

NetBackup™ for OpenStack Administrator's Guide

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Cohesity Support

Reach Cohesity Support

There are several ways to create a Cohesity support case.

- Go to [Cohesity Support](#), to search in our knowledge base; or contact us by phone - United States and Canada: 1-855-9CO-HESI (926-4374), option 2.
- Log in to the [Cohesity Support Portal](#) to create a new case.
- Click the (?) icon on the Cohesity UI and select Support Portal.

Support/Service Assistance

First, contact the Service Provider that you have contracted for service and support. If you work directly with Cohesity and have a product warranty/entitlement, repair pricing, or technical support-related question, see your options below:

- To find solutions to your product issues or for suggestions or best practices, visit the [Cohesity Knowledge Base](#).
- Log in to the [Cohesity Support Portal](#) to create a new case.
- To monitor your open cases, log in to the portal and click the **Cases** tab on the home page. This page should have all the case statuses and updates. You can also view individual case status.

Cohesity Software Running on Partner Hardware

For Cohesity software running on qualified third-party hardware, the following support workflow applies:

1. The customer may contact Cohesity Support first if the issue cannot be determined as a hardware issue.

Note: Cohesity cannot process hardware replacement requests for partner hardware.

2. Cohesity Support triages the issue. If it is a software issue, Cohesity Support continues to work on it.
3. If it is a hardware/firmware issue or is suspected to be a hardware/firmware issue, Cohesity provides information about the issue to the customer and requests that the customer open a support ticket with the appropriate partner.
4. If needed, Cohesity Support can join a three-way call with the partner and the customer.
5. The customer informs Cohesity Support on the progress of the partner's case.

Introduction

This document includes the following topics:

- [About NetBackup for OpenStack](#)

About NetBackup for OpenStack

NetBackup for OpenStack provides policy-based protection for OpenStack environments, helping organizations safeguard virtual machines and associated data with efficient full and incremental backups. It supports dynamic workload selection and captures the resources needed for recovery, while writing backup data to NetBackup storage targets and extending retention through NetBackup lifecycle management features.

Customers benefit from flexible recovery options, including full VM recovery, granular recovery, and alternate-cluster restore, along with support for restoring key environment settings such as networks, MAC addresses, security groups, and administrative access details. This helps reduce downtime and simplifies recovery for large-scale OpenStack deployments.

Key benefits include:

- Scalable protection for large OpenStack environments with efficient backup operations and support for dynamic selection by groups, tags, projects, or regex-based discovery.
- Multi-tenant management through plug-ins for both Horizon and Skyline consoles, enabling protection workflows from familiar OpenStack management interfaces.
- Greater storage and operational efficiency through incremental backups, deduplication, and support for NetBackup storage lifecycle policies.
- Stronger resilience and visibility with support for NetBackup storage targets, Auto Image Replication, cyber resiliency features, and backup reporting.

OpenStack workloads are protected in conjunction with Storware Backup and Recovery. For more information, see <https://docs.storware.eu/protecting-virtual-machines/virtual-machines/openstack/>.

For information about Storware Backup and Recovery and deployment, see <https://docs.storware.eu/>.