

## NSS App Troubleshooting

### Self Service app connectivity

When trying to use the app, a user should consider:

- Is there an adequate internet connection?
- Is the Self Service API URL correct?

Scanning the QR code in the “About NetBackup Self Service” page is the most accurate method

- Is your Self Service v8.1.2, or higher?
- Is the Self Service public web service internet facing?

### Self Service web interface problems

User cannot see Backup Now or Protect options?

- Check the Self Service web interface (via a browser) to see if the backup options are the same for that user and computer

User cannot see all their computers?

- Check the Self Service web interface (via a browser) to see if the Computer list is displaying the same results

Non-tenant admin users cannot find a specific tenant’s computer?

- Filter the list to the required tenant only, to narrow search

Always check what the Self Service web interface (via a browser) is displaying. If the results are different from the app, there is a problem with the app’s data.

### Functionality not available

The initial delivery of the mobile app has limited functionality and only contains a subset of the Self Service feature set. If a user cannot find a specific action in the app, it is probably unsupported app functionality.

Cannot restore VMs or files?

- Restoring a file is not yet available but the ability to restore a VM is available from November 2018

Cannot impersonate users?

- Functionality not yet available

Cannot add a comment when protecting or backing up?

- The app does not offer this functionality