



---

## Druva Phoenix Plugin Configuration Guide

### Contents

Druva Phoenix Configuration Checklist.....	2
Supported Collection Types .....	2
Data Sources .....	2
Requirements.....	3
API Access.....	3
Firewall Ports.....	3
Setup .....	3
Server Properties.....	3
Field Definitions.....	4
Troubleshooting.....	5
Test Connection shows failed with no additional messages .....	5
Data Collection fails with error: HTTPS status code 429 not expected, message limit exceeded .....	5
429 Too Many Requests .....	5
Jobs are not collected with scheduled updates - are during backfill .....	5
Technical Support .....	6

## Druva Phoenix Configuration Checklist

The following is an overview of the steps to configure Druva Phoenix collections on your Bocada Data Collection Server:

- ☐ [Verify API credentials](#) (Client ID and Secret Key). Bocada currently supports the following backup types:
  - File Server
  - NAS
  - VMware
  - SQL Server
  - Oracle Direct to Cloud
  - Oracle Phoenix Backup Store
- ☐ Ask Druva Support to upgrade your API requests rate limit from 10k per day to 100k per day. This is not typically needed immediately, but eventually you may encounter this limit.

## Supported Collection Types

The plugin in supports the following collection types from Druva Phoenix:

Collection Type	Supported	Description
Backup	✓	Collects transactional details about backup, defreeze and restore jobs. Example metrics include, start times, durations, bytes, files, errors etc.
In Progress	✓	Collects basic information on backup jobs that are running.

## Data Sources

The plugin relies on the following Druva Phoenix data sources:

- Druva Phoenix REST API

The scope of data collected from Druva Phoenix is limited to what is available to the API Credentials as described in the [Druva API documentation](#).

## Requirements

This section lists requirements that must be met prior to collecting data with the Bocada plugin for Druva Phoenix.

### API Access

Obtain API credentials as described in this document from Druva

[https://docs.druva.com/Druva\\_Cloud\\_Platform/Integration\\_with\\_Druva\\_APIs/Create\\_and\\_Manage\\_API\\_Credentials](https://docs.druva.com/Druva_Cloud_Platform/Integration_with_Druva_APIs/Create_and_Manage_API_Credentials)

Request Druva Support to upgrade your API requests rate limit from 10k per day to 100k per day. This is not typically needed immediately, but eventually you are likely to encounter this limit in the Bocada data collections.

### Firewall Ports

Service	Default Port	Note
HTTPS	443	Outbound from DCS to Phoenix API

## Setup

### Server Properties

Backup Server Properties determine how the plugin will interface with the Druva Phoenix cloud and are managed through the Backup Servers view.

**Edit Servers**

**Druva Phoenix** | Schedules | Settings | Finish

Server names: phoenix

Product for these servers: Druva Phoenix

Data Collection Server: dev-ws04.bocada.com

Configure Server Properties:

API Client Id: ywC7wKegH/RW/whdIUmcyg94j+I0NAPB

API Secret Key: \*\*\*\*\*

API Base Endpoint URL: https://apis.druva.com

Time Zone: (GMT+02:00) Helsinki, Kyiv, Riga, Sofia, Te

## Field Definitions

### *Server name*

Enter a name for the Druva Phoenix SaaS that you wish to see within Bocada. Separate Phoenix Organizations can be separated within Bocada by using descriptive names and the associated API Client ID and Secret key for users with access to specific resources.

### *API Client Id*

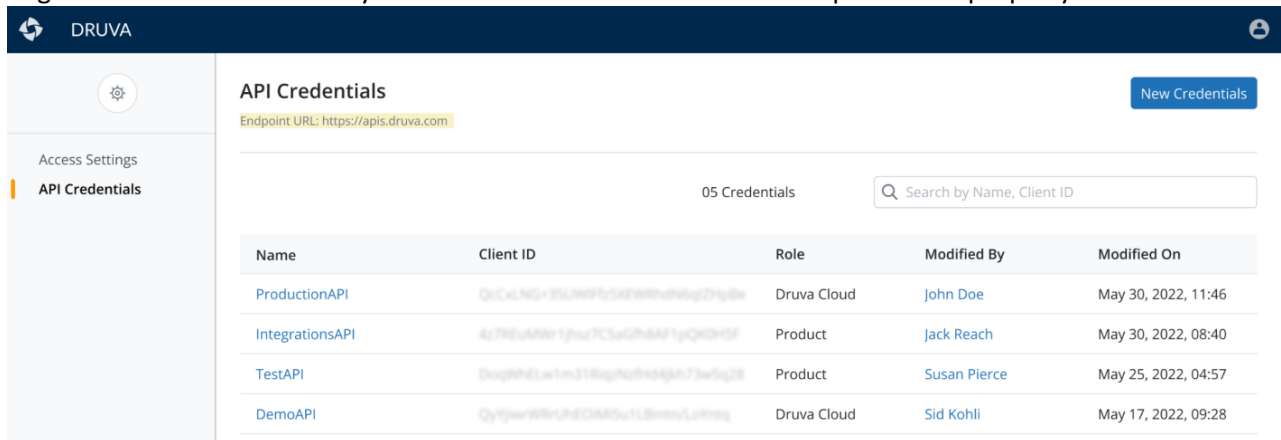
Enter the Client Id that you should get from Druva Phoenix server during Configuration Checklist stage.

### *API Secret Key*

Enter the Secret Key that you should get from Druva Phoenix server during Configuration Checklist stage.

### *API Base Endpoint URL*

Enter the Endpoint URL that you should get from the Druva Phoenix API Credentials page. If you need to migrate to a new API server - you need to set an actual “API Base Endpoint URL” property value.



Name	Client ID	Role	Modified By	Modified On
ProductionAPI	QvCKLNG+2SUNPFCSEWWhd9gZhg8e	Druva Cloud	John Doe	May 30, 2022, 11:46
IntegrationsAPI	4u7REuAMW1ghu7C3uQ2HBAF1pQKH5F	Product	Jack Reach	May 30, 2022, 08:40
TestAPI	DvqWHLw1m31Rqphu9Hd9gn73w5g28	Product	Susan Pierce	May 25, 2022, 04:57
DemoAPI	QyTgwW8rLNEQMSu1LBmoxLu1m5q	Druva Cloud	Sid Kohli	May 17, 2022, 09:28

### *Time Zone*

Select the time zone where Druva Phoenix server resides. This setting ensures times are displayed consistently in environments that span multiple time zones.

## Troubleshooting

### Test Connection shows failed with no additional messages

Sometimes *Test Connection* in the server properties will show a message failed with no further information. This may be a fault in the *Test Connection* feature, please try running data collection updates to see if they are successful.

### Data Collection fails with error: HTTPS status code 429 not expected, message limit exceeded

This issue is caused by the Druva Phoenix API web site Rate Limiting. From RFC 6585 (<https://tools.ietf.org/html/rfc6585>)

#### 429 Too Many Requests

The 429 status code indicates that the user has sent too many requests in a given amount of time ("rate limiting").

The solution is to open a support case with Druva and request that they upgrade your limit from 10k to 100k requests per day. You can reference Druva Case :00158594 for Bocada to help the Druva support team more quickly understand the problem and established solution.

### Jobs are not collected with scheduled updates - are during backfill

Phoenix REST API works by Queued Date as a Start Date, so if in your environment the time range after a job is queued but not started will be bigger than the "Backfill hours" hidden plugin property – this job can be missed with schedules updates, so to prevent it – please increase "Backfill hours" property value:



Show Advanced Properties

Capture mode	disable
Backfill hours	16

## Technical Support

For technical support, or for a copy of our standard support agreement, please contact us.

**E-mail:** [support@bocada.com](mailto:support@bocada.com)  
**Support Portal:** <https://bocada-support.force.com>  
**Phone:** +1-425-898-2400

**Copyright © 2020 Bocada LLC.** All Rights Reserved. Bocada and BackupReport are registered trademarks of Bocada LLC. Vision, Prism, vpConnect, and the Bocada logo are trademarks of Bocada LLC. Other product names mentioned herein may be trademarks or registered trademarks of their respective companies.

Protected by U.S patents 6,640,217; 6,708,188; 6,745,210; 7,457,833; 7,469,269; 7,496,614; 8,407,227

The material in this manual is for information only and is subject to change without notice. While efforts have been made to ensure accuracy, Bocada LLC assumes no liability resulting from errors or omissions in this document, or from the use of information contained herein.

Bocada LLC reserves the right to make changes in the product design and documentation without reservation and without notification to its users. 2022-07-1204