

# Symantec NetBackup™ Analyzer FAQ

Optimize customer environments with NetBackup Platform

FAQ: Data Protection

## Introduction

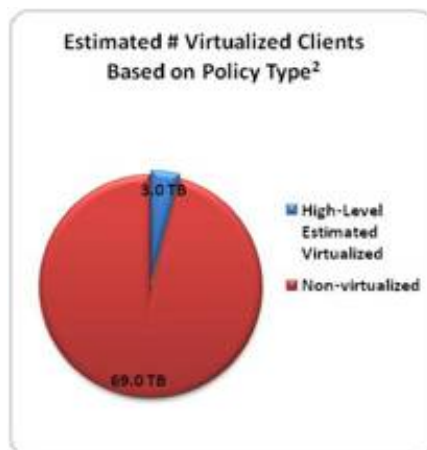
Symantec NetBackup™ customers are faced with challenges throughout their environments to maintain SLAs against rapidly growing data, evolving infrastructure, etc. Trends such as virtualization, storage consolidation, and extreme data growth cause strain on a data protection operation and require careful analysis to meet the challenges with appropriate actions. Fortunately, NetBackup has kept pace with the revolution that is occurring in the data center, but customers need guidance as to how to best architect NetBackup to meet their requirements. As a trusted advisor, it is important for both Symantec and our partners to maintain insight into the challenges that each customer is experiencing in order to prescribe a better path forward.

The NetBackup Analyzer is a sales tool that was developed to provide this insight in an efficient manner. It provides sales teams with the ability to quickly process a customized report using key pieces of data from a customer environment, which will serve to enlighten the customer about their NetBackup operation as well as identify areas where new technologies can help address key pain points and inefficiencies that can lead to cross-sell/up-sell opportunities for our sales teams.

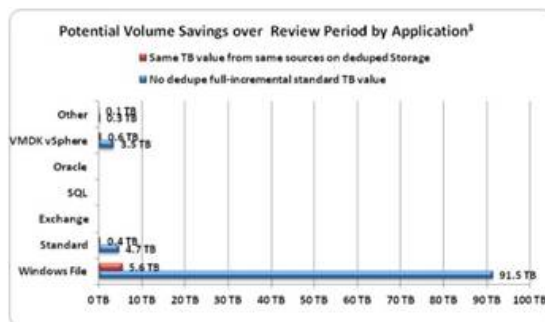
## Overview and output examples

The report produced by the NetBackup Analyzer is simple. It provides some basic site metrics that indicate how the product is configured, including numbers of clients, servers, protected terabytes, disaster recovery methodologies, etc. It goes on to provide a graphical summary of some key calculations related to potential inefficiencies in the environment. Examples of the types of information that are provided by the NetBackup Analyzer include:

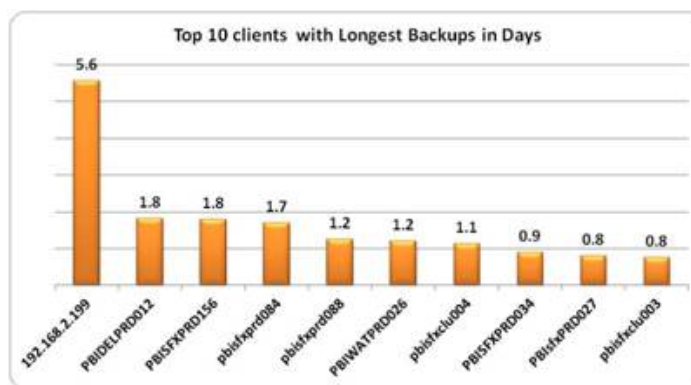
**Virtualization:** Are the customer's virtual machines adequately protected?



**Deduplication:** How much savings might be realized if deduplication technology was deployed?



**Slowest/largest applications:** What applications contain the most data and take the longest to back up?



By focusing in on these key areas within an environment, we can move quickly to a discussion that provides value to the customer and positions to drive projects that address challenges that the customer is currently facing.

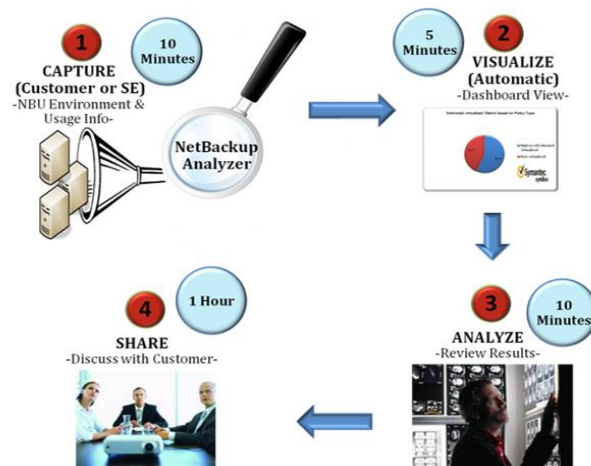
### Process—Simple, fast

Producing a NetBackup Analyzer report couldn't be much easier (for full NetBackup instruction, see documentation that is available on SCORE and PartnerNet). It starts with gathering a small file from each NetBackup master server and uploading it to the NetBackup Analyzer server. From there, the data will be automatically processed and a report will be generated. The Symantec sales team will receive an email with a link to download the report, where it can be forwarded to the Symantec partner or reviewed internally for direct opportunities. This entire process takes roughly 30 minutes including the automatic report processing time. At that point, a one hour meeting should be scheduled with the customer, during which time the report will be reviewed with the backup team and an IT manager responsible for backup within the customer's organization.

Four simple steps to pipeline creation:

1. **Collect metadata from each NetBackup master server**—This is a simple process, commonly performed by the customer. The metadata is aggregated into a single file and uploaded to the NetBackup Analyzer server.
2. **Automatic report processing**—Once the NetBackup Analyzer receives the file, it automatically performs analysis on it, produces a report, and notifies the requester that the report is available for download.
3. **Analysis**—In this step, a NetBackup subject matter expert reviews the report for points of interest and prepares the talk track for the customer based on the findings of the report.

4. **Customer meeting**–Walk through the findings with the customer, highlighting areas of inefficiency revealed by the report, and discussing next steps to explore these items further.



## Frequently Asked Questions

### 1. What is the degree of accuracy of the NetBackup Analyzer?

The NetBackup Analyzer design principle focuses on speed, efficiency, and simplicity. In order to maintain these design priorities, the NetBackup Analyzer captures a minimal amount of metadata from the NetBackup catalog, which is generally less than .1 percent of the NetBackup catalog size, making upload and processing time minimal. From the information that is captured, the report is generally produced to a minimum of 80 percent accuracy, and generally much better than 80 percent, and nearly always directionally accurate in all categories. Given the margin of error, however, the data should be presented as non-empirical and used for high level guidance only. There are other tools available from Symantec that dig deeper into the data and can provide a greater degree of accuracy for applications such as health checks, license audits, detailed sizing, and architecture work.

### 2. Am I able to make changes to the report after it has been processed?

Yes. The report is provided as a fully self-contained Microsoft Excel® document. All the formulas and data used to create the report are available and open to editing. There is also a built-in deduplication calculator that can be used to make adjustments for actual deduplication rates experienced in the customer environment.

### 3. Is there a comparable tool that runs reports on competing products?

Yes. There is a similar utility called IBM® Tivoli Storage Manager (TSM) Analyzer that provides automated reports for TSM environments. See the Symbox documentation (<http://symbox.symc.symantec.com/>) for details on TSM Analyzer. Other products are under consideration for support but no firm release dates are set.

### 4. My report was not returned back to me after I uploaded the bpimagelist file. What did I do wrong?

You should have received an email containing some guidance on what went wrong. The most common errors include not having a valid opportunity ID or the upload file was improperly named (the naming convention here is critical).

### **5. Can this tool be used to perform a health-check?**

No. The information generated by the NetBackup Analyzer is perfect for initiating a pre-sales discussion around new opportunities in the customer environment, but it is not designed to be a comprehensive bottleneck analysis and troubleshooting report. For that type of requirement see the NetBackup health-check tool: [https://symiq.corp.symantec.com/departments/gcs/SPM/chnl\\_serv/CE/ILT%20Release/NBU/Assessment/EN/](https://symiq.corp.symantec.com/departments/gcs/SPM/chnl_serv/CE/ILT%20Release/NBU/Assessment/EN/).

### **6. Can this tool be used as a license audit tool?**

No. Customer engagements to confirm entitlements or deployments reporting must be coordinated with Global License Compliance, under their guidance. Customers may use the nbdeployutil tool to perform self-assessments of their environment to determine their NetBackup deployment levels for their internal asset management programs.

### **7. Is this tool integrated with the Proposal Automation Tool (PAT) for full proposal automation?**

Yes. When a PAT proposal is generated, select NetBackup 7.5 or any appliance option to find an additional option called the “NetBackup Analyzer Placeholder.” When this option is selected a module is inserted into the PAT proposal that contains descriptions for each of the charts that are generated by the NetBackup Analyzer. Simply copy and paste the actual customer charts into the document and you will have a complete report included in your proposal.

### **8. Why do the reports from the NetBackup Analyzer and nbdeployutil produce different values for license usage?**

Generally they should be close. Usually a discrepancy will result because bpimagelist output that is used for the NetBackup Analyzer is also used for nbdeployutil. This is NOT the correct way to run nbdeployutil, so it is important to review the right syntax and caveats for nbdeployutil prior to running it.

### **9. Who develops the NetBackup Analyzer?**

The NetBackup Analyzer is developed on the Symbox sales automation platform which was created by Tom Davis and Roger Reid who are members of the Symantec Americas Technical Sales Organization.

### **10. I have a suggestion for an additional function within the NetBackup Analyzer; who should I contact?**

Please contact Paul Mayer, [paul\\_mayer@symantec.com](mailto:paul_mayer@symantec.com), for any suggestions.

### **11. Can the NetBackup Analyzer capture information on dedupe that is already in use in the environment?**

No. The deduplicate information included in the NetBackup Analyzer are estimates based on averages across customer environments. We do not currently capture actual deduplication results from an environment in the NetBackup Analyzer.

### **12. How different are these reports from OpsCenter reports?**

For customers who use OpsCenter, most but not all of the information provided in the NetBackup Analyzer can be obtained through OpsCenter reports. The purpose of the NetBackup Analyzer is to capture the targeted information in a succinct fashion for quick identification of up/cross-sell opportunities, rather than for operational purposes.

### **13. Do resellers have access to this tool?**

Yes. They will need to work with a Symantec sponsor who will provide an opportunity ID each time the tool is run, and forward the report to the partner once it is complete.

**14. Is there a one pager we can send to customer which explains the key benefits for them and contains an example report?**

Yes. There are two customer facing artifacts; an email template and a PowerPoint deck, both of which are designed to spell out the customer facing benefits of allowing the NetBackup Analyzer to produce a report on their environment.

**15. Can we run this tool in a heterogeneous environment where NetBackup is not present, with the aim of positioning NetBackup and Symantec Enterprise Vault™?**

No. The NetBackup Analyzer requires a NetBackup catalog as its data input and therefore is not able to produce reports on an environment that does not utilize NetBackup.

**16. If a customer has multiple master servers, do we have to run this tool on each of them?**

A bpimaglist file will need to be extracted from each master server. Then you have two options on how the report is produced. You can choose to have a single report that covers all domains, or alternatively you can produce an individual report for each separate domain. It would be best to discuss with the customer how they would like to review the information before deciding this.

**17. My customer already uses appliances and deduplication. Is it necessary to use this tool?**

There are many opportunities that can be identified in addition to these areas (VMWare® protection, Replication Director, Disaster Recovery Modernization, and others). It is a good idea to use this tool on a regular basis (annually at a minimum) with any customer who doesn't have good visibility into this information.

**18. Can I get an explanation of how the charts within the report are created?**

The first tab in the report is labeled "Instructions." On this tab you will find an explanation of what each chart is measuring, and how to interpret the results. On the SCORE site you will also find a sample report that is stripped of customer sensitive information.

**19. My customer is not comfortable letting sensitive data out of their environment. Can you strip the bpimagelist of this sensitive data?**

Yes. There is a utility on the Symbox site called "Symfilter" that provides this functionality. Symfilter provides a method to substitute confidential hostnames in the bpimagelist with end-user configurable alias names. This process would be used prior to uploading the bpimagelist files to SymBox. The filtering process creates a text file for the customer to cross-reference alias names with original names.

**20. I ran the NetBackup Analyzer on a NetBackup 7.5 customer site, and they were using our Enterprise client to backup the virtual machines. When I received the NetBackup Analyzer report, the client names were so long that they garbled up the charts in the NetBackup Analyzer. Is there a way to fix this?**

Yes. Symfilter provides a method to replace the long names with and easy identifiable alias names within the bpimagelist file. This process is used prior to uploading to SymBox. The filtering process creates a text file for the customer to cross-reference the alias names with the original longer names. See the Symbox site for access to this utility.

## 21. What does "normal" look like? To be able to identify out-of-spec results, we first have to know what "good" or "normal" should look like.

A NetBackup Analyzer report for an up-to-date, healthy solid customer shop would likely show:

- A relatively low number of clients to media servers. Anything over 80 would look high and be worthy of a conversation around adding additional media servers.
- Catalog size of fewer than 700 GB per master server. More than that (or even if they are close to that) and they should split into multiple domains.
- Data distributed across a number of applications. If it is mostly or all file system data they are probably not using our application agents.
- A high percentage of data being backed up by Enterprise Client, which will appear on the report as "virtualized client". If they are using virtualization in the environment and it is not showing up here, they are either using a standard NetBackup client in the guest OS (bad), or a competitor's product (worse) to protect their virtualized environment.
- No backup jobs lasting more than eight hours. That value is arbitrary and the limit really depends on the customer's SLAs, but in general there is probably a problem if something is taking that long. And in most reports we find jobs taking longer than that.
- More than half of the backup storage is disk. If they are still using predominately tape they are behind the curve and their operation is unnecessarily slow and expensive. Deduplication is the answer to accelerate their adoption of disk backup.
- Use of Auto Image Replication (AIR) for disaster recovery. Most customers are still using off-site tape rotation which is the outdated slow and expensive form of disaster recovery.

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### **Additional resources**

#### *Internal Symantec:*

SCORE NetBackup: [NetBackup Analyzer \(TAB\)](#)

Sales training: <http://symlearn.ges.symantec.com/ActivityDetails.aspx?actid=153650>

SE training: <https://symiq.corp.symantec.com/departments/pm/nbu/Pages/IMGWebcasts.aspx>

Sample report to share with customer: <https://na3.salesforce.com/sfc/#version?id=06850000000hAbp>

Email template used to recruit customers to participate in a NetBackup Analyzer study: <https://na3.salesforce.com/sfc/#version?selectedVersionId=06850000000hAd2>

PowerPoint deck used to recruit customers to participate in a NetBackup Analyzer study: <https://na3.salesforce.com/sfc/#version?selectedDocumentId=06950000000gnVHAAY>

Global License Compliance: <https://c.na3.visual.force.com/apex/Page?name=GlobalLicenseCompliance>

Symantec Tool Use Policy: [http://syminfo.ges.symantec.com/spr/Sales/Global/Policies/Symantec%20Deployment%20Analyzer%20\(SDA\)%20Policy%20and%20Process.doc](http://syminfo.ges.symantec.com/spr/Sales/Global/Policies/Symantec%20Deployment%20Analyzer%20(SDA)%20Policy%20and%20Process.doc)

Documentation and file upload: <http://symbolx>

*Partner Resources:*

PartnerNet:

[https://partnernet.symantec.com/Partnernet/Product/Product.jsp?solutionID=1&catID=69&productID=331&\\_DARGS=/Partnercontent/Common/LeftNav.jsp.20\\_A&\\_DAV=331&\\_dynSessConf=-3732365006316106777&leftNavHighlight=331](https://partnernet.symantec.com/Partnernet/Product/Product.jsp?solutionID=1&catID=69&productID=331&_DARGS=/Partnercontent/Common/LeftNav.jsp.20_A&_DAV=331&_dynSessConf=-3732365006316106777&leftNavHighlight=331)

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