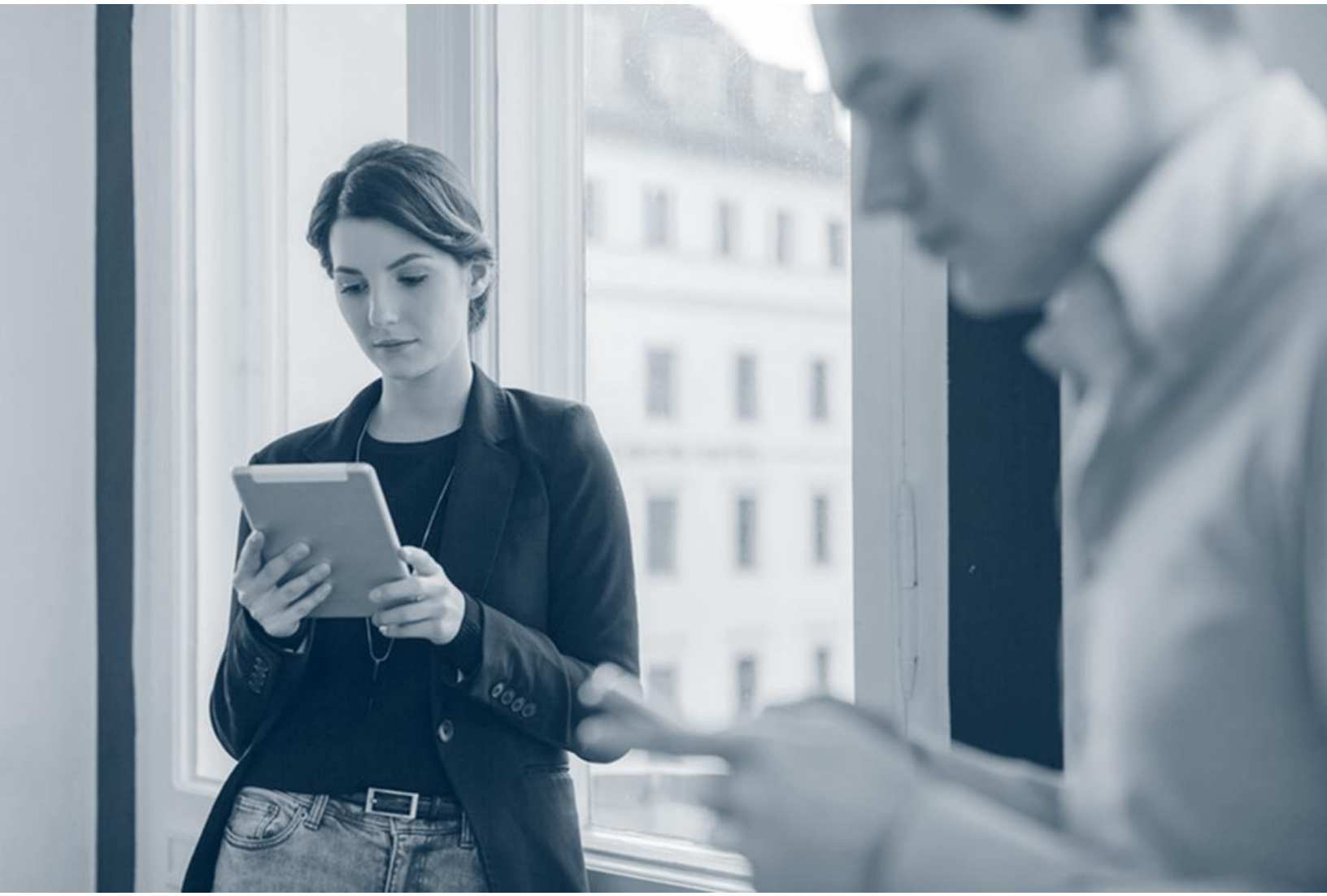


# SP18 Newsletter

December 15, 2019



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# Complete Backup And Recovery

## Change the Display Name for Clients in Commvault Software Interfaces

You can modify the display name for clients, including the CommServe client. The client display name enables administrators to change the name of the client as it appears in the software management consoles, such as the CommCell Console, the Command Center, and the Web Console.

### Key Features

You can have multiple clients in the same CommCell environment that have the same display name without causing a conflict in the software. For example, display names can be used to support multi-tenant CommCell environments where two or more tenants have clients that need to display the same name to their end-users.

### More Information

- [Name Management](#)

## Configure Alerts to Monitor Critical Commvault Services on Clients

With new options for client-based alerts, you can configure the software to monitor the status of critical Commvault services on clients and client groups in your CommCell environment.

For example, you can create an alert to monitor critical services on your production servers every 15 minutes. If one or more critical services are down (stopped) for more than 15 minutes, the software will send alert notifications to the users specified in the alert criteria.

### Key Features

- Alert stakeholders to critical service interruptions: Admins and other stakeholders can be made immediately aware of any critical service interruptions on your clients.
- Configurable alert intervals: You can configure the amount of time that a service must be stopped before the alert is triggered, which gives administrators the flexibility to create different alerts for different groups of clients based on your needs.

## Recommendations

Consider creating alerts to monitor critical services for production-level clients and any clients that have the following packages installed:

- Exchange Agent
- High Availability Computing (HAC)
- Index Store
- MediaAgent
- Web Server
- Web Console

## More Information

- [Creating an Alert for Critical Service Interruptions on a Client](#)

## Use EWS On-Premises to Back Up and Restore Exchange User Mailbox

You can protect Exchange User Mailbox using Exchange Web Services (EWS) on-premises.

You can use EWS on-premises starting with Service Pack 16, only with Exchange Server 2019.

Starting in Service Pack 18, we have made enhancements to provide better throughput and improved efficiency of cleanup operations.

## More Information

- [Configurations for the Exchange Mailbox Agent User Mailbox EWS On-Premises](#)

## Allow Different Roles for a Tenant Operator in a Company

Service providers can assign different roles for each tenant operator in a company. In addition to the assigned role, the operator also inherits the role that is associated with the system-created tenant operator user group for the company.

## More Information

- [Assigning a Tenant Operator to a Company](#)

## Configure Full Backups for a Server Backup Plan

You can configure full backups for a server backup plan and specify the backup window for the full backups.

### More Information

- [RPO Backups](#)
- [Creating a Server Backup Plan](#)

## Restore Messages as Stubs Using the Exchange Mailbox Agent

To provide access to messages that are backed up, you can restore data as a stub version back to the mailbox without increasing the mailbox size.

### More Information

- [Restoring Messages as Stubs Using Exchange Mailbox Agent](#)

## Monitor Devices Using the Laptop Dashboard

MSP Administrators and Tenant Administrators can manage endpoint users and devices using the Laptop Dashboard.

### Key Features

- Track the Service Level Agreement (SLA) for each device
- Find the physical location of devices on a map
- Monitor backup performance
- Control user security

### More Information

- [Laptop Dashboard](#)

## NFS ObjectStore: File and Folder Sharing Using the Web Console

You can share the files and folders that are added to NFS ObjectStore with other users from the Web Console.

When you share a file or folder, you set the permission levels for each user. After logging on to the Web Console, the users who you share with can view and download the files.

## Key Features

- Password protection for a public share link: Users must enter the password to view the shared link.
- Expiry date for a shared file or folder: You can define a specific number of days or set the expiry to infinite.

## More Information

- [Share Data Using the Web Console for NFS ObjectStore](#)

## New Structure for the Command Center Navigation Pane

To streamline and standardize the user experience in the Command Center, the navigation pane has a new structure.

The new navigation pane focuses on the latest product offerings, prioritizing the most commonly used options, and consolidating related components.

### Key Features

The Solution navigation item is renamed to Protect.

The following navigation items are now at the top level of the navigation pane:

- Jobs
- The new Activate navigation item

The new Orchestration navigation item groups the following navigation items:

- The Live Sync I/O Monitor
- Replication Monitor
- Replication
- Recovery targets

The new Infrastructure navigation item under the Manage navigation item, groups the following tiles:

- Arrays
- MediaAgents
- Network stores

The Manage navigation item now contains the functionality of the following navigation items:

- Administration
- Configuration

The System navigation item now contains the functionality of the following navigation items:

- System
- Operation

## More Information

- [Configuring Solutions in the Command Center](#)

# Complete: Protect Virtual Environments

## Convert Virtual Machines from Azure to Hyper-V (Cross-Hypervisor Restore)

When restoring a virtual machine from a backup for Azure Resource Manager, you can convert the VM to Hyper-V.

This feature can be used to migrate workloads to Hyper-V, or to recover VMs in Hyper-V if the Azure Resource Manager deployment is unavailable.

This option is available from the Command Center or from the CommCell Console, using streaming backups or IntelliSnap backup copies.

### Applicable Agents

Virtual Server Agent

### Setup Requirements

Create a hypervisor (virtualization client) for Hyper-V.

### More Information

- [Converting to Hyper-V](#) (Command Center)
- [Converting from Azure to Hyper-V](#) (CommCell Console)

# Journey To The Cloud

## Replicate Instances from AWS to AWS

You can replicate instances (VMs) from an AWS source account to an AWS destination site. The destination site can be in the same region and zone, or in a different region or zone.

You can replicate from streaming backups, perform planned or unplanned failovers, and perform failbacks after a failover.

You can configure replication using the Command Center.

## Applicable Agents

Virtual Server Agent

## Setup Requirements

Install the Virtual Server Agent on an AWS instance to act as a VSA proxy (access node) for replication.

## More Information

- [Replication for Virtual Machines](#) (Command Center)

## For Microsoft Azure VM Backups, Changed Block Tracking with Managed Disks

For Microsoft Azure, you can use Changed Block Tracking (CBT) with managed disks.

CBT enhances the backup performance of Azure virtual disks. It is enabled by default. With CBT, the Azure API detects the changed blocks (changed page range information) on Azure virtual disks by comparing the binary large object (BLOB) snapshots. With this comparison, CBT provides better backup performance than traditional cyclic redundancy check (CRC) backups.

CBT is available from the Command Center or from the CommCell Console, for incremental backup jobs and backup copy jobs.

## More Information

- [Changed Block Tracking for Microsoft Azure](#) (Commcell Console)
- [Editing VM Group Settings for Azure](#) (Command Center)

## Modern Infrastructures

### Use Commvault Alerts to Create Incidents in ServiceNow

You can use Commvault alerts to create incidents in ServiceNow.

## More Information

- [Using Alerts to Create Incidents in ServiceNow](#)



## Text-Based Monitoring of CommCell Environments

You can monitor the health of a CommCell environment using text-based monitoring on a smartphone or other SMS-enabled device.

By texting simple commands or questions to a phone number, you can request information about a CommCell environment's SLAs (service level agreements), failed jobs, critical agent protection status, and anomalies or unusual activities. After you receive text message responses to your questions, you might be asked if you want details sent to your Commvault Cloud email account.

### Setup Requirements

- The CommCell environment that you want to monitor must be registered on the Commvault Cloud, and its health data must be regularly uploaded to the Commvault Cloud.
- You must use a smartphone or other SMS-enabled device.

### More Information

- [Voice-Based and Text-Based Monitoring for CommCell Environments](#)

## Orchestration And Automation

### Automatically Discover Oracle RAC Databases

You can simplify the Commvault configuration for Oracle RAC databases by using automatic discovery. Automatic discovery is enabled by default and finds Oracle RAC databases and their associated cluster nodes, and then uses the information to create and configure the corresponding RAC client and instances, with their related cluster nodes and subclients.

### Applicable Agents

Oracle Agent

### More Information

- [Automatic Instance Discovery for Oracle and Oracle RAC Databases](#)

## Understand And Activate Data

## Preview Data in a Pop-up Window from Reports

You can use the preview feature to open data in a pop-up window or a tile inside a report. This feature is useful for users who want to analyze small collections of data that appear in files, such as email messages or text.

To create a preview, configure a list of file names to appear as links. Configure the links to open pop-up windows that display the contents of the files. The data that appears inside the pop-window is gathered from a data set or a REST API response. You can also format the appearance of the pop-up window using HTML and CSS, which can make the data easier for users to read and understand.

### More Information

- [Creating a Preview for Data in Reports](#)

## Use Activate to Redact Documents that Contain PII for Subject Access Requests

With Activate, you can redact personally identifiable information (PII) from documents that are collected as part of a subject access request (SAR). You can redact PII for all documents in a request. And, during the review workflow, reviewers can redact additional information in individual documents.

### Key Features

- Redact PII for all documents in a request.
- Redact PII or any other information at the document level.

### More Information

- [Creating an End-User Subject Access Request in Request Manager \(Command Center\)](#)
- [Reviewing Documents for End-User Subject Access Requests \(Command Center\)](#)

## Visualize and Analyze Data by Using File Storage Optimization

You can analyze files with the file storage optimization dashboards:

- File duplicates
- File ownership
- File security
- Size distribution
- Tree size

To facilitate visualization, files are grouped according to common characteristics and displayed in graphs or charts. After you analyze your files, you can delete or move individual files or groups of files.

You can also perform cross-client searches if you need to find specific files.

### More Information

- [File Storage Optimization](#)

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[COMMVault.COM](https://www.commvault.com) | 888.746.3849 | [GET-INFO@COMMVault.COM](mailto:GET-INFO@COMMVault.COM)