

# Veritas NetBackup™ Appliance Decommissioning and Reconfiguration Guide

NetBackup 52xx and 5330

**VERITAS™**

# Veritas NetBackup™ Appliance Decommissioning and Reconfiguration Guide

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[https://sort.veritas.com/data/support/SORT\\_Data\\_Sheet.pdf](https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf)

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# Decommissioning a NetBackup appliance

This chapter includes the following topics:

- [About decommissioning a NetBackup 52xx appliance](#)
- [Decommissioning a NetBackup 52xx master server appliance](#)
- [Decommissioning a NetBackup 52xx or 5330 media server appliance](#)

## About decommissioning a NetBackup 52xx appliance

To decommission an appliance means to physically remove or eliminate the appliance from the backup environment. When you decide which appliance to decommission, you must make sure that the appliance is not configured as a backup destination for any clients.

You may need to decommission an appliance for any of the following reasons:

- The appliance has issues and needs to be reset to factory settings.
- The appliance has hardware issues and needs to be replaced.
- The appliance is no longer needed (down-sizing your backup environment).
- The appliance may need to be removed from the network domain to be repaired.
- The appliance is no longer supported and needs to be replaced.

After you determine that you need to decommission a media appliance, you can provision a new appliance to act as a target for all backups. With this technique the load is decreased on the existing appliance and moved to the new appliance. The existing can be removed from the domain eventually.

# Decommissioning a NetBackup 52xx master server appliance

When you decommission a 52xx master server appliance it means all of the catalog and backup images that are stored on the disk are lost. You can use Factory Reset command to reset this appliance.

## To decommission a 52xx master server appliance

- 1 Open an SSH session on the master appliance.
- 2 Log on as admin.
- 3 Run the following command and follow any additional prompts to reset the appliance to factory default settings.

Main\_Menu > Support > FactoryReset

# Decommissioning a NetBackup 52xx or 5330 media server appliance

When you decommission a 52xx or 5330 media server appliance it means all of the backup images that are stored on the disk are lost. You must use the NetBackup Appliance Shell Menu to decommission a media appliance from a master appliance. Use the following procedure to decommission a media server appliance.

---

**Note:** If the media server that you are about to decommission has a deduplication pool storage unit configured, you must manually expire the images on that storage unit before you attempt to remove the media server.

---

## To decommission a 52xx or 5330 media server appliance

- 1 Open an SSH session on the master appliance.
- 2 Log on as admin.

- 3** Enter the following command to remove media appliance and move the ownership of the tape library:

Main\_Menu > Appliance > Remove MediaServer *TargetMediaServer*

The variable *MediaServer* is the host name of the media server that you want to decommission. This media server can be an appliance or non-appliance media server. And *TargetMediaServer* is the host name of the media server that you have selected to receive the media. Again, the *TargetMediaServer* media server can be an appliance or non-appliance media server.

You can specify **NONE** for the *TargetMediaServer* variable if you do not need to move the media. If you specify **NONE** for the *TargetMediaServer* variable, then all of the backup images on the media that are attached to the media server appliance are lost.

- 4** Enter **Yes**, to confirm that you want to remove this appliance.
- 5** If you designated a valid media server appliance in the *TargetMediaServer* variable, enter the following command on each of the appliances to shut them down after a successful decommission of the appliance

Main\_Menu > Support > Shutdown

- 6** You must cable the tape library to the target media server appliance.
- 7** Run the following command to turn on the media server.

Main\_Menu > Support > Reboot

- 8** Enter the following command to configure the tape library to a media server appliance that is defined in the *TargetMediaServer* variable.

Main\_Menu > Manage > Libraries > Configure MediaServer

---

**Note:** If you want to use a media server that is not an appliance media server, then you must use the NetBackup Administration Console to configure the tape library to that media server.

---

Where *MediaServer* is the media server appliance that you connected to the tape library and need to configure.

- 9** From the decommissioned media server, run the following command and follow any additional prompts to reset the appliance to factory default settings.

Main\_Menu > Support > FactoryReset

Once you have completed the factory reset process and finished decommissioning the media server, you can configure it to serve any role that you choose. If you configure it as a master server, then you can use the Main\_Menu > Appliance > Add command to add a media appliance.

If a problem occurs, contact Veritas Technical Support for assistance.

---

**Note:** After you decommission a media server, the process does not remove disk pool and storage server objects of type PureDisk. You must use the NetBackup Administration Console from the NetBackup master server to remove these objects.

See the section "Decommissioning a media server" in the *Veritas NetBackup Administrator's Guide, Volume I* for more information on how to decommission a NetBackup media server.

You can refer to the following Technote on decommissioning a NetBackup 7.x media server:

<http://www.veritas.com/docs/TECH62119>

You can also refer to the following Technote on how to remove NetBackup Media Server Deduplication Option (MSDP) configurations from a NetBackup environment:

<http://www.veritas.com/docs/TECH150431>

---

# Reconfiguring a NetBackup appliance

This chapter includes the following topics:

- [About reconfiguring a NetBackup appliance](#)

## About reconfiguring a NetBackup appliance

If you experience problems with the appliance software, you can attempt to roll back the appliance software to a checkpoint or you can perform a factory reset operation. With the factory reset option, you can reset the appliance to its original default settings or if checkpoints exist, you can reset the appliance to an existing checkpoint. If you chose to perform a factory reset, you have the option to preserve your catalog configuration and existing data.

In a disaster recovery situation you must determine if you have lost all of the data and any software updates that were currently on the media or master server appliance. Or you may determine that you have an opportunity to save all of the data. No matter which scenario you face, you must image the appliance and then reconfigure the appliance in the same way you did as a new appliance. Veritas recommends that you record all of your initial configuration information so that you can reference that information should you need to reconfigure.

---

**Note:** During the reimaging process, all storage shelves that were already attached to the appliance should remain attached. In addition, do not attach any additional storage shelves.

---

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**Note:** Because NetBackup 5200 appliances are no longer shipped, Veritas does not support the ability to reimagine a 5200 that has an earlier version of software with the current 2.6.0.x software release. You must reimagine the 5200 appliance with the same supported software version, such as 2.5, and then upgrade to the 2.6.0.x release.

---

---

**Warning:** Due to storage configuration enhancements beginning with NetBackup Appliance 2.6, it is not possible to retain storage information if you reimagine a 2.6.x appliance to a version earlier than 2.6. If you need to preserve your backup data, you can only use a version that is within the same release line. For example, you can maintain your backup data if you reimagine a 2.6.0.2 appliance to version 2.6.0.1. However, you cannot maintain your backup data if you reimagine a 2.6.0.2 appliance to version 2.5.4.

---

## Best practices before you begin reconfiguring your appliance

Before you reconfigure your appliance, you should consider the following with regards to license keys:

- If you intend to preserve data during the reconfiguration process, you must use the appliance shell menu. Reconfiguration using the NetBackup Appliance Web Console is not supported in this release.
- If during the reconfiguration process, the media or master server appliance goes through an initial configuration, then you must use the appliance shell menu to install the license keys before the initial configuration process begins. In addition, the user name and password may be set back to the default values if a factory reset operation was performed.

## Record your configuration information before you begin a reconfiguration

Before you begin a reimagine process, Veritas recommends that you record the configuration information that you entered when you performed the initial configuration process on the appliance. If a factory reset is run after the reimagine process completes you should enter the same configuration information to connect to the appliance. In addition, after a factory reset the user name and password are reset to the default values.

- Network configuration:
  - Network interface
  - IP address
  - Subnet mask

- Gateway
- Network name
- Host configuration:
  - For Domain Name System (DNS) - Domain name suffix, DNS IP address, and the Search domain
  - For non-DNS systems - IP address, Fully qualified host name, and the short host name
- User name and password - Default user name is `admin` and the default password is `P@ssw0rd`.
- Role configuration - It is important that you configure the appliance using the same role as you did when it was initially configured.
- Storage configuration - If you are reconfiguring a media server appliance that has backup data on a disk that you want to preserve, you can record the following information so you have it available when you are ready to configure your storage.
  - Storage pool size
  - Disk pool name
  - Storage unit name
  - Deduplication Password

See “[Reconfiguring a 52xx master server appliance using the NetBackup Appliance Shell Menu](#)” on page 21.

See “[Reconfiguring a 52xx or 5330 media server appliance using the NetBackup Appliance Shell Menu](#)” on page 31.

## Reimaging a NetBackup appliance from the USB drive

The following procedure describes the steps required to install a new image on a media server appliance. Existing backup data on the storage volumes are preserved automatically. In order to complete the data recovery the appliance must be reconfigured from the NetBackup Appliance Shell Menu. The NetBackup Appliance Web Console cannot be used if you want to preserve the previous storage configuration.

### To re-image an appliance from the USB drive

- 1 If you can log into the appliance and you can access the appliance shell menu, export (copy) and move the IPsec credentials to a remote drive using the following steps and then continue with Step 2.

---

**Note:** If you cannot log into the appliance, insert the USB drive into the appliance, turn on the appliance, and then proceed to Step 4.

Contact Veritas Technical Support if you cannot login to the appliance to export IPsec credentials. More in depth assistance is needed in this situation.

---

- Open a CIFS and an NFS share with the following command:  
Manage > Software > Share Open
- To export (copy) the IPsec credentials, enter the following command:  
Network > Security > Export <yes/no> /inst/patch/incoming  
Where <yes/no> is for whether you want password protection.

---

**Note:** The output from the `export` command creates a backup `.pfx` file of the actual certificate. If you select `yes` to use a password, the file name is a number with the `.pfx` extension (`nnnnnnn.pfx`). If you select `no` for no password, a period precedes the file name (`.nnnnnnn.pfx`).

If you use a password, retain the name of the password to use when you run the `Import` command later in this procedure.

---

- To move the `.pfx` files into a local directory on a remote computer, create and mount a mount point and then move the files as follows:

Windows      This example assumes that the Windows system uses Samba.

- Create and mount a mount point as follows:  
`net use <AnAvailableDriveLetter>:  
\\<appliance-host>\\"incoming_patches"`
- Copy the `.pfx` file as follows:  
`# copy /inst/patch/incoming/*.*.pfx  
/mnt/<computer_name>`

UNIX or Linux

This example assumes that the UNIX or Linux system uses NFS.

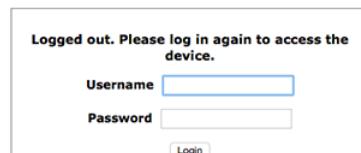
- Create and mount a mount point as follows:

```
# mkdir -p /mnt/<computer_name>
# mount -t nfs <computer_name>:</share_name>
/mnt/<computer_name>
```

- Copy the .pfx file as follows:

```
# cp /inst/patch/incoming/*.pfx
/mnt/<computer_name>
```

- 2 Insert the USB drive into an appliance USB port on the media server appliance that you want to re-image.
- 3 Connect the remote management (IPMI) port of the appliance that you are reconfiguring to the corporate network, then do the following:
  - Log on to the remote management port of media server appliance from a remote machine, using the IP address that you assigned to the remote management port.



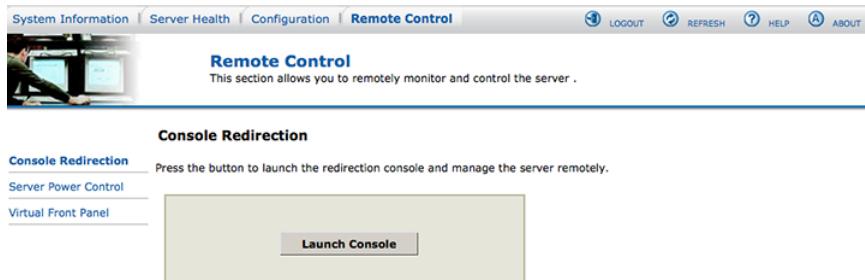
On the **System Information** page, click **Remote Control**.

**System Information**  
This section contains general information about the system.

**Summary**

<b>System Information</b>	
Host Power Status :	Host is currently ON
RMM Status :	Intel(R) RMM installed
Device (BMC) Available :	Yes
BMC FW Build Time :	Mar 25 2015 17:37:35
BIOS ID :	SE5C600.868.02.05.0004.051120151007
BMC FW Rev :	01.23.7783
Boot FW Rev :	01.17
SDR Package Version :	SDR Package 1.13
Mgmt Engine (ME) FW Rev :	02.01.07.328
Overall System Health :	

On the **Remote Control** page, click **Launch Console**.



- 4 Click **Launch Console**. This step opens a **JViewer** application that lets you remotely monitor and control the media server appliance.
- 5 From the **Veritas Remote Management** interface, select **Server Power Control**. On that Web page do the following:
  - Select the **Reset Server** radial button.
  - Click **Perform Action**.
- 6 In the JViewer application window, press F6 to enter the boot menu of the appliance.
- 7 After you select the USB drive, press the ESC key. A screen appears that lets you to select which type of installation you want to perform. You can choose to install the full NetBackup appliance installation or a smaller version that excludes the installation of the client packages.  
Make your selection and press **Enter** to begin the reimage operation.
- 8 When the installation of the new appliance package is complete, you receive a **Welcome** message in the **JViewer** application window. Enter the default appliance password (**p@ssw0rd**). You are now logged in to the appliance shell menu.

---

**Note:** Before you begin the reconfiguration process, you may want to reference the configuration information that you recorded prior to beginning the re-image operation.

---

- 9 Import the IPsec credentials, .pfx files, from the remote computer where you exported them earlier:
  - Open a share from the appliance shell menu as follows:

Main\_Menu > Manage > Software > Share Open

The CIFS share `\\\incoming_patches` and the NFS share `<appliance-name>/inst/patch/incoming` are now open on this appliance.

- To move the earlier saved .pxf files to the open share location, create and mount a mount point and then move the files as follows:

Windows

This example assumes that the Windows system uses Samba.

- Create and mount a mount point as follows:

```
net use  
<AvailableDriveLetter>:\<appliance-host>"incoming_patches"  
■ Move the .pxf files back to the appliance as follows:  
# move /mnt/computer_name/*.pxf  
/inst/patch/incoming/
```

UNIX or Linux

This example assumes that the UNIX or Linux system uses NFS.

- Create and mount a mount point as follows:

```
# mkdir -p /mnt/computer_name  
move <directory where the pxf file was  
save>/*.pxf <mounted drive>  
■ Move the .pxf files back to the appliance as follows:  
mv <local directory where the pxf file was  
kept>/*.pxf <mount point>
```

- Import the files by entering the following command:

Main\_Menu > Network > Security > Import  
`<yes/no>/inst/patch/incoming`

---

**Note:** If you used a password in Step 1 when you performed the Export command, then you must enter the same password when you run the Import command.

---

- Close the share from the appliance shell menu as follows:

Main\_Menu > Manage > Software > Share Close

**10** Type `Return` twice to return to the main menu.

**11** Verify that you are at the main menu.

The appliance is now ready for initial configuration.

Refer to the following topics to reconfigure your NetBackup appliance:

See “[Reconfiguring a 52xx master server appliance using the NetBackup Appliance Shell Menu](#)” on page 21.

See “[Reconfiguring a 52xx or 5330 media server appliance using the NetBackup Appliance Shell Menu](#)” on page 31.

## Reimaging an appliance using the MyVeritas portal

You can use an ISO image from [MyVeritas.com](#) to reimagine your appliance with the same version or a different version of NetBackup Appliance. You need your maintenance serial number to access the ISO image. You can find your serial number on the license certificate you received with your initial purchase or on your Version Upgrade Notification. If you need help locating your serial number, email [customercare@veritas.com](mailto:customercare@veritas.com).

---

**Warning:** When you use an ISO to install a different version of NetBackup Appliance than is currently installed, the storage must be reset. If you want to keep your existing storage, you can only install an ISO image of the same version. Further, if NetBackup Appliance 2.6 or later is installed on your appliance and you want to install an ISO image earlier than 2.6, you must perform a storage reset before you install the ISO.

---

To perform this procedure, you must be able to access the appliance remotely through the Intelligent Platform Management Interface (IPMI) network. Before you begin, make sure that IPMI networking is configured on your appliance and that you can access the Veritas Remote Management interface.

---

**Note:** Due to the bandwidth required to install an ISO image through the IPMI network, the ISO installation works best if the appliance and the remote computer are located at the same physical site. If you try to remotely reimagine an appliance over a WAN, the process can fail. Therefore, Veritas does not recommend performing an ISO reimagine over a WAN.

---

## Downloading the ISO image from the MyVeritas portal

### To download the ISO image

- 1 On the computer from which you remotely access the appliance, go to [MyVeritas.com](#).
- 2 Log in to the MyVeritas portal using your credentials.

- 3 Follow the prompts until you have downloaded the new NetBackup Appliance ISO image. If you need help with the downloading the ISO, refer to the following link:

[https://www.veritas.com/support/en\\_US/article.000100418](https://www.veritas.com/support/en_US/article.000100418)

---

**Warning:** To prevent technical or service issues with your appliance, ensure that you download the correct ISO image for your appliance model and series. These images are for use only with the correct physical appliance type. If you have purchased a 52xx Appliance that is under a current Veritas Support contract, you are only authorized to download and install on that appliance the ISO image for the 52xx Appliance. If you have purchased a 50xx Appliance that is under a Support contract, you are only authorized to download and install on that appliance the ISO image for the 50xx Appliance. Use of any ISO image that is not authorized for the correct physical appliance type may cause errors and malfunctions, and may void the warranty rights that Veritas provides for that physical unit.

---

- 4 Save the ISO image to a local drive of the remote computer.

## Installing the ISO image on your appliance

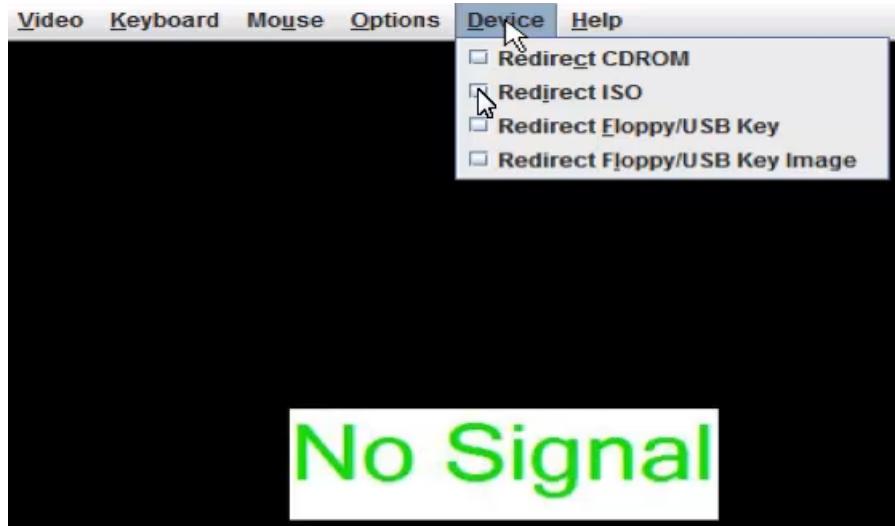
### To install the ISO image

- 1 If a firewall exists between the appliance and the remote devices that manage the appliance, make sure that the following ports are open:

5120	RMM ISO/CD
7578	RMM CLI

- 2 Power off your appliance.
- 3 On the computer that you use to remotely access the appliance, open a supported browser. Enter the remote management port IP address that is assigned to the appliance and log in to the Veritas Remote Management interface.
- 4 Navigate to the **Remote Control** tab and click **Launch Console**.

- 5 When the redirection console launches, click on the **Device** drop-down menu on the console and select **Redirect ISO**.



- 6 From the **Open** pop-up window that appears, choose the ISO image that you want to install and click **Open**.

- 7 Return to the Veritas Remote Management interface and select **Server Power Control** on the left side of the **Remote Control** page.



- 8 The **Power Control and Status** page appears.

Since the server is currently off, the only available option is **Power ON Server**. Click **Perform Action**.

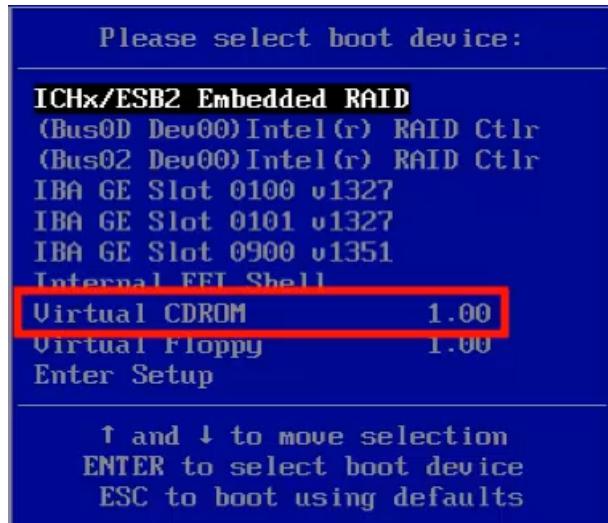
- 9 Return to the remote console and wait for the system to power on. When the splash screen appears, immediately press **F6** to enter the boot menu.

---

**Note:** You only get a window of a few seconds to perform this task. If you miss the window, the operating system loads, and you can't access the boot menu.

---

- 10 When the boot menu appears, scroll down to **Virtual CDROM** and press **Enter**.



- 11 The system begins to boot from the ISO image you selected earlier.

It then presents you with the following options:

- **Boot from Hard Disk**
- **Install NetBackup Appliance**

Select **Install NetBackup Appliance** and press **Enter**.

The installation begins. Once the installation completes, you can log in and configure the system with the new version of NetBackup Appliance.

---

**Note:** The IPMI ISO installation is sensitive to the quality of the network connection. If an installation failure occurs, try the installation again. If the problem persists, try to improve the quality of the IPMI network connection. You can also burn the ISO image onto a DVD and install it with a USB DVD-ROM drive that you physically connect to the appliance.

---

See “[Reimaging a NetBackup appliance from the USB drive](#)” on page 11.

See “[Reconfiguring a 52xx master server appliance using the NetBackup Appliance Shell Menu](#)” on page 21.

See “[Reconfiguring a 52xx or 5330 media server appliance using the NetBackup Appliance Shell Menu](#)” on page 31.

## Reconfiguring a 52xx master server appliance using the NetBackup Appliance Shell Menu

The following procedure describes how to reconfigure a 52xx master server appliance from the NetBackup Appliance Shell Menu.

---

**Warning:** NetBackup appliances do not support configuring two IP addresses that belong to the same subnet. The appliance runs on the Linux operating system and this type of networking is a current limitation. Each bond that you create must use an IP address that belongs to a different subnet.

---

**Note:** You cannot remove an IP address if the appliance host name resolves to that IP address.

---

**Caution:** The appliance comes configured with a known default password for the Maintenance user account. You should change this password either before or immediately after the initial configuration to prevent unauthorized access to the appliance maintenance mode. Note that you must provide the Maintenance user password to Veritas Technical Support in the event that the appliance requires troubleshooting services. Step 14 in the following procedure describes how to change the Maintenance user password.

---

**To reconfigure a 52xx master server appliance using the NetBackup Appliance Shell Menu**

- 1** Before performing the reconfiguration process, make sure you have followed the re-image procedure. See “[Reimaging a NetBackup appliance from the USB drive](#)” on page 11.

- 2 From the **Main\_Menu > Network** view, enter the following command to configure the IP address of a single network that you want your appliance to connect to.

Configure *IPAddress Netmask GatewayIPAddress [InterfaceNames]*

Where *IPAddress* is the new IP address, *Netmask* is the netmask, and *Gateway IPAddress* is the default gateway for the interface. The *[InterfaceNames]* option is optional.

The *IP Address* or the *Gateway IP Address* can be an IPv4 or IPv6 address. Only global-scope and unique-local IPv6 addresses are allowed.

Remember that you should not use both IPv4 and IPv6 address in the same command. For example, you cannot use `Configure 9ffe::9 255.255.255.0 1.1.1.1`. You should use `Configure 9ffe::46 64 9ffe::49 eth1`

If you want to configure multiple networks you must first configure the IP address of each network that you want to add. Then you configure the Gateway address for each network you added. You must make sure that you add the default Gateway address first. Use the following two commands:

Configure the IP address of each network	Use either of the following commands depending on whether you want to configure an IPv4 or an IPv6 address for the network interface:
--	---

To configure the IPv4 address of a network interface:

`IPv4 IPAddress Netmask [InterfaceName]`

Where *IPAddress* is the new IP address, *Netmask* is the netmask, and *[InterfaceName]* is optional. Repeat this command for each IP address that you want to add.

To configure the IPv6 address of a network interface:

`IPv6 <IP Address> <Prefix> [InterfaceNames]`

Where *IPAddress* is the IPv6 address, *Prefix* is the prefix length, and *[InterfaceName]* is optional.

Configure the gateway address for each network that you added

```
Gateway Add GatewayIPAddress
[TargetNetworkIPAddress] [Netmask]
[InterfaceName]
```

Where *GatewayIPAddress* is the gateway for the interface and *TargetNetworkIPAddress*, *Netmask*, and *InterfaceName* are optional. Repeat this command to add the gateway to all of the destination networks.

The *Gateway IP Address* or the *TargetNetworkIPAddress* can be an IPv4 or an IPv6 address.

Remember that you should not use both IPv4 and IPv6 address in the same command. For example, you cannot use `Gateway Add 9ffe::3 255.255.255.0 eth1`. You should use `Gateway Add 9ffe::3 6ffe:: 64 eth1`.

- 3 From the **Main\_Menu > Network** view, use the following command to set the appliance DNS domain name.

---

**Note:** If you do not use DNS, then you can proceed to Step 6.

---

DNS Domain *Name*

Where *Name* is the new domain name for the appliance.

- 4 From the **Main\_Menu > Network** view, use the following command to add the DNS name server to your appliance configuration.

DNS Add NameServer *IPAddress*

Where *IPAddress* is the IP address of the DNS server.

The address can be either IPv4 or IPv6. Only global-scope and unique-local IPv6 addresses are allowed.

To add multiple IP addresses, use a comma to separate each address and no space.

- 5 From the **Main\_Menu > Network** view, use the following command to add a DNS search domain to your appliance configuration so the appliance can resolve the host names that are in different domains:

DNS Add SearchDomain *SearchDomain*

Where *SearchDomain* is the target domain to add for searching.

- 6** This step is optional. It lets you add the IP addresses of other hosts in the appliance hosts file.

From the **Main\_Menu > Network** view, use the following command to add host entries to the hosts file on your appliance.

```
Hosts Add IPAddress FQHN ShortName
```

Where *IPAddress* is the IPv4 or IPv6 address, *FQHN* is the fully qualified host name, and *ShortName* is the short host name.

- 7** From the **Main\_Menu > Network** view, use the following command to set the host name for your appliance.

---

**Note:** If you plan to configure Active Directory (AD) authentication on this appliance, the host name must be 15 characters or less. Otherwise, AD configuration can fail.

---

```
Hostname Set Name
```

Where *Name* is the short host name or the fully qualified domain name (FQDN) of this appliance.

The host name is applied to the entire appliance configuration with a few exceptions. The short name always appears in the following places:

- NetBackup Appliance Shell Menu prompts
- Deduplication pool catalog backup policy
- Default storage unit and disk pool names

If this appliance has been factory reset and you want to import any of its previous backup images, the appliance host name must meet one of the following rules:

- The host name must be exactly the same as the one used before the factory reset.
- If you want to change the host name to an FQDN, it must include the short name that was used before the factory reset. For example, if “myhost” was used before the factory reset, use “myhost.domainname.com” as the new FQDN.
- If you want to change the host name to a short host name, it must be derived from the FQDN that was used before the factory reset. For example, if “myhost.domainname.com” was used before the factory reset, use “myhost” as the new short host name.

---

**Note:** The host name can only be set during an initial configuration session. After the initial configuration has completed successfully, you can re-enter initial configuration by performing a factory reset on the appliance. See the *NetBackup Appliance Administrator's Guide* for more information.

---

With this step, NetBackup is re-configured to operate with the new host name. This process may take a while to complete.

For the command `Hostname set` to work, at least one IPv4 address is required. For example, you may want to set the host name of a specific host to v46. To do that, first ensure that the specific host has at least an IPv4 address and then run the following command.

```
Main_Menu > Network > Hostname set v46
```

- 8 In addition to the above network configuration settings, you may also use the **Main\_Menu > Network** view to create a bond and to tag a VLAN during the initial configuration of your appliance network.

- Use the `Network > LinkAggregation Create` command to create a bond between two or more network interfaces.
- Use the `Network > VLAN Tag` command to tag a VLAN to a physical interface or bond interface.

For detailed information about the `LinkAggregation` and the `VLAN` command options, refer to the *NetBackup Appliance Command Reference Guide*.

- 9 From the **Main\_Menu > Network** view, use the following commands to set the time zone, the date, and the time for this appliance:

- Set the time zone by entering the following command:

```
TimeZone Set
```

Select the appropriate time zone from the displayed list.

- Set the date and the time by entering the following command:

```
Date Set Month Day HHMMSS Year
```

Where *Month* is the name of the month.

Where *Day* is the day of the month from 0 to 31.

Where *HHMMSS* is the hour, minute, and seconds in a 24-hour format.

The fields are separated by semi-colons, for example, HH:MM:SS.

Where *Year* is the calendar year from 1970 through 2037.

- 10** From the **Main\_Menu > Settings > Alerts > Email** view, use the following commands to enter the SMTP server name and the email addresses for appliance failure alerts.

Enter the SMTP server name `Email SMTP Add Server [Account]  
[Password]`

The `Server` variable is the host name of the target SMTP server that is used to send emails. The `[Account]` option identifies the name of the account that was used or the authentication to the SMTP server. The `[Password]` option is the password for authentication to the SMTP server.

Enter email addresses `Email Software Add Addresses`

Where `Addresses` is the user's email address. To define multiple emails, separate them with a semi-colon.

- 11** Set the role for the appliance to a master server.

From the **Main\_Menu > Appliance** view, run the following command:

`Master`

- 12** If an existing NetBackup catalog is detected choose `yes` to preserve it or choose `no` to create a new catalog. The following message is displayed:

A NetBackup catalog database has been found on the disk that belongs to this appliance. You have an option to create an empty catalog or reuse the preexisting NetBackup catalog.

If you choose 'yes', the following occurs:

1. The preexisting NetBackup catalog will be used.
2. Any preexisting storage partitions and objects will be used.

If you choose 'no', the following occurs:

1. The preexisting NetBackup catalog will be backed up.
2. An empty NetBackup catalog will be created.
3. You will have an opportunity to customize storage pools.

If you want to remove the backup and catalog data, run 'Support->Storage Reset' before you proceed.

>> Do you want to reuse the NetBackup catalog? [yes,no]: yes

- 13** After you set the role configuration, the disk storage prompts appear for the NetBackup Catalog, AdvancedDisk, and MSDP partitions.

---

**Note:** If you chose to reuse the NetBackup catalog in [12](#), the storage prompts are not presented. Skip to [15](#).

---

To configure storage partitions, you must do the following:

- Enter a size for the NetBackup Catalog on the master server.  
To skip the configuration for the NetBackup Catalog partition, enter **0** when prompted for its size. To keep the partition at its current size, press **Enter**.
- Enter a storage pool size in GB or TB.  
To skip the storage pool size configuration for any partition, enter **0** when prompted for its size. To keep the storage pool at its current size, press **Enter**.
- Enter a disk pool name.  
The default names are *dp\_adv\_<hostname>* for AdvancedDisk and *dp\_disk\_<hostname>* for MSDP. To keep the default names, press **Enter**.
- Enter a storage pool name.  
The default names are *stu\_adv\_<hostname>* for AdvancedDisk and *stu\_disk\_<hostname>* for MSDP. To keep the default names, press **Enter**.

The storage prompts appear in the following order:

```
NetBackup Catalog volume size in GB [default size]:  
AdvancedDisk storage pool size in GB/TB [default size]:  
AdvancedDisk diskpool name:  
AdvancedDisk storage unit name:  
MSDP storage pool size in GB/TB [default size]:  
MSDP diskpool name:  
MSDP storage unit name:
```

After you configure the storage partitions, a summary of the storage configuration appears with the following prompt:

```
Do you want to edit the storage configuration? [yes, no]
```

Type **yes** to make any changes, or type **no** to keep the current configuration.

**14** Change the `Maintenance user` password as follows:

- Enter the `Main_Menu > Support > Maintenance` command.
- At the password prompt, enter the default `Maintenance user` password (`P@ssw0rd`).
- At the `Maintenance shell` prompt, enter the `passwd` command to change the password.

- Type `Exit` to return to the NetBackup Appliance Shell Menu.

For complete information about using the `Support > Maintenance` command, see the *NetBackup Appliance Commands Reference Guide*.

- 15 Disconnect the laptop from the **NIC1** appliance port.

---

**Note:** If your network uses the 192.168.x.x IP address range, refer to the following topic for important information:

See “[About NIC1 \(eth0\) port usage on NetBackup appliances](#)” on page 43.

---

- 16 If you have a media server that needs reconfiguration, now is the time to configure the master server to communicate with it, then reconfigure your media server.

See “[Configuring a master server to communicate with an appliance media server](#)” on page 29.

See “[Reconfiguring a 52xx or 5330 media server appliance using the NetBackup Appliance Shell Menu](#)” on page 31.

## Configuring a master server to communicate with an appliance media server

Before you configure a reimaged media server appliance, you must ensure that the master server you plan to use with it is configured. That allows for appropriate communication to occur between the master server and the reconfigured media server appliance.

The following procedure describes how to configure a master server to communicate with an appliance media server.

### To configure a master server to communicate with a new media server

- 1 Log in to the master server as the administrator and make sure the name of the media server appliance is added to the master server:

For an appliance master server:

From the NetBackup Appliance Web Console:

- Click **Manage > Additional Servers > Add**.
- In the **Appliance Hostname** field, enter the fully qualified host name (FQHN) of the appliance media server that you want to add.
- Click **Add**.  
If the appliance has more than one host name, you must add all of the names.

From the NetBackup Appliance Shell Menu:

- From the **Main\_Menu > Settings** view, run the following command:

```
Settings > NetBackup AdditionalServers  
Add media-server
```

Where *media-server* is the fully qualified host name (FQHN) of the appliance media server that is not yet configured.

If the appliance has more than one host name, you must add all of the names.

For a traditional NetBackup master server:

- Log on to the NetBackup Administration Console as the administrator.

- On the main console window, in the left pane, click **NetBackup Management > Host Properties > Master Servers**.

- In the right pane, click on the master server host name.

- On the **Host Properties** window, in the left pane, click **Servers**.

- In the right pane, in the **Additional Servers** section, click **Add** and enter your appliance host name. The appliance host name should appear in the top **Additional Servers** section.

If the appliance has more than one host name, you must add all of the names.

- Click **OK** and close the **Master Server Properties** window.

- 2** If a firewall exists between the master server and the media server, open the following ports on the master server to allow communication with the media server:

---

**Note:** You must be logged in as the administrator to change port settings.

- vnetd: 13724
  - bprd: 13720
  - PBX: 1556
  - If the master server is a NetBackup appliance that uses TCP, open the following ports:  
443, 5900, and 7578.
- 3** Make sure that the date and time of the media server matches the date and time on the master server. You can use an NTP server or set the time manually.
- See “[Reconfiguring a 52xx or 5330 media server appliance using the NetBackup Appliance Shell Menu](#)” on page 31.

## Reconfiguring a 52xx or 5330 media server appliance using the NetBackup Appliance Shell Menu

The following procedure describes how to reconfigure a 52xx media server appliance from the NetBackup Appliance Shell Menu.

---

**Warning:** NetBackup appliances do not support configuring two IP addresses that belong to the same subnet. The appliance runs on the Linux operating system and this type of networking is a current limitation. Each bond that you create must use an IP address that belongs to a different subnet.

---

**Note:** You cannot remove an IP address if the appliance host name resolves to that IP address.

---

**Caution:** The appliance comes configured with a known default password for the `Maintenance` user account. You should change this password either before or immediately after the initial configuration to prevent unauthorized access to the appliance maintenance mode. Note that you must provide the `Maintenance` user password to Veritas Technical Support in the event that the appliance requires troubleshooting services. Step [15](#) in the following procedure describes how to change the `Maintenance` user password.

---

**To reconfigure a 52xx media server appliance using the NetBackup Appliance Shell Menu**

- 1** Before performing the reconfiguration process, make sure you have followed the re-image procedure. See “[Reimaging a NetBackup appliance from the USB drive](#)” on page 11.

- 2 From the **Main\_Menu > Network** view, enter the following command to configure the IP address of a single network that you want your appliance to connect to.

Configure *IPAddress Netmask GatewayIPAddress [InterfaceNames]*

Where *IPAddress* is the new IP address, *Netmask* is the netmask, and *Gateway IPAddress* is the default gateway for the interface. The *[InterfaceNames]* option is optional.

The *IP Address* or the *Gateway IP Address* can be an IPv4 or IPv6 address. Only global-scope and unique-local IPv6 addresses are allowed.

Remember that you should not use both IPv4 and IPv6 address in the same command. For example, you cannot use `Configure 9ffe::9 255.255.255.0 1.1.1.1`. You should use `Configure 9ffe::46 64 9ffe::49 eth1`

If you want to configure multiple networks you must first configure the IP address of each network that you want to add. Then you configure the Gateway address for each network you added. You must make sure that you add the default Gateway address first. Use the following two commands:

Configure the IP address of each network	Use either of the following commands depending on whether you want to configure an IPv4 or an IPv6 address for the network interface:
--	---

To configure the IPv4 address of a network interface:

*IPv4 IPAddress Netmask [InterfaceName]*

Where *IPAddress* is the new IP address, *Netmask* is the netmask, and *[InterfaceName]* is optional. Repeat this command for each IP address that you want to add.

To configure the IPv6 address of a network interface:

*IPv6 <IP Address> <Prefix> [InterfaceNames]*

Where *IPAddress* is the IPv6 address, *Prefix* is the prefix length, and *[InterfaceName]* is optional.

Configure the gateway address for each network that you added

```
Gateway Add GatewayIPAddress
[TargetNetworkIPAddress] [Netmask]
[InterfaceName]
```

Where *GatewayIPAddress* is the gateway for the interface and *TargetNetworkIPAddress*, *Netmask*, and *InterfaceName* are optional. Repeat this command to add the gateway to all of the destination networks.

The *Gateway IP Address* or the *TargetNetworkIPAddress* can be an IPv4 or an IPv6 address.

Remember that you should not use both IPv4 and IPv6 address in the same command. For example, you cannot use `Gateway Add 9ffe::3 255.255.255.0 eth1`. You should use `Gateway Add 9ffe::3 6ffe:: 64 eth1`.

- 3 From the **Main\_Menu > Network** view, use the following command to set the appliance DNS domain name.

---

**Note:** If you do not use DNS, then you can proceed to Step 6.

---

DNS Domain *Name*

Where *Name* is the new domain name for the appliance.

- 4 From the **Main\_Menu > Network** view, use the following command to add the DNS name server to your appliance configuration.

DNS Add NameServer *IPAddress*

Where *IPAddress* is the IP address of the DNS server.

The address can be either IPv4 or IPv6. Only global-scope and unique-local IPv6 addresses are allowed.

To add multiple IP addresses, use a comma to separate each address and no space.

- 5 From the **Main\_Menu > Network** view, use the following command to add a DNS search domain to your appliance configuration so the appliance can resolve the host names that are in different domains:

DNS Add SearchDomain *SearchDomain*

Where *SearchDomain* is the target domain to add for searching.

- 6** This step is optional. It lets you add the IP addresses of other hosts in the appliance hosts file.

From the **Main\_Menu > Network** view, use the following command to add host entries to the hosts file on your appliance.

```
Hosts Add IPAddress FQHN ShortName
```

Where *IPAddress* is the IPv4 or IPv6 address, *FQHN* is the fully qualified host name, and *ShortName* is the short host name.

- 7** From the **Main\_Menu > Network** view, use the following command to set the host name for your appliance.

---

**Note:** If you plan to configure Active Directory (AD) authentication on this appliance, the host name must be 15 characters or less. Otherwise, AD configuration can fail.

---

```
Hostname Set Name
```

Where *Name* is the short host name or the fully qualified domain name (FQDN) of this appliance.

The host name is applied to the entire appliance configuration with a few exceptions. The short name always appears in the following places:

- NetBackup Appliance Shell Menu prompts
- Deduplication pool catalog backup policy
- Default storage unit and disk pool names

If this appliance has been factory reset and you want to import any of its previous backup images, the appliance host name must meet one of the following rules:

- The host name must be exactly the same as the one used before the factory reset.
- If you want to change the host name to an FQDN, it must include the short name that was used before the factory reset. For example, if “myhost” was used before the factory reset, use “myhost.domainname.com” as the new FQDN.
- If you want to change the host name to a short host name, it must be derived from the FQDN that was used before the factory reset. For example, if “myhost.domainname.com” was used before the factory reset, use “myhost” as the new short host name.

---

**Note:** The host name can only be set during an initial configuration session. After the initial configuration has completed successfully, you can re-enter initial configuration by performing a factory reset on the appliance. See the *NetBackup Appliance Administrator's Guide* for more information.

---

With this step, NetBackup is re-configured to operate with the new host name. This process may take a while to complete.

For the command `Hostname set` to work, at least one IPv4 address is required. For example, you may want to set the host name of a specific host to v46. To do that, first ensure that the specific host has at least an IPv4 address and then run the following command.

```
Main_Menu > Network > Hostname Set v46
```

- 8 In addition to the above network configuration settings, you may also use the **Main\_Menu > Network** view to create a bond and to tag a VLAN during the initial configuration of your appliance
  - Use the `Network > LinkAggregation Create` command to create a bond between two or more network interfaces.
  - Use the `Network > VLAN Tag` command to tag a VLAN to a physical interface or bond interface.

For detailed information about the `LinkAggregation` and the `VLAN` command options, refer to the *NetBackup Appliance Command Reference Guide*.

- 9 From the **Main\_Menu > Network** view, use the following commands to set the time zone, the date, and the time for this appliance:
  - Set the time zone by entering the following command:  
`TimeZone Set`  
Select the appropriate time zone from the displayed list.
  - Set the date and the time by entering the following command:  
`Date Set Month Day HHMMSS Year`  
Where *Month* is the name of the month.  
Where *Day* is the day of the month from 0 to 31.  
Where *HHMMSS* is the hour, minute, and seconds in a 24-hour format.  
The fields are separated by semi-colons, for example, HH:MM:SS.  
Where *Year* is the calendar year from 1970 through 2037.

- 10** From the **Main\_Menu > Settings > Alerts > Email** view, use the following commands to enter the SMTP server name and the email addresses for appliance failure alerts.

Enter the SMTP server name `Email SMTP Add Server [Account]  
[Password]`

The `Server` variable is the host name of the target SMTP server that is used to send emails. The `[Account]` option identifies the name of the account that was used or the authentication to the SMTP server. The `[Password]` option is the password for authentication to the SMTP server.

Enter email addresses `Email Software Add Addresses`

Where `Addresses` is the user's email address. To define multiple emails, separate them with a semi-colon.

**11** Set the role for the appliance to a media server.

---

**Note:** Before you configure this appliance as a media server, you must add the name of this appliance to the master server that must work with this appliance.

---

From the **Main\_Menu > Appliance** view, run the following command:

*Media MasterServer*

Where *MasterServer* is either a standalone master server, a multihomed master server, or a clustered master server. The following defines each of these scenarios:

Standalone master server	This scenario shows one master server host name. This name does not need to be a fully qualified name as long as your appliance recognizes the master server on your network. The following is an example of how the command would appear.  <i>Media MasterServerName</i>
Multihomed master server	In this scenario, the master server has more than one host name that is associated with it. You must use a comma as a delimiter between the host names. The following is an example of how the command would appear.  <i>Media MasterNet1Name,MasterNet2Name</i>
Clustered master server	In this scenario, the master server is in a cluster. Veritas recommends that you list the cluster name first, followed by the active node, and then the passive nodes in the cluster. This list requires you to separate the node names with a comma. The following is an example of how the command would appear.  <i>Media MasterClusterName,ActiveNodeName,PassiveNodeName</i>

Multihomed clustered master server In this scenario, the master server is in a cluster and has more than one host name that is associated with it. Veritas recommends that you list the cluster name first, followed by the active node, and then the passive nodes in the cluster. This list requires you to separate the node names with a comma. The following is an example of how the command would appear.

```
Media MasterClusterName,ActiveNodeName,  
PassiveNodeName,MasterNet1Name,MasterNet2Name
```

To prevent any future issues, when you perform the appliance role configuration, Veritas recommends that you provide all of the associated master server names.

---

**Note:** If the host name of the master server is an FQDN, Symantec recommends that you use the FQDN to specify the master server for the media server.

---

- 12** The configuration process determines whether NetBackup storage objects have been detected. You must decide if you want to preserve any preexisting storage objects and data.

If storage objects are detected, you receive the following message:

NetBackup storage objects have been detected that belong to this media server node. You have an option to clean up (delete and recreate) or preserve any preexisting NetBackup storage objects that are solely owned by this appliance node.

If you choose 'yes' the following occurs:

1. The NetBackup catalog images owned by this node are expired, if applicable.
2. The storage servers, disk pools, and storage units are cleaned up on the master server.

Whether you chose 'yes' or 'no', the backup data on the disk is preserved.

If you want to remove the backup data, run 'Support->Storage Reset' before you proceed.

```
>> Do you want to clean up existing storage objects? [yes,no]
```

If you enter `Yes` the following occurs:

- The NetBackup catalog images owned by this media server compute node are expired.
- The storage servers, disk pools, and storage units are cleaned up on the master server.
- The backup data on the disk is preserved.

If you choose `No` the following occurs:

- NetBackup catalog images are retained.
- The backup data on the disk is preserved.

---

**Note:** If you want to remove the backup data, run the following command from the NetBackup Appliance Shell Menu before you proceed.

`Main_Menu > Support > Storage Reset`

---

- 13** Enter the storage configuration properties to configure storage pools for AdvancedDisk, for Deduplication (MSDP), or both.

When you configure storage pool sizes after a reimage process, the default storage sizes are displayed. If you adjusted the storage pool sizes before the reimage, those new storage pool sizes become the new default values that appear. However, the default disk pool name and the storage unit name that appear are the same default names as in the initial configuration process. If you changed the disk pool name and the storage unit name before the reimage, you must enter the names that you had chosen again during the reconfiguration process

---

**Note:** To skip this step enter 0 when you are prompted for the size. This also deletes any existing data for that partition.

If you enter a 0 when you are prompted and a storage partition does not exist, then a partition is not created. If you enter 0 and a partition already exists then the partition is deleted and any existing data is also deleted.

---

To configure an AdvancedDisk storage pool provide the following information:

- AdvancedDisk partition size in GB/TB [1GB..4.51TB]: (1 GB)  
[1.6395 GB..51.8 TB]:
- AdvancedDisk diskpool name: (dp\_adv\_5230)

- AdvancedDisk storage unit name: (stu\_adv\_5230)

To configure an MSDP storage pool provide the following information:

- MSDP partition size in GB/TB [118GB..4.49TB]: (4.23 TB)
- MSDP diskpool name: (dp\_disk\_5230)
- MSDP storage unit name: (stu\_disk\_5230)
- MSDP Catalog partition size in GB/TB [19GB..294GB]: (19 GB)

---

**Note:** You may need to reference the configuration notes that you recorded before starting this reimaging procedure so you can recreate the same storage pool configurations.

---

- 14** Choose whether or not you want to make changes to the storage configuration from above.

---

**Note:** The estimated time to configure storage can range depending on the system load. There may also be several minutes to restart the NetBackup services. The greater the system load the longer it takes to complete the operation.

---

Do you want to make changes to the storage configuration shown above? [yes,no]: no

- 15** Change the default Maintenance user password as follows:

- Enter the Main\_Menu > Support > Maintenance command.
- At the password prompt, enter the default Maintenance user password (P@ssw0rd).
- At the Maintenance shell prompt, enter the passwd command to change the password.
- Type Exit to return to the NetBackup Appliance Shell Menu.

For complete information about using the `Support > Maintenance` command, see the *NetBackup Appliance Commands Reference Guide*.

**16** Disconnect the laptop from the **NIC1** appliance port.

---

**Note:** If you are performing the reconfiguration from the network, skip to the next step.

---

**Note:** If your network uses the 192.168.x.x IP address range, refer to the following topic for important information:

See “[About NIC1 \(eth0\) port usage on NetBackup appliances](#)” on page 43.

---

## About the NetBackup Appliance USB flash drive

Included with each NetBackup appliance is a USB flash drive that contains the NetBackup appliance ISO image. The primary use of the USB flash drive is to reimagine the appliance. The version of the image is identical to what comes installed on the appliance from the factory.

Other reasons for reimaging an appliance:

- Disaster recovery after an operating system-related failure.
- Redeploying the appliance with a different version of the appliance software.
- Reimaging a new appliance with a different version of the appliance software to deploy in an existing NetBackup appliance environment.

In addition to the NetBackup appliance ISO image, the client packages are also included on the USB flash drive. The client packages are automatically copied into the incoming patches directory, `/inst/patch/incoming`, when reimaging the appliance.

The client packages can be installed onto the appliance by navigating to `Manage > Software` and running the command `Install<rpm name>`. The `<rpm name>` is found using the `List Downloaded` command. Once the clients are installed on the appliance, they become available for installation when a client computer accesses the appliance.

If you have misplaced your original USB flash drive you can request another through Veritas Technical Support.

See the following topics for more information on how to reconfigure the appliance:

See “[Reimaging a NetBackup appliance from the USB drive](#)” on page 11.

See “[Reconfiguring a 52xx master server appliance using the NetBackup Appliance Shell Menu](#)” on page 21.

See “[Reconfiguring a 52xx or 5330 media server appliance using the NetBackup Appliance Shell Menu](#)” on page 31.

## About NIC1 (eth0) port usage on NetBackup appliances

By default, NIC1 (eth0) is factory set to IP address 192.168.229.233. This private network address is reserved to provide a direct connection from a laptop to perform the initial configuration. NIC1 (eth0) is typically not connected to your network environment.

Once the initial configuration has been completed, you can connect NIC1 (eth0) to an administrative network that does not provide any backup data transfer. However, you may need to change the default IP address if your primary network uses the same IP address range. NetBackup appliances do not support the use of any network configuration in the same range as the default IP address for the administrator interface on NIC1 (eth0).

For example, if NIC2 (eth1) is set to the 192.168.x.x IP address range, you must change the default IP address of NIC1 (eth0) to a different IP address range.

To change the IP address for NIC1 (eth0) after the initial configuration has been completed, do one of the following:

- From the NetBackup Appliance Web Console
  - After logging into the appliance, click **Settings > Network > Network Settings**. In the **Network Configuration** section, edit the IPv4 address setting for NIC1 (eth0).  
For more information, see the *NetBackup Appliance Administrator's Guide*.
- From the NetBackup Appliance Shell Menu
  - After logging into the appliance, use the `Network > IPv4` command to change the IP address for NIC1 (eth0).  
For more information, see the *NetBackup Appliance Command Reference Guide*.

---

**Note:** If NIC1 (eth0) is not configured on your appliance, checkpoint operations do not work from the NetBackup Appliance Web Console. This issue occurs only if you have removed the IP address configuration for the port. If you encounter this issue, configure the port or use the NetBackup Appliance Shell Menu to create a checkpoint or to roll back to one. As a best practice, even if NIC1 (eth0) is not used, make sure that it is configured with an IP address.

---

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