

# **Managed Private Backup - User Guide**

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## 1. Introduction

With Managed Private Backup (MPB) you have access to a scalable, secure, and reliable backup platform across the globe. MPB allows you to abstract hardware and software investments and remove the need for hardware lifecycle management and complex daily operations.

To keep it simple, MPB is ordered based on the amount of data you need protected (measured in terabytes). MPB helps you keep costs under control with a baseline commitment and allows you to backup volumes above your committed baseline if needed (overage charges applies).

You may select multiple combinations of retention periods and offsite protection options for each target (based on unique data sets) while maintaining data sovereignty for your workloads.

- You could protect up to 10TB of data with 30 days of retention and no offsite protection, plus.
- protect an additional 5TB of data with 5 years of retention and 5 years of offsite protection, plus.
- protect and additional 5TB of data with 10 years of retention and 10 years offsite protection.

Each combination is unique to your requirements.

MPB also provides high security standards and ransomware protection.

• Please note - Server size limitations for MPB are 10TB maximum per Virtual machine

Please refer to <u>MPB Service Description</u> for a full list of features and information.





# 2. Concepts

To gain a good understanding of the names and terms used later on in in this document, they will be explained first.

### 2.1 Equinix Customer Portal and Managed Solutions Portal

The Equinix Customer Portal (ECP) is the portal where the user management for the users who need access to the Operational console is performed. Part of the ECP is the Managed Solutions Portal (MSP) where you can raise tickets, services requests and get insights in the usage of the MPB service. On the ECP you will find the Product page where you can access the Operational Console.

## 2.2 Operational Console

The Operational Console is the portal where all the tasks for managing your MPB environment can be performed. The Operational Console gives you access to MPB in a certain region, MPB has four Regions, e.g. South America, North America, Europe and Asia. If you have an MPB in a specific region, the Operational Console will be accessable via one of the four buttons on the page.



### 2.3 Organization

An Organization (Org) defines the customer within the Operational Console. The Org can be viewed as a container that groups together all MPB resources like backup volumes and retention settings located within an MPB region.

The name of the Org is needed when logging into the MPB Operational Console. Use the Org name when this quick start guide mentions "<organization name>".

When Equinix performs the initial deployment for a new MPB customer, the first user that is configured is the customer administrator account. This account is created by Equinix during the onboarding process and is based on the name and email provided by the customer.

The first customer administrator account added is automatically added to the "Tenant Admin" group. Being a member of this group assigns the account all the permissions in the Operational Console.



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**Tenant Admin** 

Permissions:

- Access MPB Console
- Create backup routines
- Perform on-demand backups
- Run restores
- Run Reports
- Monitore Alerts, events and Threats
- Create Tags
- Download and install backup agents

**Tenant Users** 

Permissions:

• TBD



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# 3. Onboarding

During the MPB onboarding process you receive the following information:

- Organization name
- One or more customer accounts with one of the above roles assigned
- The ordered volume of resources that are provisioned by region and by retention rules
- Authentication Code for performing installations

Figure 2: Example of MPB environment after onboarding





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# 4. User Management and SSO

### 4.1 User Management

Users of the Operational Console are managed at the ECP, you can find the documentation on User Management and Password management at <u>the following link.</u>



Once the users have been added to the ECP customer can raise a Service Request to assign a MPB Tenant role to the new user. Use the <u>link</u> to find the user guide for raising a service request in the Managed Solutions Portal.

## 4.2 Login To the Operational Console

When logged into the ECP you navigate to the product page via the Managed Solutions Portal/ Services/ Managed Private Cloud from here you can login to the Operational Console in the region of your choice.

•	Contracted Products ➤ Orde	rs $\checkmark$ Support $\checkmark$ Administration $\checkmark$	
My Environr	GLOBAL PRODUCTS	VIEW/MANAGE	
Tickets	Managed Private Backup New View statistics, restore backups and change policy content	Assets Inventory Browse, view, and upgrade your products	
Tickets	Managed Private Cloud New View alerts, historical data, equipmen	Trial Management nt Manage your active trials and try new	







When you access direct from the URL of the Operational Console and click "Sign In", you will be redirected to ECP where you can enter your ECP credentials.

IN EQUINIX		US English 🔹
	Sign In	
	Equinix Portal	
	Licenname or Fmail Address	
	Ŭ	
	Password	
	@	
	Sign In	
	Reset Password	
	Retrieve Your Username	
	<u>Sign In Help</u>	
	or	
	Sign In with SSO	

### 4.3 Using a Different Identity Source

In the ECP you can configure federation to your own identity provider so you can use your company credentials to login to the Operational Console, you can find the instructions about federation at <u>docs.equinix.com</u>





# 5. Use of the Operational Console

The MPB operational console looks like this:

E 🔅 Managed Private Backup	Q Search or type / for a command			0 B 4 2   10	MS Test Organization 1-104831 🔹 💄	MPB-2\test_contact_ems_test_org1
Filter navigation	Virtualization Company Auto recovery					Select dashboard 👻
Lff Dashboard	Company CommCell ID: 103334 Name: mi6-tst-bck-00 Version: 11.32.56 Com	nmvault platform release: 2023E				Θ
Protect Jobs	Environment		Needs attention			
Reports	File servers VMs Laptops 2 2 0	Users 2	Sen (	vers D	Jol	os I
Monitoring Web console	SLA	Jobs in the last 24 hours				
	100% e Mini 2 (Winn) e Minised C (Mini	Running 5	Success     O     Day+0     Week+0	CWE/CWW     O     Day + 0     Vieck + 0	Failed     O     Day-1     Week+0	Events 0
	Last week job summary		Top 5 largest servers	Application size	Last bockup tir	ne

On the left menu, you will find links to:

- The start dashboard: where you may find overall up to date information about your backup situation, including how many servers or virtual machines are being protected and the status of the previous backup jobs.
- Protect: this is where you may map servers or instances to be protected.
  - Virtualization: virtual machines/ instances you may have mapped to protect with  $\circ$ image level backup
  - File Servers: that you may have mapped to protect with agent-level backups. 0
  - Databases: that you may have mapped to protect with specific database agent 0 technology
- **Jobs:** this is where you will find the current active jobs and the backup history.
- **Reports:** on this section, we provide information generated by the Commvault solution about the reliability of the backup solution in place and its effectiveness.
  - 0 Please note the SLA demonstrated here is not the current SLA agreed to when subscribing to the MPB Service.
- Monitoring:
  - Events: will show you some technical information logs that may help you or your team 0 to troubleshoot
  - Unusual file activities: will list some atypical behaviors that may be associated with 0 security threats or ransomware. This is not a replacement of your antivirus or security software but may help you to prevent threats to your protected data.
- Download center: here you will find your agent packages to download and install on your servers that need to be protected with agents.

### 5.1 How to connect with the Managed Private Backup?

Please remember that you need to subscribe to MPB for each location (IBX) where you need to protect data.

If for instance you have ordered Managed Private Cloud in Chicago (CH3) IBX, you will need to order

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MPB in CH3 to protect data that resides there. This gives us the ability to help you with governance requirements, such as sovereignty rules.

#### 5.1.1 Image-level Protection

Image level protection allows MPB to connect at the hypervisor layer of our Managed Private Cloud product or a Hypervisor (currently VMWare and Hyper-V, other technologies in the future) and execute snapshot backups. This allows for quicker restores of complete virtual machines for Disaster Recovery purposes.

If you are a MPC customer, all the connectivity needed for image-level protection has already been deployed by the Equinix team at this point.

#### 5.1.2 Agent-level protection

To improve your experience with protection and restore activities, some workloads have specific agents that allow you to execute a more detail-oriented protection.

The available agent-level protection on MPB are:

- File server agents (Windows, Linux and AIX): this agent allows you to protect individual folders and files, allowing you to restore more granular information.
- **Database agents:** these agents allow you to protect individual databases and allow you to restore more granular information, such as a table.
  - Microsoft SQL Server agent
  - o Oracle Database agent
  - o MySQL Database agent
  - PostgreSQL Database agent
  - o IBM DB2 Database agent

To be able to connect to individual instances or virtual machines, you need to make sure the following connectivity can be established.

#### 5.1.3 Ports used by MPB to protect your environment

Specific TCP ports should be open from each target (server) to the MPB Service

- TCP 443 (from customer to backup infrastructure please use the address informed to you during the fulfillment process)
- TCP 8400 to 8499 ports (bi-directional)
- Equinix Fabric connection for colocation customers.

### 5.2 How to authenticate / log-in to Managed Private Backup

To have access to the Managed Private Backup service, you should use the same credentials used to connect to Equinix Customer Portal. If you or someone of your team does not have access yet to ECP, ask about it with your primary contact with Equinix.

Please do not share your personal credentials with other members of your team. This violates the Acceptable Use Code for Equinix products and creates a lack of control and other security issues for your data.





To find the current Operational Console URL address, please use the product page inside the Managed Services Portal. If you opt to save a previously used URL address to your browser bookmark, you may face difficulties to find the service in the future if the URL is changed in the back end.

#### 5.3 How to give someone else to use the operational console?

In you need to give permission to someone else to access the MPB Service, you will need to first, request access for this person to the Equinix Customer Portal and then open a ticket to give this person the appropriate permissions to access the MPB. You will find an option called "Create user in Operational Console" in the service catalog.

### 5.4 How to configure image level protection for MPC?

As informed before, all the connectivity required to protect MPC at an image level should already be in place to start with this protection. Once ready, you will find the access pre-configured as this:

Managed Private Backup	Q Search or type / for a command				EMS Test Organization 1-1048	31 🔻 💄 MPB-2\John Smith 👻
Filter navigation	Virtual machines Hypervisors	VM groups				Add hypervisor
if Dashboard	Hypervisors				Q	C 💵 :
Virtualization						۵
File servers Databases	Name 1	Vendor	Version	Configured	Tags	Actions
Jobs	2 104831_MPC_ImageLevel	VMware Cloud Director	10.5.1.23400185	~	No tags	
Reports						
♀ Monitoring 圭 Manage						
Web console						

#### Then, you will be able to see your Virtual Machine Groups on the VM Groups tab:

( Managed Private Backup	${\boldsymbol{Q}}$ . Search or type / for a command			🗈 🗟 🗘 📰 🛙 🛍 EMST	Fest Organization 1-104831 👻 💄 M	PB-2\John Sr	nith 🔻
ter navigation	Virtualization $\checkmark~$ / Hypervisors $\checkmark~$						
Dashboard	104831_MPC_ImageL	evel			Add vm group	Back up	
Protect	Overview Configuration Vi	rtual machines VM groups					
Virtualization							
File servers				C	2	С III	:
Databases	All						\$
Jobs	+ Add filter						
Reports	Name 1	Vendor	Last backup	Plan	Tags	Actions	
Monitoring	🕌 default	VMware Cloud Director	Never backed up	Not assigned	No tags		
Manage	<pre>erg1_group_01</pre>	VMware Cloud Director	Jul 18, 5:00 PM	SP-SL6-TST-GRID-01-R30D	No tags		
Web console							
	Managed Private Backup ter navigation  Dashboard Protect Virtualization File servers Databases Jobs Reports Monitoring Manage Web console	Managed Private Backup Search or type / for a command   ter navigation Virtualization ~ / Hypervisors ~   Dashboard 104831_MPC_ImageI   Protect Overview Configuration VI   Virtualization Virtualization   File servers All   Jobs + Add filter   Reports Name 1   Monitoring If effault   Web console If effault	Managed Private Status		Image: Managed Manage     Image: Managed Manage     Image: Manage: Manage     Image: Manage: Manage: Manage     Image: Manage: Manage: Manage: Manage: Manage: Manage: Manag		





Please note that on this example the org1\_group\_01 vmgroup has a specific backup policy applied: in this case **30 days of retention without offsite protection.** This entry is also referring to the proxy server. You will receive IP address and FQDN for the proxy server.

# 5.5 How to configure image level protection for Colocation (on-premises) environments (VMWare):

5.5.1 Install a VSA Commvault on version 11.36

After downloading the .ova from Download center on MPB Console, deploy it on the vCenter:

Add Hosts	
🔂 New Virtual Machine	
A New Resource Pool	
🔂 Deploy OVF Template	P
₽. New vApp	
댧 Import VMs	
Storage	>
Host Profiles	>
Edit Default VM Compatibility	
🛞 Assign vSAN Cluster License	
Settings	
Move To	
Rename	
Tags & Custom Attributes	>





#### Right click the vApp where the VM Appliance will be placed, then choose Deploy OVF Template



Select an OVF template from your machine and click UPLOAD FILES then Next

Deploy OVF Template	Select a name and fold	der			×
1 Select an OVF template	Specify a unique name and targe	et location			
2 Select a name and folder	Virtual machine name:	tual Appliance Name	]		
	Select a location for the virtual r	nachine.			
3 Select a compute resource	~ @				
	~ <b>m</b>			0	
4 Review details	> 🗋 Discovered virtua	Il machine		0	
	> 🗀 ESX Agents				
5 Select storage	INFRA				
	> 🗅				
6 Ready to complete	~ 🗂 МРВ				
o Ready to complete	> 🗂 Backup				
	> 🗅 Commvault	Data			
	> 🗅 Commvault	Mgmt			
	> 🗋 Commvault	Proxy			
	> 🗅 MPC				
	> 🗅 MPF				
	Customize this virtual machine	's hardware			
				CANCEL BA	NEXT

Select the Display VM Name and location

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#### Select the Adequate Compute Resource

#### Deploy OVF Template

#### 1 Select an OVF template

#### 2 Select a name and folder

3 Select a compute resource

#### 4 Review details

- 6 Select storage

- 8 Customize template
- 9 Ready to complete

#### **Review details**

#### Verify the template details.

Publisher	No certificate present
Product	Commvault Access Node
Version	2.0.1
Vendor	Commvault
Download size	3.4 GB
Size on disk	4.3 GB (thin provisioned) 337.0 GB (thick provisioned)

CANCEL ВАСК



×

#### Hit Next

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Select the resources for the VSA accordingly to your environment BackEnd TB.

Deploy OVF Template	Select storage ×
1 Select an OVF template	Select the storage for the configuration and disk files         Encrypt this virtual machine (Requires Key Management Server)         Select virtual disk format       As defined in the VM storage policy ~
2 Select a name and folder	VM Storage Policy         vSAN Default Storage Policy >           Disable Storage DRS for this virtual machine
3 Select a compute resource	Name <b>T</b> Storage Capacity <b>T</b> Provisioned <b>T</b> Free <b>T</b>
4 Review details	Disk Pool Compatible 62.88 TB 34.95 TB 53.43 TB
5 Configuration	Manage Columns Items per page 10 v 1 item
6 Select storage	La la
7 Select networks	Compatibility
8 Customize template	✓ Compatibility checks succeeded.
9 Ready to complete	
	CANCEL BACK NEXT

Select the designated Storage, is important that the policy is configured with thin provisioning

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Deploy OVF Template	Select networks Select a destination network for each sour	ce network.			×
1 Select an OVF template					
2 Select a name and folder	Source Network VM Network	Destination Network VM Network Identifier	~		
3 Select a compute resource					1 item
4 Review details	IP Allocation Settings				
5 Configuration	IP allocation:	Static - Manual			
6 Select storage	IP protocol:	IPv4			
7 Select networks					
8 Customize template			CANCEL		NEVT
9 Ready to complete			CANCEL	BACK	NEXT

#### Select All the networks needed to talk to MPB assets and vCenter Server

#### Set the disks size, IP address for the Gateway and Client Name

Deploy OVF Template	Customize template		×
1 Select an OVF template	Customize the deployment properties of this s	oftware solution.	×
2 Select a name and folder	✓ Disk Size Configuration	2 settings	= I
3 Select a compute resource	Software installation disk size (GB)	_200	
4 Review details	Deduplication storage disk size (GB)	100	
5 Configuration	✓ Client Configuration	5 settings	
6 Select storage	CS/Network gateway hostname	The CS/network gateway hostname:port IP of the Network Proxy	
7 Select networks	Auth Code (required)	\	
8 Customize template	Client Name (required)	Proxy Display Name	
9. Ready to complete	Client Hostname		
5 Roddy to complete	Client Group name		
		CANCEL BACK	NEXT

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Deploy OVF Template	Customize template		×
1 Select an OVF template	✓ Networking	7 settings	
2 Select a name and folder	Use DHCP?	Please uncheck for static IP address	
3 Select a compute resource	IP Address (leave default for DHCP)	10.38.22.90	
4 Review details	Netmask (leave default for DHCP)	255.255.255.0	
5 Configuration	Gateway (leave default for DHCP)	10.38.22.1	
6 Select storage	DNS Search Suffix (leave default for DHCP)	Comma separated DNS domain names	
7 Select networks	Primary DNS Server (leave default for DHCP)	10.37.0.10	
8 Customize template	Secondary DNS Server (leave default for DHCP)	10.37.0.11	
9 Ready to complete	✓ OS Configuration	1 settings	
	Password for 'root' user (required)	CANCEL BACK NE	хт

#### Choose and IP Address, NetMask, Gateway and DNS for this VSA Proxy

Leave the username blank as the AuthCode will be used.

Deploy OVF Template	Customize template Secondary DNS Server (leave default for	10.37.0.11	×
1 Select an OVF template	✓ OS Configuration	1 settings	L.
<ol> <li>Select a name and folder</li> <li>Select a compute resource</li> </ol>	Password for 'root' user (required)	Password	
4 Review details		Confirm Password @	
5 Configuration	✓ Advanced Configuration	5 settings	
6 Select storage	CS Username (leave blank if authcode is being used)	admin	1
7 Select networks	CS Password (leave blank if authcode is	J	
8 Customize template	being used)	Password	3
9 Ready to complete		Confirm Password	
		CANCEL BACK NEXT	

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Deploy OVF Template	Customize template				×
1 · · · · · · · · · · · · · · · · · · ·		Confirm Password	•••••	0	
1 Select an OVF template					
2 Select a name and folder	✓ Advanced Configuration	5 settings			
2 Select a name and folder	CS Username (leave blank if authcode is	admin			
3 Select a compute resource	being used)				
4 Review details	CS Password (leave blank if authcode is				
	being used)	Password	•••••		
5 Configuration					
6 Select storage		Confirm Password	•••••	0	
7 Select networks	Additional Route Configuration	IP route configuration	in the format (0.0.0.0)	(0,0.0.0.0)	
	-	0.0.0.0/0,0.0.0.0			
8 Customize template	Linux Timezone	Enter the Linux OS qu	alified timezone		
9 Ready to complete					
	NTP server hostname				
			CANCEL	ВАСК	NEXT
		3			

Customize with:

- Select the size of the disk, we need to descrease it as much as possible
- Network Gateway Proxy Hostname/IP IP or FQDN
- Client Name name that will be displayed on the MPB Console
- IP addresses, network mask, Gateway and DNS (when applicable) according to the region
- Root password for the OS of the Proxy
- Leave Password Blank to use Authcode

After installing it, you'll need to log-in the Proxy Server, and edit the hosts file and configure naming entries as below (address will be provided during onboard session):

root@debian:/# cat /etc/hosts
127.0.0.1 localhost
10.21.0.10 debian
# The following lines are desirable for IPv6 capable hosts
::1 localhost ip6-localhost ip6-loopback
ff02::1 ip6-allnodes
ff02::2 ip6-allrouters
172.16.0.2 sl6-182391296-bng-02.tst-eu.equinixms.com sl6-182391296-bng-02
root@debian:/#

#### 5.6 How to deploy agent level backups?

In the case where an agent backup is needed, you will need to download and install the agent files on the target file server or database server. To be able to do that, we will provide some detail information during the shadow session. The download is available in the MPB Console, under Download center.

#### 5.6.1 Add naming entries manually

The first step is to go to you server/virtual machine and configure naming entries as below (address will be provided during onboard session):



For Windows Operating System, add entry in HOSTS configuration file:

/ hosts - Notepad			-		$\times$
File Edit Format View Help					
# Copyright (c) 1993-2009 Microsoft Corp.					^
#					
# This is a sample HOSTS file used by Microsoft TCP/IP for	Windows.				
#					
# This file contains the mappings of IP addresses to host	names. Each				
# entry should be kept on an individual line. The IP addre	ess should				
# The TP address and the host name should be senarated by	at least one				
# snace.	at rease one				
#					
# Additionally, comments (such as these) may be inserted (	on individual				
# lines or following the machine name denoted by a '#' syn	nbol.				
#					
# For example:					
#					
# 102.54.94.97 rhino.acme.com # source	server				
# 38.25.63.10 x.acme.com # x clien	thost				
# localhost name resolution is handled within DNS itself					
# 127.0.0.1 localhost					
# ::1 localhost					
172.16.0.2 s16-182391296-bng-02.tst-eu.equinixms.com	s16-182391296-bng-02				
, i i i i i i i i i i i i i i i i i i i	0				
					$\sim$
<			Activa	ite Wi	Indov
	Windows (CRLF)	Ln 8, Col 71	100% to Se	ettings	to acti

For GNU/Linux/AIX operating system, add entry in /etc/hosts file:

```
root@debian:/# cat /etc/hosts
127.0.0.1 localhost
10.21.0.10 debian
# The following lines are desirable for IPv6 capable hosts
::1 localhost ip6-localhost ip6-loopback
ff02::1 ip6-allnodes
ff02::2 ip6-allrouters
172.16.0.2 sl6-182391296-bng-02.tst-eu.equinixms.com sl6-182391296-bng-02
root@debian:/#
```

#### 5.6.2 Package download

Then you'll be able to download the packages needed from the MPB operational console:

Managed Private Backup	SEARCH Search server, plans, jobs, storage				⑦ ※ L ⓑ Q m .	EMS Test Organization 1-104831 👻	A First name of test_contact_ems_test_org1
Filter navigation	Downloads					Q	C III :
Dashboard     Protect	All						۵
Reports	Download name	Release date ↓	Version	Category		Subcategory	Actions
Monitoring	Aix	Feb 24, 2025, 3:33:00 AM	11	Package Installation		Unix	Downlo
幸 Manage	∆ Linux	Jul 1, 2024, 10:47:00 AM	n	Package Installation		Unix	Downlo
Download center	Mindows	Jul 1, 2024, 10:23:00 AM	n	Package Installation		Windows	Downio

Please download the respective package from this page and execute the installation on your server (you do not need to download all packages, just those you need).

In case you are installing an agent for MPC virtual machines, you may also mount the installation ISO from the VCD content hub as showed below:











#### 5.6.3 Agent installation steps

For Windows based systems (File System or MS-SQL Server agent) Please run the .exe file.

#### Extract it

Custom Package Manager		-		×
				٢
Custom Package Manager will extract installer f	files to the following	folder.		
To extract to a different folder, dick Browse an	nd select another fo	older.		
Destination Folder		Bro	wse	
Space required: 933.2MB Space available: 378.2GB				
Commyault				

#### Choose a Language

Commvault 🛞		×
Language Selection		
Please Choose a Language	English (United States) ~	
		Next

If you want, please read and accept the license agreement, than select I agree







Select to install the packages on this computer



Choose Advanced selection

COMMVAULT 💰	×
Install Option	
<ul> <li>Join an existing CommCell</li> </ul>	
<ul> <li>Advanced selection</li> </ul>	
Back	Next

Select the desired packages

File System Core + File System for File System backups

VSS Provider + VSS Hardware Provider + Virtual Server for VSA Proxy or Hyper-V Backups MS-SQL Server for Databases

Commvault 💰		×
Select Windows Packa	ages	
Microsoft Windows Virtualization Database	<ul> <li>File System Core</li> <li>File System</li> <li>VSS Provider</li> <li>VSS Hardware Provider</li> </ul>	
Back	Restore Only	Next





Choose the installation path (default is C:\Program Files\Commvault\ContentStore

Commvault' 📀		$\times$
Installation Path		
Installation Path C:\Program Files\Commvault\Co	ontentStore •••	
Drive List	Space Required / Available 95 MB / 388200 MB	
Back	Next	

If you are unsure, please, leave those options as default

COMMVAULT 💰	×
Laptop Options	
Configure for Lanton Backup	
Create Laptop Edge Monitor shortcut	
Create Migration Assistant shortcut	
Configure as Network Gateway	
✓ Create Process Manager shortcut	
Back	Next

Review the installation Summary, then hit Next







Select the Client Name (which will be displayed on MPB Console) and the IP interface (Host Name) where the backup traffic will transit.

COMMVA	ULT 💰	$\times$
Client Cor	nputer Information	
	Client Name VMWIN01 Celet to interface name that the construit use to communit	icata with this
	Computer 10.33.0.30	cate with this
	IP Address(es) for the selected host.	
Back		Next

Enter Network Gateway Proxy Address (the same inserted in step 2.6.1)

COMMVAULT 🕄 X	COMMVAULT 😢 X
Server Information	Communication Daemon
Enter CommServe or Gateway hostname. For port numbers other than 8403, use the format hostname:port sl6-182391296-bng-02.tst-eu.equinixms.com	**
Connect via local HTTP proxy. Proxy details can be entered on the next screen CommServe will connect to this computer to finish registration	Verify that network gateway services are running and configured correctly.
Back Next	Back

Once the installation begins, you will need AuthCode provided during the shadow session to correctly configure the agent.

:ommvault 💰			×
Server Authentication	on		
Select how you want to auther	ticate with the server.		
Authcode	) Enter Credentials	Single Sign On	
Authorization Code	AuthCode		





You may use this opportunity to choose the protection plan for this virtual machine/server:

:ommvault" 🄇			>
Plan Configurat	ion		
Plans are used in the C up, such as, what data backup operation requ	Command Center to define the o to back up, where to back up ti iired.	data that needs to be backed he data, and how often is the	
Select a Plan	Not Selected	~	
Back		Ne	αt

Starting Commvault services	Installation and configuration completed successfully.
	Finish

#### For GNU/Linux/AIX Extract the .tar file, then, in the extracted folder, run the following command: //cvpkgadd

root@debian:/tmp/U	nix# ls				
Commvault.app.xml	cvpkgseed	linux-x86	pkgsinmedia.txt	pkg.xml.description	support
cvpkgadd	detect	linux-x8664	pkg.xml	silent_install	version
root@debian:/tmp/U	nix# ./cvpk	gadd			
			11/32.56		
	Fi 35 57			to Intronal (732)	
				is will be sent	

Next Quit





Select packages on this machine



Select Advanced Selection



Select the packages that you desire installation File System Core + File System for File System backups Virtual Server for VSA Proxy Oracle, MySQL, DB2 and/or PostgreSQL for Databases







Select No for install agents for restore only (this kind of agent doesn't perform backups).



Select the install path (default is /opt)

Commvault	11.32.56	
P] It av. -/		
In	nstallation Directory: Popt	
	Back Next Quit	

Select the Log Directory (default is /var/log)







Select no for software for laptop or desktop backups

uit	11.32.50
	Back Next Ouit
	UNCK NEAC YOIL

Unix Group Assignment.

Create or assign a Unix Group if you want to. It is recommended mostly in Database Agents.



Enter the Agent you are installing IP address.









Specify a Client Display name (What will be shown in MPB Console

\*At this point, if your agent is DB2, there are a few additional steps before proceeding, go to topic 2.6.5. If not, ignore this message.

**Review the installation Summary** 

	Connvault 11.32.56
	Installing Packages Copying files 22 %
Next Quit	

Enter MPB Network Gateway, provided during onboarding session (the same you entered in step 2.6.1) and leave the option CommServe will connect to this computer to finish registration unchecked.

110	11.32.56	_					
ConmServe	e/Gateway hostname: Backup Network Gateway Address						





Leave the option of there is a HTTP proxy between customer and server checked as No.



Enter customer Authcode, provided during onboarding. Leave username and password blank.

U	Jsername:
P	Password:
Δ	AuthCode: ENTER CUSTOMER AUTHCODE HERE
	Back Next Quit
	Finish



#### 5.6.4 MySQL Agent Installation

**I** E Q U I N I X

Most of the installation steps are similar to installation in 2.6.3. For MySQL Agent, after installation, go to MPB Console > Protect > Databases

Filter navigation.	Overview Instances Data	bases						Add inst	lance v Add serve	w (
2 Dashboard										
B Protect	Instances 0 Met   0 M	Missed   0 Excluded					(	2	C III	1.1
Virtualization	AL									•
File servers	Type - All - + Add Mart									
Databases	Name 12	Server 1:	Dotobose engine	Stotus	Lost bockup	Application size	Pione	SLA stotus	Actions	
adot.	MPB-MYSQL_3506	MPB-Agent-MySQL-PoC	B MySQL	Ready	Newsr backed up	08	Plan		Θ	
@ Reports										
Monitoring										
E Manage										
Download center										

If it's needed, select the Database, in the Overview Tab, select the pencil Icon and change the Binary Directory, Log Directory and Configuration File.

Filter navigation	Instances										
Dashboard	MPB-MYSQL_3306								Bockup	Deconfigure	e
B Protect	Overview Configuration Databas	e groups Jobs									
Virtualization											
File servers	General		0	Recover	ry points						
Databases	Server nome	MPB-Agent-MySQL-PoC						_			
i Jobs	Database engine	MySQL		<			December 2024			>	
(A) Reports	Plan	Plan		Sun	Mon	Tue	Wed	Thu	Fri	Sat	
-	MySQL user name	root			2	3	4	5	6	7	
Monitoring	Binary directory	/usr/bin/		Note	chups ovailable	20		10			
Manage	Log directory	/var/log/mysql/		· ·		~		14		14	
Download center	Configuration file	/etc/mysql/my.cnf		15	16		10	19	20	21	
	Socket file/endpoint	/var/run/mysqld/mysqld.sock									
	Enable Auto Discovery	True				24		26		28	
	Application size	0 B									

#### 5.6.5 IBM DB2 Agent Installation

For the DB2 Agent, there a few mid-steps during installation. Archive log folder:

**Cluster DB2:** If the DB2 is configured on a clustered mode you need to select Yes for using shared directory for Archive, Retrieve and Audit error path.

COMERVAULC	11.32.20
	Back Next Quit





Then, set the DB2 Input path:



**Standalone DB2:** If the DB2 is configured on standalone mode you need to select No for using shared directory for Archive, Retrieve and Audit error path.

Commvault	11.32.20								
	( <mark>)</mark> Yes (X) No								
	<b>b</b>								
	Back Next Quit								

Set the DB2 Archive, Audit Error and Retrieve directories.

Pleman provide a path where disretorize for storing DB2 logs that are archived (during log archiving) and reviewed (during resource) will be created. DB2 Archive Directory: /db2/AuditError DB2 Audit Error Directory: /db2/AuditError DB2 Herleve Directory: /db2/Aetrieve			
182 Archive Birectory: ∲&blarchive 182 Audit Error Directory: /@blauditError 882 Betrieve Birectory: /dblBetrieve			
D®2 Audit Error Directory: /@22Metrieve D®2 Petrieve Directory: /@22Metrieve		DB2 Archive Directory: /db2Archive	
DB2 Petrieve Directory: /db2Wetrieve		DB2 Audit Error Directory: /db2AuditError	
	1	DB2 Retrieve Directory: /db2Retrieve	
	4		
Back Next Quit		Back Next Quit	

Then proceed with the normal installation like step 2.6.3 described.







Filter navigation	Overview Instances	Databases						Add instance 🗸	Add server	
Me Dashboard										
C Protect	0 Met	1								
Virtualization	Instances 0 Misse 1 Exclus	d   Hed				Q			C III	:
File servers	IIA								4	Þ
Jobs	Type = All + Add filter									
(ii) Reports	Name 1 2	Server 1	Database engine	Status	Last backup	Application	Plans	SLA status	Actions	
Monitoring	DB2	mpb-test-win2022	DB2	Ready	Never back	OB	Not assign	Excluded		
幸 Manage										
Download center	C	2								

Select the instance, in the Overview tab, click the pencil icon to include:

 The user administrator on the server to execute the backup of the database. This DB2 user must have the following permissions: SYSADM, SYSCTRL, or SYSMAINT, and DBADM.

\_\_\_\_\_

- The plan for the backup execution in this section.
- Information about the DB Home.

				Badous	SEARCH Search server, plan	ns, jobs storone	
					Instances	Edit DB2 instance	$\times$
					DB2	Instance name*	Da
Iter novigation.	Instances				Overview Configuration Databas	DB2 Fign *	
Dashboard	DB2				General	Click to select	-
J Protect	Overview Configuration Date	abases Jobs			Server name	DB2 Home " C\Program Files\BM\SQLLIB\	
Virtualization					Database engine Home	DB2 user account	
Databases	General		0			User name*	
Jobs	Server name	mpb-test-win2022			Log storage policy	Press	
Reports	Database engine Home	DB2 C-\Program Eiles\\IBM\SOLLIB\				Leave blank to keep the same password	۲
Monitoring	Plan	Not set				Confirm password	
# Manage	Data storage policy	SP-SL6-TST-GRID-01-R30D				Care prink to keep one some brossword	
Download center	Log storage policy Application size	SP-SL6-TST-GRID-01-R30D 0 B					
						EQUIVALENT API	CANCEL UPDATE

In the Databases tab, we must configure the database for which we want to execute backups:

Instances			
DB2 Overview Configuration	Dotabases Jobs	Book	up Deconfigure 💮
Databases		Add database Discover databases Q	
Name	Latest Backup Time	Plan	Actions
DB_TEST1	Never backed up	SP-SL6-TST-GRID-01-R30D	<b></b>
	£₹		
	DB2 Overview Configuration Databases Name DB_TEST	DB2 Overview Configuration Databases Jobs Databases Name Latest Backup Time DB_TEST1 Never backed up	Instances     Back       DB2     Overview     Configuration     Databases     Jobs       Databases     Add database     Discover databases     Q       Name     Latest Backup Time     Plan       D8_TEST1     Never backed up     SP-SL6-TST-GRD-01-R00D



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We need to configure the subclient to the backup execution. At this point, we can configure the backup type that we want to execute. To do this, is necessary to edit the content section:

instances / Dbz / Db_rebit					
default					Backup Backup history
Overview					
General			Content		VIEW/EDIT
Client name	mpb-test-win2022		Data		
Instance name	DB2		Log		
Number of data streams	1	0			
	-				
Enable backup	•		Snapshot managem	ient	
			Enable snap backup		
Protection summary					
i rococcion cuminary					
Plan	SP-SL6-TST-GRID-01-R30D	0	Pre-process and pos	st-process commands	ADVANCED SETTINGS
Status	Excluded 1 week SLA, inherited from Commcell				
May miss SLA	No		Pre-backup process	Not set	
Last successful backup	Never backed up		Post-backup process	Not set	
Next backup time	Mar 6, 2025, 10:00 PM				Nerga 2
Last backup size	0 B				
Total backup size	0 B				
Savings percentage	0%				

**Backup offline.** If you need to execute an offline backup of the database, you should configure it as follows.

Edit content	×
Data backup 💶	
Backup mode	
Offline database	*
Back up archive logs 💭	
EQUIVALENT API	CANCEL SAVE





**Backup online.** If you need to execute an online backup of the database, you need to configure the behavior regarding the database archives.

Edit content		×
Data backup		
Backup mode		
Online database		*
Online subset		
Exclude logs for backup image		
Back up archive logs 🔫		
Delete archive logs after backup		
	CANCEL	CAVE

Before starting to execute the backup online from the database, we must complete some steps on the DB2 server. You will execute one script on the server, this script must be run with a db2 user of the instance, this user needs to be included in the Unix group for the Commvault installation. This scripts will be change the configuration database the of the on LOGARCHMETH1,LOGARCHOPT1,VENDOROPT

LOGARCHMETH1

\$path\_commvault\_installation/Base/Db2\_config.sh -d <database\_name> [-i
<Commvault\_instance>]

/opt/commvault/Base/Db2\_config.sh -d DB\_Test -i Instance001

# su - db2inst1	Ŀ
<pre>\$ cd /opt/Commvault/iDataAgent</pre>	
\$ ./Db2_config.sh -d testdb -i Instance001	
OPTIND is now 5	
DBNAME=testdb INSTANCE=Instance001	
Input:: DBNAME=testdb INSTANCE=Instance001	
set_db_params	
check_dir	
get_db2_paths	
/u01/database/db2/GDB2Archive	
/u01/database/db2/GDB2Audit	
/u01/database/db2/GDB2Retrieve	
/u01/database/db2/GDB2Archive is accessible	
/u01/database/db2/GDB2Retrieve is accessible	
/u01/database/db2/GDB2Audit is accessible	
get_base_dir	
Base directory: /opt/commvault/Base	
DB2 User: db2inst1	
DB2 Home: /home/db2inst1	
DB2SYSC Path: /home/db2inst1/sqllib/adm/db2sysc	
get_client_name	
Client Name: ggux18	
Executing:: db2 update db cfg for testdb using LOGARCHMETH1 VENDOR:/opt/Commvault/Base/libDb2Sb	t.so
DB20000I The UPDATE DATABASE CONFIGURATION command completed successfully.	
Executing:: db2 update db cfg for testdb using LOGARCHOPT1 CvClientName=ggux18,CvInstanceName=I	nstance001
DB20000I The UPDATE DATABASE CONFIGURATION command completed successfully.	
Executing:: db2 update db cfg for testdb using VENDOROPT CvClientName=ggux18,CvInstanceName=Ins	tance001
DB20000I The UPDATE DATABASE CONFIGURATION command completed successfully.	
Executing:: db2 update db cfg for testdb using LOGARCHMETH2 OFF	
DB20000I The UPDATE DATABASE CONFIGURATION command completed successfully.	
Executing:: db2 update db cfg for testdb using TRACKMOD ON	
DB20000I The UPDATE DATABASE CONFIGURATION command completed successfully.	
<<<< <ended>&gt;</ended>	
\$	

# EQUINIX .



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First log archive method	(LOGARCHMETH1)	= VENDOR:C:\Program Files\Commvault\ContentStore\Base\DB2SBt.dll
Archive compression for logarchmeth1	(LOGARCHCOMPR1)	= OFF
Options for logarchmeth1	(LOGARCHOPT1)	= CvClientName=mpb-test-win2022,CvInstanceName=Instance001
Second log archive method	(LOGARCHMETH2)	= OFF
Archive compression for logarchmeth2	(LOGARCHCOMPR2)	= OFF
Options for logarchmeth2	(LOGARCHOPT2)	
Failover log archive path	(FAILARCHPATH)	
Number of log archive retries on error	(NUMARCHRETRY)	
Log archive retry Delay (secs)	(ARCHRETRYDELAY)	= 20
Vendor options	(VENDOROPT)	= CvClientName=mpb-test-win2022,CvInstanceName=Instance001

At this point, you can start executing the online backup. However, before that, you need to perform an offline backup of the database.

### 5.6.6 PostgreSQL Server Installation

Most of the installation steps are similar to installation in 2.6.3.

For PostgreSQL Agent, after installation, go to MPB Console > Protect > Databases > Instances Tab

$\leftarrow \  \  \rightarrow \  \   C$	O A https://localhost/comm	nandcenter/#/instances					× \$	U (1)	≙ ≡
(i) Managed Privat	e Backap SEARCH - Secon	ch server, plans, jobs, storage				0 🔅 🗈 🖥 🕻	Select a cor	mpany 👻 🖄 Admi	inistrator
Filter navigation	Overview Instances I	Databases					Add	instance 🗸 Add serve	• •
🔆 Guided setup									
Dashboard	Instances O Met I	0 Missed   1 Excluded				Q		C III	:
C Protect	All								\$
Virtualization	Type = PostgreSQL * Comp	any = All • + Add filter							
File servers	Name	Server	Status	Last backup	Application size	Plans	SLA status	Actions	
Databases	POSTGRESOL HOMOLOGATIO	N 5432 POSTGRESQL HOMOLOGATION	Not Ready	Never backed up	0.8	Not assigned			
💼 Jobs								0	
Reports									
Metrics									
Monitoring									
韮 Manage									
Download cente	r								





In the instance Overview, hit the pencil button, we must include:

- Server Plan
- On Connection details, the database user, database password, the Unix username, the maintenance DB, and the port. If those option are correct by default, you can leave it as is..
- The plan for the backup execution in this section.
- Information about the DB Home.

		Edit PostgreSQL instance	$\times$
		Instance name* POSTGRESQL_HOMOLOGATION_5432	
		Plan* MPB_RJ2-30D#01	<b>.</b>
		Run dump backups with plan-based schedules 🌙 🗩	
Instances		Connection details	~
POSTGRESOL HOMOLOG	ATION 5432	Database user*	
Overview Configuration Backup	eta Joba	postgres	
General		Password	
Server name	POSTGRESQL_HOMOLOGATION		
Database engine PostgreSQL user name Plan Log storage policy Maintenance DB Binary directory	PostgreGQL postgres Not ext QV_DEFAULT postgres (uer/pgrej-17/bin	UNIX user name postgres Maintenance DB *	
Library directory	/usr/pgsql-17/lib	postgres	
Delete archive logs	True		
Application size	0 B	Port*	
		5432	
		0702	

• In the PostgreSQL paths, include:

#### • Binary directory, Library directory and Archive log directory

PostgreSQL paths	^
Binary directory	
/usr/pgsql-17/bin	
Library directory	
/usr/pgsql-17/lib	
Archive log directory	
✓ Delete archive logs	
Enable standby backup	





In the Backup sets tab, we must configure if it will be a DumpBasedBackupSet or a FSBasedBackupSet:

For FSBasedBackupSet, verify that the archive directory is properly configured, and that archiving is working.

Instances				
POSTGRESQL_HOMOLOGATION_5432			Backup	Deconfigure
Overview Configuration Backup sets Jobs				
Backup sets			٩	
Name	Latest Backup Time	Plan		Actions
DumpBasedBackupSet	Never backed up	Not Applicable		$\odot$
FSBasedBackupSet	Never backed up	Not Applicable		

Select the chosen type of backup, then go to Database Groups, hit the desired group:

Instances / POSTGRESQL_HOMOLOGATION_5432 / DumpBasedBackupSet									
			Backup history	Restore history					
		Add database group	Q	C					
Latest Backup Time	Plan			Actions					
Never backed up				$\odot$					
	Latest Bockup Time Never backed up	Latest Backup Time Plan Never backed up	Add database group Latest Bockup Time Plan Never backed up	Add database group         Q					

#### Edit the Plan (1), then hit Backup(2):

Instances / POSTGRESQL_HOMOLOGATION_5432 / DumpBas	sedBackupSet				
default					Backup Backup history
Overview					27
General			Schedules		+
Client name	POSTGRESQL_HOMOLOGATION		No backups scheduled		
Instance name	POSTGRESQL_HOMOLOGATION_5432				
Number of data streams	2	O	Databases		
Enable backup	•		[All unassigned databases]		
Collect object list during backup	0				
			Pre-process and post-pr	ocess commands	ADVANCED SETTINGS
Protection summary			Pre-backup process	Not set	
Plan	Not assigned	-> 0	Post-backup process	Not set	
Status	Excluded 1 week SLA, inherited from Commcell				
May miss SLA	No				
Last successful backup	Never backed up				

If the PostgreSQL pg\_hba.conf is set to PEER, it might be needed to adjust the user PostgreSQL Authentication Method:

- peer means it will trust the identity (authenticity) of UNIX user. So not asking for a password.
- md5 means it will always ask for a password, and validate it after hashing with MD5.
- trust means it will never ask for a password, and always trust any connection.





					DumpBase	edBackupS
<			March 2025		>	
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	n	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

The Database Backup was configured and can be restored:

### 5.7 How to add paths to the agent backup policy?

On MPB Console, go to Protect > File Servers, select the desired file server

Managed Private Backup	SEARCH Sear	ch server, plans, job:	, storage				⑦ ☀ ⊒ 鴄 ⊈ ⅲ
Filter navigation							
2 Dashboard	File servers						Add server
B Protect	All						
Virtualization	Type = All + SLA status = Met	t () (+ Add filter)					
File servers	Name	Configured	Last backup	Application size	Plan	SLA status 7	Region
Databases	• A mpb-rocky	~	Apr 10, 2025, 5:00 PM	4.78 GB	SP-SL6-TST-GRID-01-R30D12M	Met	Not set
Jobs							
@ Reports							
Monitoring							
😤 Manage							
Download center							

Go to Subclients tab, and either select the default subclient or add a new subclient. Subclients are a way to organize your backup folders files (e.g.: C:, D:, Managers, Analysts). It is needed to have at least one subclient (it will be named default, but can be renamed if wanted).

🔲 🦚 Managed Private Backup	SEARCH Search server, plans, jobs, stor	ade"			*		1 🛱	MP8_TEST_I
Filter navigation	File servers v							
Dashboard Protect	Overview Configuration Subclients Jobs							
Virtualization File servers							4	dd subclient
Databases	All							
Jobs	+ Add filter							
@ Reports	Y Nome	Backup content	Excluded from backup	Last backup		Ste	tus	
Monitoring	∼ defaut	/etc, /afs, /bin, /boot, /dev, /horne, /lib, 📧	No exclude content	Apr 10, 2025, 5:00 PM		Me		
Download center								





Edit the Plan according to what retention and location is desired, then, edit the Content

Click in ADD to browse for the files, to select a content library or manually insert the paths. It's also possible to select exclusions for the files.

		CANCEL	SAV
mpersonation account Follow mount points 🗨	Not configured		EDIT
Include global exclusions Use cell level policy			*
	No exclusions are added		
Exclusions			ADD
proc /			
jopt			
📄 /mnt			
/media			
)/lib			
/home			
📄 /dev			
jj /boot			
)/bin		CUSTOM PA	тн
) /etc		CONTENT L	IBRARY
		BROWSE	inove c
a contant			



**I** E Q U I N I X

### 5.8 How to include targets on the VM backup policy?

To include virtual machines to image level backups, please go to Virtualization, select the Hypervisor tab and select your desired Hypervisor (MPC, VMWare or Hyper-V). You will see the screen like the one below where you may explore and select the virtual machines to protect:

Filter navigation	Virtualization $\checkmark$ / Hypervisors $\checkmark$											
達 Dashboard	104831_MPC_ImageLe	vel							Add	i vm group	Back up	
C Protect	Overview Configuration Virtua	al machines VM groups										
Virtualization		in geogra										
File servers	General			R	Recovery	/ points						
Databases	Organization	104831										
Jobs	Vendor	VMware Cloud Director			<			July 2024			>	
Reports	Company	EMS Test Organization 1-104831	EMS Test Organization 1-104831		Sun	Mon	Tue	Wed	Thu	Fri	Sat	-
Monitoring	Version	10.5.1.23400185				1	2	3	4	5	0	
- montoning	Workload region	Not set	0		7	8	9	10	11	12	13	
C Web console					14	15	16	17	18	19	20	
	VMS				21	22		24		26		
	Protected 2	Backed up with erro	r		28		30					

Use the option "**add rule**" to configure a rule to automatically protect any virtual machine on the MPC or the "**content**" to specify manually which data should be protected.

=	🔅 Managed Private Backup	Q Search or type / for a command	Ŀ	R	¢	<b>≜</b> ≓ 8=	🗊 EMS Test
	lter navigation Dashboard Protect Jobs Reports Monitoring Web console	Add content     Add V     Browse and select VMs   Organizations   Organizations     Plan     Add      Plan       Image: Content in the select of the select					-
					CAN	CEL	SAVE
		CANCEL					





#### 5.9 How to check if the backup job was finished successfully?

To check the execution of the backup jobs, please go to the Jobs section on the left menu and then click on Job history:

📕 🌐 Managed Private Backup	Q Search or t	type / for a comman	d				84 🖬   01	ntact_ems_ter	st_org1 •			
Filter navigation	Active jobs	Job history										
Dashboard	Job histo	ary				Show admin jobs Q					с Ш	:
🚔 Jobs	Last	t 24 hours	Failed in last 24 hr	d in last 24 hours Yesterday La		Last week Last month		Last 3 months	s Last	12 months	L>	۵
Reports	Job ID 4	Operation	Server	Agent type	Subclient	Size	End	Elapsed	Status	Error descri	Actions	
Monitoring	40909	Backup	VMUbuntu1	Virtual Serve	r org1_group	741.48 MB	Jul 28, 2024	1 minutes 5	Completed		$\odot$	
Web console	40908	Backup	VMWIN1	Virtual Serve	r org1_group	1.28 GB	Jul 28, 2024	2 minutes 2	Completed			
	40822	VM Admin J	104831_MP	Virtual Serve	r org1_group	2.00 GB	Jul 28, 2024	2 minutes 5	Completed			

If you have multiple jobs, please use the next tab Failed in last 24 hours for the most direct view.

### 5.10 How to troubleshoot why the backup job has failed?

If some of your jobs have failed, you may find the cause of the problem by accessing the job log on the actions column.

Managed Private Backup	Q Search or type	e / for a comman	d					EMS Test Organiza	tion 1-104831 🔻	MPB-2\test_cont	act_ems_te	st_org1 🔻
Filter navigation	Active jobs J	Job history										
in Dashboard	Job history	/					Sh	ow admin jobs	Q		с Ш	:
<ul><li>Protect</li><li>Jobs</li></ul>	Last 24	4 hours	Failed in last 24 ho	ours Ye	'esterday	Last week	Last month	Last 3 mont	hs Last	12 months	L >	۵
Reports	+ Add filter	Operation	Conver	Agenthuse	Cubelient	Cize	End	Elensed	Chalue	Error dos si	Actions	
Monitoring	40909	Backup	VMUbuntu1	Virtual Server	org1_group	741.48 MB	Jul 28, 2024	1 minutes 5	Completed	Restore	Actions	
Web console	40908	Backup	VMWIN1	Virtual Server	org1_group	1.28 GB	Jul 28, 2024	2 minutes 2	Completed	Resubmit		
	40822	VM Admin J	104831_MP	Virtual Server	org1_group	2.00 GB	Jul 28, 2024	2 minutes 5	Completed	View logs View failed ite	ms	
										View success	ul items	
										View skipped	tems	
										Send logs		
										View job detai	s	
										Check readine	55	
										List Snapshots	5	

Please note, if you find the backup job has been failing due to an Equinix platform reason, you may raise a ticket anytime.

In the Job details item, you may have an overall view of all detailed process, including which targets were protected and the specific attempts made by MPB to protect the workload.





# 5.11 How to check how much data has been protected from one specific Server/instance?

To check how much front-end data has been protect by MPB by specific server/virtual machine, you may see the column application size on this page:

Managed Private Backup	Q Search or type /	for a command				3 4 <b>2</b>   A	EMS Test Organizat	ion 1-104831 🔻 🔒	MPB-2\test_con	tact_ems_test_org1 🔻
Filter navigation	Virtual machines	Hypervisors VM gr	oups							Add hypervisor
i≇ Dashboard	Virtual mach	al machines <u>Manage plan</u> <u>Q</u> C								
Virtualization	All									۵
File servers	(Vendor = All *)	/M status = All - (+ Add 1	ilter						_	A stress
Databases	Name T	Hypervisor untu1 104831_MPC	VM group org1_group_01	VM status Protected	Last backup Jul 28, 5:00 PM	Application size	Plan SP-SL6-TST	SLA status Met	Tags No tags	Actions
<ul> <li>Jobs</li> <li>Ø Reports</li> </ul>		N1 104831_MPC	org1_group_01	Protected	Jul 28, 5:01 PM	53.72 GB	SP-SL6-TST	Met	No tags	
Monitoring										
Web console										

To follow up on your global usage of the product, please open a request ticket. A new report will be available soon.

### 5.12 How to run backup on demand?

To start a manual backup job, you just need to find your server / virtual machine on the Protect tab.

Managed Private Backu	Q Search or 1	type / for a co	mmand			1	8 4 2 4	EMS Test Organizati	on 1-104831 👻 💄	MPB-2\test_con	tact_ems_test_org1 🔻
Filter navigation	Virtual machine	es Hyper	visors VM gro	ups							Add hypervisor
Dashboard  Protect	Virtual m	achines						Manage plan	Q		C 💵 :
Virtualization	All	* VM status									۵
File servers	Nam	e †	Hypervisor	VM group	VM status	Last backup	Application size	Plan	SLA status	Tags	Actions
Databases	□ <u></u> <u></u> <u></u> <u></u> <u></u>	VMUbuntu1	104831_MPC	org1_group_01	Protected	Jul 28, 5:00 PM	5.82 GB	SP-SL6-TST	Met	No tags	$\overline{\baselinetic}$
<ul> <li>Reports</li> </ul>		VMWIN1	104831_MPC	org1_group_01	Protected	Jul 28, 5:01 PM	53.72 GB	SP-SL6-TST	Met	No tags	$\bigcirc$
Monitoring											
Web console											



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Click on the server's name you want to protect, then select Backup on the right upper corner:

≡	(i) Managed Private Backup	${\boldsymbol{Q}}$ Search or type / for a command				8 4 📰	🖻 EMS T	est Organiza	tion 1-104831	• 💄 MP	B-2\test_con	act_ems_test	∟org1 🔻
Filt	er navigation	Virtualization $\checkmark$ / Virtual machines $\checkmark$											
if:	Dashboard	VMUbuntu1									Back up	View jobs	•
۵	Protect	Overview Configuration											
	Virtualization												
	File servers	Summary			R	lecovery	points						
	Databases	Servers	104831_MPC_ImageLevel										-
-	Jobs	VM group	org1_group_01			<			July 2024			>	
G	Parranta	os	Ubuntu Linux (64-bit)			Sun	Mon	Tue	Wed	Thu	Fri	Sat	
	Reports	Vendor	VMware Cloud Director				1	2	3	4	5	6	
2	Monitoring	VM size	400 GB			-			10		10	10	
Ê	Web console	Application size	5.82 GB			(	8	9	10	11	12	13	
~	heb console	Plan	SP-SL6-TST-GRID-01-R30D	0		14	15	16	17	18	19	20	
		Latest recovery point	Jul 28, 2024, 5:00:37 PM			21	22	23	24	25	26	27	
		Oldest recovery point	Jul 15, 2024, 5:00:48 PM										
		Company	EMS Test Organization 1-104831	Ø		28	29						
		VM status	Protected										
		Workload region	Not set	0								RESTOR	RE

Then select the appropriate backup type and press submit:

Select backup level		×
Full Incremental Supported for full		
When the job completes, notify me via email		
EQUIVALENT API	CANCEL	SUBMIT

## 5.13 How to run restore on demand?

On the same page, you will find the latest recovery points available to be restored:

Q Search or type / for a command				EMS	Test Organiza	tion 1-10483	1 • 1 MP	B-2\test_cont	lact_ems_test_i
Overview Configuration									
Summary			Recovery	/ points					
Servers	104831_MPC_ImageLevel								
VM group	org1_group_01		< Sun	Mon	Tue	July 2024 Wed	Thu	Fri	> Sat
Vendor	VMware Cloud Director			1	2	3	4	5	6
VM size Application size	400 GB 5.82 GB		7	8	9	10	11	12	13
Plan	SP-SL6-TST-GRID-01-R30D	0	14	15	16	17	18	19	20
Latest recovery point	Jul 28, 2024, 5:00:37 PM		21	22	23	24	25	26	27
Oldest recovery point	Jul 15, 2024, 5:00:48 PM		28	29	- 30		-	-	-
Company	EMS Test Organization 1-104831	0		20					
VM status	Protected								
Workload region	Not set	0							RESTORE
Last backup time	Jul 28, 5:00 PM		July 28						
			5:00 PM						
	Search or type / for a command     Overview Configuration      Summary      Servers      VM group      OS      Vendor      VM size      Application size      Plan      Latest recovery point      Oldest recovery point      Company      VM status      Workload region      SLA status      Last backup time	Search or type / for a command         Overview       Configuration         Servers       104831_MPC_imageLevel         VM group       org1_group_01         OS       Ubuntu Linux (64-bit)         VM droup       org1_group_01         OS       Ubuntu Linux (64-bit)         VM droup       400 dB         Application size       5.82 GB         Plan       SP-SL6-TST-GRID-01-R300         Latest recovery point       Jul 15, 2024, 5:00:37 PM         Oldest recovery point       Jul 15, 2024, 5:00:48 PM         Company       EMS Test Organization 1-104831         VM status       Protected         Workload region       Not set         SLA status       Met         Last backup tme       Jul 28, 5:00 PM	Search or type / for a command         Overview       Configuration         Servers       104831_MPC_ImageLevel         VM group       org1_group_01         OS       Ubuntu Linux (64-bit)         Vendor       VMware Cloud Director         VM size       400 GB         Application size       5.82 GB         Plan       SP-SL6-TST-GRID-01-R30D         Oldest recovery point       Jul 28, 2024, 500.37 PM         Oldest recovery point       Jul 15, 2024, 500.47 PM         Company       EMS Test Organization 1-104831         VM status       Protected         Workload region       Not set         SLA status       Met         Last backup tme       Jul 28, 500 PM	Q search or type / for a command         Overview       Configuration         Summary         Servers       104831_MPC_mageLevel         VM group       org1_group_01         OS       Ubuntu Linux (64-bit)         VM droir       VM ware Cloud Director         VM size       400 GB         Application size       5.82 GB         Plan       SP-SL6-TST-GRID-01-R30D         Latest recovery point       Jul 28, 2024, 5:00:37 PM         Oldest recovery point       Jul 28, 2024, 5:00:37 PM         Oldest recovery point       Jul 28, 2024, 5:00:37 PM         VM status       Protected         Workload region       Not set         SLA status       Met         Last backup time       Jul 28, 500 PM	Search or type / for a command         Overview Configuration             Search or type / for a command            Recovery Market Command            Recovery Points              Servers           104831_MPC_imageLovel                 Graphication              Servers           104831_MPC_imageLovel             VM group           org1_group_01             OS           Ubuntu Linux (64-bit)             VM size           400 68             Application size           6.82 GB             Plan           SP-SL6-TST-GRID-01-R30D             Company           EMS Test Organization 1-104831             Oddest recovery point           Jul 28, 2024, 500-37 PM             Oldest recovery point           Jul 28, 200-48 PM             Company           EMS Test Organization 1-104831             VM status           Protected             Workload region           Mat             SLA status           Met             Last backup time           Jul 28	Search or type / for a command                  Werklow               Configuration                 Servers               104831_MPC_imageLevel             org1_group_01                 OS               Ubuntu Linux (64-bit)                 Windor               Ubuntu Linux (64-bit)                 Windor               Ubuntu Linux (64-bit)                 Windor               Ubuntu Linux (54-bit)                 Windor               Ubuntu Linux (54-bit)                 Windor               Ubuntu Linux (54-bit)                 Windor               Ubuntu Linux (54-bit)                Windor               Ubuntu Linux (54-bit)                 Windor               Ubuntu Linux (54-bit)                 Vith status               SP-SL6-TST-GRID-01-R30D                 Ubit 115, 2024, 5:00:37 PM               Ubit 115, 2024, 5:00:48 PM                 Company               EMS Test Organization 1-104831                 Workload region               Not set                SLA statuis	Image: Second system       Configuration         Odd system       Configuration         Company       EMS Test Organization 1-104831         VM status       Protected         Verking region       Not set         SLA status       Met         Last backup time       Jul 28, 500 PM	Image: Second system       Image: Second system <th< td=""><td>Image: Second system of type / for a command       Image: Second system of type / for</td></th<>	Image: Second system of type / for a command       Image: Second system of type / for

# E Q U I N I X



#### EMS - Managed Private Backup User Guide – Release 1.1

Once you have selected the date, it will show the available restore point that day. Click restore to start the procedure. You will then be presented a choice of recovering some files or the virtual machine completely:

Managed Private Backup	Q Search	or type / for a command			28	4	EMS Test Orga	nization 1-104	1831 🔻		B-2\test_contact_	ems_tes	st_org1 💌
Filter navigation	Virtualization	restore type						Showing	backup a	as of 2024	I-07-28 05:02 pm	v s	Settings
Dashboard  Protect		Guest files Restore files from the guest v	virtual machine to the file syste	em of the access node or c	ther client.								
Virtualization		Full virtual machine											
File servers	•	Restore complete virtual mac	chines to VMware Cloud Direct	stor									
Databases													

If you select Guest files, you will be presented a list of files to choose from:

Managed Private Backup	${\bf Q}$ Search or type / for a command			1 E	🗄 🗘 📰 🛛 🛍 EMS Test Or	ganization 1-104831 🔻 💄 MPB-2\test_conta	ct_ems_test	∟org1 ▼
Filter navigation	Virtualization V / VMUbuntu1 / Guest files	S						
Protect		•				Showing backup as of 2024-07-28 17:02:32 🐱	<u> </u>	0
i Jobs	👻 🕌 VMUbuntu1	VMUb	untu1					
Reports	<ul> <li>boot</li> <li>cvlostandfound</li> </ul>		Name	Size	Modified time	Backup time	Actions	
Monitoring	▶ 💼 dev		🖿 boot	4 KB	Apr 3, 11:30 AM	Jul 28, 5:01 PM		
C Web console	<ul> <li>etc</li> <li>home</li> </ul>		cvlostandfound (Missing mountpoints	4 KB	Jul 29, 5:05 PM	Jul 28, 5:01 PM		
	<ul> <li>Iost+found</li> </ul>		ev dev	4 KB	Mar 14, 2023, 7:43 PM	Jul 28, 5:01 PM	$\overline{\ }$	
	<ul> <li>media</li> <li>mot</li> </ul>		etc	4 KB	Apr 3, 12:12 PM	Jul 28, 5:01 PM	-	
	<ul> <li>opt</li> </ul>		home	4 KB	Apr 3, 12:11 PM	Jul 28, 5:01 PM		
	proc		lost+found	16 KB	Apr 3, 11:30 AM	Jul 28, 5:01 PM		
	<ul> <li>root</li> <li>run</li> </ul>		🖿 media	4 KB	Mar 14, 2023, 7:41 PM	Jul 28, 5:01 PM		
	snap		🖿 mnt	4 KB	Mar 14, 2023, 7:41 PM	Jul 28, 5:01 PM		
	► SIV ► sys		🖿 opt	4 KB	Mar 14, 2023, 7:41 PM	Jul 28, 5:01 PM		
	🕨 🖿 tmp		proc	4 KB	Apr 15, 2020, 8:09 AM	Jul 28, 5:01 PM		

Just select the destination desired for the file and click Submit .

If you opt to restore the full virtual machine, you can choose to overwrite the virtual machine or restore as a new virtual machine. Restore Guest Files does not always work within the Commvault environment. If it fails, please select an alternative restore method. You need the connectivity layer and an Agent installed on the destination server to complete restores.

#### **OBS:** Guest Files limitations:

If your goal is to restore guest files, it is highly recommended that you use a File System Agent, because it's restore will be quickier and more assertive, and since there is a list of limitations on the Guest File restore, and, it is a shared environment, we can't guarantee all requirements for this to work can be met to all customers.

#### What are the limitations for file level restores?

#### Consider the following before doing a file level restore:

 The Image Level on Unix *i*DataAgent can perform a File Level Restore only when the operating systems and their versions on the Client computer and the MediaAgent are same. If the operating systems of the Client computer and the MediaAgent are different, the File Level Restore job will go into pending state with the error message - Please check the log files for this job for more details.





- For a Windows MediaAgent, the Index Cache folder must reside on an NTFS partition.
- If metadata was not collected during a backup, a File Level restore cannot be performed. This might result from having selected the **Skip Metafile Creation** option in the Advanced Backup Options screen, or as a result of failure to collect metadata during the backup, in which case the system generated an Event Message warning of the failure.
- Do not restore:
  - o hidden objects
  - o system files
  - o recycler files
- Image Browse is not supported. A no-image browse operation returns the most recent version
  of the data that existed back to the most recent full backup, rather than returning an image of
  the specified entity (i.e., file system/directory). To perform a File Level Restore of an entity to a
  point in time, you will need to Browse back in time, to the point in time you want to restore.
- If the cluster size (allocation unit) on the disk that you backed up was less than 1024 bytes, a file level restore job will not complete successfully.

#### **Full Virtual Machine Restore**

Select the option Full virtual machine, select if it will be restored In place (same location/name as it was backed up, or Out of place, where it will be asked Destination questions)

r un virtuar machine					
	Destination     Virtual Machines     A Restore Options     A Summary		Type Access rode * Automatic	Destination (a) Implace () Out of place	-
		CANCEL EQUIVALENT API			NEXT
Full virtual machine					
	Pestination     Virtual Machines     3 Restore Options     4 Summary		Type Redore os * VMeore vCenter Destination * Select a different vCe Access node * Automotic	Destination O In place Out of place nter (optional)	<u>•</u>
		CANCEL EQUIVALENT API			NEXT

Select the New Name (if want to), the Destination Host and Datastore

Full virtual machines





Select t	The Restore O	ptions				
		Destination     Virtual Machines     Restore Options     4 Summary		Restore Options  Power on VMs after restore  Putronditionally overwrife if talready exists  Reuse existing VM client  Reuse existing VM client  Reuse enjola completion  Additional options	v	
			CANCEL EQUIVALENT API			PREVIOUS

Review it, and submit

# Other documentations

### Where to find Service Description?

You will find the most up to date service description on <u>docs.equinix.com</u> website.

### Where to find EMS policy?

You will find it on our website.

### Where to find official Commvault documentation?

You will find it on http://documentation.commvault.com/

# How to ask for help

Please make sure to open a ticket every time you need help. This is your guarantee that the right team has received your request and will work on that under the expected SLAs.