CommVault
Plugin Configuration Guide

Contents

CommVault Configuration Checklist

While detailed steps are included below, this is an overview of the steps to configure CommVault collections on your Bocada Data Collection Server:

- ☐ Verify the server, SQL instance name, and name of the CommServe database.
- ☐ Verify required TCP port has been opened.
- ☐ Verify that you have user credentials to access the Commvault database directly.

Supported Collection Types

The plugin currently supports the following collection types from CommVault servers:

Collection Type	Supported	Description
Backup*	✓	Collects transactional details about backup, duplication and restore jobs. Example metrics include, start times, durations, bytes, files, errors etc. This includes In Progress jobs.
In Progress	✓	Collects basic information on backups that are running or have completed since the previous full Backup jobs data collection. These updates are included in the Backup updates, but are lightweight and can be scheduled more often than backup updates if needed.
Storage	✓	Collects point-in-time inventory information. Example metrics include, total recoverable gigabytes (storage), media volume count, media volume status, etc.
Policy	✓	Collects and stores information on policy attributes, schedules, storage units, storage groups, storage lifecycle policies and clients.

*** Note:** The *VM Protection Analysis* report displays VMware VM inventory and will indicate if those VMs are protected by backup applications or are exposed as unprotected. Bocada will correlate CommVault client data with vCenter virtual machine data, in the following scenario:

- The CommVault server backup client is a virtual machine managed by vCenter.
- The vCenter virtual machines have been added to Bocada data collection and previously inventoried using the vCenter plugin in Bocada.

Data Sources

The plugin relies on the following CommVault data sources:

- CommVault MSSQL Database

Requirements

The only requirements for adding a CommVault Server to Bocada are:

- Read access credentials to the CommServe database
- Network connectivity from the Bocada DCS to the CommVault SQL Server.

CommVault Ports:

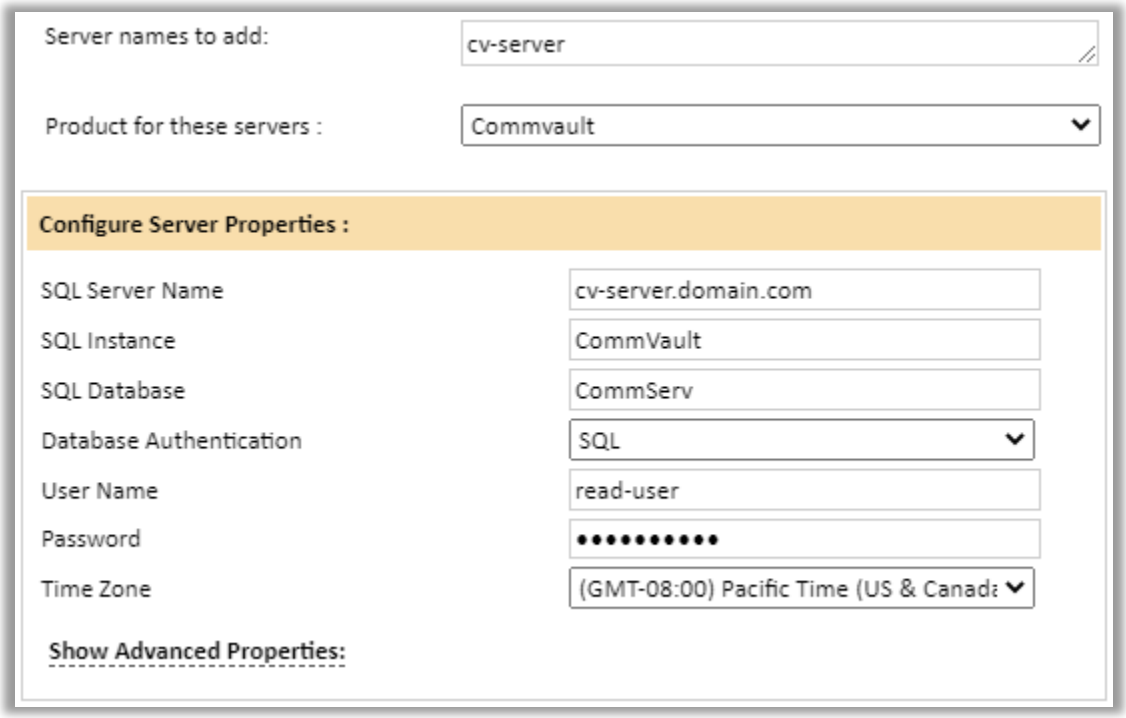
Service	Default Port	Note
SQL Server	1433/TCP	-
SQL Server browser	1434/UDP	Not required when default SQL port specified

By default, the TCP port for a CommVault server is 1433, and the CommVault SQL Server instance is usually named 'CommVault'. To ensure connectivity with the SQL Server, this instance should be configured to listen on a static port.

Setup

Server Properties

Backup Server Properties determine how the plugin will interface with the Commvault server and are managed through the Backup Servers view.



Field Definitions

SQL Server Name

Enter the SQL Server name if the SQL resides on a dedicated SQL Server or cluster separate from the Commvault server. If not using the default SQL port (1433), enter <*ServerName*>,<*Port*> for the SQL Server Name.

SQL Instance

Enter the SQL Server Instance name where the CommServe database resides within the SQL server described above.

SQL Database

Commvault installs the database as “CommServe” by default; specify if different.

Database Authentication

Specify the authentication type for the user added to the SQL instance with db_reader access to the Commvault database, SQL or Windows Authentication.

User Name & Password

Enter the credentials for the SQL or Windows auth user with read-access to the Commvault database.

Time Zone

Select the time zone where CommVault server resides.

Appendix A: Troubleshooting

Debug Logging

In the event that your Data Collection Server is not collecting jobs from a CommVault server, please enable Debug Logging and provide the resulting log files to Bocada Support.

1. Enable Logging: In *Operations: Servers*, select the server in question. Select the *Edit* icon (pencil) from the right Action panel to open the Edit Servers dialog. On the *Settings* tab, set 'Debug logging level' to 'High'.
2. Run Collection: In *Operations: Data Collection*, select the server in question. Check that the current collection Status does not currently display 'In Progress' or 'Pending'. Select the *Run Manual Updates* icon (green arrow) from the right Action panel to open the Run Manual Updates dialog, and click 'Run'. View the collection status until it moves from 'In Progress' to a completed status, either 'Successful' or 'Failed'. Note: The messages seen in the collections activity may give important clues as to the reason for the collections issue, such as the stage of collections and actual failure message.
3. Provide Logs: If you have not changed the default Log File Location, the collection logs will appear on the Data Collection Server in the Bocada installation directory, within Bocada\DataCollection\log\beupdate\CommVault\<SERVER_NAME>\<UPDATE_TYPE>\ ; There, you should see the log files for any logged collections. Select the log with the timestamp that corresponds to the collection in question, and either send it to Bocada Support or attach it to the support case.
4. Provide Snapshots: If you have not changed the default Log File Location, the collection logs will appear on the Data Collection Server in the Bocada installation directory, within Bocada\DataCollection\snapshot\CommVault\<SERVER_NAME>\<UPDATE_TYPE>\ ; There, you should find the snapshot files. Select the .db and .db3 files with the timestamp that corresponds to the collection in question, and either send it to Bocada Support or attach it to the support case.
5. Provide CommServ DB: If a solution is not found in any of the above sources, Bocada Support may ask for a copy of the CommServ database. Please back up the database and provide a copy of that backup to Bocada Support; If necessary, Bocada will provide an ftp location for you to upload the database file.

Appendix B: Mapping CommVault fields to Bocada

CommVault Mapping Table

The table below describes if, and how, fields from CommVault are mapped to fields in Bocada:

CommVault Field	Bocada Field	Collected by
Client Group	Not currently mined.	NA
Storage Policy	Not currently mined.	NA
Schedule Policy	Part of Policy Name	Policy Mining
Schedule	Part of Policy Name	Policy Mining
Disk library	Not currently mined (Bocada considers this a bug and is working to add this data)	NA
Tape Library	Library	Occupancy
Drive	Not currently mined	NA
Client OS Operating System	Client Platform	Policy Mining
Media Agent	Client	Policy Mining
Proxy Agent	Client	Policy Mining
Retention	Retention and calculated Expiration	Backup
Space Left	Not currently mined	NA
Capacity	Not currently mined	NA
Virtual Machine	Client	Backup
Virtual Machine (as Content of of Subclient)	Not mined in Policy data	(needed in Policy mining)
"*Client Name**Backup Set Name**Subclient Name*" (for FS clients); "*Client Name**Instance Name**Backup Set Name**Subclient Name*" (for Virtual clients)	Job Group	Backup and Policy
CommVault Server	Backup Server	Backup and Policy
CommVault Client	Client	Backup and Policy
"*Subclient Name*" (for FS clients); "*Client Name**Instance Name**Client Name*" (for Virtual clients)	"Target" or "Protected Targets"	Backup and Policy
"*schedule policy name – schedule pattern, schedule backup type, schedule task, schedule backup day and schedule ID*" (If there is no schedule name); "*schedule policy name – schedule name, schedule backup day and schedule ID*"	Policy Name	Policy Mining
Job ID	Description	Backup Job

Technical Support

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

E-mail: support@bocada.com
Support Portal: https://bocada-support.force.com
Phone: +1-425-898-2400

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Protected by U.S patents 6,640,217; 6,708,188; 6,745,210; 7,457,833; 7,469,264; 7,496,614; 8,407,227

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