only objects with a status of `Completed` or `Completed with errors` are included in the calculation.
- Only objects which are still under protection are included in the calculation.
- The capacity per system is calculated as an aggregation of the largest size of each unique object for that system still under protection.

Limitations:

- Backup of the same database with multiple agents will be counted multiple times. Some examples of scenarios where capacity will be counted multiple times:
 - A filesystem backup of a database using VSS and an application integration agent of the same database.
 - A virtual environment integration backup of a virtual machine and a file system backup of the same data within that virtual machine.
- When an Oracle backup object name format is externally reconfigured in such a way that HPE Data Protector is not be able to resolve the Oracle database name from the object name, the unique capacity will be counted multiple times. To avoid this the reconfigured object name must include the Oracle database name and be in the format `<DBID_*.dbf`.

The source data should reside on the Cell Managers monitored by HPE Backup Navigator. If the capacity of your backup environment grows, you should buy additional licenses.

- **Traditional HPE Backup Navigator licenses**

Traditional HPE Backup Navigator license is dependent on your application environment.

- HPE Data Protector environment:

The number of license tokens depends on the amount and types of HPE Data Protector licenses installed on the Cell Managers for which HPE Backup Navigator is collecting data.

- HPE VM Explorer environment

The number of license tokens depends on the amount of sockets in the HPE VM Explorer environment for which HPE Backup Navigator is collecting data.

The calculation of the HPE Backup Navigator price is incorporated in the product licensing functionality. HPE Data Protector licenses and HPE VM Explorer sockets are represented as the HPE Backup Navigator tokens using an in-built algorithm. You purchase the number of license tokens required by HPE Backup Navigator.

How licensing works

HPE Backup Navigator takes advantage of integration with the HPE Autopass to implement the licensing policy.

To implement licensing for HPE Backup Navigator, follow this procedure:

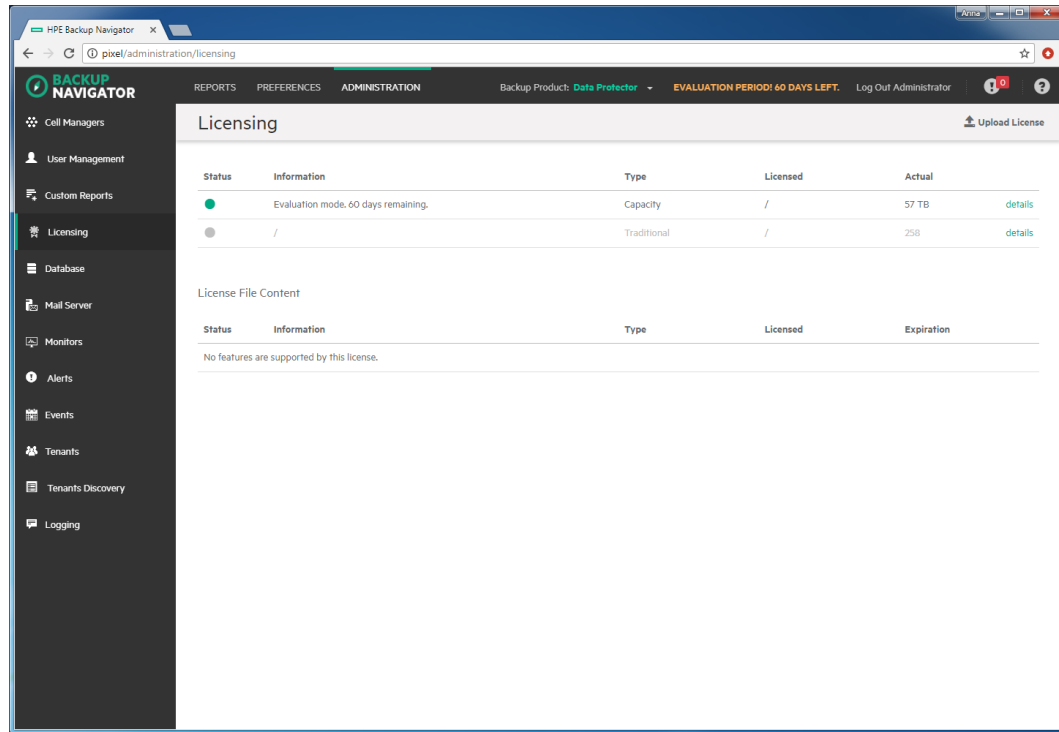
Steps

1. Buy a needed number of HPE Backup Navigator licenses. For information on the needed number, contact your Sales Representative.

You can also view the needed number of Standard and Traditional licenses in the HPE Backup Navigator web user interface after you added all the Cell Managers for which HPE Backup Navigator is collecting data:

- a. Select the **Administration** context.
- b. In the Navigation Pane, click **Licensing**.
- c. Click **details**, opposite the Capacity or Traditional license type.

Figure 5: Viewing the needed number of licenses



2. After you buy a needed number of licenses, you receive the a license file (Backup Navigator-licfile.xml). Copy it to a temporary location.
3. Log in to HPE Backup Navigator and activate the licenses:
 - a. Select the **Administration** context.
 - b. In the Navigation Pane, click **Licensing**.
 - c. Click **Upload License**, browse for the license file received by email, and then click **Upload**.

After the licenses are activated, the licensing related information is updated.

When the protected data capacity of your backup environment grows, you can purchase additional licenses to cover your new needs. Contact your Sales Representative.

If you upgraded HPE Backup Navigator from an earlier release, upgrade your licenses to a new format. Contact your Sales Representative.

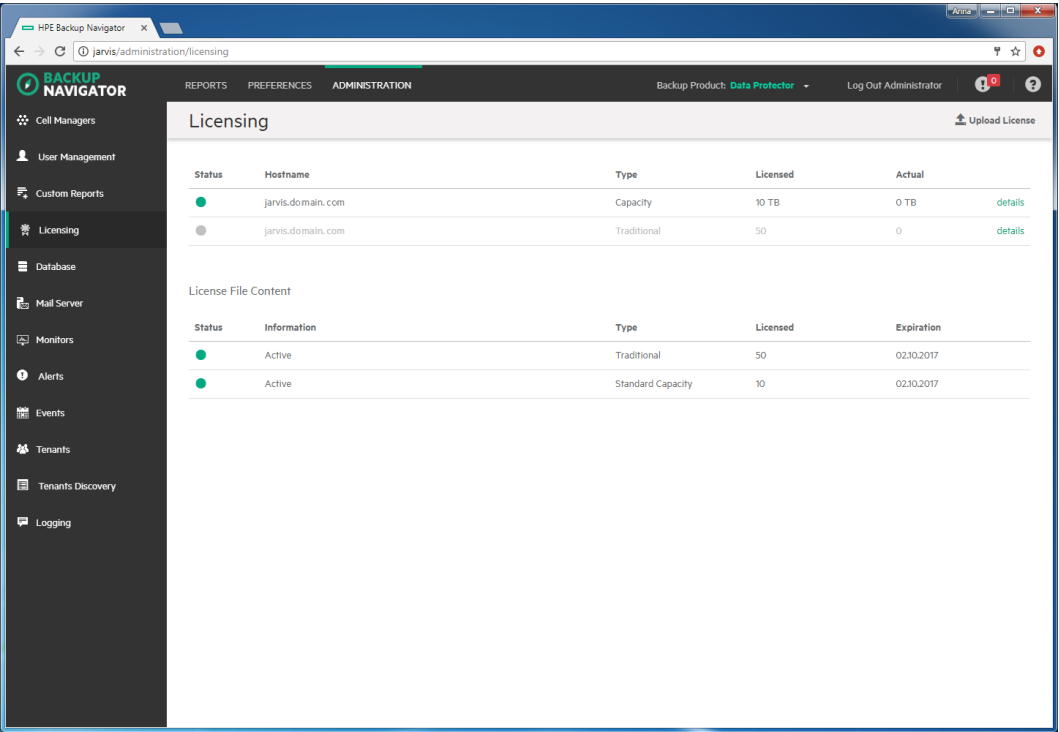
Verifying licenses

You can check the licensing related information at any time.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Licensing**.

Figure 6: Licensing information



The current licensing related information is displayed:

- company name
- hostname
- status
- licensed volume (capacity or token based)
- actual volume (capacity or token based)
- number of Cell Managers covered by the current licensing
- list of all purchased licenses with their properties

Chapter 6: Administration Tasks for HPE Data Protector Environment

This chapter is intended for HPE Backup Navigator administrators and refers to using HPE Backup Navigator only with the HPE Data Protector environment. If you use HPE Backup Navigator to collect data from the HPE VM Explorer environment, refer to the administration tasks described in [Administration Tasks for HPE VM Explorer Environment, on page 75](#).

Before you can start using the HPE Backup Navigator functionality, perform the following administration and configuration tasks in the web user interface:

- To start collecting input data from HPE Data Protector cells, add these cells to the HPE Backup Navigator list. For a detailed procedure, see [Selecting cells, on the next page](#).
- After you select the HPE Data Protector cells to collect data for your reports, you can update the cell settings and perform other related tasks. For more information, see [Administering cells, on page 43](#).
- Start the remote agent to collect data from the remote Cell Managers (Cell Managers that cannot be directly accessed from HPE Backup Navigator). See [Installing remote agent, on page 44](#).
- You can perform the following configuration tasks to better adjust HPE Backup Navigator functionality to your environment's needs.
 - To create new users with different permissions as well as edit and delete the existing user accounts in HPE Backup Navigator, see [Managing users and user roles, on page 46](#).
 - See the recommendations on the database maintenance in [Maintaining database, on page 54](#).
 - To be able to receive emails from the HPE Backup Navigator, configure the mail server. See [Configuring mail server, on page 56](#).
- To manage the Service level objective categories, see [Managing Service level objective categories, on page 49](#).
- To create and handle the custom reports, perform the following tasks:
 - [Creating custom reports, on page 52](#).
 - [Downloading custom reports, on page 53](#).
 - [Uploading custom reports, on page 53](#).
- You can monitor different aspects of the HPE Data Protector environment by using the predefined HPE Backup Navigator monitors or configuring custom monitors to trigger alerts or to log events for the specified conditions:
 - To monitor your HPE Data Protector environment with the predefined HPE Backup Navigator monitors, see [Predefined monitors, on page 57](#).
 - To trigger notifications on specific events, configure the related monitors, see [Creating and using monitors, on page 62](#).
 - To handle the problems reported in the triggered alerts, see [Handling alerts, on page 63](#).
 - To view the event log, see [Viewing events, on page 64](#).
- To be able to generate reports based on the tenant related data, see [Managing tenants and tenant groups, on page 64](#).

- To analyze and troubleshoot potential problems and provide an appropriate input to HPE Support, see [HPE Backup Navigator logging, on page 72](#).

Selecting cells

Select a new HPE Data Protector cell to collect the input data for your reports from it.

Prerequisites

- Ensure that the hostnames of your HPE Backup Navigator system and remote agent systems, are defined as a fully qualified domain name (FQDN). For details, see the operating system documentation.
- To access and collect data from the newly selected HPE Data Protector cell, add the HPE Backup Navigator user to the HPE Data Protector Admin user group on the Cell Manager. For detailed instructions on how to add a user, see the HPE Data Protector online help. When adding this user to the HPE Data Protector Admin user group, provide the following information:
 - **Name:** The logon name under which HPE Backup Navigator is running on the HPE Backup Navigator server or HPE Backup Navigator remote agent system.
 - **Group/Domain or UNIX Group:** The Windows domain or UNIX group to which the HPE Backup Navigator user belongs.
 - **Client:** The HPE Backup Navigator server or remote agent system name (FQDN or IP address).
- Export the `OB2PORTRANGE` variable by adding the `export` line in the `ob2portrange.sh` file on your HPE Backup Navigator system and remote agent systems, and then run the `ob2portrange.sh` file:

```
# vi /etc/profile.d/ob2portrange.sh
# export OB2PORTRANGE="start_port-end_port"
# source /etc/profile.d/ob2portrange.sh
```

where `start_port:end_port` is a port range available for communication with the HPE Data Protector Cell Managers.

If the firewall is enabled in a different location than a Cell Manager (for example, router), make sure, that the ports specified in the `OB2PORTRANGE` variable are open in both directions to allow communication between the Cell Manager and the HPE Backup Navigator.

- Make sure that your network is configured so that the Cell Manager and HPE Backup Navigator are visible to each other.

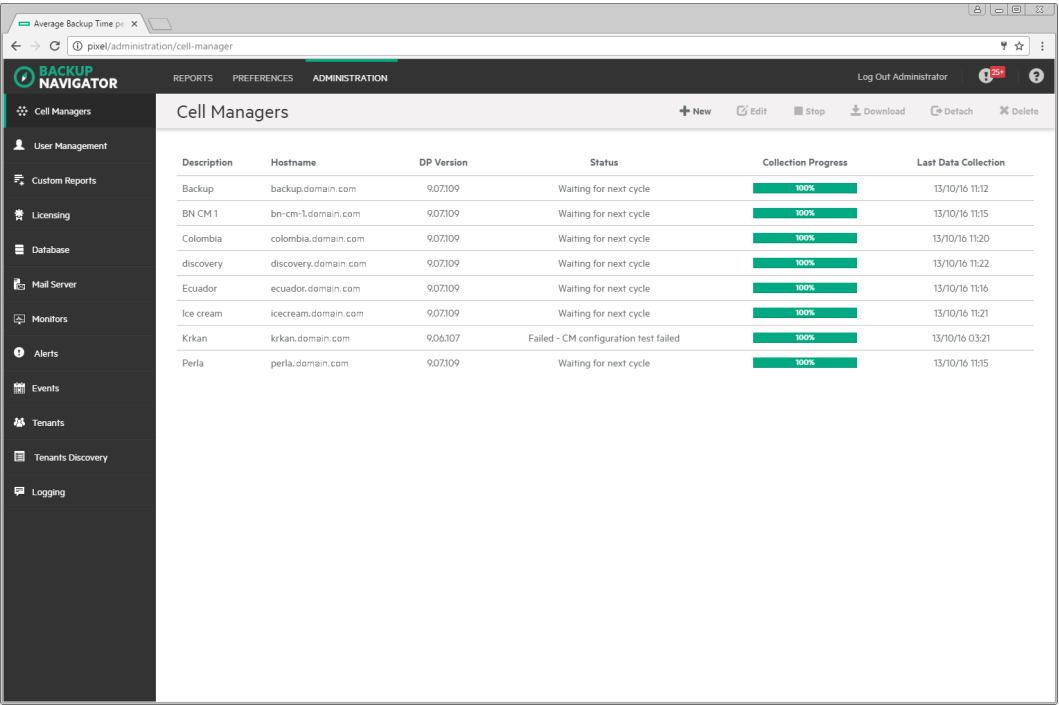
HPE Data Protector 10.00 and later.

- You need an `admin` user account with enabled web service access (`webaccess`) to get advantages provided with this product version (Schedule Data reports). When creating a new user account, make sure to enable the **Webaccess** option.

Steps

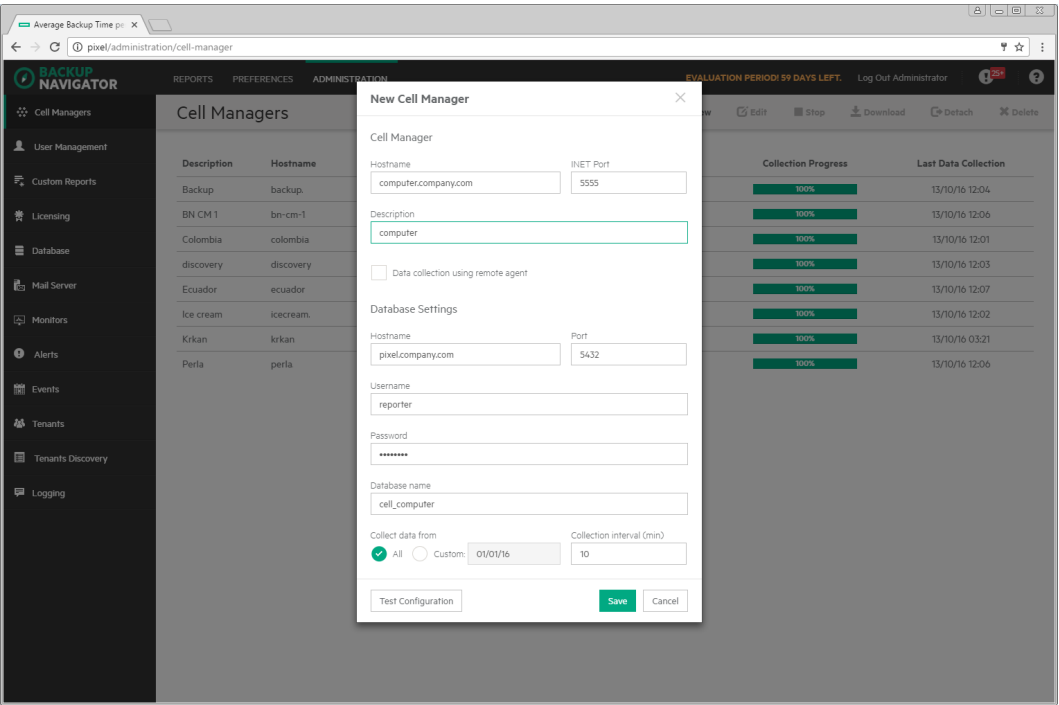
1. Select the **Administration** context.
2. In the Navigation Pane, click **Cell Managers**.

Figure 7: Adding new Cell Managers



3. In the Tool bar of the Results Area, click **New**. The New Cell Manager configuration window opens.

Figure 8: New Cell Manager Configuration window - tbd



4. In the New Cell Manager window, enter a Cell Manager hostname or its IP address, INET port (by

default, 5555) and a description.

If this Cell Manager cannot be directly accessed from HPE Backup Navigator, select the **Data collection using remote agent** option.

If you configured a Webaccess user in HPE Data Protector and want to access HPE Data Protector web services, select the **Use existing Webaccess user** option.

Configure the database of the new cell by specifying the following:

- the hostname of the system where the database resides (by default, the system where you installed HPE Backup Navigator)
- the port of the system where the database resides (by default, 5432 and tbd on the HPE Data Protector 10.00 and later)
- the user name and the password of the PostgreSQL admin user with the SUPERUSER permissions
- the database name of your choice

The maximum number of characters for the database name is 25. The default name is `cell_<description>`, which you can change to another one.

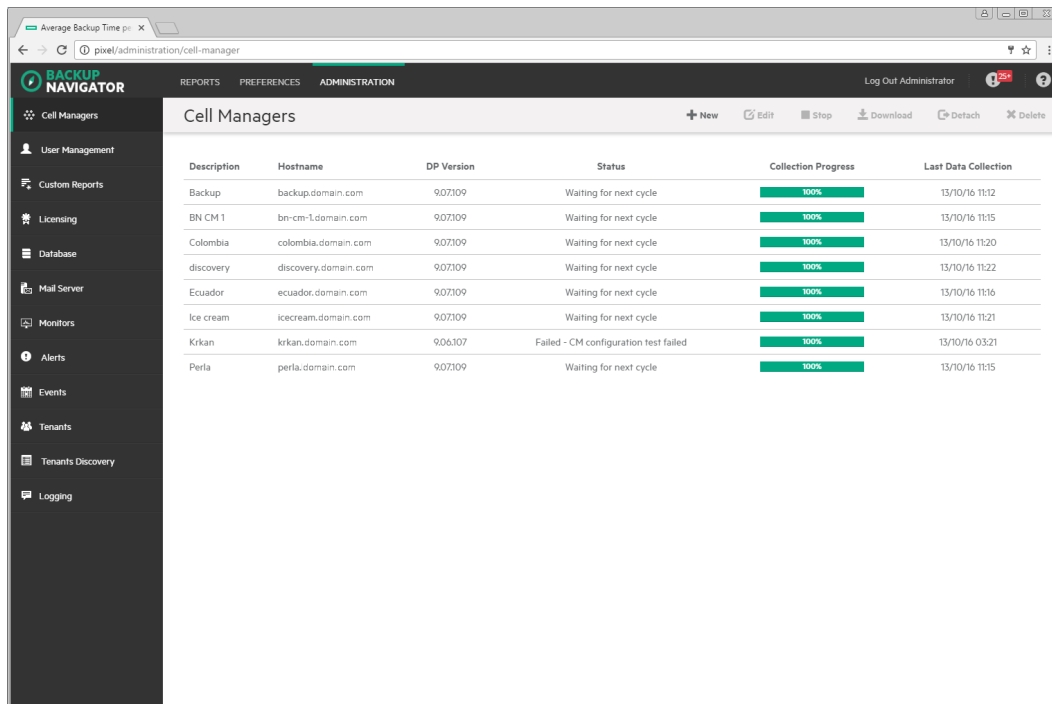
- the period for which you want to collect data for your reports (you can select the custom starting date or all existing data)
 - the time interval in which you want to collect the changed input data for your reports (for example, every 10 minutes)
5. Click **Test Configuration** to verify that the Cell Manager is configured appropriately.
 6. Click **Save**. A new cell is added to Scope and is visible in the Navigation Pane.

You can always update your settings later.

Administering cells

After you selected the HPE Data Protector cells to collect data for your reports, they are listed in the Cell Managers window of the Administration context.

Figure 9: Administering cells



Description	Hostname	DP Version	Status	Collection Progress	Last Data Collection
Backup	backup.domain.com	9.07.109	Waiting for next cycle	100%	13/10/16 11:12
BN CM 1	bn-cm-1.domain.com	9.07.109	Waiting for next cycle	100%	13/10/16 11:15
Colombia	colombia.domain.com	9.07.109	Waiting for next cycle	100%	13/10/16 11:20
discovery	discovery.domain.com	9.07.109	Waiting for next cycle	100%	13/10/16 11:22
Ecuador	ecuador.domain.com	9.07.109	Waiting for next cycle	100%	13/10/16 11:16
Ice cream	icecream.domain.com	9.07.109	Waiting for next cycle	100%	13/10/16 11:21
Krikan	krikan.domain.com	9.06.107	Failed - CM configuration test failed	100%	13/10/16 03:21
Perla	perla.domain.com	9.07.109	Waiting for next cycle	100%	13/10/16 11:15

You can change the Cell Manager's settings or status by clicking on it and selecting one of the following actions:

- **Edit:** Change the Cell Manager and database settings.

IMPORTANT: If you moved the database to a new server or performed any other database configuration changes that affect the HPE Backup Navigator functionality, make the necessary database setting updates on every related Cell Manager.

- **Stop/Start:** Pause data collection from the selected cell by stopping it, when you temporarily do not need to include its data to your reports. When stopped, the cell is still present in the scope and to the reports. Start data collection from the selected cell, when you need this data for your reports.
- **Download:** Download package for the HPE Backup Navigator remote agent installation. Applicable for the remote Cell Managers.
- **Detach/Attach:** Pause data collection from the selected cell by detaching it, when you want to have access to the collected data in the database, but do not need to include this data in your reports. When detached, the cell is not visible in the scope and in the reports. Attach the selected cell and then start data collection from it, when you need its data for your reports.
- **Delete:** Delete the selected cell from the HPE Backup Navigator list. The database of this cell with all previously collected data is deleted. You can always add this cell to the list later. Note, that a filter that contains only this cell, will be also deleted.

Installing remote agent

You need to install a remote agent only if you want to collect data from the remote Cell Managers (the Cell Managers that cannot be directly accessed from HPE Backup Navigator).

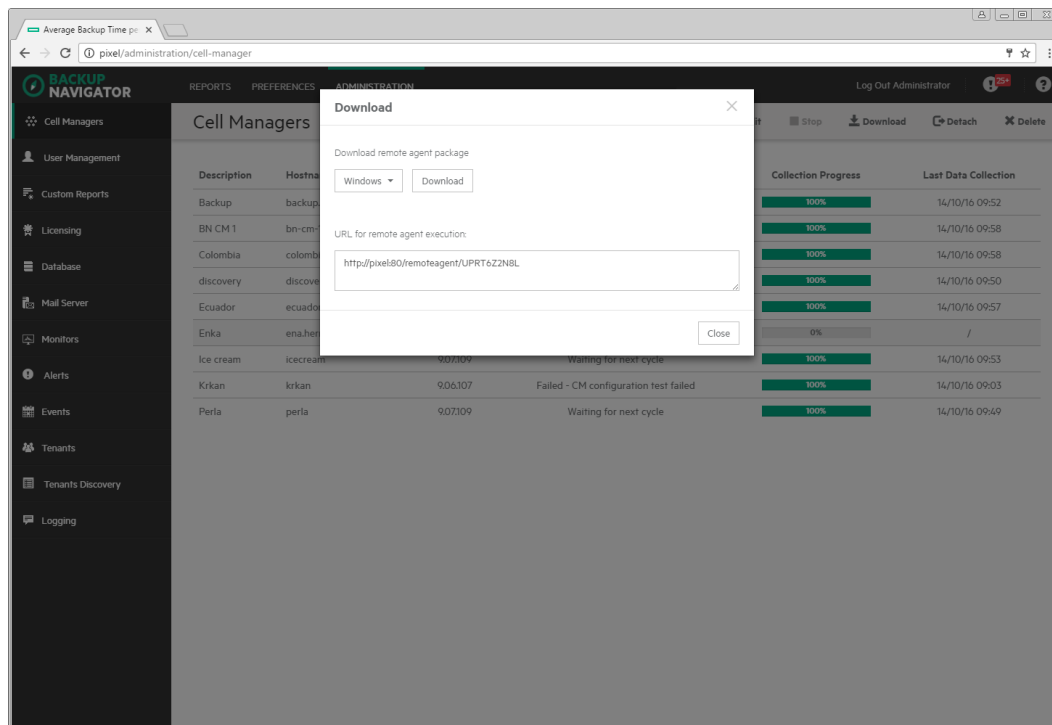
Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Cell Managers**.
3. From the list of the Cell Managers, select the remote Cell Managers, from which you will collect data using the remote agent. In the Tool bar of the Results Area, click **Download**.
4. In the Download Remote Agent window, select **Windows** or **Linux** depending on the operating system you want to install the remote agent and then click **Download** to download the remote agent package.

NOTE:

The URL provided in this window will be used on a remote system to start the remote agent.

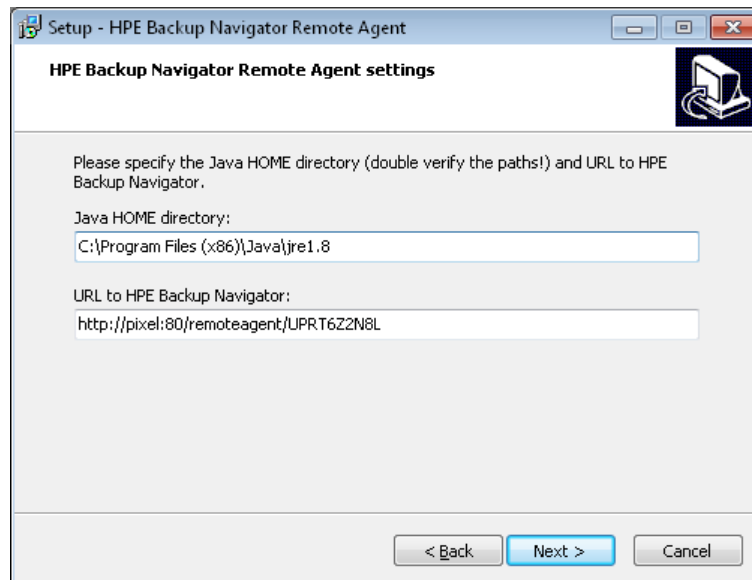
Figure 10: Download Remote Agent Window



5. Transfer the remote agent installation package to the remote Cell Manager or another system, from which you can access the remote Cell Manager.
6. On the target system, install the remote agent.

On Windows:

- a. Start the `bn-remote-agent-9.70.exe` file. When the installation wizard starts, click **Next**.
- b. In the `Java HOME` directory text box, specify the path to the `Java HOME` directory. In the URL to HPE Backup Navigator, specify the URL from step 4. Click **Next**.

Figure 11: Remote Agent Installation

- c. Specify the location where you want to install the remote agent and then click **Next**.
- d. Review the settings and click **Install** to start installation. After the installation process is complete, click **Finish**.

After the installation is complete, the `BNAgentService` process is running. You can start and stop it from the Services page of the Windows Task Manager.

On Linux:

- a. Run the installation of the `bn-remote-agent-9.80.rpm` file:


```
# rpm -ivh bn-remote-agent-9.80.rpm
```
- b. Edit the remote agent configuration file with the URL provided in step 4:


```
# vi /opt/remote-agent/agent_cfg.properties
```

After the installation is complete, you can use the following commands on the Linux remote agent:

- To start data collection on remote agent: `# service remote-agent start`
- To stop data collection on remote agent: `# service remote-agent stop`
- To check if any remote agent is running: `# service remote-agent status`

Managing users and user roles

Depending on their role, users have different permissions. HPE Backup Navigator supports the following user roles:

- **Built-in Administrator**

This user role is created in the installation wizard. There is only one Built-in Administrator in the HPE Backup Navigator environment and it cannot be deleted or changed. The Built-in Administrator has permissions to generate reports on all HPE Data Protector cells and to perform administration tasks in HPE Backup Navigator.

- **Administrator**

The Administrator has permissions to generate reports on all HPE Data Protector cells and to perform administration tasks in HPE Backup Navigator. Administrator accounts can be created, edited, and deleted by the Built-in Administrator or Administrator.

- **Standard User**

An Administrator can create, edit, and delete the Standard User account and grant it permissions for all or selected HPE Data Protector cells. The Standard User can change the profile, manage subscriptions and filters, and generate reports on the HPE Data Protector cells, for which the permissions were granted by the Administrator.

If you configured LDAP authentication (see [Configuring SSL for LDAP authentication, on page 25](#)), you can specify users that can be authenticated with the LDAP server. Before you can add LDAP users, you need to specify an LDAP server that will be used by HPE Backup Navigator. For detailed procedure, see [Adding LDAP Server, below](#).

To create a new user, see [Creating new users, on the next page](#).

Adding LDAP Server

Add LDAP server, if you want to create users with LDAP authentication.

Prerequisite

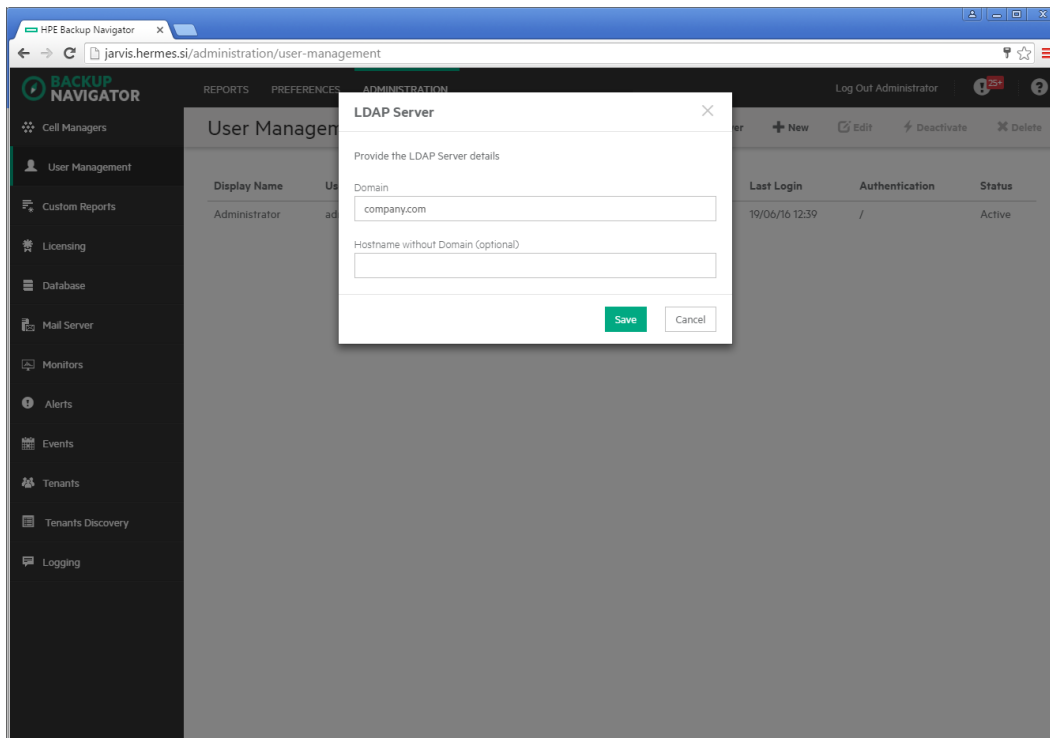
LDAP authentication is configured on the HPE Backup Navigator server.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **User Management**.
3. In the Tool bar of the Results Area, click **LDAP Server**.
4. In the LDAP Server properties window, specify the domain name that should be recognized by the LDAP server.

You can also specify the hostname, if you want that the LDAP server recognizes the specific host.

Figure 12: Specifying LDAP server



Click **Save**.

The LDAP server is added successfully.

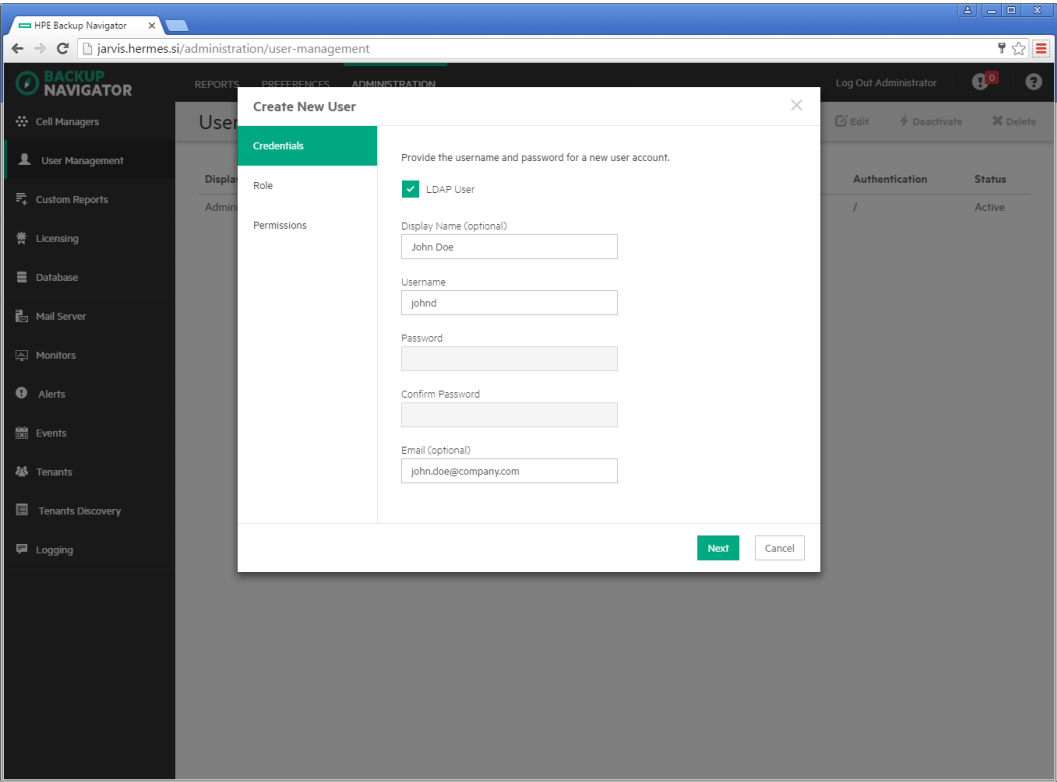
Creating new users

Create new users with the specific user roles.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **User Management**.
3. In the Tool bar of the Results Area, click **New**. The Create New User wizard displays.
4. If you added an LDAP server, select the **LDAP User** option. Enter the user display name, username, and password (for the LDAP user, the password from the LDAP server is used) of the user that you add to HPE Backup Navigator and, optionally, the email. Click **Next**.

Figure 13: Creating a new user



- 5. Select **Administrator** or **Standard User** as a user role for this user account.
If you selected Administrator, click **Finish**. If you selected Standard User, click **Next**.
- 6. For the Standard User, select the HPE Data Protector Cell Managers the user can access to generate reports. Click **Finish**.

A new user account is added to the User Management table. You can later edit, deactivate or delete it.

IMPORTANT: You cannot perform any actions on the account with which you are currently logged in to HPE Backup Navigator.

Managing Service level objective categories

HPE Backup Navigator provides an opportunity to assign different categories to a backup application depending on its service level objective (SLO). SLO category refers to a combination of the RTO (a time period needed before an application is brought back online) and the RPO (a time period when data can be lost after an event that causes an application to go offline occurs), which are specific for your backup environment goals. SLO categories are used for monitoring your backup applications.

There are three predefined SLO categories available within HPE Backup Navigator:

SLO category	RPO	RTO
Gold	The maximum tolerable data loss	The maximum tolerable time of disruption, a time period that is needed

SLO category	RPO	RTO
	interval, a time period in which data can be lost after an event that causes an application to go offline occurs, is up to 6 hours.	before an application is brought back online, is less than 1 hour.
Silver	The maximum tolerable data loss interval, a time period in which data can be lost after an event that causes an application to go offline occurs, is from 6 to 12 hours.	The maximum tolerable time of disruption, a time period that is needed before an application is brought back online is less than 2 hours.
Bronze	The maximum tolerable data loss interval, a time period in which data can be lost after an event that causes an application to go offline occurs, is from 12 to 24 hours.	The maximum tolerable time of disruption, a time period that is needed before an application is brought back online is less than 4 hours.

You can change the predefined parameters within these categories and create the categories that mostly suit your backup environment goals.

HPE Backup Navigator assigns a predefined SLO category to a backup application automatically during the initial data collection, if it is possible to retrieve data on RPO and RTO. If no SLO category is assigned during the initial collection, you can assign it later. You can recognize the backup applications without assigned SLO category in the Application Overview report and in the SLO Classification page.

- To create SLO categories, see [Creating and editing SLO categories, below](#).
- To assign SLO categories, see [Assigning SLO categories, on the next page](#).

Creating and editing SLO categories

Create a new SLO category or change the predefined one to meet the needs of your backup environment.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **SLO Classification**.
3. In the Results Area, click **Assign Category**.
4. In the Assign Category window, click **manage categories**.
5. In the Manage Categories window, do one of the following:
 - If you want to change parameters of the predefined SLO category, click on this category. Update the settings in the properties page and then click **Save**.
 - If you want to create a new category, click **Create a New Category**. Specify parameters in the properties page and then click **Save**.
6. Close the Manage Categories window you can now assign a new SLO category to backup applications.

Assigning SLO categories

Assign an SLO category to backup applications if you want to change their current SLO category or if no SLO category is currently assigned to them.

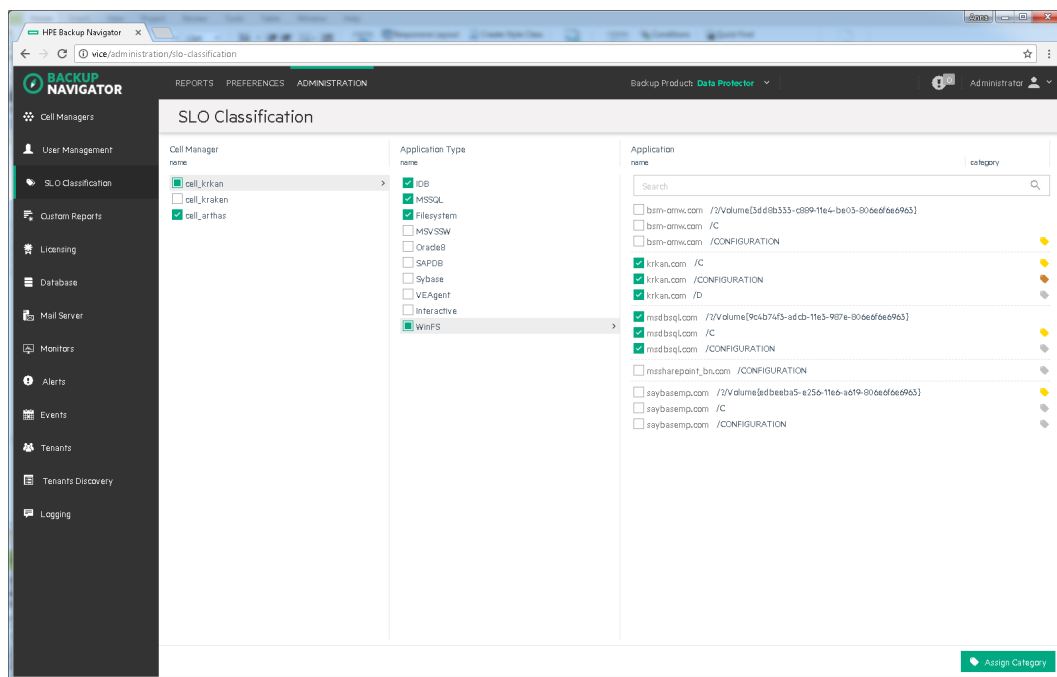
Prerequisite

The initial data collection was performed successfully.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **SLO Classification**.
3. In the Results Area, navigate to the backup applications, to which you want to assign an SLO category. Select the items to which you want to assign an SLO category.

IMPORTANT: Click on the item to navigate to the child items. Select the check box, to select the item and its child items for assigning a category.



4. Click **Assign Category** to open the Assign Category window.
5. Select one of the available category. If you do not that a backup application belongs to any of the SLO categories, select **Excluded**.

The selected SLO category is assigned to the selected backup applications. You can later unassign categories by clicking **Assign Category > clear category**.

Creating custom reports

Create a custom report to collect and analyze data of your choice.

Requirement

To create and manage custom reports, knowledge of SQL is required. For more information, see the related documentation.

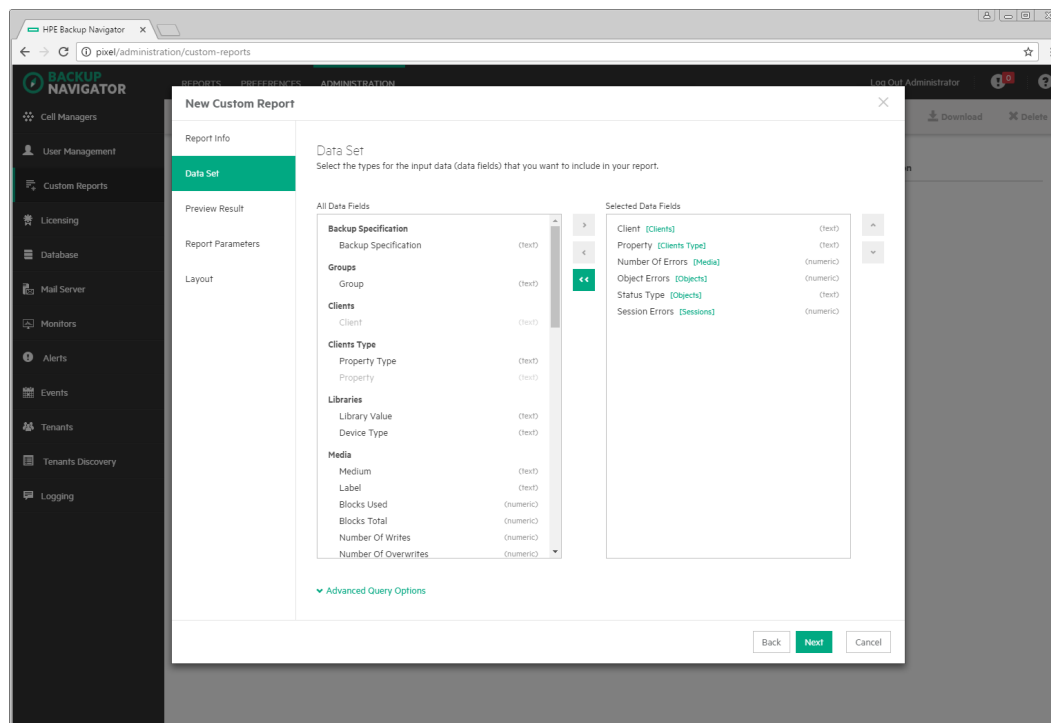
Limitation

You cannot specify the preferred unit values in the custom reports, the default HPE Data Protector values are used.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Custom Reports**.
3. In the Results Area, click **New**. The New Custom Report wizard opens.
4. In the Report Info window, specify the custom report name and description, and select the report folder where you want to place your report. click **Next**.
5. In the Data Set window, select the types for the input data (data fields) that you want to include in your report. The parameters are grouped by a subject of the report: backup specification, groups, clients, client type, libraries, media, media location, objects, VM objects, schedules, and sessions. The input data is collected and arranged in the report tables, each column representing the specified parameter.

Figure 14: Configuring custom reports



If you want to fine tune the query by aggregating columns and creating conditions and sorting rules, click the **Advanced Query Options** link and then specify the Aggregate and Group By options for each selected column. Specify the sorting, limit, and other options for your report.

Click **Next**.

6. In the Preview Result window, verify whether the query you specified meets your requirements. If you want to [preview the report, click the **SQL Editor** link and click **Run**.
7. In the Report Parameters page, you can enable and select the default time range for your report. To enable the default date range, select **Enable Date Range** and then select one of the available options from the drop-down list. Otherwise, the last 7 days range is used. Click **Next**.
8. In the Layout window, select a presentation type of your report. Select **Table**, if you want to view your report as a table. Select **Chart**, if you want to view your report in graphical presentation *and* a table.

Select the table columns for the table presentation type. Select the chart orientation, specify X and Y axis for a chart. Click **Finish**.

The report is added to the selected report subcategory in the Navigation Pane. You can later make modifications to a custom report by selecting a specific report and then clicking **Edit**.

Downloading custom reports

Save a custom report to a preferred location to be able to upload it later to another server. You can share the saved custom reports between different HPE Backup Navigator environments later.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Custom Reports**.
3. In the Results Area, select the custom report that you want to download.
4. In the Tool bar of the Results Area, click **Download**.
5. Save the report as a ZIP file in a specified location.

Uploading custom reports

Upload a report created on a different HPE Backup Navigator server.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Custom Reports**.
3. In the Tool bar of the Results Area, click **Upload**.
4. In the Upload Custom Report window, name your report and browse for the report file that you want to upload. select the report category and subcategory where you want to place the uploaded report.
5. Click **Upload**.

6. When the upload process is finished, close the dialog box. The report is added to the selected report subcategory.

Maintaining database

Ensure regular backups, archiving, and clean-up of the HPE Backup Navigator database. Be prepared for a potential recovery. For the related procedures, see the PostgreSQL documentation.

You can use pgAdmin GUI to administer PostgreSQL. You can download this tool from:

<http://www.pgadmin.org/download/>

To view the database settings in the web user interface, see [Viewing database settings, below](#).

You can perform the following database maintenance tasks in HPE Backup Navigator:

- Purging the database. See [Purging database, below](#).
- Changing the database configuration settings. See [Changing configuration, on the next page](#).
- Performance tuning. See [Tuning database performance, on the next page](#).

Viewing database settings

You can view the database settings information.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Database**. The database settings information is displayed. To change these settings perform the procedure described in [Maintaining database, above](#).

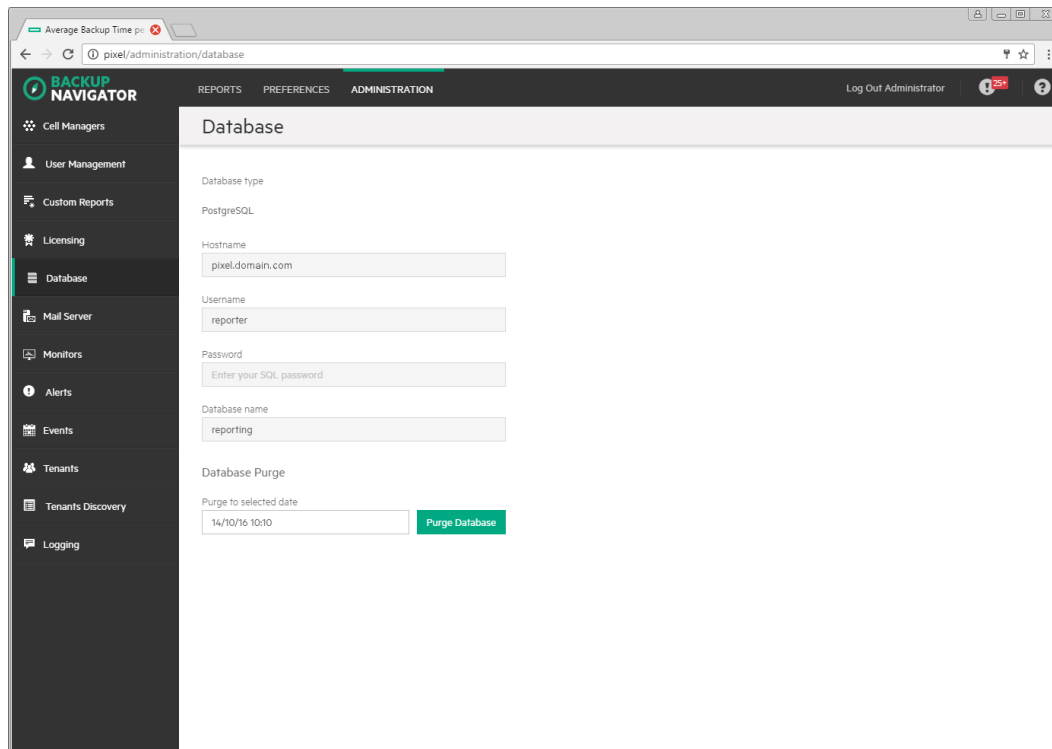
Purging database

You can use the HPE Backup Navigator web user interface to clean up the database.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Database**. The database settings information is displayed. Under Database Purge, specify the date, up to which you want to purge the HPE Backup Navigator database and then click **Purge Database**.

Figure 15: Database settings



3. In the Purge Database window, select to purge all cells or specify the cells you want to purge. Click **Purge** and then click **Confirm**.
During the database cleanup, the data older than the specified date is deleted.

Changing configuration

If you want to move the database to a new server or perform any other database configuration changes, make necessary updates to the database settings.

Steps

1. Log in to the HPE Backup Navigator system with the installation administrator's user account provided during the installation procedure. This account is saved in the `/opt/dpa-ext/conf/admin.properties` file. The database setup window opens.
2. Follow the setup wizard as described in [Installation procedure, on page 17](#).

If you moved the database to a new server or performed any other database configuration changes that could affect the HPE Backup Navigator functionality, make the necessary database settings updates on every related Cell Manager. See [Administering cells, on page 43](#).

Tuning database performance

When you install and configure HPE Backup Navigator, PostgreSQL database server is also configured. The provided default settings related to the database performance correspond to the minimum system requirements and are as follows:

```
shared_buffers = 1000MB
effective_cache_size = 2000MB
work_mem = 64MB
maintenance_work_mem = 256MB
```

If the memory resources of your HPE Backup Navigator allow, you can allocate more memory resources to improve performance. If you consider that the HPE Backup Navigator performance is not sufficient, you can change the performance related settings to tune the performance to the needs of your specific environment. For the description of these settings and detailed procedures, see the PostgreSQL documentation.

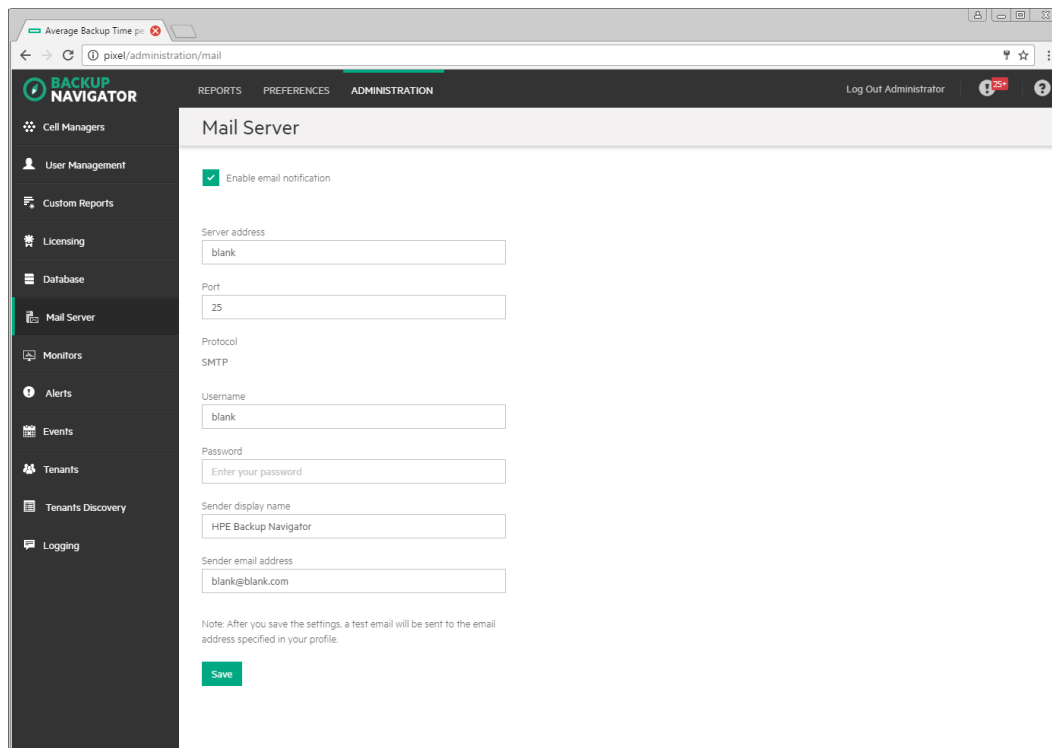
Configuring mail server

Configure your mail server to be able to receive emails.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Mail Server**.

Figure 16: Configuring Mail Server



The screenshot shows the HPE Backup Navigator web interface. The left navigation pane is expanded to show the 'Mail Server' option. The main content area is titled 'Mail Server' and contains the following configuration options:

- ☒ Enable email notification
- Server address:
- Port:
- Protocol: SMTP
- Username:
- Password:
- Sender display name:
- Sender email address:

Below the form, there is a note: "Note: After you save the settings, a test email will be sent to the email address specified in your profile." and a green 'Save' button.

3. In the Results Area, select **Enable email notification**.
4. Enter the web address of the server, which you want to use for sending emails.
5. Enter the server port, username, and password.
6. Enter the sender's display name and email address (mandatory).
7. Click **Save**. A test email is sent to the specified email address.

You can always change these settings later.

Monitoring the HPE Data Protector environment

You can use the data collected for reports from the HPE Data Protector cells to monitor different aspects of the HPE Data Protector environment. Use the HPE Backup Navigator monitoring functionality to be notified about the specified events and conditions in the HPE Data Protector environment.

HPE Backup Navigator provides predefined monitors for the data protection basic functionality, such as backup success, device utilization, media quality, and so on. For the complete list and description of the predefined monitors, see [Predefined monitors, below](#).

You can use the predefined monitors and create the monitors that cover your needs. For the detailed procedure, see [Creating and using monitors, on page 62](#)

You get notified about the conditions and events specified in the monitors by alerts or event notifications. Use alerts to ensure the priority handling of the detected problem. An alert requires user acknowledgment and resolution. Alert messages contain a potential cause of the event or condition and offer a resolution. For more information on handling the triggered alerts and logged events, see [Handling alerts, on page 63](#) and [Viewing events, on page 64](#).

Predefined monitors

HPE Backup Navigator provides the predefined monitors for your HPE Data Protector environment. You can view this monitors in the HPE Backup Navigator, enable, disable, and edit them. You can edit the scope of the monitored entities as well as parameters, values, and action types.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Monitors**.

A list of the following default monitors displays:

Application without retention	
Description	Monitors applications and detects those not protected with backup.
Monitored category	Application
Metric Type	Retention
Parameters	n/a
Actions	Trigger EVENT metric value = 0 Event level: Critical

Backup session failure after backup specification modification	
Description	Monitors backup session after the backup specification modification. Issues an event notification, if the backup session fails.
Monitored category	Backup specification
Metric Type	Session failure count after modification
Parameters	n/a
Actions	Trigger EVENT metric value > 0 Event level: Warning metric value > 1 Event level: Critical

Backup session without objects	
Description	Monitors the backup session. When a backup session has no specified objects, issues a critical alert.
Monitored category	Session
Metric Type	Object count
Parameters	Session type = Backup; Backup Type = All
Actions	Trigger ALERT Alert level: Critical Cause: Can indicate that the backed up client or application instance is not available. Resolution: Check the client or instance availability.

Backup specification expected session duration exceeded	
Description	Monitors the duration of a backup session. Issues an alert, when the expected duration for this backup session is exceeded.
Monitored category	Backup specification
Metric Type	Estimated percentage session duration change
Parameters	Session type = Backup
Actions	Trigger ALERT 20% < metric value < 40 % Alert level: Warning 40 % < metric value Alert level: Critical Cause: Can be caused by recent backup specification changes. Resolution: Check if there are any recent changes for the backup specification.

HPE Data Protector IDB RPO	
Description	Monitors time since the last successful backup of the HPE Data Protector internal database. Issues alert, when the last IDB backup was performed more than the specified number of days or hours.
Monitored category	Cell
Metric Type	Data Protector IDB RPO
Parameters	n/a
Actions	<p>Trigger ALERT</p> <p>metric value > X days hours Alert level: Warning</p> <p>Cause: Cannot find a successful HPE Data Protector internal database backup for cell within the specified period of time.</p> <p>Resolution: Perform a successful HPE Data Protector internal database backup.</p> <p>metric value > Y days hours Alert level: Critical</p> <p>Cause: Cannot find a successful HPE Data Protector internal database backup for cell within the specified period of time.</p> <p>Resolution: Perform a successful HPE Data Protector internal database backup.</p>

Device daily utilization too low	
Description	Monitors device utilization in the last 7 days. Issues an event notification, if the device utilization is lower than 90%.
Monitored category	Device
Metric Type	Daily utilization
Parameters	Time range = Last 7 days
Actions	<p>Trigger EVENT</p> <p>80% < metric value < 90% Event level: Warning</p> <p>metric value < 80% Event level: Critical</p>

Media pool quality	
Description	Monitors the media pools quality. Issues an event notification if less than 10% of media in the pool is of a Good condition.
Monitored category	Media
Metric Type	Quality

Media pool quality	
Parameters	n/a
Actions	<p>Trigger Event</p> <p>5% < metric value < 10% Event level: Warning</p> <p>metric value < 5% Event level: Critical</p>

RPO	
Description	Monitors backup applications with an assigned SLO category. The monitor compares the time between the last and previous successful application backups (RP) with the maximum tolerable data loss interval (RPO) specified in the assigned SLO category.
Monitored category	Application
Metric Type	RPO
Parameters	SLO category.
Actions	<p>Trigger EVENT</p> <p>RP exceeds the RPO specified in the SLO category.</p> <p>Cause: Application backups are scheduled too seldom.</p> <p>Resolution: Reschedule your application backups to align the schedule with the RPO.</p>

RTO	
Description	Monitors backup applications with an assigned SLO category. The monitor compares the estimated time needed for successful application recovery (RT) with the time acceptable for restore the backed up data (RTO) specified in the assigned SLO category.
Monitored category	Application
Metric Type	RTO
Parameters	SLO category
Actions	<p>Trigger EVENT</p> <p>RT exceeds the RTO specified in the SLO category.</p> <p>Cause: Application backups chain is too long and it takes more time to restore it.</p> <p>Resolution: Consider rescheduling your application backups to decrease the backup chain and consequently the RT. For example, you can decrease the number of incremental backups by scheduling the full backups more frequently.</p>

Session queuing time too long	
Description	Monitors the duration of backup session queuing time. Issues an alert, if a session is in the queue for more than 30 minutes.
Monitored category	Session
Metric Type	Queuing time
Parameters	Session type = Backup; Backup Type = All
Actions	<p>Trigger ALERT</p> <p>metric value > 30 min Alert level: Warning</p> <p>metric value > 30 min Alert level: Warning</p> <p>Cause: Can indicate that the resources, devices, or application required by session are not available.</p> <p>Resolution: If this is a scheduled operation, check schedule conflicts.</p>

Session overlapping	
Description	Monitors backup sessions started for the same backup specification and identifies the sessions overlapping.
Monitored category	Session
Metric Type	Overlapping
Parameters	n/a
Actions	<p>Trigger ALERT\</p> <p>Cause: The backup session is running longer than expected (for example, because of unavailable target device) or backups are scheduled too frequently.</p> <p>Resolution: Identify the cause of overlapping and resolve the issue accordingly.</p>

Session success rate	
Description	Monitors backup session success rate and issues notification, when the success rate is 98 % or lower.
Monitored category	Cell
Metric Type	Success rate
Parameters	Time range = Last 24h; Session type = ALL; Type = Backup
Actions	<p>Trigger EVENT</p> <p>metric value >= 98% Event level: Normal</p>

Session success rate

98% > metric value >= 96% Event level: Warning
metric value < 96% Event level: Critical

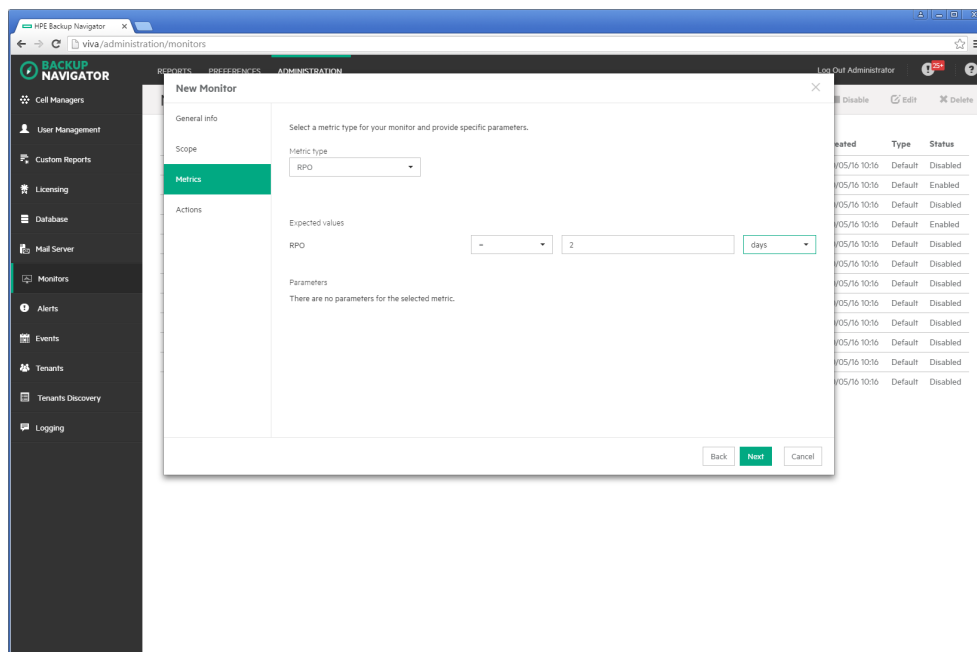
Creating and using monitors

To get notifications on the specific events or alerts, you can create HPE Backup Navigator monitors.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Monitors**.
3. In the Results Area, click **New**. The New Monitor wizard opens.
4. In the General info window, specify the monitor name and description. Click **Next**.
5. In the Scope window, select a category you want to monitor. You can select one of the following categories: application, backup specification, cell, device, media, session. Select a scope of entities related to the specified category. Click **Next**.
6. In the Metrics window, select the metric type available for the specified category and parameters, if applicable. Click **Next**.

Figure 17: Creating monitors



7. In the Actions window, specify one or more conditions by selecting parameters, operators, and setting values. If you want to specify more than one condition, click **Add condition**.
Select **Alert** or **Event** as an Action type and the severity level. You can specify both action types in the same monitor for different conditions or values. To specify the more action types, click **Add action**.

Click **Finish**.

Handling alerts

Steps

- ### Figure 18: Resolving alerts



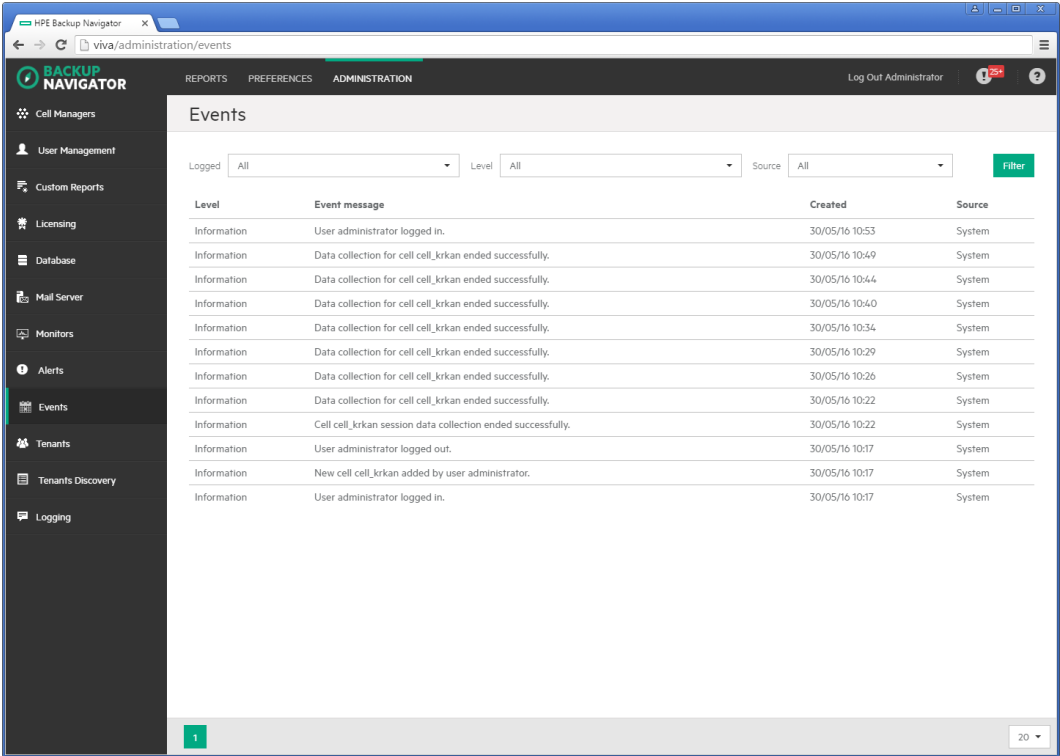
Viewing events

You can view the events occurred in HPE Backup Navigator. An event is logged, when the conditions specified in the monitors are met.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Events**. A table with the HPE Backup Navigator events displays. You can filter and sort table by name, severity level, and timeframe. To apply the specified filter, click **Filter**.
3. To view the specific event details, double-click it.

Figure 19: Events list



Managing tenants and tenant groups

A tenant is a group of users, usually related to one customer or department, who share HPE Data Protector resources. Each tenant is represented by the dedicated HPE Data Protector elements, such as cells, backup specification groups, backup specifications, or clients.

Tenants are logical organizational structures and they cannot be specifically defined in the HPE Data Protector environment. However, a good practice is to follow naming conventions to structure your backup environment in logical order. You can use certain tenant related prefixes or postfixes with tenant names in the names of backup groups, backup specifications, or clients to easily recognize to

which tenant these elements belong. For recommendations on naming conventions, see [Tenant naming conventions, below](#).

Before you can generate reports based on tenants related data, you should discover which tenants already exist in the HPE Data Protector environment, and add them to the HPE Backup Navigator. Perform the following tasks:

- Define one or more rules (depending on the approach you use to identify your tenants) to be able to discover tenants in the HPE Data Protector environment. See [Discovering tenants, on the next page](#).
- Import tenants from the HPE Data Protector environment using the created discovery rules. See [Importing tenants, on page 69](#).
- You can add new tenants and tenant groups, and add tenants to tenant groups. See [Creating tenants, on page 70](#) and [Creating tenant groups, on page 71](#).

Tenant naming conventions

You can use the following approach to name the elements of your backup environment to be able to discover tenants:

- If you allocate one or more cells per tenant, you can discover such tenants without using naming conventions.
- If you use one or more backup groups per tenant:
 - For a backup group per tenant configuration, use the tenant ID (tenant name) as a backup group name. For example, if you have tenants Customer1, Customer2, and Customer3, name backup groups as follows: `customer1`, `customer2`, and `customer3`. Ensure, that names of the backup specifications from such groups contain the parent backup group name.
 - For multiple backup groups per tenant configuration, use the tenant ID (tenant name) as a part of the backup group name delimited with one of the supported characters (for example, "_" (underscore)). If a tenant owns backup groups in different cells, ensure that the tenant ID is unique across the related cells.

For example, if you have tenants Customer1 and Customer2, name your backup groups as follows: `customer1_backupgroup1`, `customer1_backupgroup2`, `customer1_backupgroup3`, `customer2_backupgroup1`, and `customer2_backupgroup2`.

- If you use several backup specifications per tenant:

Ensure, that the backup specification names contain the tenant ID (tenant name) and the backup group name delimited with one of the supported characters (for example, "_" (underscore)). If a tenant owns backup specifications in different cells, ensure that the tenant ID is unique across the related cells.

For example, if you have tenants Customer1 and Customer2, name your backup specifications as follows: `customer1_backupgroup1_full`, `customer1_backupgroup1_incr`, `customer1_backupgroup1_snap`, `customer2_backupgroup1_full`, and `customer2_backupgroup1_incr`.

- If you allocate one or more clients per tenant:

Use the tenant ID (tenant name) as a part of the client name or as a prefix of the client delimited with one of the supported characters (for example, "_" (underscore)). If tenants own clients in different cells, ensure that the tenant ID is unique across the related cells. For example, if you have tenants

Customer1 and Customer2 with two clients each, name the clients as follows: customer1_host1.com, customer1_host2.com, customer2_host3.com, and customer2_host4.com.

NOTE:

Using delimiters in the tenant makes the tenant discovery easier. Without delimiters, you need to create regular expressions to identify tenant IDs.

Discovering tenants

Before you can generate reports for specific tenants, you should first create a tenant discovery rule for discovering tenants in your HPE Data Protector backup environment.

Prerequisites

- You use tenant naming conventions in your HPE Data Protector backup environment.
- You added the HPE Data Protector cells that you want to use for tenant discovery to the HPE Backup Navigator environment.

Considerations

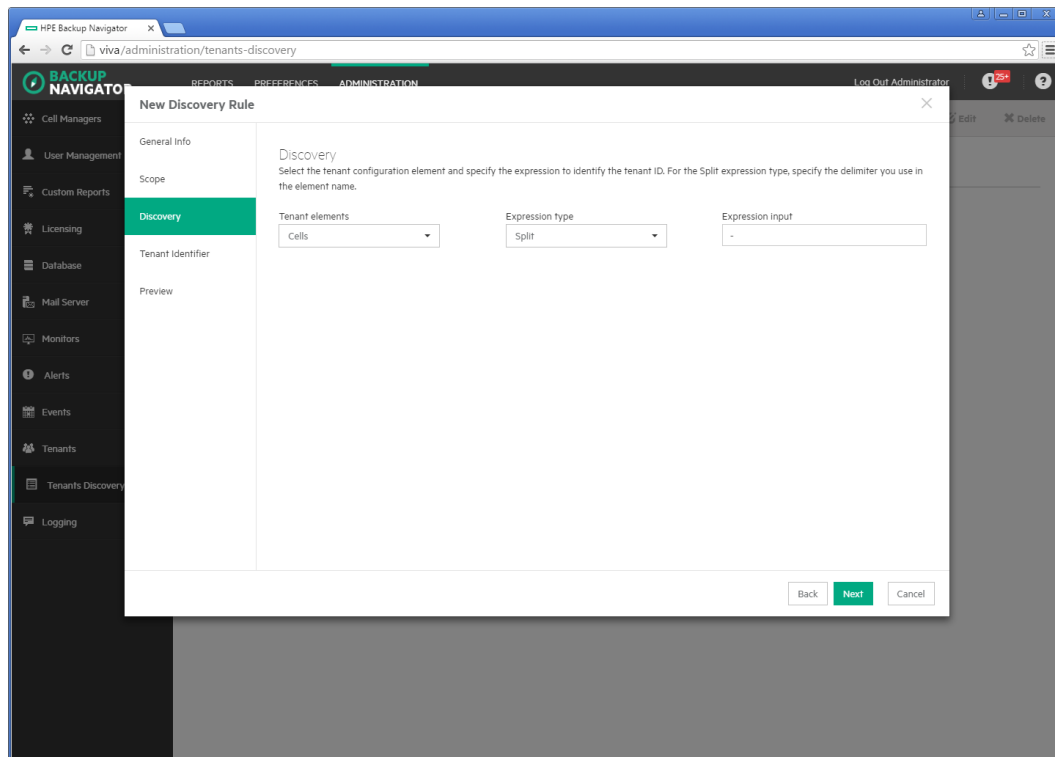
- You can use one discovery rule to discover multiple tenants, if you use the same approach to identify them.
- You can use a HPE Data Protector cell in one discovery rule only. If multiple tenants share one cell, you can use one discovery rule for them and then use this rule to import different tenants.
- When you add a new HPE Data Protector cell to the HPE Backup Navigator environment and you want to collect tenant related reports from it, add this cell to an existing discovery rule, or create a new discovery rule for this cell.
- You cannot use the same tenant ID in different rules and for different tenant types (backup specification, backup groups, or clients).

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Tenants Discovery**.
3. In the Tool bar of the Results Area, click **New**.
4. In the New Discovery Rule wizard, enter a tenant discovery rule name and description. Click **Next**.
5. Select the cells you want to use for this tenant discovery rule. Click **Next**.
6. Specify the discovery rule you want to use for this tenant discovery. In the Tenant elements drop-down list, select the HPE Data Protector element you allocate for the tenants you want to discover. In the Expression type drop-down list, select **Split** (if you use characters to delimit a tenant ID in the respective element name) or **Regular expression**. In the Expression input text box, specify one of the following:
 - For the **Split** expression type, specify the character you use as a tenant ID delimiter (for example, "_", underscore).

If you do not specify any delimiter, all the elements specified in the Group drop-down list will be discovered.

Figure 20: Creating discovery rule using Split expression type



- For the **Regular expression** expression type, specify the regular expression using Java syntax.

Example of the regular expression

To specify the first three characters as a tenant ID, use the expression: `(^.{0,3})`.

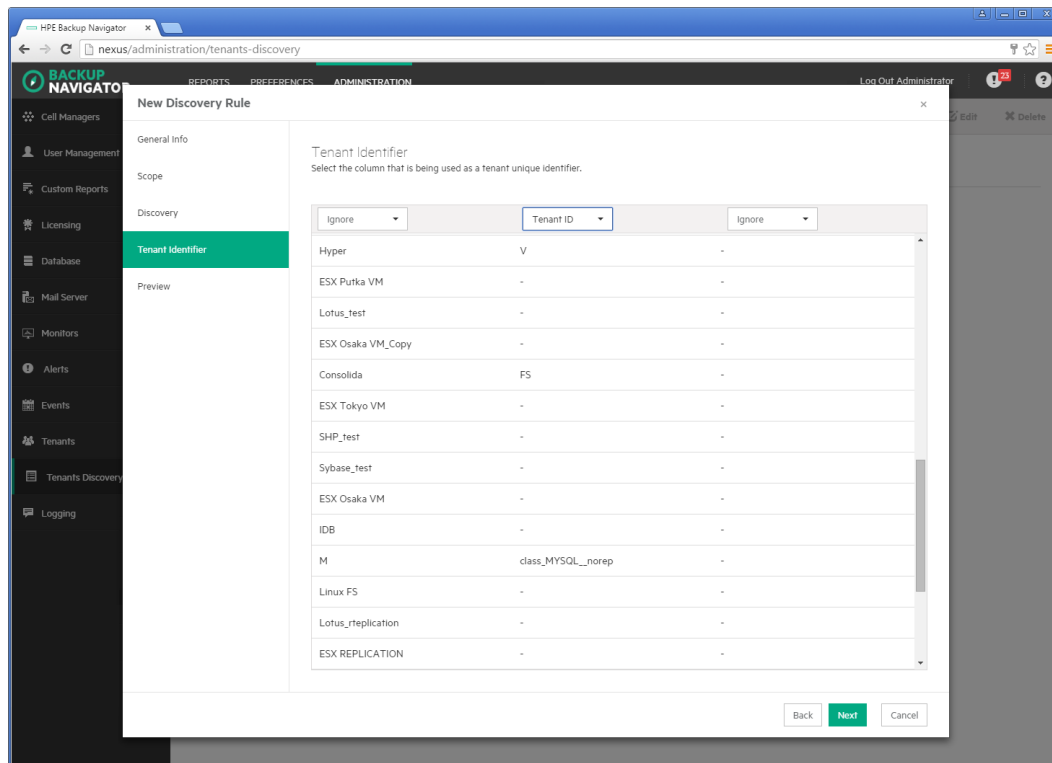
Figure 21: Creating discovery rule using Regular expression

The screenshot shows the 'New Discovery Rule' dialog box in the HPE Backup Navigator. The 'Discovery' tab is active. The 'Tenant elements' dropdown is set to 'Cells'. The 'Expression type' dropdown is set to 'Regular expression'. The 'Expression input' field contains the regular expression '^([0-9])'. The 'Next' button is highlighted in green.

Click **Next**.

7. In the Tenant Identifier page, a list of the discovered tenant elements displays. If you split the elements names and more than one potential tenant ID is recognized, a table lists all potential tenant IDs. Select the column with the tenant ID you specified and in the column header drop-down list, select **Tenant ID**, other column headers will contain Ignore. Click **Next**.

Figure 22: Selecting Tenant identifier in the tenant name



8. The Preview page lists the discovered tenants. You can preview the list of tenants and the content of each tenant by clicking **Preview** while hovering over it. Click **Finish** to save the tenant discovery rule.

A newly created tenant discovery rule is added to the discovery rules list in the Tenants Discovery page.

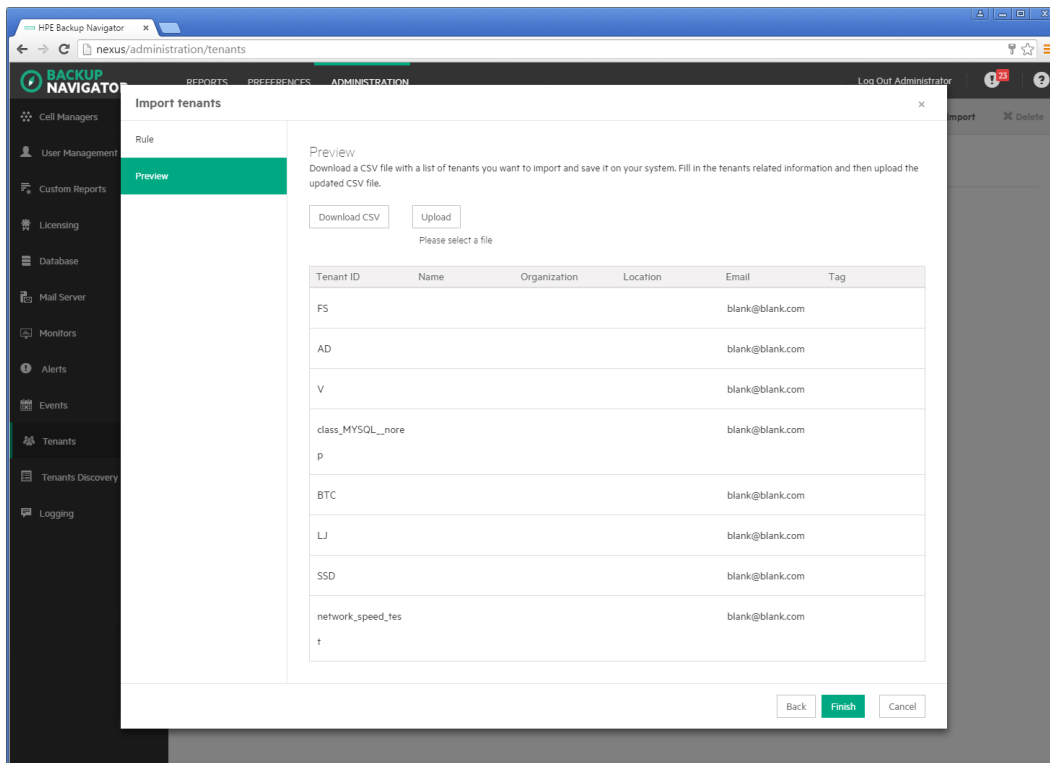
Importing tenants

After you create a rule for the tenants discovery and discover tenants, you can add them to the HPE Backup Navigator environment. Use the import functionality when you add the tenants for the first time and when you add a great number of tenants. If you want to add one or a small number of tenants, see [Creating tenants, on the next page](#).

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Tenants**.
3. In the Tool bar of the Results Area, click **Import**.
4. In the Import tenant wizard, select a tenant discovery rule. Click **Next**.
5. In the Preview page, view a list of tenants you will import. Click **Download CSV** to download a `tenants.csv` file with a list of tenants you want to import and save it on your system. Fill in the tenants related information (organization, location, e-mail, and so on) and then upload the updated file to the HPE Backup Navigator by clicking **Upload**. Then click **Finish**.

Figure 23: Importing tenants



NOTE:

You can delete the `tenants.csv` file from your system after uploading it to HPE Backup Navigator.

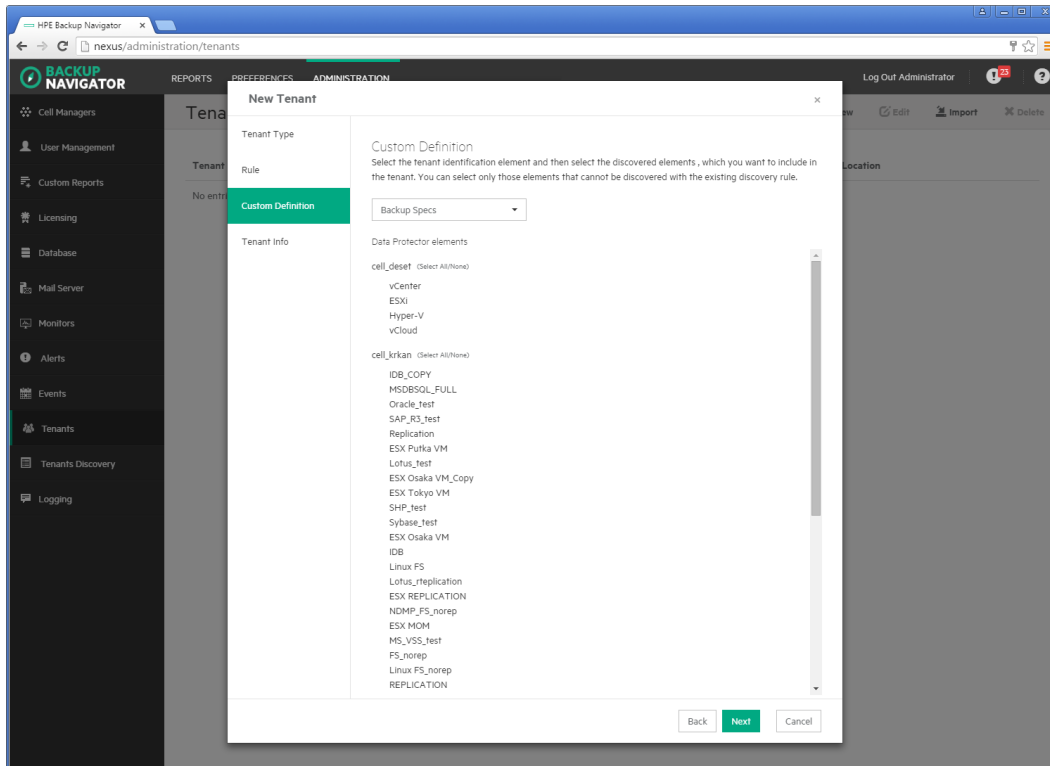
Creating tenants

You can add one or more tenants using the existing tenants discovery rule or your custom definition.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Tenants**.
3. In the Tool bar of the Results Area, click **New**.
4. In the New tenant wizard, select **New tenant**. Click **Next**.
5. In the Discovery rule page, select **Discovery rule** and the existing tenants discovery rule from the drop-down list, if you want to use the existing rule for creating a tenant. If you want to use your custom definition to create a new tenant, select **Custom definition**. Click **Next**.

Figure 24: Creating new tenants with custom definition



6. If you select custom definition, the Custom Definition page displays. Select the HPE Data Protector element identifying a new tenant, then select the discovered elements that you want to include in the tenant.

NOTE:

The list includes only those elements that cannot be discovered with the existing discovery rules.

Click **Next**.

7. In the Tenant Info page, provide the tenant related information in the input text boxes. You can add a new tenant to an existing tenant group by selecting a tenant group name from the Tenant group drop-down list. Click **Finish**.

The newly created tenant is added to the tenants list. It is also added to the Scope settings and is visible in the Navigation Pane. You can later add it to a tenant group, edit its properties, or delete it.

Creating tenant groups

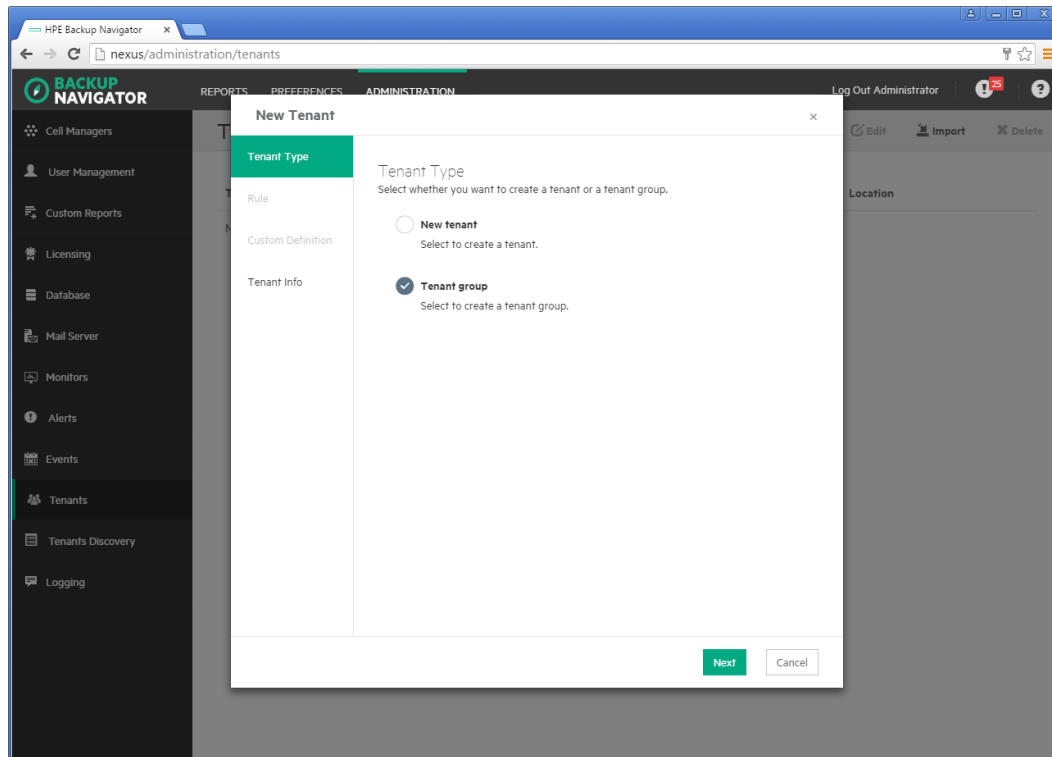
You can group multiple tenants that share some common characteristics (for example, location) by creating a tenant group.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Tenants**.

3. In the Tool bar of the Results Area, click **New**.
4. In the New tenant wizard, select **Tenant group**. Click **Next**.

Figure 25: Creating tenant group



5. In the Tenant Info page, provide the tenant group related information in the input text boxes. Select the tenants that will be the members of the group. Click **Finish**.

The newly created tenant group is added to the tenants list. It is also added to the Scope settings and is visible in the Navigation Pane. You can later add it to a parent tenant group, add new tenants to it, edit its properties, or delete it.

HPE Backup Navigator logging

Configure logging to analyze and troubleshoot the entire HPE Backup Navigator operation and the reporting functionality.

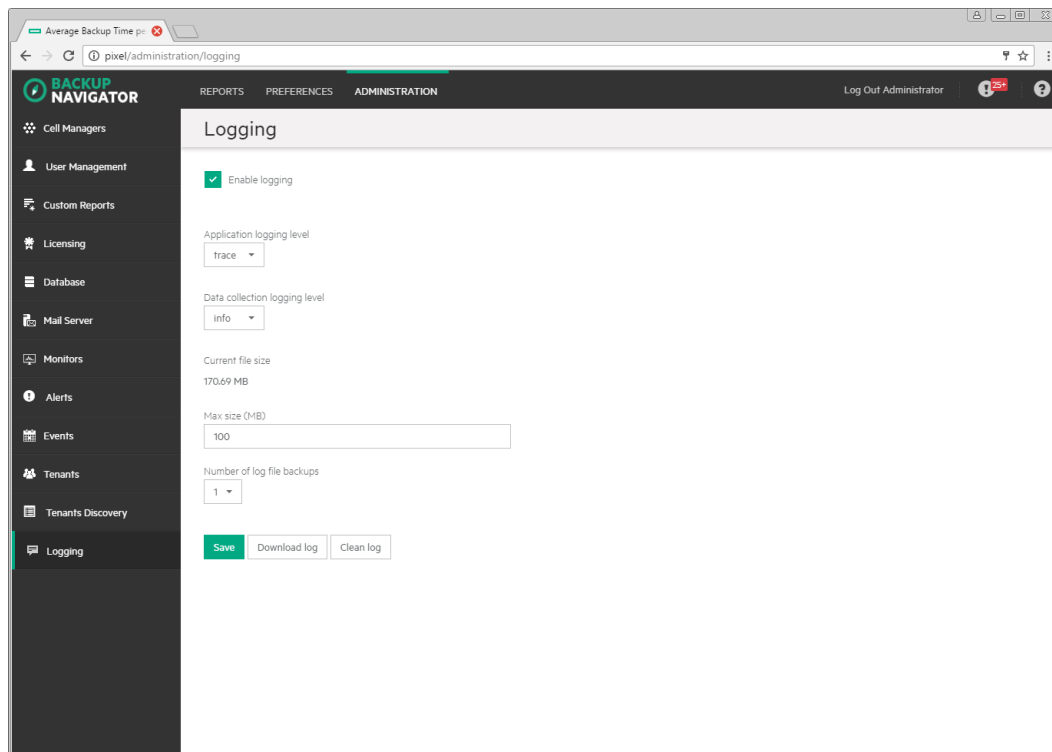
- To configure logging on the HPE Backup Navigator system, see [Configuring logging on HPE Backup Navigator, on the next page](#).
- To configure logging on the HPE Backup Navigator remote agent system, see [Configuring logging on the remote agent, on the next page](#).

Configuring logging on HPE Backup Navigator

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Logging**.
3. Select **Enable logging**.

Figure 26: Logging settings



4. Set logging levels for application related operations and data collection operations. Modify other fields according to your needs.
5. Click **Save**.
6. If you want to view the log file, click **Download log**. If you do not need data from the current log file, click **Clean log**.

You can always change these settings later.

Configuring logging on the remote agent

On the HPE Backup Navigator remote agent, the logging is enabled automatically. By default, the logging level is set to INFO. The available logging levels are:

- TRACE
- DEBUG

- INFO
- WARN
- ERROR
- FATAL

You can change the default logging level.

Steps

1. Stop the HPE Backup Navigator Remote Agent service.

On Windows:

In the Windows Task Manager->Services, locate and right-click **BNAgentService**, and then click **Stop**.

On RedHat, CentOS, and SUSE 11.x: Run the following command:

```
# service remote-agent stop
```

On SUSE 12.x: Run the following command:

```
# systemctl stop remote-agent
```

2. Change the `level` parameter in the `logger` tag to the desired level. The variables are located at:

On Windows: `<BN_installation_directory>\HPE Backup Navigator Remote Agent\logback.xml`

On Linux: `/opt/remote-agent/logback.xml`

Example of setting logging level to ERROR

```
For agent core: <logger name="agent.core" additivity="true" level="ERROR">
For agent util_cmd:<logger name="agent.util_cmd" additivity="true"
level="ERROR">
```

3. Start the HPE Backup Navigator Remote Agent service.

On Windows:

In the Windows Task Manager->Services, locate and right-click **BNAgentService**, and then click **Start**.

On Linux: Run the following command:

```
# service remote-agent start
```

Chapter 7: Administration Tasks for HPE VM Explorer Environment

This chapter is intended for HPE Backup Navigator administrators and refers to using HPE Backup Navigator only with the HPE VM Explorer environment. If you use HPE Backup Navigator to collect data from the HPE Data Protector environment, refer to the administration tasks described in [Administration Tasks for HPE Data Protector Environment, on page 40](#).

Before you can start using the HPE Backup Navigator functionality, perform the following administration and configuration tasks in the web user interface:

- To start collecting input data from HPE VM Explorer Servers, add these servers to the HPE Backup Navigator list. For a detailed procedure, see [Selecting HPE VM Explorer Servers, below](#).
- After you select the HPE VM Explorer Servers to collect data for your reports, you can update the cell settings and perform other related tasks. For more information, see [Administering selected servers, on page 78](#).
- You can perform the following configuration tasks to better adjust HPE Backup Navigator functionality to your environment's needs.
 - To create new users with different permissions as well as edit and delete the existing user accounts in HPE Backup Navigator, see [Managing users and user roles, on page 79](#).
 - See the recommendations on the database maintenance in [Maintaining database, on page 81](#).
 - To be able to receive emails from the HPE Backup Navigator, configure the mail server. See [Configuring mail server, on page 83](#).
- You can monitor different aspects of the HPE VM Explorer environment in the event log. To view the event log, see [Viewing events, on page 84](#).
- To analyze and troubleshoot potential problems and provide an appropriate input to HPE Support, see [HPE Backup Navigator logging, on page 85](#).

Selecting HPE VM Explorer Servers

Select a new HPE VM Explorer Server to collect the input data for your reports from it.

Prerequisites

- On HPE VM Explorer, generate an API key (a string token). It is used to identify and authenticate HPE Backup Navigator and to enable data collection data from HPE VM Explorer environment. To do so, follow these steps:
 1. In the HPE VM Explorer, navigate to the User Settings, select the **Reporting API** context, and then click **Request new API Key**.
 2. In the Request new API Key dialog, enter the description and then click **Generate new API Key**.
 3. Copy the generated API Key. Click **OK**.

For the most recent instructions, see the *HPE VM Explorer Reporting API* documentation.

- From each HPE VM Explorer Server, export the security certificate and then import the exported

certificates to the HPE Backup Navigator. Perform the following steps:

1. On the HPE VM Explorer system, open the HPE VM Explorer-Starter (VMXStarter.exe), click **Web Settings**, and then click the **HPE VP Explorer HTTPS Certificate** link.
 - a. In the Certificate properties page, click the **Certification Path** tab to make sure, that the certificate status is OK.
 - b. In the Certificate properties page, click the **Details** tab and then click **Copy to File...**
 - c. Complete the Certificate Export wizard using the default settings to export the certificate to the CER file.
2. On the HPE Backup Navigator system, import this security certificate to the HPE Backup Navigator system by running the following command:

```
# keytool -import -alias <alias_description> -keystore /opt/dpa-  
ext/conf/BNjavaKeyStore.jks -file <certificate_filename>
```

NOTE: If the keytool command requests a password, provide the default one, **changeit**. For the JRE environment, the pathname is: \$JAVA_HOME\jre\lib\security\cacerts

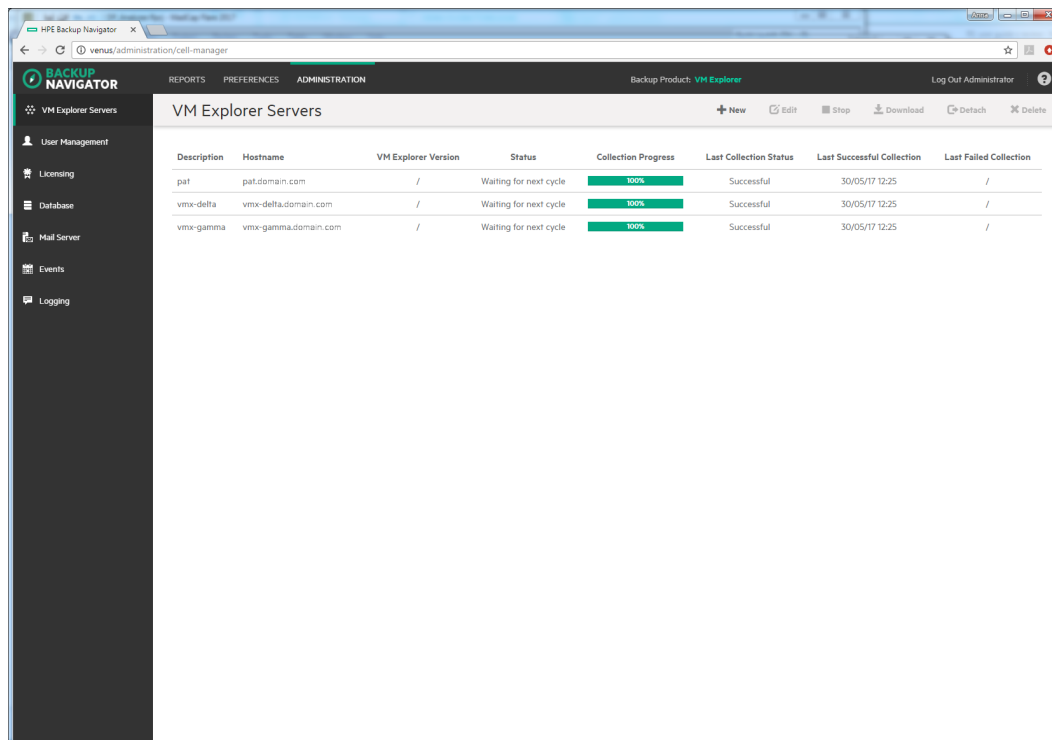
```
# service tomcat restart
```

/opt/dpa-ext/conf/BNjavaKeyStore.jks. The password for the keystore is stored in /opt/dpa-ext/conf/admin.properties

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **HPE VM Explorer Servers**.

Figure 27: Adding HPE VM Explorer Servers

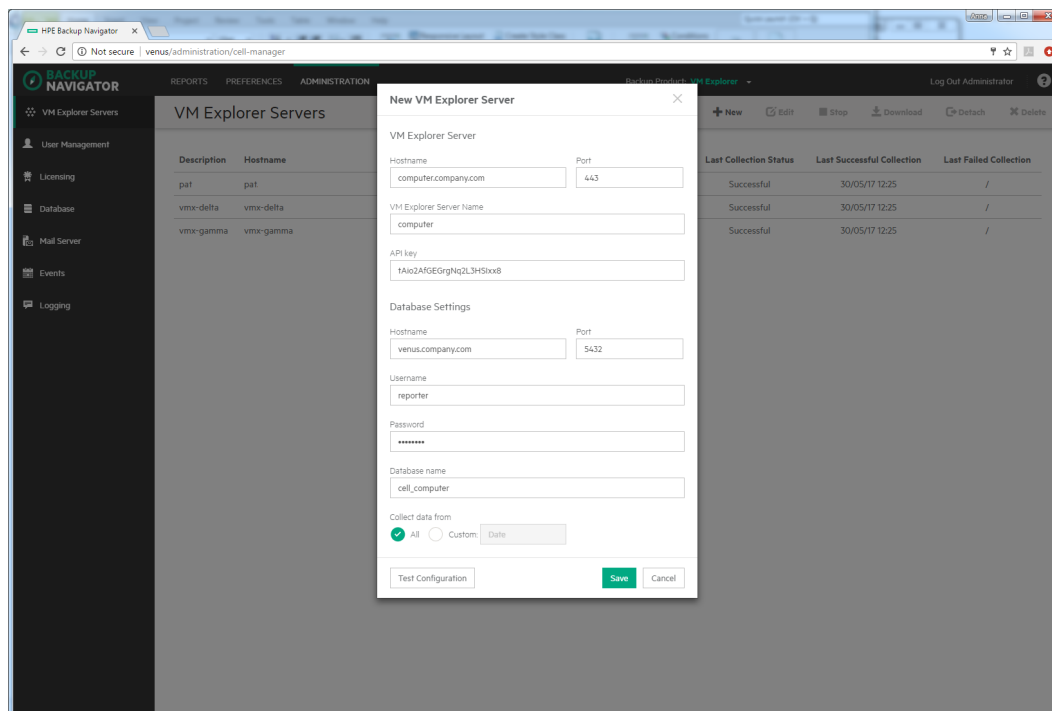


Description	Hostname	VM Explorer Version	Status	Collection Progress	Last Collection Status	Last Successful Collection	Last Failed Collection
pat	pat.domain.com	/	Waiting for next cycle	100%	Successful	30/05/17 12:25	/
vmx-delta	vmx-delta.domain.com	/	Waiting for next cycle	100%	Successful	30/05/17 12:25	/
vmx-gamma	vmx-gamma.domain.com	/	Waiting for next cycle	100%	Successful	30/05/17 12:25	/

3. In the Tool bar of the Results Area, click **New**. The New HPE VM Explorer Server configuration

window opens.

Figure 28: New HPE VM Explorer Server Configuration window



4. In the New HPE VM Explorer Server window, enter the following data:
 - HPE VM Explorer Server hostname or its IP address
 - INET port (by default, 443)
 - HPE VM Explorer Server name - the name of your choice, which will be used in HPE Backup Navigator to identify the server
 - API key that you generated in the HPE VM Explorer Server

Configure the database of the new cell by specifying the following:

- the hostname of the system where the database resides (by default, the system where you installed HPE Backup Navigator)
 - the port of the system where the database resides (by default, 5432)
 - the user name and the password of the PostgreSQL admin user with the SUPERUSER permissions.
 - the database name of your choice

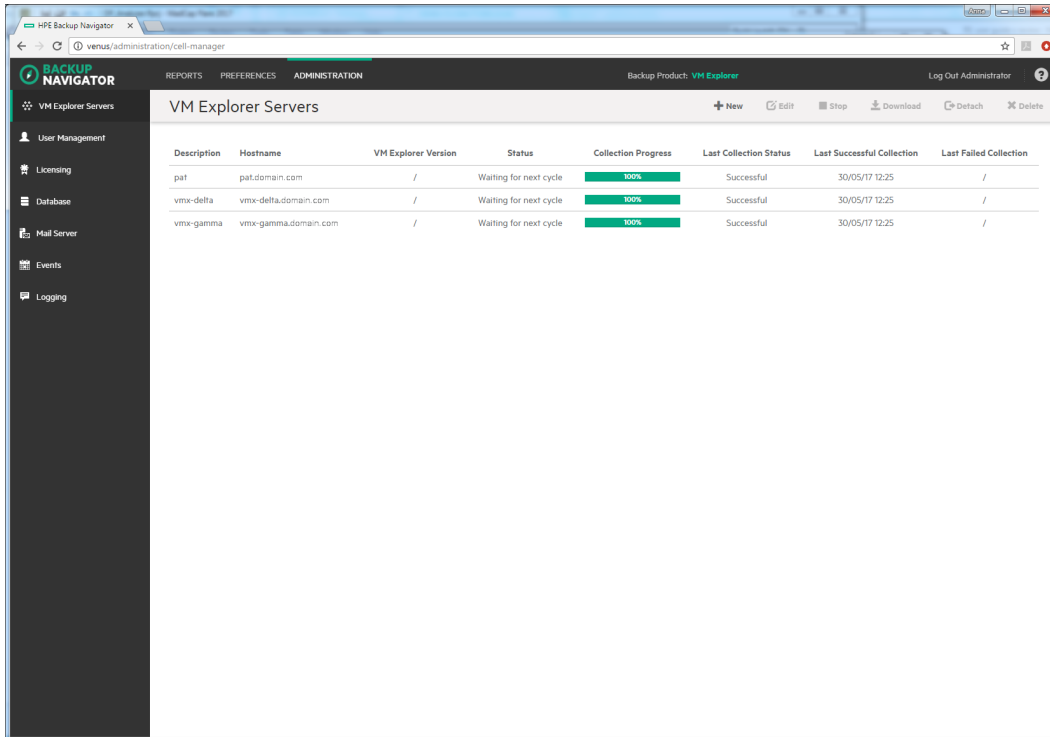
The maximum number of characters for the database name is 25. The default name is `cell_<description>`, which you can change to another one.
 - the period for which you want to collect data for your reports (you can select the custom starting date or all existing data)
 - the time interval in which you want to collect the changed input data for your reports (for example, every 10 minutes)
5. Click **Test Configuration** to verify that the HPE VM Explorer Server is configured appropriately.
 6. Click **Save**. A new cell is added to Scope and is visible in the Navigation Pane.

You can always update your settings later.

Administering selected servers

After you selected the HPE VM Explorer Servers to collect data for your reports, they are listed in the HPE VM Explorer Server window of the Administration context.

Figure 29: Administering cells



You can change the HPE VM Explorer Server's settings or status by clicking on it and selecting one of the following actions:

- **Edit:** Change the HPE VM Explorer Server and database settings.

IMPORTANT: If you moved the database to a new server or performed any other database configuration changes that affect the HPE Backup Navigator functionality, make the necessary database setting updates on every related Cell Manager.

- **Stop/Start:** Pause data collection from the selected cell by stopping it, when you temporarily do not need to include its data to your reports. When stopped, the cell is still present in the scope and to the reports. Start data collection from the selected cell, when you need this data for your reports.
- **Download:** Download package for the HPE Backup Navigator remote agent installation. Applicable for the remote Cell Managers.
- **Detach/Attach:** Pause data collection from the selected cell by detaching it, when you want to have access to the collected data in the database, but do not need to include this data in your reports. When detached, the cell is not visible in the scope and in the reports. Attach the selected cell and then start data collection from it, when you need its data for your reports.

- **Delete:** Delete the selected cell from the HPE Backup Navigator list. The database of this cell with all previously collected data is deleted. You can always add this cell to the list later. Note, that a filter that contains only this cell, will be also deleted.

Managing users and user roles

Depending on their role, users have different permissions. HPE Backup Navigator supports the following user roles:

- **Built-in Administrator**

This user role is created in the installation wizard. There is only one Built-in Administrator in the HPE Backup Navigator environment and it cannot be deleted or changed. The Built-in Administrator has permissions to generate reports on all HPE VM Explorer Servers and to perform administration tasks in HPE Backup Navigator.

- **Administrator**

The Administrator has permissions to generate reports on all HPE VM Explorer Server and to perform administration tasks in HPE Backup Navigator. Administrator accounts can be created, edited, and deleted by the Built-in Administrator or Administrator.

- **Standard User**

An Administrator can create, edit, and delete the Standard User account and grant it permissions for all or selected HPE VM Explorer Servers. The Standard User can change the profile, manage subscriptions and filters, and generate reports on the HPE VM Explorer Servers, for which the permissions were granted by the Administrator.

If you configured LDAP authentication (see [Configuring SSL for LDAP authentication, on page 25](#)), you can specify users that can be authenticated with the LDAP server. Before you can add LDAP users, you need to specify an LDAP server that will be used by HPE Backup Navigator. For detailed procedure, see [Adding LDAP Server, below](#).

To create a new user, see [Creating new users, on the next page](#).

Adding LDAP Server

Add LDAP server, if you want to create users with LDAP authentication.

Prerequisite

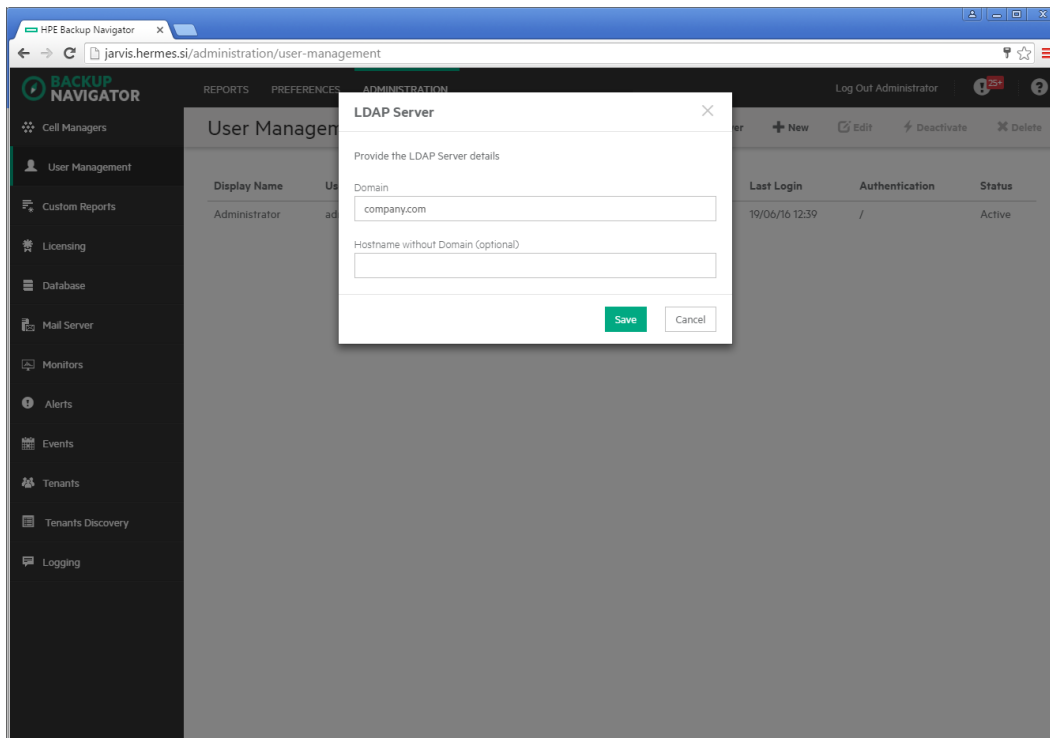
LDAP authentication is configured on the HPE Backup Navigator server.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **User Management**.
3. In the Tool bar of the Results Area, click **LDAP Server**.
4. In the LDAP Server properties window, specify the domain name that should be recognized by the LDAP server.

You can also specify the hostname, if you want that the LDAP server recognizes the specific host.

Figure 30: Specifying LDAP server



Click **Save**.

The LDAP server is added successfully.

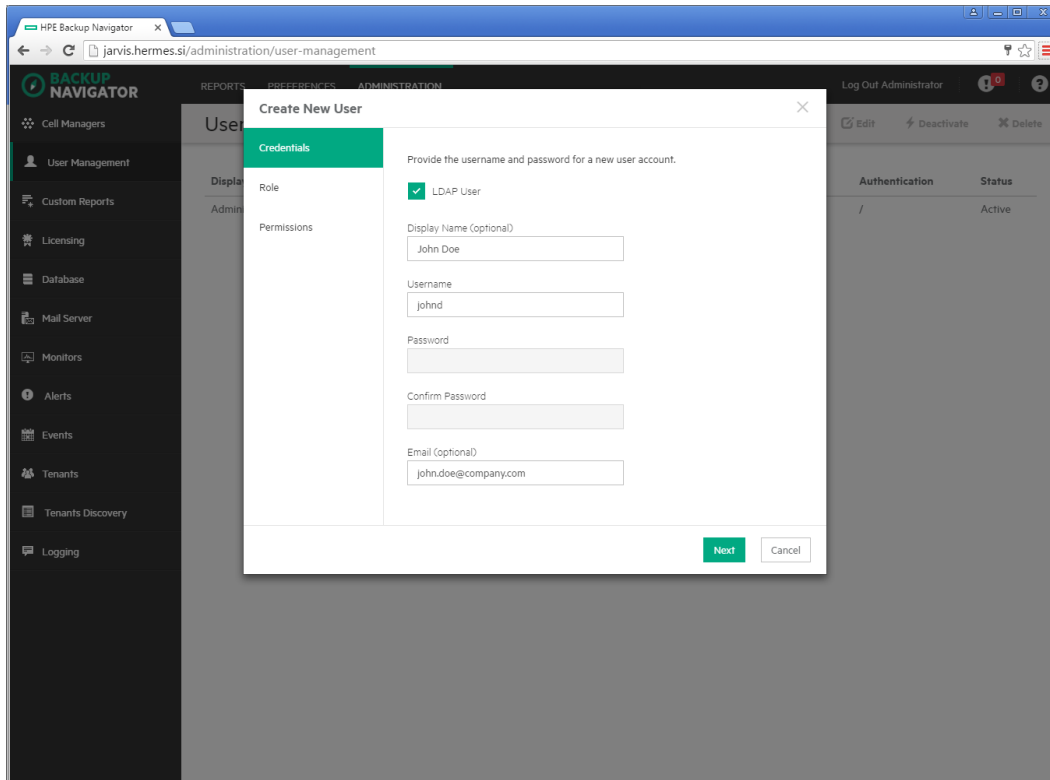
Creating new users

Create new users with the specific user roles.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **User Management**.
3. In the Tool bar of the Results Area, click **New**. The Create New User wizard displays.
4. If you added an LDAP server, select the **LDAP User** option. Enter the user display name, username, and password (for the LDAP user, the password from the LDAP server is used) of the user that you add to HPE Backup Navigator and, optionally, the email. Click **Next**.

Figure 31: Creating a new user



5. Select **Administrator** or **Standard User** as a user role for this user account.
If you selected Administrator, click **Finish**. If you selected Standard User, click **Next**.
6. For the Standard User, select the HPE VM Explorer Servers the user can access to generate reports. Click **Finish**.

A new user account is added to the User Management table. You can later edit, deactivate or delete it.

IMPORTANT: You cannot perform any actions on the account with which you are currently logged in to HPE Backup Navigator.

Maintaining database

Ensure regular backups, archiving, and clean-up of the HPE Backup Navigator database. Be prepared for a potential recovery. For the related procedures, see the PostgreSQL documentation.

You can use pgAdmin GUI to administer PostgreSQL. You can download this tool from:
<http://www.pgadmin.org/download/>

To view the database settings in the web user interface, see [Viewing database settings, on the next page](#).

You can perform the following database maintenance tasks in HPE Backup Navigator:

- Purging the database. See [Purging database, on the next page](#).
- Changing the database configuration settings. See [Changing configuration, on page 83](#).

- Performance tuning. See [Tuning database performance, on the next page](#).

Viewing database settings

You can view the database settings information.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Database**. The database settings information is displayed. To change these settings perform the procedure described in [Maintaining database, on the previous page](#).

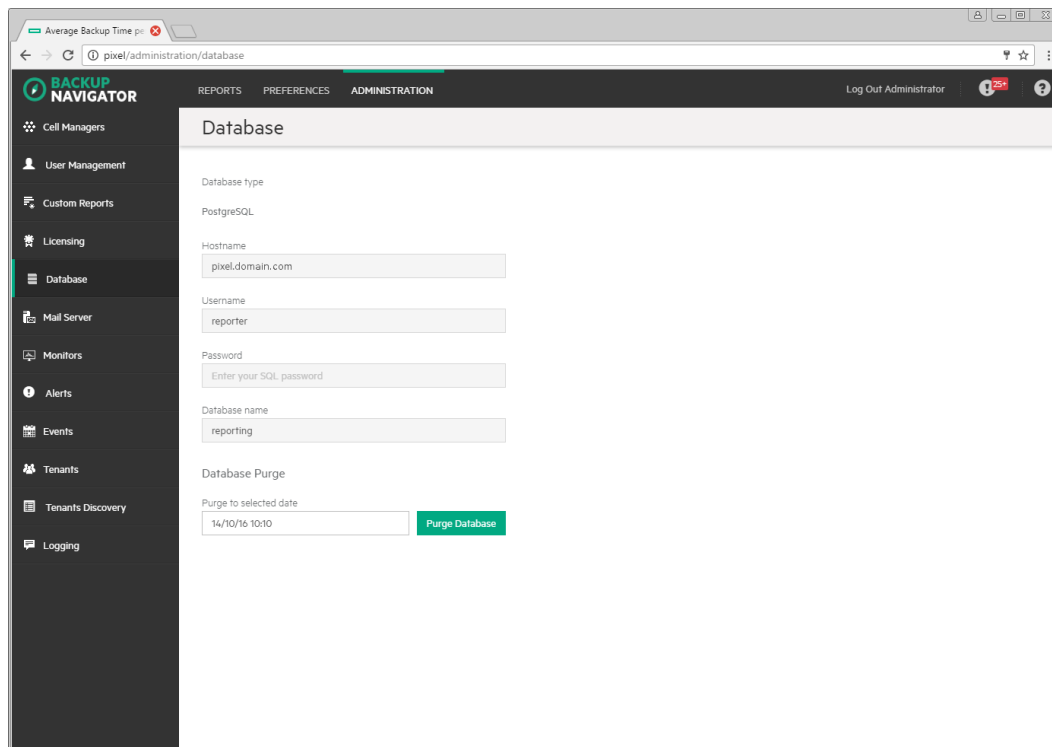
Purging database

You can use the HPE Backup Navigator web user interface to clean up the database.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Database**. The database settings information is displayed. Under Database Purge, specify the date, up to which you want to purge the HPE Backup Navigator database and then click **Purge Database**.

Figure 32: Database settings



The screenshot shows the HPE Backup Navigator web interface. The browser address bar displays 'pixel/administration/database'. The interface has a dark sidebar on the left with the 'Database' option highlighted. The main content area is titled 'Database' and contains the following fields: 'Database type' (PostgreSQL), 'Hostname' (pixel.domain.com), 'Username' (reporter), 'Password' (with a placeholder 'Enter your SQL password'), and 'Database name' (reporting). Below these fields is the 'Database Purge' section, which includes a 'Purge to selected date' field with the value '14/10/16 10:10' and a green 'Purge Database' button.

3. In the Purge Database window, select to purge all cells or specify the cells you want to purge.

Click **Purge** and then click **Confirm**.

During the database cleanup, the data older than the specified date is deleted.

Changing configuration

If you want to move the database to a new server or perform any other database configuration changes, make necessary updates to the database settings.

Steps

1. Log in to the HPE Backup Navigator system with the installation administrator's user account provided during the installation procedure. This account is saved in the `/opt/dpa-ext/conf/admin.properties` file. The database setup window opens.
2. Follow the setup wizard as described in [Installation procedure, on page 17](#).

If you moved the database to a new server or performed any other database configuration changes that could affect the HPE Backup Navigator functionality, make the necessary database settings updates on every related Cell Manager. See [Administering selected servers, on page 78](#).

Tuning database performance

When you install and configure HPE Backup Navigator, PostgreSQL database server is also configured. The provided default settings related to the database performance correspond to the minimum system requirements and are as follows:

```
shared_buffers = 1000MB
effective_cache_size = 2000MB
work_mem = 64MB
maintenance_work_mem = 256MB
```

If the memory resources of your HPE Backup Navigator allow, you can allocate more memory resources to improve performance. If you consider that the HPE Backup Navigator performance is not sufficient, you can change the performance related settings to tune the performance to the needs of your specific environment. For the description of these settings and detailed procedures, see the PostgreSQL documentation.

Configuring mail server

Configure your mail server to be able to receive emails.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Mail Server**.

Figure 33: Configuring Mail Server

The screenshot shows the HPE Backup Navigator web interface. The left sidebar contains a navigation menu with options: Cell Managers, User Management, Custom Reports, Licensing, Database, Mail Server (highlighted), Monitors, Alerts, Events, Tenants, Tenants Discovery, and Logging. The main content area is titled 'Mail Server' and includes the following configuration fields:

- ☒ Enable email notification
- Server address:
- Port:
- Protocol: SMTP
- Username:
- Password:
- Sender display name:
- Sender email address:

Below the fields, a note states: "Note: After you save the settings, a test email will be sent to the email address specified in your profile." A green 'Save' button is located at the bottom of the form.

3. In the Results Area, select **Enable email notification**.
4. Enter the web address of the server, which you want to use for sending emails.
5. Enter the server port, username, and password.
6. Enter the sender's display name and email address (mandatory).
7. Click **Save**. A test email is sent to the specified email address.

You can always change these settings later.

Viewing events

You can view the events occurred in HPE Backup Navigator. An event is logged, when the conditions specified in the monitors are met.

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Events**. A table with the HPE Backup Navigator events displays. You can filter and sort table by name, severity level, and timeframe. To apply the specified filter, click **Filter**.
3. To view the specific event details, double-click it.

Figure 34: Events list

Level	Event message	Created	Source
Information	User administrator logged in.	30/05/16 10:53	System
Information	Data collection for cell_cell_krkan ended successfully.	30/05/16 10:49	System
Information	Data collection for cell_cell_krkan ended successfully.	30/05/16 10:44	System
Information	Data collection for cell_cell_krkan ended successfully.	30/05/16 10:40	System
Information	Data collection for cell_cell_krkan ended successfully.	30/05/16 10:34	System
Information	Data collection for cell_cell_krkan ended successfully.	30/05/16 10:29	System
Information	Data collection for cell_cell_krkan ended successfully.	30/05/16 10:26	System
Information	Data collection for cell_cell_krkan ended successfully.	30/05/16 10:22	System
Information	Cell_cell_krkan session data collection ended successfully.	30/05/16 10:22	System
Information	User administrator logged out.	30/05/16 10:17	System
Information	New cell_cell_krkan added by user administrator.	30/05/16 10:17	System
Information	User administrator logged in.	30/05/16 10:17	System

HPE Backup Navigator logging

Configure logging to analyze and troubleshoot the entire HPE Backup Navigator operation and the reporting functionality.

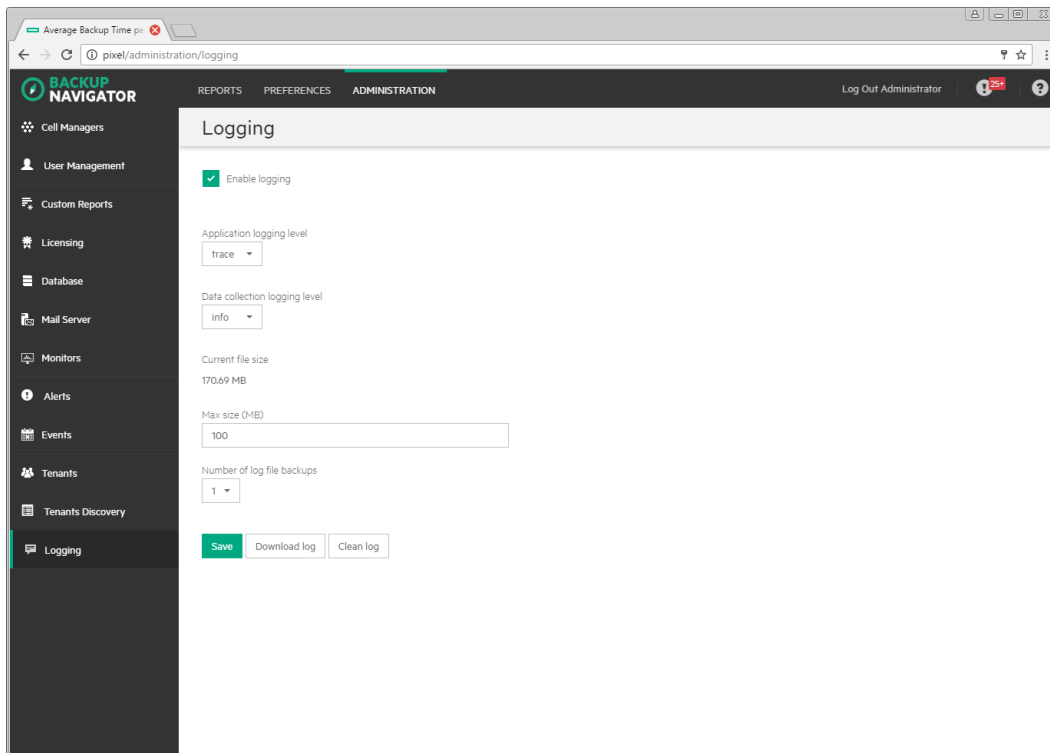
- To configure logging on the HPE Backup Navigator system, see [Configuring logging on HPE Backup Navigator, below](#).
- To configure logging on the HPE Backup Navigator remote agent system, see [Administration Tasks for HPE VM Explorer Environment, on page 75](#).

Configuring logging on HPE Backup Navigator

Steps

1. Select the **Administration** context.
2. In the Navigation Pane, click **Logging**.
3. Select **Enable logging**.

Figure 35: Logging settings



4. Set logging levels for application related operations and data collection operations. Modify other fields according to your needs.
5. Click **Save**.
6. If you want to view the log file, click **Download log**. If you do not need data from the current log file, click **Clean log**.

You can always change these settings later.

Chapter 8: About Reports

The key HPE Backup Navigator feature is a visual presentation of complex data. To achieve a comprehensive and precise input data presentation and visualization, and to deliver the desired information clearly and effectively, HPE Backup Navigator provides a set of predefined reports and tools that help to tailor the reports to meet your needs.

Report visualization and delivery

All reports can be viewed in a dashboard area of the HPE Backup Navigator user interface. Reports can be presented as a table with access to all input data or as a chart to visualize this data. The following report chart types are used to visualize the selected reports: column chart, bar chart, pie chart, line chart, or area chart.

Besides viewing reports in the web browser, HPE Backup Navigator enables you to subscribe to reports to receive them automatically by email at a specified time, as well as to export them to a wide variety of formats, including PDF, XLSX, CSV, DOCX, PPTX, and HTML. You can choose the format that provides you with the most convenient way of exploring reports.

Report exploration

To easily gain insight into the data used for a specific report, and to enhance reporting and analysis capabilities, the following is available:

Table view: You have an option to view all the data used for generating a report as a table. In the table, you can sort values in the columns according to the available parameters.

Related reports: A majority of the reports contain references to other reports with related content. A related report is a logical report in the sequence and is presented on the same scope as the original report.

Drill-down functionality: You can examine report data in more detail by using the drill-down functionality. Navigate from the report of your interest to the connected reports, each time with deeper insight into the data, and discover the data you need.

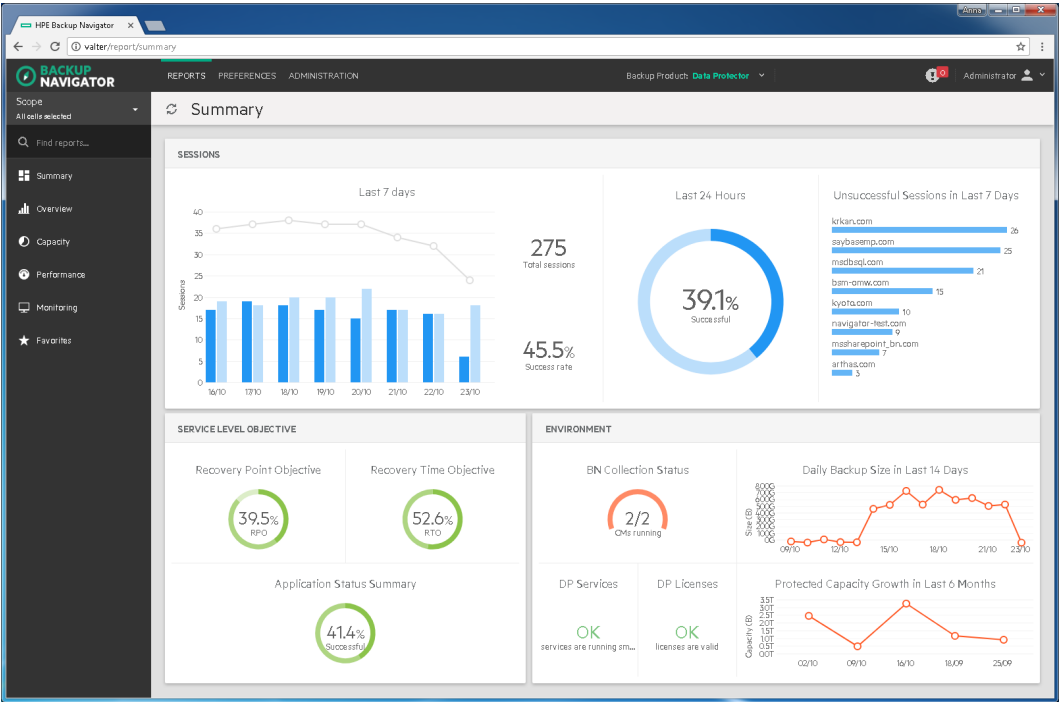
Scope: To ensure that your reports contain only the data that you currently require for your specific purposes, you can limit the scope of your reports only to certain HPE VM Explorer Servers or to the HPE Data Protector cells, tenants, or to certain groups of the IDB data (for example, devices, device pools, media, media pools, clients).

Summary dashboard

The HPE Backup Navigator Summary dashboard provides you with an at-a-glance overview of your HPE Data Protector backup environment. This intuitive dashboard enables you to monitor different activities and to quickly identify areas that need your attention.

You access the Summary dashboard the first time you log in to HPE Backup Navigator and you can later view it from the **Reports** context by clicking **Summary** in the Navigation Pane.

Figure 36: Summary dashboard



You can view the following information in the Summary dashboard widgets:

Widget	Description
Sessions	<p>Shows information on the successful (completed without errors) and unsuccessful sessions:</p> <ul style="list-style-type: none">• The session report for the last 7 days shows the total number of sessions and the success rate, and the number of successful and unsuccessful sessions per day.• The success rate report for the last 24 hours shows the percentage of successful and unsuccessful sessions.• The report on unsuccessful sessions in the last 7 days shows the top ten clients with the highest number of unsuccessful sessions.
Service Level Objective	<p>Shows information related to the Service level objectives (SLO):</p> <ul style="list-style-type: none">• The Recovery point objective (RPO) report shows the percentage of backup applications that are compliant with the RPO specified in the respective SLO category. It also features the percentage of backup applications that breached the specified RPO, that are backed up too frequent for the specified RPO, and of those without an assigned SLO category.• The Recovery time objective (RTO) report shows the percentage of backup applications that are compliant with the RTO specified in the respective SLO category. It also features the percentage of backup applications that breached the specified RTO and of those without an assigned SLO category.

Widget	Description
	<ul style="list-style-type: none">• The Application Status Summary report shows the percentage of the latest successful (completed) and unsuccessful sessions of the backup applications.
Environment	<p>Shows information on different aspects of the HPE Data Protector cells:</p> <ul style="list-style-type: none">• The HPE Data Protector Cell Manager related reports show the data collection status, Cell Manager services status and license related information.• The backup size related report shows transfer size of the data that was backed up from or restored to a particular source (cell, tenant, client, or application) within the last 14 days.• The protected capacity related report shows changes in the amount of space on the media that are protected from being overwritten in the last 6 months.

You can use this dashboard as a starting point for your everyday tasks because it enables you to easily access the area of interest. By clicking the corresponding item on a widget, you generate a detailed drill-down report.

Reports and report categories

The predefined set of reports covers all aspects of the backup application functionality (HPE Data Protector and HPE VM Explorer Server). Reports are logically divided into four main categories, each containing subcategories.

NOTE: The report categories and subcategories may differ for different backup applications.

Depending on the information about your backup environment that you want to retrieve, you can choose a report from the following report categories:

- [Overview, on the next page.](#)
- [Monitoring, on page 96.](#)
- [Capacity, on page 97.](#)
- [Performance, on page 100.](#)

Each report can be adjusted to your needs by specifying additional parameters, which are specific for each report, such as a time interval, sorting order, units, and similar. You can set a report as your favorite to access it quicker later on and to be able to subscribe to it. Administrators can create custom reports that are based on the collected data. If you set filters for the input data, only the data from the selected cells and specified data groups is considered.

Some reports cannot be accessed from the Navigation Pane, they are dependent on other reports and can be accessed only when using the drill-down functionality:

[Drill-down reports, on page 101.](#)

Overview

Overview reports summarize data on your backup environment.

Infrastructure Summary	
HPE Data Protector environment	
Cell Manager Status	Shows health statuses that can be retrieved from a Cell Manager for the following objects: Cell Manager services, IDB, licenses (whether HPE Data Protector licenses are available on the Cell Manager), agent status (whether data can be collected from the Cell Manager), Cell Manager mode.
Agent Status	Shows health status for collecting data from the Cell Manager (agent status) and the following information on this Cell Manager: HPE Data Protector version, Cell Manager mode, capacity, and other properties.
Operating Systems Overview	Shows which operating systems exist and the number of clients running on these operating systems.
DP Components	Shows a list and a number of the installed HPE Data Protector components.
List of Backup Specs	Shows all backup specifications and their properties, such as application type, session type, as well as client , instance and retention information.
Backup Spec Overview	Shows a number of the backup specifications of a particular object type (Filesystem, IDB, client backup, and so on).
Clients Without Backup Spec	Shows a number of clients for which no backup specification is created and consequently they are not being backed up.
HPE VM Explorer environment	
HPE VM Explorer Server Status	Shows health statuses that can be retrieved from a HPE VM Explorer Server for the following objects: licenses (whether HPE VM Explorer licenses are available on the HPE VM Explorer Server), agent status (whether data can be collected from the HPE VM Explorer Server).
Agent Status	Shows HPE VM Explorer version and status as well as health status for collecting data from the HPE VM Explorer Server.
Sessions/Tasks Summary	
HPE Data Protector environment	

Sessions/Tasks Summary	
List of Sessions	Shows all finished sessions, their status and properties, such as application type, session type, backup type, backup method, session start and duration, client and instance related information.
List of Objects	Shows all backed up objects and their properties.
Sessions per Session Status	Shows a number of the performed sessions and their statuses.
Sessions per Time and Status	Shows a number of sessions performed on a particular day and their statuses.
Sessions per Session Type	Shows a number of the performed sessions and the session type, such as, backup, consolidation, copy, media management, replication, and restore.
Sessions per Backup Object	Shows a number of sessions and their statuses for all backup object types (for example, Filesystem, IDB, Oracle, MS SQL, and so on).
Sessions per Client	Shows a number of sessions performed on a particular client and their statuses.
Session Flow per Client	Shows the backup sessions duration for all clients.
Session Flow per Backup Spec	Shows the backup sessions duration and statuses for all backup specifications.
Sessions per Data Location	Shows the backup sessions for the selected data source (Backup specification, Hostname, Session ID) and the selected data location (Device, Media, Media Location, Media Pool).
HPE VM Explorer environment	
List of Tasks	Shows all tasks, their status and properties, such as name, ID, start, duration, and related errors or warnings.
List of Task Elements	Shows task elements and their properties, such as type, size, status, virtual environment specifics.
Tasks per Task Status	Shows a number of the performed tasks and their statuses.
Tasks per Time and Status	Shows a number of sessions performed on a particular day and their statuses.
Tasks per Backup Type	Shows a number of tasks and their statuses for all backup types (for example, normal full, full incremental; delta incremental).
Tasks per Datacenter	Shows a number of tasks performed on a particular datacenter and their statuses.

Service Level Objective	
HPE Data Protector environment	
Application Overview	Shows applications running on a particular PostgreSQL (database PostgreSQL, storage volumes, or virtual machines) and client. The report includes application type (Filesystem, Oracle, Exchange, VEAagent, and so on), recovery point (RP) ¹ , maximum RP ² , recovery time (RT) ³ , maximum RT ⁴ , and the SLO category ⁵ . Application type Unknown refers to the clients that are not protected with HPE Data Protector backup. As Administrator, you can assign and change the SLO categories within this report, see Administration Tasks for HPE Data Protector Environment , on page 40.
Application Status	Shows session status of the applications running on a particular instance (database PostgreSQL, storage volumes, or virtual machines) and client.
Application Status Summary	Shows the percentage of successful (completed) and unsuccessful (failed or aborted) sessions of the applications running on a particular instance (database PostgreSQL, storage volumes, or virtual machines) and client.
HPE VM Explorer environment	
VM Status	Shows session status of virtual machines.
VM Status Summary	Shows the percentage of virtual machines tasks divided by status: Success (completed), Running (running and in a queue), Failed (failed and aborted), and Warning (with warnings and errors).

¹Recovery point (RP) refers to the amount of time between the last and the previous successful backups of the same application.

²MAX RP refers to the maximum amount of time between two successful backups of the same application that is still protected.

³Recovery time (RT) refers to the estimated time needed for the application recovery of the last successful backup chain.

⁴MAX RT refers to the maximum estimated time needed for recovery of the same application that is still protected.

⁵Service level objective (SLO) category refers to a combination of the RTO (a time period needed before an application is brought back online) and the RPO (a time period when data can be lost after an event that causes an application to go offline occurs), which are specific for your backup environment goals.

Data Protection Summary (HPE Data Protector specific)

Session Success	Shows the percentage of successful (completed without errors) and unsuccessful backup sessions.
Number of Backup Versions	Shows a number of performed backups of a particular backup type (Full, Incremental, Differential, and Transaction Log backup) for all backup specifications.
Time Since Last Successful Backup	Shows the time passed since the last successful backup for all backup specifications.

Devices Summary (HPE Data Protector specific)

List of Devices	Shows all devices that are configured for use with HPE Data Protector. The report includes information on libraries that are configured to be used with HPE Data Protector, but are not used so far (Library Utilization). The report can be generated for libraries and identified device types.
Device Utilization	Shows the changing percentage of the device utilization for all devices. You can filter top most utilized or least utilized devices.
Session Flow per Device	Shows the backup sessions duration for all devices (libraries and drives).

Target Locations Summary (HPE VM Explorer specific)

List of Target Locations	Shows a list target locations with their properties in a tabular view.
--------------------------	--

Media Summary (HPE Data Protector specific)

Media Summary per Pool	Shows a number of media and their quality (Good, Fair, and Poor) in all media pools.
Media Quality Summary	Shows a number of errors and overwrites on all media.

Backup Time Summary (HPE Data Protector specific)

Backup Schedule Drive Detail	Shows the backup schedule for drives specified for the scheduled backup sessions and the related backup
------------------------------	---

Backup Time Summary (HPE Data Protector specific)	
	specifications. If a conflict in the drive usage is recognized (the same drive is specified for the simultaneous backup sessions), an additional bar shows such conflict. ¹
Backup Schedule Overview	Shows the backup schedule for the configured backup specifications and the eventual conflicting backup sessions. ²
Average Backup Time per Backup Spec	Shows an average duration of the backup session for a particular backup specification.
Average Backup Time per Client	Shows an average duration of the backup session on a particular client.
Top Time Difference per Backup Spec	Shows the biggest time difference that occurs when running backups using the same backup specification.
Average Backup Time per VM	Shows an average duration of the backup session on a particular virtual machine. It can help you to figure out, on which virtual machines a backup takes more time.
Errors Summary	
HPE Data Protector environment	
Most Unreliable Clients	Shows a number of errors and warnings that occurred on a particular client. Most unreliable clients are those with the highest number of errors.
Most Unreliable Devices	Shows a number of errors and warnings that occurred on a particular device. Most unreliable devices are those with the highest number of errors.
Most Unreliable Backup Specs	Shows a number of errors and warnings that occurred for a particular backup specification. Most unreliable backup specifications are those with the highest number of errors.
Most Unreliable Media	Shows a number of errors that occurred on a particular medium. Most unreliable media are those with the highest number of errors.
Backup Spec Errors Timeline	Shows a number of errors and warnings that occurred using a particular backup specification in a timeline.
Device Errors Timeline	Shows a number of errors and warnings that occurred on a particular device in a timeline.
Client Errors Timeline	Shows a number of errors and warnings that occurred on a

¹Information on sessions scheduled with the HPE Data Protector Advanced Scheduler is not included.

²Information on sessions scheduled with the HPE Data Protector Advanced Scheduler is not included.

Errors Summary	
	particular client in a timeline.
Media Errors Timeline	Shows a number of errors and warnings that occurred on a particular medium in a timeline.
Most Unreliable VMs	Shows a number of unsuccessful sessions that occurred on a particular virtual machine. Most unreliable virtual machines are those with the highest number of the failed sessions.
HPE VM Explorer environment	
Most Unreliable Datacenters	Shows a number of errors and warnings that occurred on a particular datacenter. Most unreliable datacenters are those with the highest number of errors.
Target Location Errors Timeline	Shows a number of errors and warnings that occurred on a particular target location in a timeline.
Most Unreliable VMs	Shows a number of unsuccessful sessions that occurred on a particular virtual machine. Most unreliable virtual machines are those with the highest number of errors.

VM Infrastructure	
HPE Data Protector environment	
VMs Vs Physical Clients	Shows the percentage of the physical clients and virtual machines in your backup environment, both protected and not protected.
Virtual Vs Physical Environment	Shows how the number of physical clients and virtual machines changes in your backup environment.
VMs per Hypervisor Type	Shows the percentage of virtual machines distribution between the hypervisor types (VMware and Hyper-V).
VMs in Time Period	Shows how the number of virtual machines of different hypervisor types (VMware and Hyper-V) changes in your backup environment.
VMs per Datacenter	Shows the distribution of the VMware virtual machines between datacenters.
VMs per Hypervisor Host	Shows the distribution of virtual machines between host machines.
HPE VM Explorer environment	
VMs per Server Type	Shows the distribution of virtual machines between hypervisors of different types (VMware and Hyper-V).

VM Infrastructure	
VMs per Datacenter	Shows the distribution of the VMware virtual machines between datacenters.

VM Session/Tasks Summary	
HPE Data Protector environment	
VM Backup Status Overview	Shows a number of sessions performed on virtual machines and their statuses.
VM Backup Session Success	Shows the percentage of successful (completed without errors) and unsuccessful backup sessions for the virtual environment.
VMs Without Backup	Shows a number of virtual machines that are not being backed up.
HPE VM Explorer environment	
VM Backup Status Overview	Shows a number of tasks performed on virtual machines and their statuses.
VM Backup Task Success	Shows the percentage of successful (completed without errors) and unsuccessful backup tasks for the virtual environment.

Monitoring

Monitoring reports display data on currently running sessions and active devices.

NOTE: Monitoring reports are available only for HPE Data Protector environment.

Monitoring Reports	
Sessions in Progress	Shows the currently running sessions, the sessions start time, estimated finish time, and statuses.
Active Devices	Shows the backup devices that are currently used for the running sessions, the sessions start time, estimated finish time, and statuses.
Devices Overview	Shows a list of backup devices that are used for sessions.

Capacity

Capacity reports provide information on the amount of the backed up data, available space on media and in the IDB, and compression rates when using the deduplication technology. This helps you to diagnose capacity trends and improve future planning.

Backup Capacity	
HPE Data Protector environment	
Transfer Size per Backup Spec	Shows an amount of the transferred data for a particular backup specification.
Transfer Size	Shows a transfer size of the data that was backed up from or restored to a particular source (cell, tenant, client, or application) within a specified timeframe.
Transfer Size per Device	Shows a size of the transferred data for a particular device.
Transfer Size per Media Pool	Shows an amount of the data transferred to a particular media pool.
Transfer Size per Application Type	Shows an amount of the transferred data depending on the application type (for example, Filesystem, IDB, Oracle, SQL, Virtual Environment, and so on).
Top Backup Transfer Size Changes	Shows the biggest growth of transfer size for the same backup specification for full and incremental backups.
HPE VM Explorer environment	
Transfer Size per Target Location	Shows a size of the transferred data for a particular target location.

Media Capacity (HPE Data Protector specific)	
Media Pool Capacity	Shows the amount of space available for storing the backed up data in all media pools. The amount of used and free space is indicated.
Target Capacity	Shows the amount of space available for storing the backed up data on all targets. The amount of used and free space is indicated.
Protected Capacity	Shows the amount of space on the media that are protected from being overwritten on the specified date.
Data Protection Expiration	Shows the amount of space on the media that are protected from being overwritten. It also provides information, whether the data protection is permanent or will expire after a period of

Media Capacity (HPE Data Protector specific)	
	time.
Target Size Prediction	Shows the amount of space used by the backed up data on a particular target as well as an estimated trend of how the amount of used and free space will be changed on this target in the future.

Dedupe Capacity (HPE Data Protector specific)	
Dedupe Rate per Backup Spec	Shows the amount of data that is backed up and compressed using a deduplication technology and the original size of this data for all backup specifications.
Dedupe Savings per Backup Spec	Shows the amount of space on media that was saved by using a deduplication technology during backup for all backup specifications.
Dedupe Rate Timeline per Backup Spec	Shows the amount of the data that is backed up and compressed using a deduplication technology and the original size of this data for all backup specifications in a timeline.
Dedupe Rate per Client	Shows the amount of the data that is backed up and compressed using a deduplication technology and the original size of this data on all clients.
Dedupe Savings per Client	Shows the amount of space on media that was saved by using a deduplication technology during backup on all clients.
Dedupe Rate Timeline per Client	Shows the amount of the data that is backed up and compressed using a deduplication technology and the original size of this data on all clients in a timeline.
Dedupe Rate per Device	Shows the amount of the data that is backed up and compressed using a deduplication technology and the original size of this data on all backup devices.
Dedupe Savings per Device	Shows the amount of space on media that was saved by using a deduplication technology during backup for all backup devices.
Dedupe Rate Timeline per Device	Shows the amount of the data that is backed up and compressed using a deduplication technology and the original size of this data on all backup devices in a timeline.
Dedupe Rate Prediction	Shows the amount of the data that is backed up and

Dedupe Capacity (HPE Data Protector specific)	
	compressed using a deduplication technology and the original size of this data for all backup specifications as well as an estimated amount of the backed up data within the future timeframe. It also provides information on the device capacity ¹ .
Dedupe Store Capacity	Shows the amount of free space on the StoreOnce device stores and details on the deduplication and actual size of the backed up data.

IDB Capacity (HPE Data Protector specific)	
IDB Capacity Summary	Shows the current size of the HPE Data Protector IDB and the size of each of the IDB parts, such as Media Management Database (MMDB), Catalog Database (CDB), Detail Catalog Binary Files (DCBF), Serverless Integrations Binary Files (SIBF), and Session Messages Binary Files (SMBF).
CDB Capacity Summary	Shows the current size of the HPE Data Protector CDB and of the records it contains, such as sessions (backup, restore, object copy, object consolidation, object verification, and media management), backed up objects, their versions and object copies, positions of backed up objects on media, and filenames of the backed up files.
MMDB Capacity Summary	Shows the current size of the HPE Data Protector MMDB and of the records it contains, such as, devices, stores, cartridges, compounds, pools, and media.
IDB Capacity Growth	Shows the size changes of the HPE Data Protector IDB and each of its parts, such as MMDB, CDB, DCDB, SIBF, and SMBF.
CDB Capacity Growth	Shows the size changes of the HPE Data Protector CDB and of the records it contains.
MMDB Capacity Growth	Shows the size changes of the HPE Data Protector MMDB and of the records it contains.

VM Capacity	
HPE Data Protector environment	
Transfer Size of VMs Vs Physical Clients	Shows the percentage of the transfer size in the virtual environment and in the physical environment.

¹Information on the StoreOnce device capacity is available with HPE Data Protector 9.02 and newer versions.

VM Capacity	
Transfer Size per Hypervisor Type	Shows the percentage of hypervisor types (VMware and Hyper-V) in the virtual environment transfer size.
Transfer Size per Datacenter	Shows the distribution of the VMware virtual clients transfer size between datacenters.
Transfer Size per Hypervisor Host	Shows the distribution of virtual clients transfer size between the host machines featuring the host machine hypervisor type and location.
Transfer Size per VM	Shows an amount of the transferred data on a particular virtual machine.
VM Backup Capacity	Shows an amount of the data backed up in the virtual environment.
VM Backup Capacity per Hypervisor Type	Shows volume changes of the data backed up in the virtual environment for each hypervisor type (VMware and Hyper-V).
VM Backup Capacity per Datacenter	Shows volume changes of the data backed up in the VMware virtual environment for each datacenter.
HPE VM Explorer environment	
Transfer Size per Server Type	Shows the percentage of hypervisor types (VMware and Hyper-V) in the virtual environment transfer size.
Transfer Size per Datacenter	Shows the distribution of the VMware virtual clients transfer size between datacenters.
Transfer Size per VM	Shows an amount of the transferred data on a particular virtual machine.
VM Backup Capacity	Shows an amount of the data backed up in the virtual environment.
VM Backup Capacity per Server Type	Shows volume changes of the data backed up in the virtual environment for each hypervisor type (VMware and Hyper-V).
VM Backup Capacity per Datacenter	Shows volume changes of the data backed up in the VMware virtual environment for each datacenter.

Performance

Performance reports provide information on device and media performance as well as on different aspects of the data transfer rate during the sessions.

NOTE: Performance reports are available only for HPE Data Protector environment.

Client Performance	
Backup Transfer Rate per Backup Spec	Shows a data transfer rate during the backup sessions for all backup specifications.
Backup Transfer Rate per Client	Shows a data transfer rate during the backup sessions on all clients.
Copy Transfer Rate	Shows a data transfer rate during the copy sessions on all clients.
Device Performance	
Device Transfer Rate	Shows a minimum, maximum, and average data transfer rate on all devices.
Media Transfer Rate	Shows a data transfer rate during the backup sessions on all media.

Drill-down reports

These reports can be accessed only when you use the drill-down functionality. Therefore, they provide only information related to the selection in the parent report. The reports are available only in a tabular view.

Lists	
HPE Data Protector environment	
Cell Manager Services	Shows a list of the HPE Data Protector services running on the Cell Manager and their health statuses.
Agent Status	Shows health status for collecting data from the Cell Manager (agent status) and the following information on this Cell Manager: HPE Data Protector version, Cell Manager mode, capacity, and other properties.
IDB Health	Shows health status for the HPE Data Protector IBD.
Licenses	Shows health status for the HPE Data Protector licenses availability on the Cell Manager.
List of Backup Spec Objects	Shows all backup objects specified in a particular backup specification and their properties.
Backup Spec Changes	Shows a list of all versions of the selected backup specification.
Backup Specification	Shows the content of the selected version of the changed backup specification.

Lists	
Session Output	Shows a report on a particular session. It contains messages on session flow, statistics, status, and results. In case of errors, it also provides error messages.
Single Session Report	Shows statistics and properties on a particular session.
List of Clients	Shows all clients and their properties.
List of Media Pools	Shows all media pools and their properties.
List of Media	Shows all media and their properties.
List of VMs	Shows all virtual machines and their properties.
Application RPO	Shows a list of backup sessions with the protected backup data and their RPO ¹ status. The RPO breach and warning issue values are specified in the RPO monitor.
Application RTO	Shows a list of backup sessions with the protected backup data and their RTO ² status. The RTO breach and warning issue values are specified in the RTO monitor.
Session Flow per Backup Specification	Shows the backup sessions duration and statuses for all backup specifications.
Drive Properties	Shows the drive and library properties.
Library Properties	Shows the device properties.
HPE VM Explorer environment	
Task Messages	Shows output messages on a particular task.
List of VMs	Shows all virtual machines and their properties.

How to manage reports

This chapter provides short instructions on how to use the predefined reports and how to adjust their presentation.

You can log in to the HPE Backup Navigator system with your Windows session credentials. You can use the HPE Backup Navigator functionality if your account is recognized as a HPE Data Protector

¹Recovery point objective (RPO) refers to the amount of time that is acceptable between two successful backup of the same application. Define RPO in a monitor to get the value in the report.

²Recovery time objective (RTO) refers to the amount of time that is acceptable to restore the backed up data. Define RTO in a monitor to get the value in the report.

administrator. The available reports contain data collected from the Cell Managers, where your user account is added to the Admin user group. You can perform the following tasks:

- [Configuring dashboard layout, below.](#)
- [Creating and editing filters, on page 105.](#)
- [Generating reports, on page 106.](#)
- [Adding reports to favorites, on page 107.](#)
- [Subscribing to reports, on page 108.](#)
- [Exporting reports, on page 109.](#)
- [Sending reports by email, on page 109.](#)
- [Using drill-down functionality, on page 109.](#)

You can update your HPE Backup Navigator profile, as described in [Configuring user profiles, on page 111](#). If you want to set your region or specify the date format, see [Configuring region settings, on page 111](#).

Configuring dashboard layout

Adjust the dashboard layout for each report category to your needs.

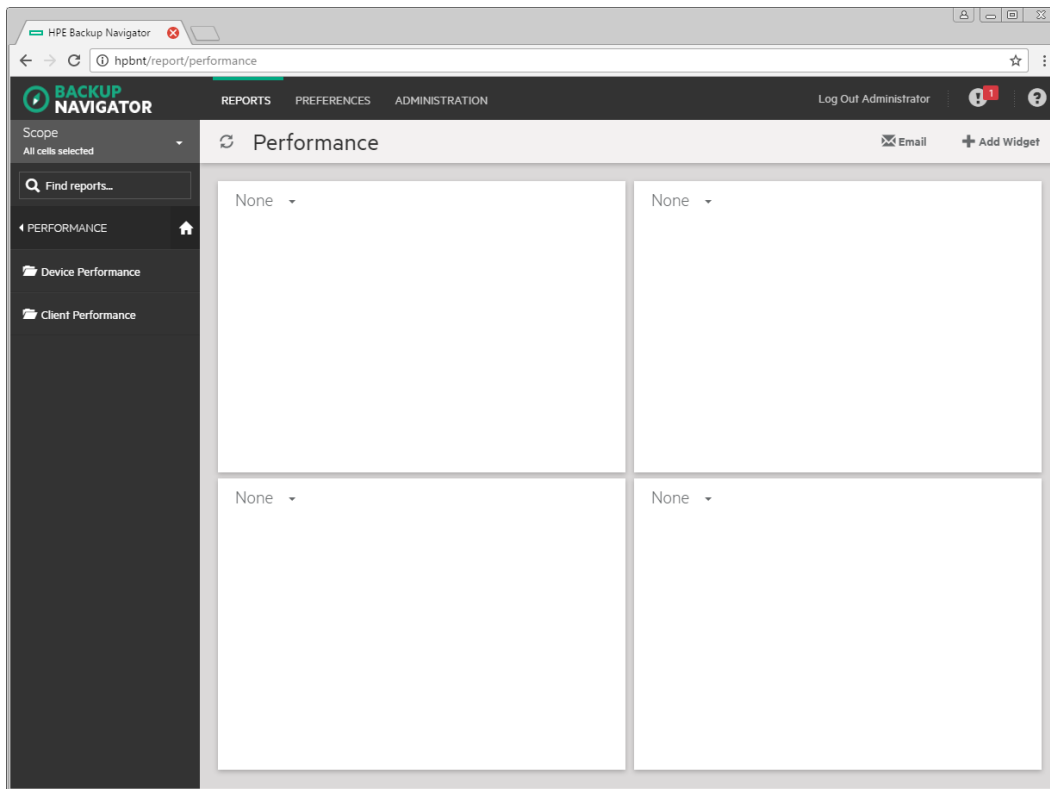
Prerequisite

The report you want to add to dashboard, is added to your favorites. This report has the same scope and parameters as the favorite report.

Steps

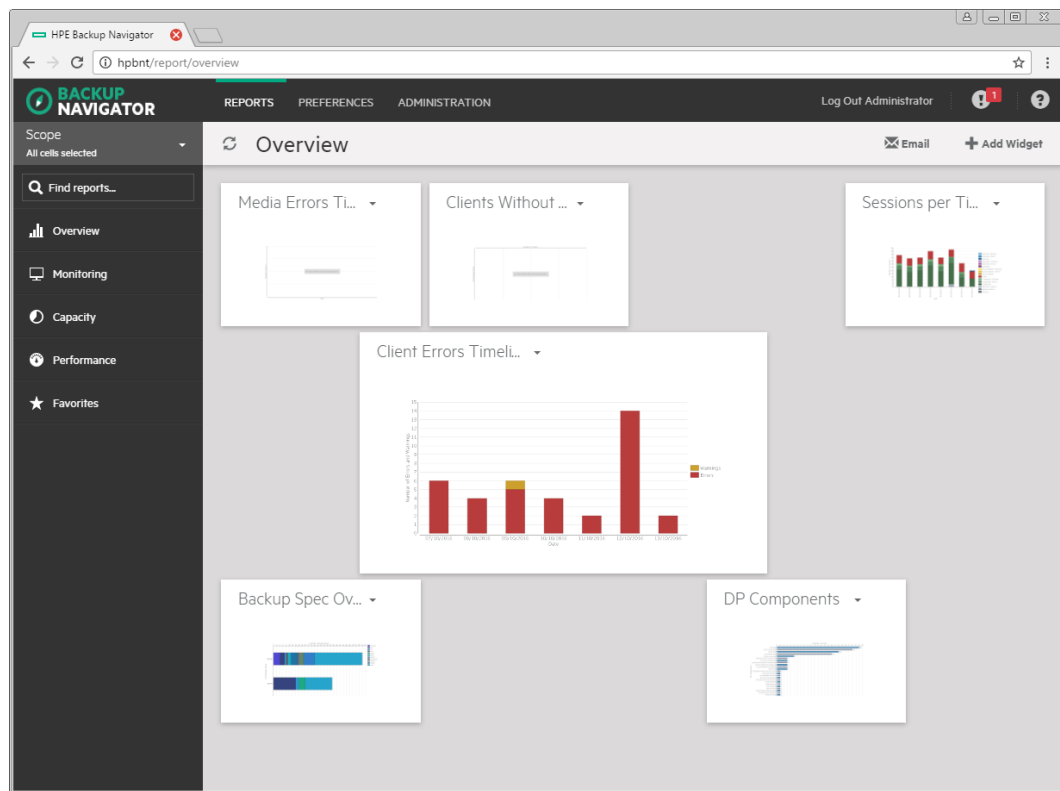
1. Select the **Reports** context.
2. In the Navigation Pane, select the report category (**Overview, Monitoring, Capacity, Performance**), for which you want to configure the dashboard layout.
3. In the Results Area, the default dashboard layout is displayed.

Figure 37: Default dashboard layout



4. In the empty widget, click the arrow and select the available report, which you want to be displayed in this widget. You can later change this report or delete it.
5. To add new more widgets to your dashboard (up to 16), click **Add Widget** in the Tool bar. You can change the size and position of the widget, and delete it from the dashboard.

Figure 38: Configuring dashboard layout



The dashboard layout is save automatically.

Creating and editing filters

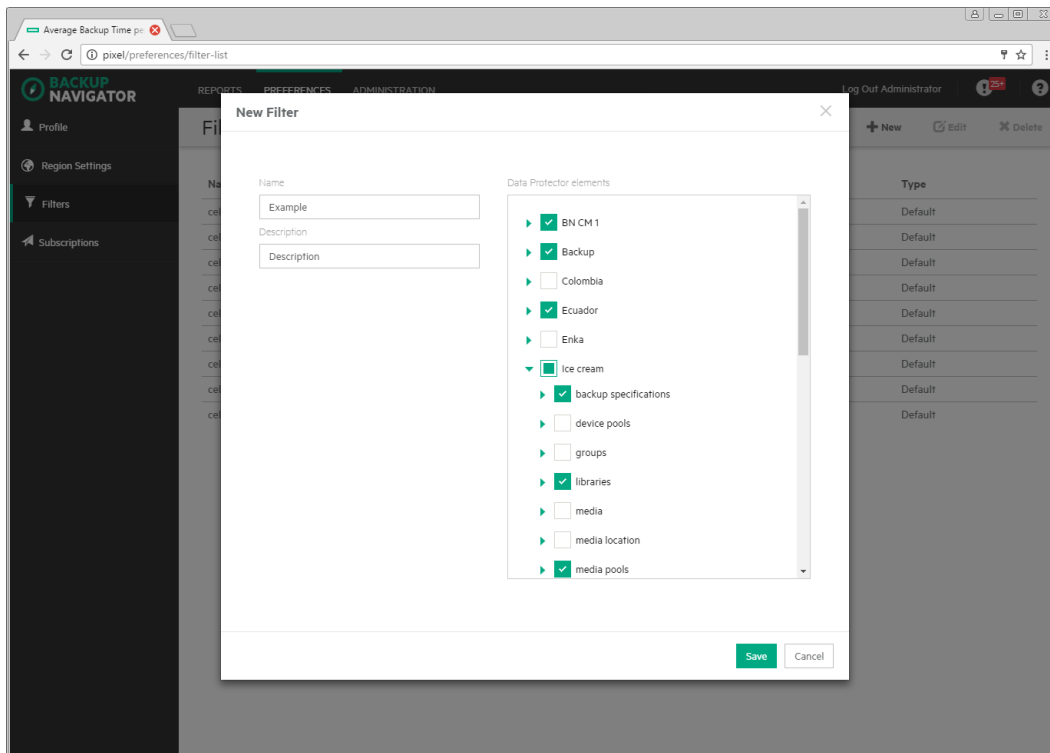
Create a filter to limit the input data for your reports. The input data is information on your HPE Data Protector backup environment received from the HPE Data Protector IDB and stored in the HPE Backup Navigator database in a similar way.

Steps

1. Select the **Preferences** context.
2. In the Navigation Pane, click **Filters**.
3. In the Tool bar of the Results Area, click **New**.
4. In the New filter dialog box, name your filter and enter its description.

From the available HPE Data Protector cells, select the input data for your reports. You can select the entire cell to collect all data stored in the IDB or only a specific group of the IDB data (for example, devices, device pools, media, and so on). Any number of cells and groups of the IDB data can be selected. The selection represents your new filter.

Figure 39: Configuring filters



5. Click **Create filter**. The new filter is visible in the Navigation Pane.

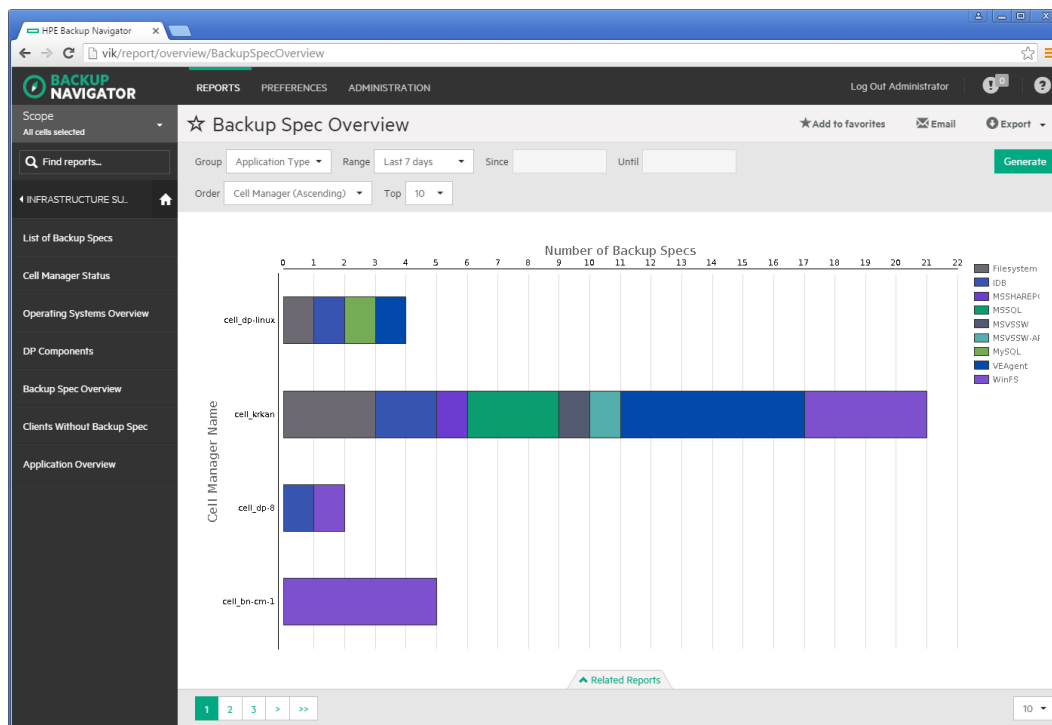
To edit a filter, click the desired filter, change the filter selection and apply your changes.

Generating reports

Update a report with the current data from the HPE Backup Navigator database.

Steps

1. Select the **Reports** context.
2. In the Navigation Pane, click **Scope**, and then select **Cells**, **Filters**, or **Tenants**.
3. Select cells or filters to limit your input data, and then click **Apply**.
4. In the Navigation Pane, select the report category and then navigate to the report that you want to generate. You can also search for it by using **Find reports**. The selected report is displayed in the Results Area.
5. In the Tool Bar of the Results Area, specify available parameters according to your needs and then click **Generate**.



You can view the report in a chart or in a table format:

- Use the **Related Reports** tab to see references to the reports that are related to the current one.
- Use numbers and arrows in the bottom left corner of the report to switch between the report related pages. For example, between a graphical and tabular report presentation or between pages of a table.
- Use the drop-down list in the bottom right corner of the report to specify the number of table rows you want to display on one page.

Adding reports to favorites

Add a report to your favorites to access it quicker next time when you need it, to be able to subscribe to it, and to view it within the specified scope and parameters set.

Steps

1. Select the **Reports** context.
2. In the Navigation Pane, select the report category and then the report that you want to add as your favorite. The selected report is displayed in the Results Area.
3. Change the report parameters according to your interest and click **Generate**.
4. In the Tool Bar, click **Add to favorites**.
5. In the Favorites dialog box, you can enter a name for your favorite report or leave its predefined name.
6. Click **Save favorite**. The report is added to Favorites in the Navigation Pane.

A report is saved with the parameters that were defined when you saved it to favorites. You can edit or remove your favorite report later.

Subscribing to reports

Subscribe to a report to receive it regularly by email.

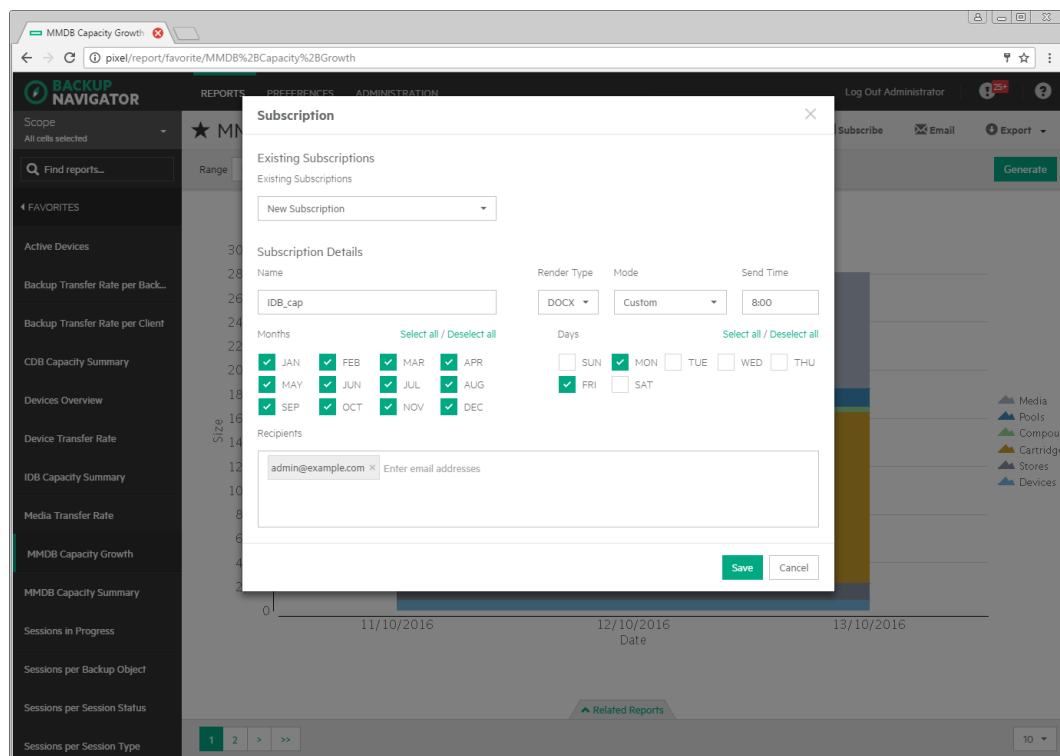
Prerequisite

The report you want to subscribe to, is added to your favorites. This report has the same scope and parameters as the favorite report.

Steps

1. Select the **Reports** context.
2. In the Navigation Pane, under Favorites, select the report, to which you want to subscribe. The selected report is displayed in the Results Area.
3. In the Tool Bar, click **Subscribe**.

Figure 40: Subscribing to reports



- Enter a subscription name.
 - Specify time, select months of a year, and days of a week.
 - Enter one or more email addresses, or a mailing list.
4. Click **Save**. Your subscription is added. To review it, select the **Preferences** context and then click **Subscriptions** in the Navigation Pane.

You can always update your subscriptions later.

Exporting reports

Export a report to various formats.

Steps

1. Select the **Reports** context.
2. In the Navigation Pane, select the report that you want to export to one of the available formats. The selected report is displayed in the Results Area.
3. In the Tool Bar, click **Export**.
4. Select the desired format (**PDF**, **XLSX**, **CSV**, **DOCX**, **PPTX**, **HTML**) to download and view the report.

Sending reports by email

Send a report by email to one or more recipients.

Steps

1. Select the **Reports** context.
2. In the Navigation Pane, select the report that you want to send by email. The selected report is displayed in the Results Area.
3. In the Tool Bar, click **Email**.
4. Enter a subject and recipients email addresses.
5. Click **Send**.

You can also send all reports displayed in the dashboard.

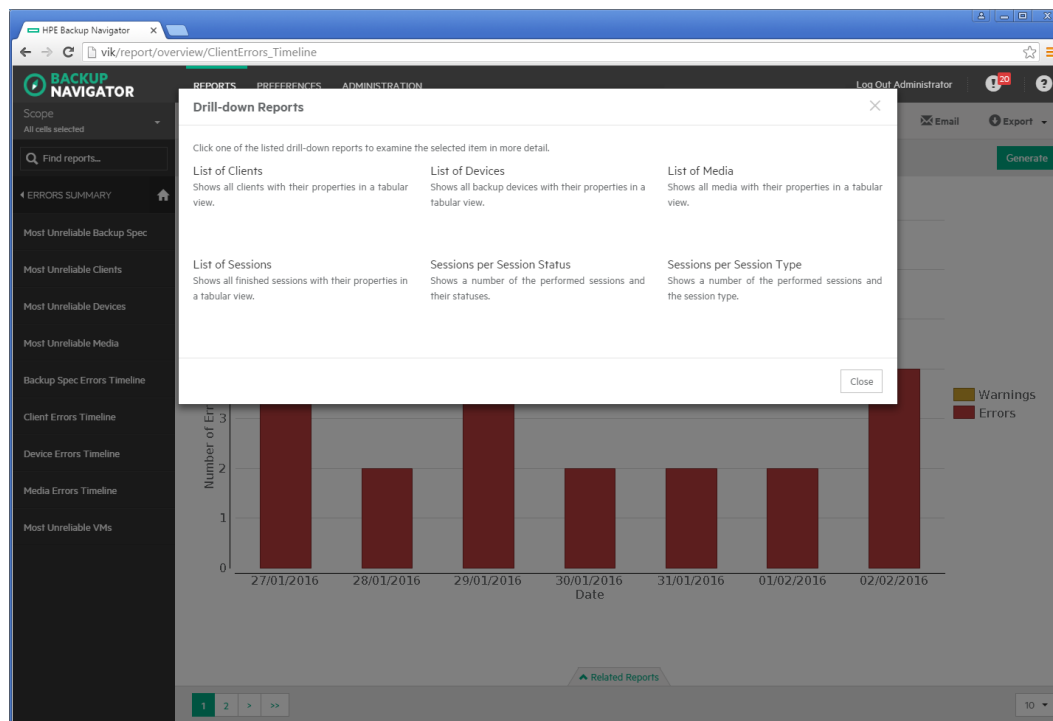
Using drill-down functionality

Examine your report data in a more detail by using the drill-down functionality. You can find out the reason for deviated or error behavior in your environment.

Steps

1. Select the **Reports** context.
2. In the Navigation Pane, select the report category and then the report that you want to examine. The selected report is displayed in the Results Area.
3. Click an item of your interest inside the graphical report view.

Figure 41: Drill-down reports



4. In the pop-up window, click one of the available drill-down reports to examine your report data in more detail.
5. Continue to drill down the subsequent reports.

Example of using drill down 1

This example describes how to find the reasons for the failed sessions.

Steps

1. Select the **Reports** context.
2. In the Navigation Pane, select **Overview > Sessions Summary > Sessions by Session Status**.
3. In the Results Area, click on the pie chart sector, which represents failed session. A window with links to the available drill-down reports pops up.
4. In the pop-up window, click **Most Unreliable Backup Spec**.
5. Select a backup specification with the highest number of errors and click on the bar area of this backup specification, which represent errors.
6. In the pop-up window, click **List of Sessions**.
7. Select the backup session that you want to examine and click on it.
8. In the pop-up window, click **Session Output**. A session report opens.
9. Examine the messages in the session report to find out the reason of the session failure.

Example of using drill down 2

This example describes how to identify the location of the most unreliable medium that will soon be released from protection and available for writing data again.

Steps

1. Select the **Reports** context.
2. In the Navigation Pane, select **Capacity > Media Capacity > Data Protection Expiration**.
3. In the Results Area, click on the bar, which represents the media where data protection will expire soon. A window with links to the available drill-down reports pops up.
4. In the pop-up window, click **Media Summary per Pool**.
5. Select the media pool that contains media of poor quality and click on the part of the bar that represents media pools of the poorest quality.
6. In the pop-up window, click **Media Quality Summary**.
7. Select the medium with the highest number of errors, overwrites, or both and click on the corresponding bar.
8. In the pop-up window, click **Most Unreliable Media**.
9. Select the medium with the highest number of errors and click on the corresponding bar.
10. In the pop-up window, click **List of Media**.
11. Examine the media properties to identify the location.

Configuring user profiles

Configure your profile as an HPE Backup Navigator user.

Steps

1. Select the **Preferences** context.
2. In the Navigation Pane, click **Profile**.
3. Modify the desired fields.
4. Click **Save**.

You can always change these settings later.

Configuring region settings

You can specify your region settings and or change the date format.

Steps

1. Select the **Preferences** context.
2. In the Navigation Pane, click **Region settings**.
3. Select your region and date format.
4. Click **Save**.

You can always change these settings later.

Chapter 9: Troubleshooting

If you encounter problems when using HPE Backup Navigator, you can often solve them yourself. This chapter is intended to help you.

Before you report the problem to the HPE Customer Support Service, ensure that:

- You are not running into known limitations that cannot currently be overcome. For specific information on HPE Backup Navigator limitations and recommendations, as well as known problems, see the *HPE Backup Navigator Release Notes*.
- Your problem is not related to third-party hardware or software. In this case, contact the respective vendor for support.
- You have appropriate prerequisite software installed and configured according to the instructions provided in this guide.
- The system is not running low in space.

How to troubleshoot

When a problem occurs, you can try to solve it by yourself. If you do not succeed in eliminating a problem, prepare all the relevant information for HPE Customer Support Service, and send this data to them.

- On how to recognize a problem, see [How to recognize a problem, below](#).
- On how to perform general checks to determine the cause of a problem and try to resolve it, see [General checks, on the next page](#) and [Log files, on page 114](#).
- On how to collect necessary data to send to HPE Customer Support Service, see [Collecting data for HPE Customer Support, on page 115](#).

How to recognize a problem

You usually recognize a problem in HPE Backup Navigator, when you cannot perform some tasks or encounter errors. You can also get information on possible errors from the following sources:

- HPE Backup Navigator event log
Errors on HPE Backup Navigator related operations are reported to the event log. To view the event log, see [Viewing events, on page 64](#).
- Application server properties
For some problems, the error messages are issued and can be seen in the application server (HPE Data Protector Cell Manager or HPE VM Explorer Server) property page as Agent messages. The following error messages are available:
 - `License is not valid`: The error occurred, because license is not valid. For information on possible license issues, see [Licensing, on page 36](#)
 - `General exception`: The error occurred at an unexpected time. Check the `agent_core.log` file

and search logs marked **FATAL** and then find this problem details in `agent_util_cmd.log`. For information on log files, see [Log files, on the next page](#).

General checks

Perform the following checks to determine and resolve the problem:

1. Verify installation

If you installed HPE Backup Navigator using the automatic installation script, check, if any errors were reported in the `/var/log/hpe-backup-navigator/hpe-backup-navigator-install.log` file. If you used manual installation, you should manually verify if all HPE Backup Navigator prerequisites were installed and configured correctly.

2. Verify configuration

Check, if any errors occurred during the database or user configuration were reported to the HPE Backup Navigator log files. Depending on whether you installed or upgraded HPE Backup Navigator, the errors are reported to the `install.log` or `upgrade.log` file located in the `/opt/dpa-ext/logs` directory.

3. Verify HPE Backup Navigator functionality

If you have problems with using HPE Backup Navigator, check the following:

- The database server is up and running and the connection to the database server is established properly.
- The scope of the cells selected for reports is not empty. Check this by clicking **Reports -> Scope**. If there is no cell selected for reports or the scope is empty, select the cells you want to get reports for or add the cells to the scope respectively. See [Selecting cells, on page 41](#).
- The initial data collection is finished. Check this by clicking **Administration -> Cell Managers/ HPE VM Explorer Servers**. In the server settings table, check, if the Agent messages column contains the `Initial data collection` message. Wait until the initial data collection is finished.

4. If you use HPE Backup Navigator with HPE Data Protector, verify network configuration and communication with the HPE Data Protector Cell Manager:

- Hostname resolution

For successful communication, HPE Backup Navigator and HPE Data Protector Cell Managers must resolve each others hosts by the fully qualified domain names (FQDN). Resolving a host means that one host can interpret the FQDN of another host and determine its IP address. Use the `ping` command with the FQDN to verify the hostname resolution on the Cell Manager (to this Cell Manager and to the HPE Backup Navigator system) and on the HPE Backup Navigator system (to the Cell Manager and to this HPE Backup Navigator system).

To check, whether HPE Backup Navigator resolves the HPE Data Protector Cell Manager hostname, run the following command on the HPE Backup Navigator host:

```
# wget hostname:port
```

Where *hostname* is the Cell Manager name, as it is specified in HPE Backup Navigator, *port* is the Cell Manager port (by default, 5555).

- Firewall

To verify, whether the firewall causes problems, turn it off and wait for the next data collection. If the problem persists, turn on the firewall and continue with your investigation. If the problem is eliminated, ensure, that the firewall port range is the same as in the `omnirc` file on the Cell Manager. For example:

- a. On the HPE Backup Navigator system, run:

```
# iptables -L INPUT -n -v
```

- b. Ensure that the entry with a specified port range is as follows:

```
0 0 ACCEPT tcp -- * * 0.0.0.0/0 0.0.0.0/0 state NEW tcp dpts:XXXX:YYYY
```

where `XXXX:YYYY` is a port range.

- Port range

On the HPE Backup Navigator system, verify that the `OB2PORTRANGE` environment variable value is the same as in the `omnirc` file on the Cell Manager:

```
# echo $OB2PORTRANGE
```

If the value is different, update it:

```
# echo "export OB2PORTRANGE=\"XXXXX-YYYYY\"" >>
```

```
/etc/profile.d/ob2portrange.sh
```

```
# source /etc/profile.d/ob2portrange.sh
```

- Connection between HPE Backup Navigator and HPE Data Protector Cell Manager

On HPE Backup Navigator, run:

```
# ping CellManager_hostname
```

- Connection from the Cell Manager to HPE Backup Navigator

On the Cell Manager, run:

```
# ping BN_hostname
```

- Cell Manager services

On the Cell Manager, run:

```
# omnisv -status
```

If any of the services is not active, restart the HPE Data Protector services:

```
# omnisv -stop
```

```
# omnisv -start
```

- If `allow_hosts` and `deny_hosts` lists are enabled on the Cell Manager, add HPE Backup Navigator to the `allow_hosts` list. For detailed instructions, see the HPE Data Protector documentation.
- If the Cell Manager is running in an encrypted mode, add the HPE Backup Navigator system to the Security Exceptions list on the respective Cell Manager to allow non-encrypted communication. For instructions, see the HPE Data Protector documentation.

Log files

Inspecting HPE Backup Navigator log files can help you determine the problem.

Most of the HPE Backup Navigator log files are located at `/opt/dpa-ext/logs`, the log file created during the automatic installation is located at `/var/log/`.

The table below describes the HPE Data Protector log files:

Log file	Description
agent_core.log	Contains high-level overview of the data collection operations.
agent_util_cmd.log	Contains detailed information on the data collection operations.
cron_logs.log	Contains information on data calculation, subscription, and dashboard refresh related operations.
event.log	Contains information on the events in HPE Backup Navigator.
full_app.log	Contains all operations performed in HPE Backup Navigator besides those written to event.log, cron_logs.log, and the agent related logs.
report.log	Contains information on the generated HPE Backup Navigator reports.
sts.log	Contains operating system related information collected during initial installation. This information is mainly intended for the support organization.
install.log	Contains information on the initial configuration of the database and user accounts after the HPE Backup Navigator installation.
upgrade.log	Contains information on the initial configuration of the database and user accounts after the HPE Backup Navigator upgrade.
hpe-backup-navigator-install.log	Contains information on the HPE Backup Navigator installation and upgrade, when using the installation script.
hpe-backup-navigator-download.log	Contains information on the prerequisite software packages download during the HPE Backup Navigator installation and upgrade, when using the installation script.

Collecting data for HPE Customer Support

Collect the relevant data about the problem and send it to HPE Customer Support Service:

- Description of your problem and environment.
- Collected log files. See [HPE Backup Navigator logging, on page 72](#).
- Information about the Cell Managers you collect data from: operating system and HPE Data Protector version.

- Debug logs from the Cell Manager. For instructions on collecting the debug logs, see the HPE Data Protector documentation.

Appendix A: Command Line Reference

HPE Backup Navigator provides commands and scripts to perform some installation and configuration tasks.

hpe-backup-navigator-install.sh

Installation script runs installation and upgrade of HPE Backup Navigator. It also downloads prerequisites packages , compresses installation logs, and checks signature of the HPE Backup Navigator installation packages.

Synopsis

```
hpe-backup-navigator-install.sh
hpe-backup-navigator-install.sh --version | -v
hpe-backup-navigator-install.sh --help | -h
hpe-backup-navigator-install.sh --download | -d
hpe-backup-navigator-install.sh --compress-logs | -cl
hpe-backup-navigator-install.sh --signature-check | -sc
```

Description

The `hpe-backup-navigator-install.sh` is the HPE Backup Navigator installation script. When used without options, installs or upgrades HPE Backup Navigator.

Options

`--version`

Displays the version of the installation script.

`--help`

Displays the usage synopsis of the installation script.

`--download`

Downloads all prerequisite packages and compresses them to the `filename.tar.gz` file.

`--compress-logs`

Compresses all installation logs to the *filename.tar.gz* file.

`--signature-check`

Checks signature of the HPE Backup Navigator .rpm packages located in the current directory.

service remote-agent

The `service remote-agent` command starts, stops and checks status of the remote agent processes. Start of the remote agent processes also starts data collection on the HPE Backup Navigator remote agent. When you stop the remote agent processes, data collection also stops.

Synopsis

On RedHat 6.x, CentOS 6.x, SUSE 11.x, the synopsis is as follows:

```
service remote-agent start
```

```
service remote-agent stop
```

```
service remote-agent status
```

On SUSE 12.x, the synopsis is as follows:

```
systemctl start remote-agent
```

```
systemctl stop remote-agent
```

```
systemctl status remote-agent
```

Options

`start`

Starts the remote agent processes and subsequently data collection on the remote agent.

`stop`

Stops the remote agent processes and consequently data collection on the remote agent.

`status`

Checks status of the remote agents.

service tomcat

The `service tomcat` command starts, stops, restarts, and checks status of the `tomcat` service.

Synopsis

On RedHat 6.x, CentOS 6.x, SUSE 11.x, the synopsis is as follows:

```
service tomcat restart  
service tomcat start  
service tomcat stop  
service tomcat status
```

On SUSE 12.x, the synopsis is as follows:

```
systemctl start tomcat  
systemctl stop tomcat  
systemctl status tomcat
```

Options

`restart`

Restarts the `tomcat` service

`start`

Starts the `tomcat` service.

`stop`

Stops the `tomcat` service.

`status`

Checks status of the `tomcat` service.

Glossary

D

drill down

You can examine report data in more detail by using the drill-down functionality. Navigate from the report of your interest to the connected reports, each time with deeper insight into the data, and discover the data you need.

F

filter

You can limit the data received from the Data Protector environment by selecting the entire cell to collect all data stored in the IDB or only a specific group of the IDB data (for example, devices, device pools, media, and so on). Any number of cells and groups of the IDB data can be selected.

H

HPE Backup Navigator database

A standalone database that contains the HPE Backup Navigator functionality related data, the data collected from the Data Protector sessions, and the Data Protector cell infrastructure related data. HPE Backup Navigator has an established connection to the database.

HPE Backup Navigator remote agent

A service that enables data collection from the Data Protector cells, which you cannot or due to any reasons do not want to access. You can install as many remote agents, as you need.

HPE Backup Navigator system

A system where HPE Backup Navigator resides. HPE Backup Navigator processes the data collected in the Data Protector environment and presents it as specific reports in the web user interface.

HPE Backup Navigator web user interface

A system with a web browser, from which you access HPE Backup Navigator. The web user interface also provides administration tools to adjust the environment to your needs. HPE Backup Navigator web user interface has an established connection to the HPE Backup Navigator system.

I

input data

Information on your Data Protector backup environment received from the Data Protector IDB and stored in the HPE Backup Navigator database in a similar way.

R

recovery point (RP)

The amount of time between the last and the previous successful backups of the same application. Maximum RP refers to the maximum amount of time between two successful backups of the same application that is still protected.

recovery point objective (RPO)

The amount of time that is acceptable between two successful backup of the same application. Define RPO in a monitor to get the value in the report.

recovery time (RT)

Estimated time needed for the application recovery of the last successful backup chain. Maximum RT refers to the maximum

estimated time needed for recovery of the same application that is still protected.

recovery time objective (RTO)

The amount of time that is acceptable to restore the backed up data. Define RTO in a monitor to get the value in the report.

S

scope

To ensure that your reports contain only the data that you currently require for your specific purposes, you can limit a scope of your reports only to certain cells or to certain groups of the IDB data (for example, devices, device pools, media, media pools, clients).

T

tenant

A tenant is a group of users, usually related to one customer or department, who share Data Protector resources. Each tenant is represented by the dedicated Data Protector elements, such as cells, backup specification groups, backup specifications, or clients.

Send documentation feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on User's Guide (Backup Navigator 9.80)

Add your feedback to the email and click **Send**.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to AutonomyTPFeedback@hpe.com.

We appreciate your feedback!