

# NetBackup™ for Microsoft SharePoint Server Administrator's Guide

for Windows

Release 11.2

# NetBackup™ for Microsoft SharePoint Server Administrator's Guide

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# Introducing NetBackup for SharePoint Server

This chapter includes the following topics:

- [About NetBackup for SharePoint Server](#)
- [Features of NetBackup for SharePoint Server](#)
- [SharePoint Server backup operations](#)
- [SharePoint Server restore operations](#)
- [Limitations on SharePoint Server backups and restores](#)
- [NetBackup File System Daemon](#)

## About NetBackup for SharePoint Server

NetBackup for SharePoint Server extends the capabilities of NetBackup to include online backups and restores SharePoint Server. The NetBackup agent for Microsoft SharePoint Server is an optional, add-on component to the NetBackup for Windows client software. Because this product is tightly integrated with the Backup, Archive, and Restore interface, this manual provides only an overview of NetBackup functionality. Backup operations and restore operations for SharePoint Server are identical to other NetBackup file operations, except where noted.

Microsoft SharePoint Server or Microsoft Office SharePoint Server may be abbreviated to either SharePoint Server or to SharePoint. Unless otherwise noted, the text implies SharePoint Foundation when SharePoint is discussed.

# Features of NetBackup for SharePoint Server

Table 1-1 describes the features for the NetBackup for SharePoint Server Agent.

**Table 1-1** NetBackup for SharePoint Server Agent features

Feature	Description
Online backup	SharePoint Server objects can be backed up without taking the SharePoint Server offline. SharePoint services and data are available during the backup.
SharePoint Server backup methods	NetBackup supports full and differential-incremental backups of SharePoint.
Tight NetBackup integration	<p>Tight integration with NetBackup means the following:</p> <ul style="list-style-type: none"> <li>■ An administrator already familiar with NetBackup procedures and software can easily configure and use NetBackup to perform SharePoint Server backup and restore operations.</li> <li>■ Features and strengths of the NetBackup product suite are available to the SharePoint Server backup user. These features include scheduled and user-directed operations, backups of multiple data streams, and in-line tape copy. These features are described in detail.</li> </ul> <p>See the <a href="#">NetBackup Administrator's Guide, Volume 1</a>.</p>
Central administration	You can administer the backup and recovery of multiple SharePoint Server installations from a central location.
Media management	SharePoint Server backups are saved directly to a wide variety of storage devices that NetBackup supports.
Automated backups	Administrators can set up schedules for automatic, unattended backups for local or remote clients across the network. These backups are managed entirely by the NetBackup server from a central location. The administrator can also manually back up the clients. Auto discovery is used for SharePoint Server installations. The topology is read from the SharePoint front-end Web server and the backup selection list is automatically built.
User-directed backups	A user can perform backups of SharePoint Server resources through the Backup, Archive, and Restore client interface on the front-end Web server.
Backups and restores of standalone SharePoint Foundation or Windows SharePoint Services (WSS)	NetBackup can back up and restore standalone installations of SharePoint Foundation or Windows SharePoint Services.
Support for VMware backups that protect SharePoint	VMware backups that protect SharePoint Server provide granular recovery, complete protection of the farm, and protection of the SharePoint components in the Windows files system.

**Table 1-1** NetBackup for SharePoint Server Agent features (*continued*)

Feature	Description
Compression of backups	Compression increases backup performance over the network and reduces the size of the backup image that is stored on the disk or tape. NetBackup does not support compression of the backups that use Granular Recovery Technology (GRT).
Encryption	When the Encryption attribute is enabled, the server encrypts the backup for the clients that are listed in the policy. NetBackup does not support encryption of any backups that use GRT.
Restore operations	An administrator who uses the Backup, Archive, and Restore interface can browse SharePoint Server backups and select the ones to restore.
Support for NetBackup Accelerator with VMware backups	NetBackup Accelerator can reduce by up to 90% the time it takes to perform a VMware backup that protects SharePoint. By reducing the backup time, it is easier to perform the VMware backup within the backup window. Accelerator support for SharePoint currently restricts backups to the full schedule type. This restriction also exists for a VMware backup that protects SharePoint without Accelerator.
Restores of individual items and document sets using Granular Recovery Technology (GRT)	When a backup uses GRT, users can restore individual lists, items, and documents sets directly from any full database backup of a Web application. This feature adds an extra step that identifies the items within the database. This step lets you recover individual items later. (Note that you must create a separate backup for the full farm.)
Support for claims-based authentication	<p>Claims-based authentication (CBA) is supported for web applications in SharePoint. The following providers are supported:</p> <ul style="list-style-type: none"> <li>■ Windows authentication (LDAP)</li> <li>■ Facebook</li> <li>■ LinkedIn</li> <li>■ Live Id</li> <li>■ Forms-based authentication (FBA), using SQL Server</li> <li>■ ADFS 2.0</li> </ul>
Redirected restore	<p>You can redirect the restore of the following:</p> <ul style="list-style-type: none"> <li>■ SharePoint web application within a farm.</li> <li>■ SharePoint web application to another farm.</li> <li>■ SharePoint Content database to another SQL Server instance, to take advantage of data recovery from an unattached content database.</li> </ul>
Multi-tenant environments	Backup and recovery of SharePoint Server databases are fully supported in a multi-tenant environment. NetBackup does not support GRT with Microsoft SharePoint Server backups in a multi-tenant SharePoint environment.

**Table 1-1** NetBackup for SharePoint Server Agent features (*continued*)

Feature	Description
Support for any backups that were created with previous NetBackup versions	You can restore the backups that were created with previous versions of NetBackup. However, features in the current release are not supported with any backups that were created with previous versions.

## SharePoint Server backup operations

You can use the NetBackup for SharePoint Server agent to back up the entire SharePoint Server farm or individual components. NetBackup provides the following methods to perform backups:

- Automatic
- Manual
- User-directed

For general information on backup methods in NetBackup, see the [NetBackup Administrator's Guide, Volume I](#).

The NetBackup administrator can schedule the backups that occur automatically and unattended under the control of the NetBackup server. The following types of automatic backups are available:

Full schedule	The entire contents in the backup selections list are backed up.
Differential incremental	Only the contents that have been added or changed since the previous full or incremental are included in the backup.

Manual backup may be used for special events. A manual backup includes all the items in the backup selections list of the policy you selected for backup.

User directed backups require a User Backup schedule to be defined on a SharePoint policy on the NetBackup server. A user-directed backup includes the entire contents of the items that are selected for backup. This type of backup is only supported from the SharePoint application host, not on other hosts where only SharePoint objects are present.

## SharePoint Server restore operations

Use the Backup, Archive, and Restore interface to initiate SharePoint Server restore operations. This interface lets you select the NetBackup server from which the objects are restored and the client whose backups you want to browse. Based upon these selections, you can browse the backup history, select individual items and launch a restore. The NetBackup Recovery Assistant lets you restore SharePoint resources with one click and determines the sequence in which the resources are restored.

An administrator can browse for and restore databases and individual items. Users also can restore the security settings on a selected item. Objects that users can restore include the following:

- One or more databases
- Individual documents in a Document library
- Entire sites
- Subsites
- Entire lists or libraries
- Document sets
- Individual list items or documents

## Limitations on SharePoint Server backups and restores

The following limitations exist when you perform backups and restores of SharePoint Server:

- Due to Microsoft API limitations, NetBackup does not support backups of the Application Registry service application.
- Project Server databases are not protected.
- Reporting Services are not supported.
- The FAST Search service application under SharePoint is not protected.
- The following cannot be redirected to another web application:
  - Documents and folders
  - Farm Configuration database and Single Sign-on database
  - Index Files or Index database

- NetBackup does not support restores of customized SharePoint Solution Packages (.wsp) or third-party Web Part customizations.
- Web Parts on the home page of the site collection and subsite do not retain their formatting when you restore with GRT at the site collection and subsite level.
- NetBackup does not support GRT restores of deleted lists and PerformancePoint Dashboards. For example, Microsoft OneDrive sync fails after you perform the GRT restore of the list or the OneDrive web app that is deleted.
- Restoring a SharePoint Help Search database and index files results in a successful restore. However, the SharePoint Help Search is not extended to use the restored database and index files.
- When you direct items to a file system, any list items you selected are not restored and appear as 0-KB files.
- (SharePoint 2016 and later) restore jobs related to the **Basic Search Center** template fail with an error message.
- For limitations on operations with Granular Recovery Technology (GRT), see the following topic:  
See [“Limitations and conditions for restores that use SharePoint Granular Recovery Technology \(GRT\)”](#) on page 38.
- The SharePoint agent is supported in FIPS-compliant mode. SharePoint internally uses encryption algorithms that do not comply with FIPS standards. The Windows FIPS policy blocks the MD5 hashing algorithms that SharePoint uses. Therefore, the OS-level FIPS policy should be disabled for the SharePoint restores for successful operation. Note that NetBackup-FIPS is supported for protecting SharePoint. See the following articles for more details:  
[FIPS and SharePoint Server](#)  
[SharePoint 2016 and FIPS](#)
- Redirected restore functionality is not supported with SQL availability group (Always On) configuration.

## NetBackup File System Daemon

The NetBackup File System Daemon (**NBFS**D) on the NetBackup media server is a process that allows NetBackup clients to mount, browse, and read NetBackup (tar) images. This process is used with a client for Granular Recovery Technology (GRT) operations. These operations include backups, browsing for backup images, restores, and duplication.

# Installing NetBackup for SharePoint Server

This chapter includes the following topics:

- [Planning the installation of NetBackup for SharePoint Server](#)
- [Verifying the operating system and platform compatibility](#)
- [NetBackup server and client requirements](#)
- [SharePoint software requirements](#)
- [Requirements for installing the SQL Server back-end servers in a cluster](#)
- [License for NetBackup for SharePoint Server](#)

## Planning the installation of NetBackup for SharePoint Server

Perform the following tasks before you use NetBackup for SharePoint Server.

**Table 2-1** Installation steps for NetBackup for SharePoint Server

Step	Action	Description
Step 1	Verify the operating system and platform compatibility.	See " <a href="#">Verifying the operating system and platform compatibility</a> " on page 16.
Step 2	Verify the NetBackup software requirements for NetBackup for SharePoint Server.	See " <a href="#">NetBackup server and client requirements</a> " on page 16.

**Table 2-1** Installation steps for NetBackup for SharePoint Server (*continued*)

Step	Action	Description
Step 3	Verify that primary server has a valid license for NetBackup for SharePoint Server and any NetBackup options.	See " <a href="#">License for NetBackup for SharePoint Server</a> " on page 18.

## Verifying the operating system and platform compatibility

Verify that the NetBackup for SharePoint Server agent is supported on your operating system or platform.

### To verify operating system and compatibility

- 1 Go to the NetBackup compatibility list site.  
<https://support.cohesity.com/s/article/article-100040093>
- 2 Select the link for the following document:  
Application/Database Agent Compatibility List
- 3 For information on support for VMware, see the following document:  
[Support for NetBackup in a Virtual Environment](#)

## NetBackup server and client requirements

Before you install NetBackup, review the requirements for the NetBackup server and the NetBackup clients.

### NetBackup server requirements

Verify that the following requirements are met for the NetBackup server:

- The NetBackup server software is installed and operational on the NetBackup server.  
See the [NetBackup Installation Guide](#).
- Make sure that you configure any backup media that the storage unit uses. The number of media volumes that are required depends on several things:
  - The devices that are used and the storage capacity of the media.
  - The sizes of the databases that you want to back up.
  - The amount of data that you want to archive.

- The size of your backups.
  - The frequency of backups or archives.
  - The length of retention of the backup images.
- See the [NetBackup Administrator's Guide, Volume I](#).

## NetBackup client requirements

Verify that the following requirements are met for the NetBackup clients:

- Front-end web servers: Install the NetBackup client on each web server in the environment.
- Index server: Install the NetBackup client on the system that hosts the SharePoint index.
- Search servers: No NetBackup software is required on these hosts.
- SQL Servers: Install the NetBackup client on any SQL Server that hosts a SharePoint database. For cluster environments, install the client on each node of a clustered SQL Server that hosts the configuration database.
- In a VMware environment, install the NetBackup client software on the virtual machines that are part of the SharePoint farm.
- To use the new features that are included in NetBackup for SharePoint Server in NetBackup 11.2, you must upgrade your NetBackup for SharePoint Server clients to NetBackup 11.2. The NetBackup media server must use the same version as the NetBackup for SharePoint Server client or a higher version than the client.

## SharePoint software requirements

Verify the following regarding the SharePoint server software on the NetBackup server or client:

- The SharePoint server software must be installed and operational.  
Refer to the [Application/Database Agent Compatibility List](#) for supported versions of the SharePoint server software.
- For NetBackup 11.1 and later and for SharePoint versions 2016 and later, the Microsoft .NET Framework 4.8 is installed on the SharePoint servers.
- When you use multiple front-end SharePoint servers, all front-end server websites must be uniformly identified in IIS. Identify the sites with either host headers or IP addresses, but not both. An environment that mixes host headers and IP addresses across multiple front-end servers is not supported.

- To prevent restore failures, the IIS Default Application Pool identity must be a valid SharePoint user ID.
- The SharePoint user should be an administrator user account.

See [“NetBackup server and client requirements”](#) on page 16.

## Requirements for installing the SQL Server back-end servers in a cluster

NetBackup supports clustering of a back-end SQL Server in a Windows Server Failover Clustering (WSFC) environment. The same version of NetBackup must be used on each node in the cluster.

For more information, see your WSFC documentation.

## License for NetBackup for SharePoint Server

The NetBackup for SharePoint Server agent is installed with the NetBackup client software. No separate installation is required. A valid license for the agent must exist on the primary server.

More information is available on how to add licenses.

See the [NetBackup Web UI Administrator's Guide](#).

# Installing and configuring NFS for SharePoint Granular Recovery

This chapter includes the following topics:

- [About installing and configuring Network File System \(NFS\) for SharePoint Granular Recovery](#)
- [Requirements for SharePoint Granular Recovery](#)
- [Configurations that are supported for SharePoint Granular Recovery](#)
- [About configuring Services for Network File System \(NFS\)](#)
- [Configuring a UNIX media server and Windows clients for backups and restores that use Granular Recovery Technology \(GRT\)](#)
- [Configuring a different network port for NBFSD](#)

## About installing and configuring Network File System (NFS) for SharePoint Granular Recovery

NetBackup uses Granular Recovery Technology (GRT) and Network File System (NFS) to recover the individual objects that reside within a database backup image, such as:

- A user account from an Active Directory database backup
- Email messages or folders from an Exchange database backup
- A document from a SharePoint database backup

The NetBackup client mounts and accesses a mapped drive over a secure connection to the NetBackup media server. The NetBackup media server handles the client requests through the NetBackup File System (NBFS) service, or NBFSD.

Multiple NetBackup agents that support GRT (for example, Exchange, SharePoint, and Active Directory) can use the same media server.

## Requirements for SharePoint Granular Recovery

**Table 3-1** Requirements for SharePoint Granular Recovery

Step	Action	Description
Step 1	You have a supported SharePoint Server configuration.	See the <a href="#">Application/Database Agent Compatibility List</a> .
Step 2	You have a media server platform that supports GRT.	See the <a href="#">Software Compatibility List (SCL)</a> .
Step 3	On all SQL Server back-end servers and the media server, ensure that each node has an assigned drive letter on which to mount the backup image.	
Step 5	Enable or configure NFS for your environment: <ul style="list-style-type: none"> <li>■ Windows media server and clients</li> <li>■ UNIX media server and Windows clients</li> </ul>	See <a href="#">"About configuring Services for Network File System (NFS)"</a> on page 21. See <a href="#">"Configuring a UNIX media server and Windows clients for backups and restores that use Granular Recovery Technology (GRT)"</a> on page 31.

## Configurations that are supported for SharePoint Granular Recovery

For information on the SharePoint and SQL Server back-end versions and the Windows Server releases that are supported for Granular Recovery Technology (GRT) see the [Application/Database Agent Compatibility List](#).

For information on the media server platforms that are supported for Granular Recovery Technology (GRT) see the [Software Compatibility List \(SCL\)](#).

# About configuring Services for Network File System (NFS)

To restore individual items from a database backup, you must configure Services for Network File System (NFS) on the NetBackup media server and on the SQL Server back-end servers.

---

**Note:** For VMware backups and restores of SharePoint, the only systems that require configuration of NFS are the following: the systems that you use to browse for backups or the systems you use to perform restores. This configuration is not needed to capture the data during backups of the virtual machine.

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**Table 3-2** Configuring NFS on Windows 2012, 2012 R2, or later

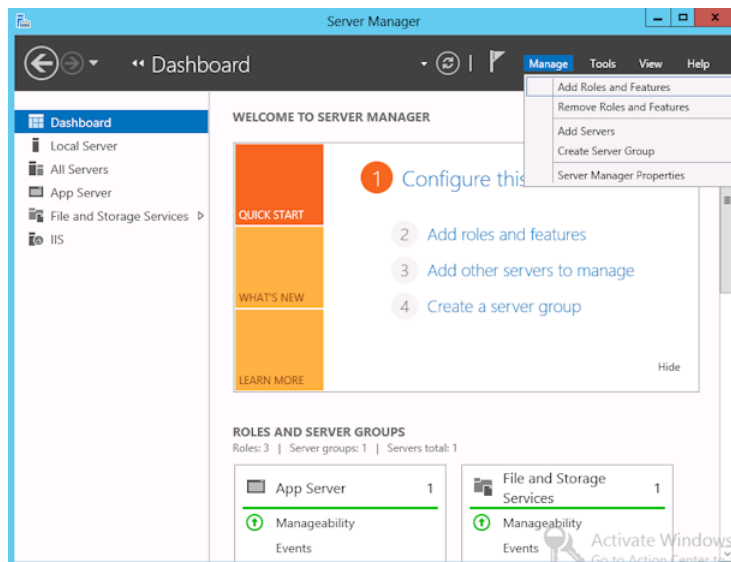
Step	Action	Description
Step 1	Configure NFS on the media server.	<p><b>Note:</b> For VMware backups that protect SharePoint, you do not need to configure NFS on the media server.</p> <p>On the media server do the following:</p> <ul style="list-style-type: none"> <li>■ Stop and disable the ONC/RPC Portmapper service, if it exists.</li> <li>■ Enable NFS. See <a href="#">“Enabling Services for Network File System (NFS) on a media server”</a> on page 22.</li> <li>■ Stop the Server for NFS service. See <a href="#">“Disabling the Server for NFS”</a> on page 29.</li> <li>■ Stop the Client for NFS service. See <a href="#">“Disabling the Client for NFS on the media server”</a> on page 27. Note: If a SQL Server back-end server resides on the media server, do not disable the Client for NFS.</li> <li>■ Configure the portmap service to start automatically at server restart. Issue the following from the command prompt: <code>sc config portmap start= auto</code> This command should return the status [SC] ChangeServiceConfig SUCCESS.</li> </ul>
Step 2	Configure NFS on the SQL Server back-end servers.	<p>On the SQL Server back-end servers, do the following:</p> <ul style="list-style-type: none"> <li>■ Enable NFS on the clients. See <a href="#">“Enabling Services for Network File System (NFS) on a client”</a> on page 25.</li> <li>■ Stop the Server for NFS service. See <a href="#">“Disabling the Server for NFS”</a> on page 29.</li> </ul>

## Enabling Services for Network File System (NFS) on a media server

To restore individual items from a backup that uses Granular Recovery Technology (GRT), you must enable Services for Network File System (NFS) on the media server. When this configuration is completed, you can disable any unnecessary NFS services.

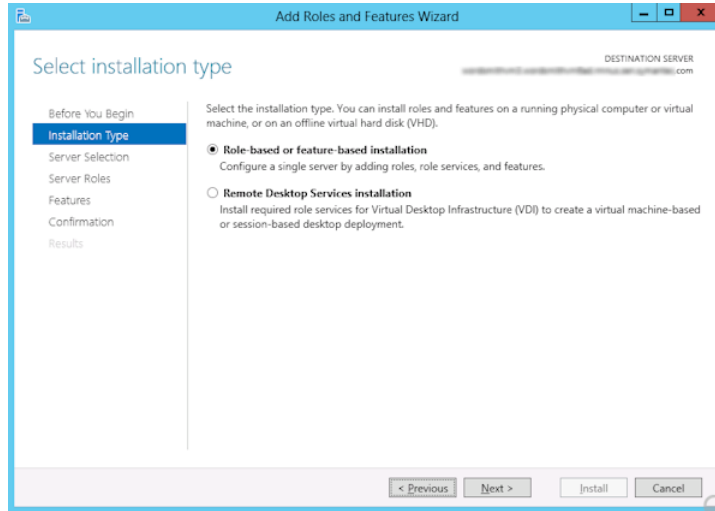
### To enable Services for Network File System (NFS) on a media server

- 1 Open the Server Manager.
- 2 From the **Manage** menu, click **Add Roles and Features**.

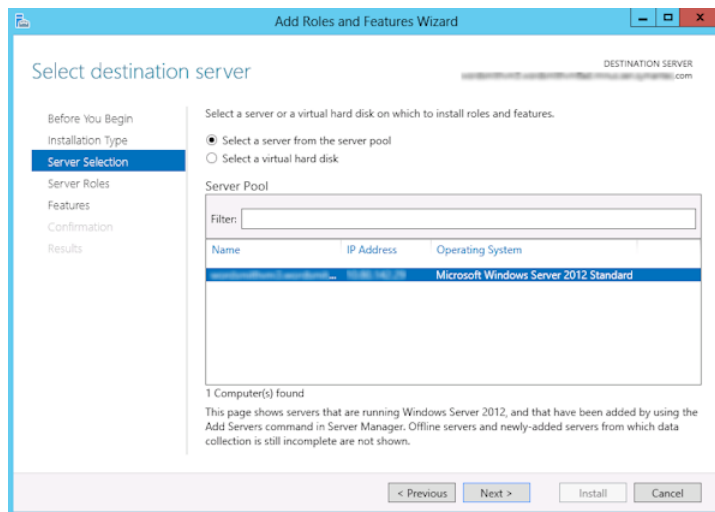


- 3 In the Add Roles and Features Wizard, on the **Before You Begin** page, click **Next**.

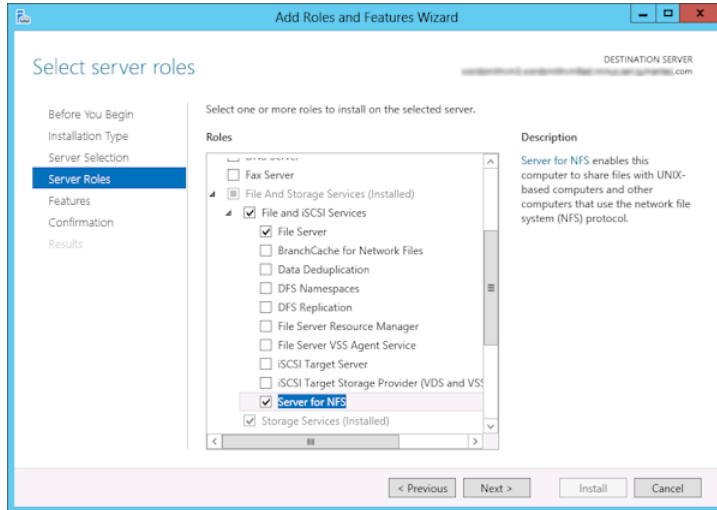
- 4 On the **Select installation type** page, select **Role-based or feature-based installation**.



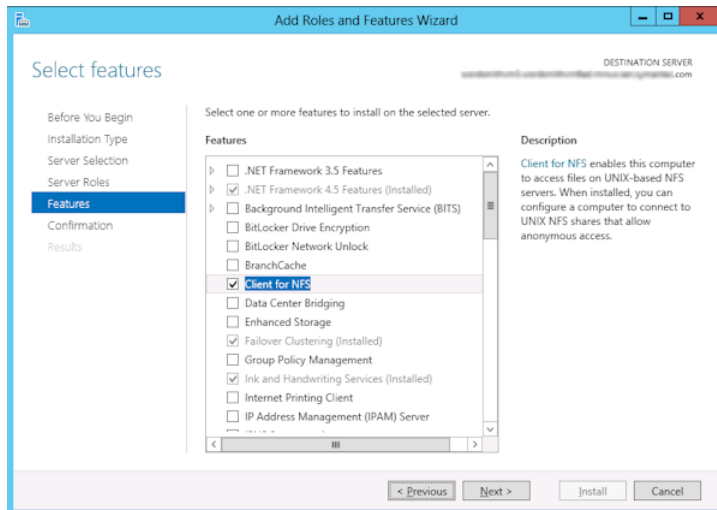
- 5 Click **Next**.
- 6 On the **Server Selection** page, click **Select a server from the server pool** and select the server. Click **Next**.



- 7 On the **Server Roles** page, expand **File and Storage Services** and **File and iSCSI Services**.
- 8 Click **File Server** and **Server for NFS**. When you are prompted, click **Add Features**. Click **Next**.



- 9 If the media server is also an SQL Server back-end server, on the **Features** page, click **Client for NFS**. Click **Next**.



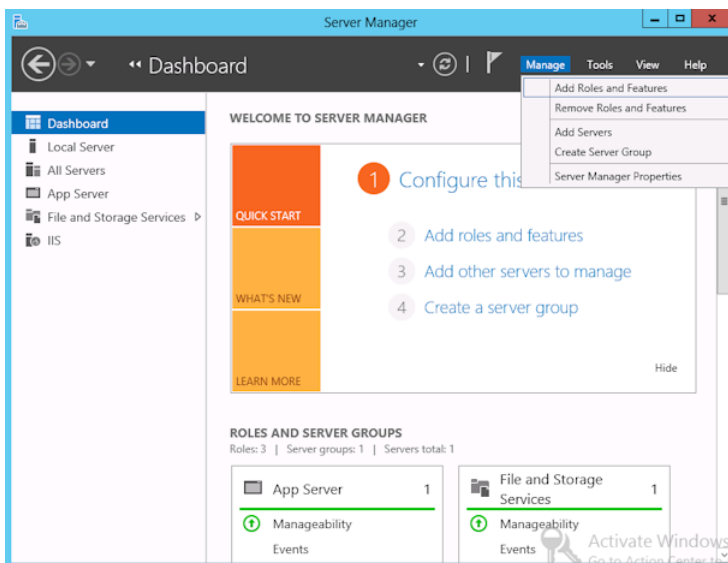
- 10 On the **Confirmation** page, click **Install**.
- 11 Disable any unnecessary services, as follows:
  - If you have a single host that functions as both the media server and the SQL Server back-end server, you can disable the Server for NFS service. See [“Disabling the Server for NFS”](#) on page 29.
  - For a host that is only the NetBackup media server, you can disable the Server for NFS and the Client for NFS services. See [“Disabling the Server for NFS”](#) on page 29. See [“Disabling the Client for NFS on the media server”](#) on page 27.

## Enabling Services for Network File System (NFS) on a client

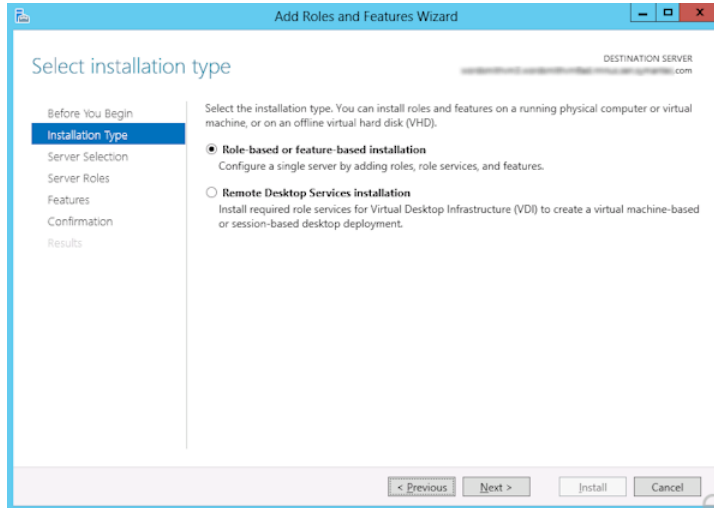
To restore individual items from a backup that uses Granular Recovery Technology (GRT), you must enable Services for Network File System (NFS). When this configuration is completed on the SQL Server back-end servers, you can disable any unnecessary NFS services.

### To enable Services for Network File System (NFS) on a Windows client

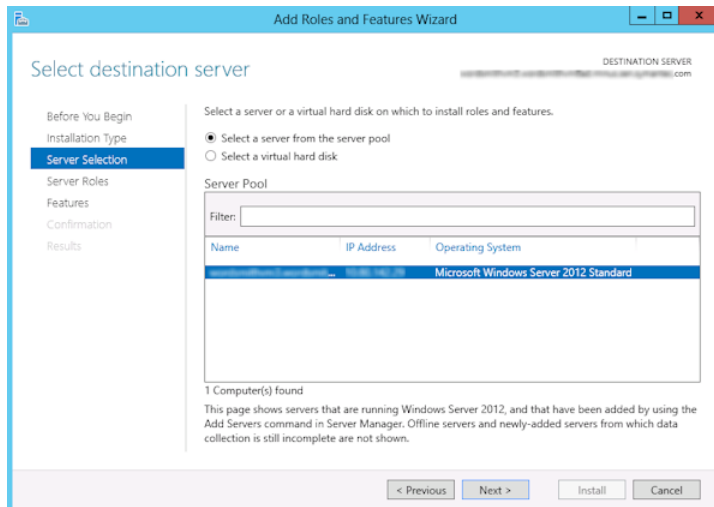
- 1 Open the Server Manager.
- 2 From the **Manage** menu, click **Add Roles and Features**.



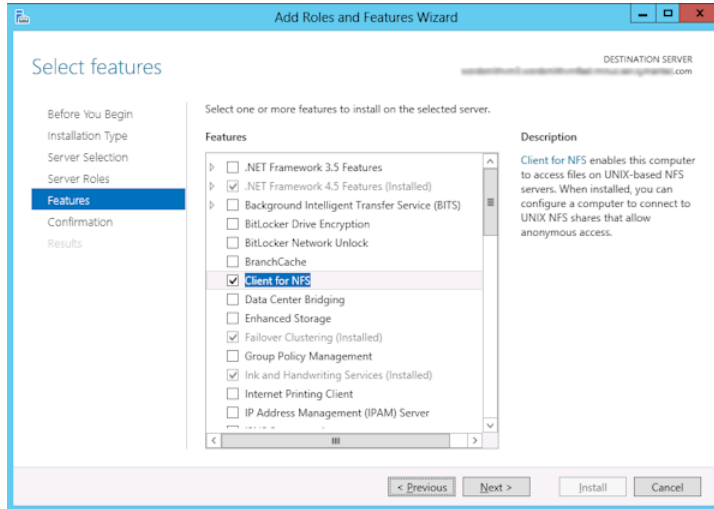
- 3 In the Add Roles and Features Wizard, on the **Before You Begin** page, click **Next**.
- 4 On the **Select installation type** page, select **Role-based or feature-based installation**.



- 5 Click **Next**.
- 6 On the **Server Selection** page, click **Select a server from the server pool** and select the server. Click **Next**.



- 7 On the **Server Roles** page, click **Next**.
- 8 On the **Features** page, click **Client for NFS**. Click **Next**.



- 9 On the **Confirmation** page, click **Install**.

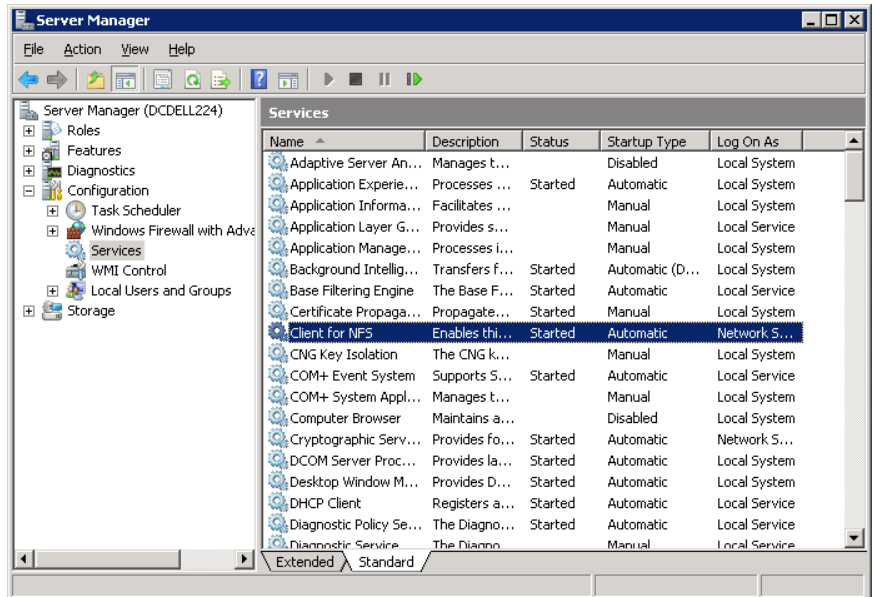
## Disabling the Client for NFS on the media server

After you enable Services for Network File System (NFS) on a host that is only a NetBackup media server, you can disable the Client for NFS.

### To disable the Client for NFS on the NetBackup media server

- 1 Open the Server Manager.
- 2 In the left pane, expand **Configuration**.

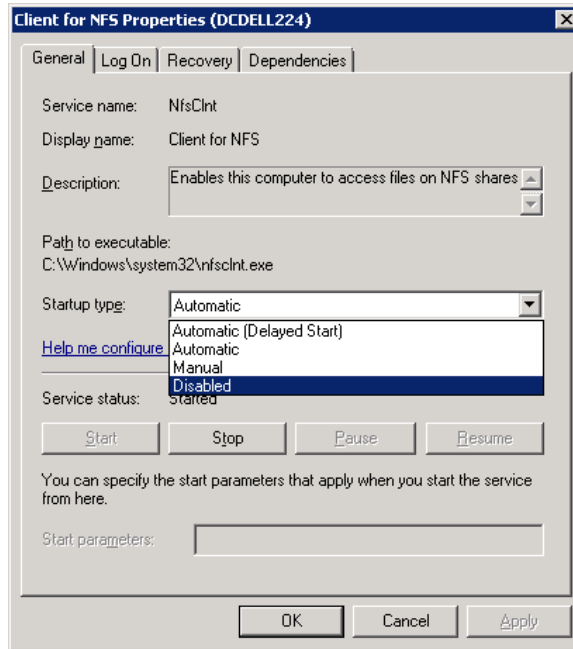
3 Click **Services**.



4 In the right pane, right-click on **Client for NFS** and click **Stop**.

5 In the right pane, right-click on **Client for NFS** and click **Properties**.

- 6 In the **Client for NFS Properties** dialog box, from the **Startup type** list, click **Disabled**.



- 7 Click **OK**.

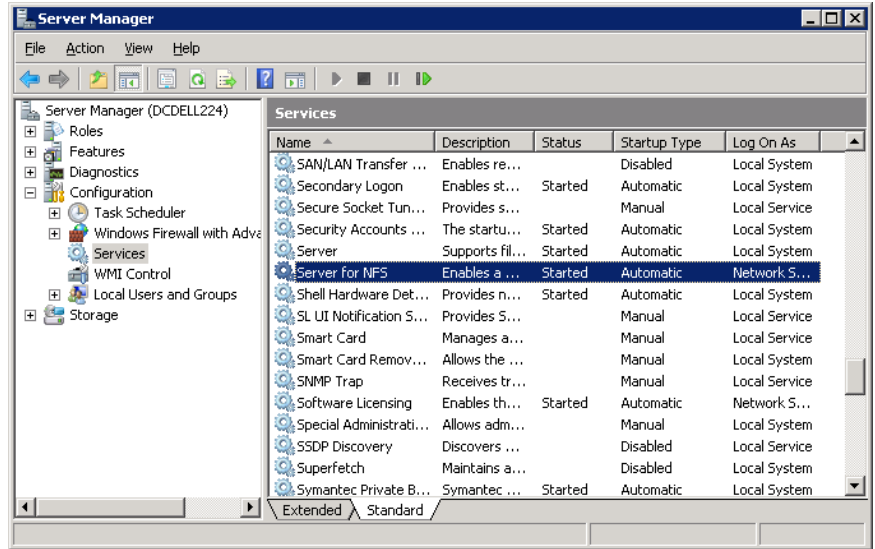
## Disabling the Server for NFS

After you enable Services for Network File System (NFS) on the media server and on the SQL Server back-end servers, you can disable Server for NFS.

### To disable the Server for NFS

- 1 Open the Server Manager.
- 2 In the left pane, expand **Configuration**.

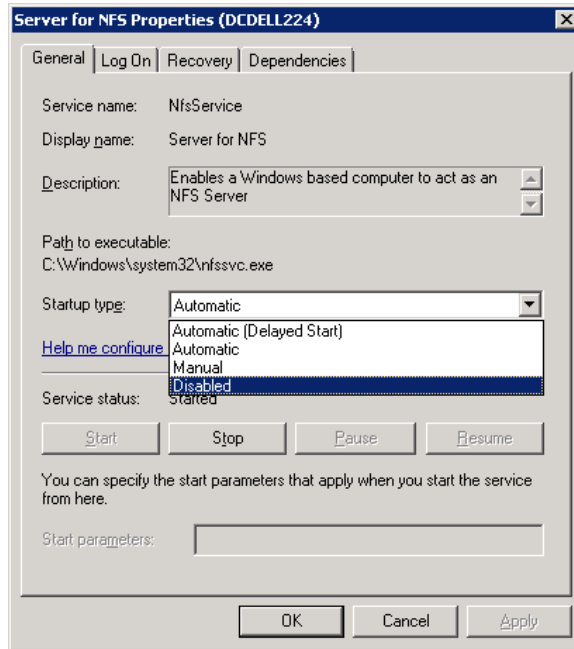
**3 Click Services.**



**4 In the right pane, right-click on Server for NFS and click Stop.**

**5 In the right pane, right-click on Server for NFS and click Properties.**

- 6 In the **Server for NFS Properties** dialog box, from the **Startup type** list, click **Disabled**.



- 7 Click **OK**.
- 8 Repeat this procedure for the media server and for each SQL Server back-end server.

## Configuring a UNIX media server and Windows clients for backups and restores that use Granular Recovery Technology (GRT)

To perform backups and restores that use Granular Recovery Technology (GRT), perform the following configuration if you use a UNIX media server and Windows clients:

- Confirm that your media server is installed on a platform that supports granular recovery.  
For more information about supported platforms, see the *NetBackup Enterprise Server and Server - OS Software Compatibility List* at the following URL:

- No other configuration is required for the UNIX media server.
- Enable or install NFS on the SQL Server back-end servers.  
See [“Enabling Services for Network File System \(NFS\) on a media server”](#) on page 22.  
See [“Enabling Services for Network File System \(NFS\) on a client”](#) on page 25.
- You can configure a different network port for NBFSD.  
See [“Configuring a different network port for NBFSD”](#) on page 32.

## Configuring a different network port for NBFSD

NBFSD runs on port 7394. If another service uses the standard NBFSD port in your organization, you can configure the service on another port. The following procedures describe how to configure a NetBackup server to use a network port other than the default.

### To configure a different network port for NBFSD (Windows server)

- 1 Log on as administrator on the computer where NetBackup server is installed.
- 2 Open Regedit.
- 3 Open the following key.:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Veritas\NetBackup\CurrentVersion\Config
```

- 4 Create a new DWORD value named **FSE\_PORT**.
- 5 Right-click on the new value and click **Modify**.
- 6 In the **Value data** box, provide a port number between 1 and 65535.
- 7 Click **OK**.

### To configure a different network port for NBFSD (UNIX server)

- 1 Log on as root on the computer where NetBackup server is installed.
- 2 Open the `bp.conf` file.
- 3 Add the following entry, where `XXXX` is an integer and is a port number between 1 and 65535.

```
FSE_PORT = XXXX
```

# Configuring NetBackup for SharePoint Server

This chapter includes the following topics:

- [About configuring NetBackup for SharePoint Server](#)
- [About a SharePoint non-granular backup vs. a backup that uses Granular Recovery Technology \(GRT\)](#)
- [Configuring a SharePoint backup that uses Granular Recovery Technology \(GRT\)](#)
- [Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint Server](#)
- [Configuring the logon account for the NetBackup Legacy Network Service and the NetBackup Legacy Client Service](#)
- [Configuring SharePoint client host properties](#)
- [Configuring mappings for restores of a distributed applications, clusters, or virtual machines](#)
- [Reviewing the auto-discovered mappings](#)
- [Perform a manual backup](#)

# About configuring NetBackup for SharePoint Server

To successfully perform backups and restores of SharePoint Server, complete the following steps. For additional information on how to configure NetBackup in preparation of VMware backups that protect SharePoint, refer to the following topics.

See [“About protecting an application database with VMware backups”](#) on page 95.

**Table 4-1** Configuring NetBackup for SharePoint Server

Step	Action	Description
Step 1	Review the information for configuring the backup and the restore operations that use Granular Recovery Technology (GRT).	GRT lets you restore individual documents, etc., from a database backup. GRT is an option limited to certain versions of SharePoint Server and Windows Server. GRT is included in VMware backups that protect SharePoint.  See <a href="#">“Configuring a SharePoint backup that uses Granular Recovery Technology (GRT)”</a> on page 36.
Step 2	Configure the NetBackup Client Service.	Required if you want to restore individual items with GRT.  See <a href="#">“Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint Server”</a> on page 39.
Step 3	Configure the NetBackup Legacy Network Service and (optionally) the NetBackup Legacy Client Service.	See <a href="#">“Configuring the logon account for the NetBackup Legacy Network Service and the NetBackup Legacy Client Service”</a> on page 40.
Step 4	Configure the host properties for SharePoint clients.	See <a href="#">“Configuring SharePoint client host properties”</a> on page 40.
Step 5	Configure the mappings for distributed application restores.	Map the application hosts and component hosts in your environment. Configure these mappings in the <b>Distributed application restore mapping</b> host property on the primary server.  See <a href="#">“Configuring mappings for restores of a distributed applications, clusters, or virtual machines”</a> on page 45.

**Table 4-1** Configuring NetBackup for SharePoint Server (*continued*)

Step	Action	Description
Step 6	On the NetBackup server, review the auto-discovered mappings for the hosts in your environment.	Approve each valid auto-discovered mapping that NetBackup discovers in your environment.  See <a href="#">“Reviewing the auto-discovered mappings”</a> on page 46.
Step 7	Select the backup and the recovery strategies that fit your environment.	See <a href="#">“About backup policies for granular backup and recovery of SharePoint Server”</a> on page 52.  See <a href="#">“About backup policies for SharePoint farm backup and recovery”</a> on page 53.  See <a href="#">“About backup policies for disaster recovery of SharePoint Server”</a> on page 55.  See <a href="#">“About VMware backup policies that protect SharePoint Server”</a> on page 57.
Step 8	Test your configuration settings.	See <a href="#">“Perform a manual backup”</a> on page 50.

## About a SharePoint non-granular backup vs. a backup that uses Granular Recovery Technology (GRT)

Non-granular backups allow the restore of SharePoint objects at the level of a Web Application. This type of backup also allows the restore at the level of the Single Sign-on database. Individual items cannot be restored from non-granular backups.

To restore individual items using Granular Recovery Technology (GRT), NetBackup performs a granular-level backup of the SharePoint Web Application. You can restore the entire database or you can restore items individually. Items can then be restored to the existing Web Application.

---

**Note:** The farm databases (Configuration, Single Sign-on, Index Files and their Search databases) cannot be backed up with a policy that is enabled for individual item restores (GRT). For comprehensive farm disaster recovery, back up those databases with a separate policy where granular recovery is disabled.

---

[Table 4-2](#) describes what SharePoint objects can be restored with non-granular and granular-level backups.

**Table 4-2** SharePoint Server non-granular backup vs. a backup that uses Granular Recovery Technology

<b>Object</b>	<b>Can be restored from a non-granular backup</b>	<b>Can be restored from a backup that uses Granular Recovery Technology</b>
Configuration database	Yes*	No
Single Sign-on database	Yes*	No
Global Settings	Yes*	No
Index Files and their Search databases	Yes*	No
Web Applications or Content databases	Yes	Yes
Site collections	No	Yes
Subsites	No	Yes
Individual lists or libraries	No	Yes
Individual documents or list items	No	Yes

\* Only restore these items as part of a farm restore.

## Configuring a SharePoint backup that uses Granular Recovery Technology (GRT)

Before you configure for granular recovery with NetBackup, ensure that you have met the requirements for using Granular Recovery Technology (GRT). These requirements include the configuration of NFS.

See [“Requirements for SharePoint Granular Recovery”](#) on page 20.

**Table 4-3**      Configuring a SharePoint backup that uses Granular Recovery Technology (GRT)

Step	Action	Description
Step 1	Review the limitations and conditions.	See <a href="#">“Disk storage units supported with SharePoint Granular Recovery Technology (GRT)”</a> on page 37.  See <a href="#">“Limitations and conditions for restores that use SharePoint Granular Recovery Technology (GRT)”</a> on page 38.
Step 2	On all SQL Server back-end servers, configure the NetBackup services log on accounts: <ul style="list-style-type: none"> <li>■ NetBackup Client Service as the SharePoint administrator</li> <li>■ NetBackup Legacy Network Service as the Local System account</li> <li>■ (Optional) NetBackup Legacy Client Service as the Local System account</li> </ul>	See <a href="#">“Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint Server”</a> on page 39.  See <a href="#">“Configuring the logon account for the NetBackup Legacy Network Service and the NetBackup Legacy Client Service”</a> on page 40.
Step 3	On each SharePoint server in the farm assign the local security privileges.	See <a href="#">“Configuring local security privileges for the SharePoint Servers”</a> on page 43.
Step 4	For backups in non-virtual environments, select <b>Enable granular recovery</b> in the backup policy.	Granular recovery is automatically provided for a VMware backup that protects SharePoint Server. You do not need to enable it in the policy.  See <a href="#">“Add a policy for SharePoint”</a> on page 58.

## Disk storage units supported with SharePoint Granular Recovery Technology (GRT)

Granular information is only cataloged for a backup image that is made to a disk storage unit. A backup that is made directly to tape does not contain granular information. You can duplicate the image to tape, but you cannot directly back up to tape. If you configure backups to a disk storage unit, no further configuration is required. You can only perform restores of individual items using GRT if the backup resides on a disk storage unit.

More information is available on the disk storage units that are supported with GRT.

See [NetBackup Enterprise Server and Server - Hardware and Cloud Storage Compatibility List](#).

## Limitations and conditions for restores that use SharePoint Granular Recovery Technology (GRT)

The following limitations and conditions exist for jobs using Granular Recovery Technology (GRT):

- The feature is limited to certain versions of SharePoint Server and Windows Server. See the [Software Compatibility List \(CL\)](#) and the [Application/Database Agent Compatibility List](#).
- This feature only supports full and user-directed backups. NetBackup lets you create a complete policy for disaster recovery, with all the various types of schedules. However, you cannot restore individual items from an incremental backup.
- NetBackup does not support Granular Recovery Technology (GRT) with Microsoft SharePoint Server backups in a multi-tenant SharePoint environment.
- Backups must be made to a disk storage unit, not to tape, and restores that use GRT must be made from a disk storage unit. You can manually duplicate the backup image to disk, but you cannot restore from the tape copy.
- Backups with GRT do not support any content databases that exist on multiple servers in a farm.
- Granular Recovery with Remote BLOB Storage providers is not supported; however, you can backup and restore the entire farm or databases. Refer to the following TechNote.  
[Remote BLOB Storage \(RBS\) and NetBackup](#)
- When you perform a granular recovery of documents, pictures, or list items that are part of a workflow, the state of these items is not preserved.
- NetBackup does not support backups and restores with GRT if you use a third-party document management software to manage your SharePoint documents. For example, NextDocs.
- (SharePoint 2016 and later) If you edit the title of a list item, SharePoint creates a new version for those list items. When you select all list item versions for restore, NetBackup creates a new list item for only those versions whose title is different than the original list item title. As a workaround, restore the list.
- (SharePoint 2016 and later) If the list item version you selected for restore has a different title than the original list item title and the **Restore over existing items option** is also enabled, the restore job fails with an error message. As a workaround, restore the list.
- (SharePoint 2016 and later) When you use Granular Recovery Technology (GRT) to restore ghosted or uncustomized aspx pages from any template, the

restore job is successful, but the restored pages appear with the default content when it was created. This issue is not seen if the aspx pages are uploaded to SharePoint. Such pages are treated as customized pages.

To work around this issue, restore the SharePoint web application content database. See [“Redirecting the restore of a SharePoint Server Web application content database to an alternate SQL Server instance”](#) on page 91.

- The Restore GRT Basic Meeting Workspace shows errors when you restore even though the restore completed.
- The following site templates are not supported with SharePoint restores that use GRT:
  - Product Catalog
  - Community Site
- If you perform a restore with Granular Recovery Technology (GRT), any SharePoint user ratings and tags are synchronized to the current settings of the user rating and tags in the respective metadata databases.
- Dependent items of blog posts (including comments and images) are not restored with restores that use Granular Recovery Technology (GRT).
- When you restore a list item from a localized subsite, the job is reported as successful. However the list item fails to appear in the SharePoint user interface. To work around this issue, restore the item to a file system and upload the item to SharePoint.

## Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint Server

The NetBackup Client Service must log on with an account that has local administrator and SharePoint farm administrator privileges.

Configure the service for the hosts where the Index Files or Index databases and where the document libraries reside. For any backups that use Granular Recovery Technology (GRT), configure this service on all SQL Server back-end servers.

---

**Note:** For VMware backups and restores, configure the NetBackup Client Service on the systems that you use to browse for backups and the systems you use to perform restores.

---

### To configure the logon account for the NetBackup Client Service for NetBackup for SharePoint Server

- 1 In the Windows Services application, open the **NetBackup Client Service** entry.
- 2 On the **Log On** tab, provide the following:
  - For the **Log on as** account, provide the account name that has local administrator and SharePoint farm administrator privileges.
  - Type the password.
- 3 Stop and start the NetBackup Client Service.

## Configuring the logon account for the NetBackup Legacy Network Service and the NetBackup Legacy Client Service

The NetBackup Legacy Network Service must log on with the Local System account. Optionally, you can also configure the NetBackup Legacy Client Service with the Local System account.

Configure the service for the hosts where the Index Files or Index databases and where the document libraries reside. For the backups that use Granular Recovery Technology (GRT), configure the service on all SQL Server back-end servers.

### To configure the logon account for the NetBackup Legacy Network Service and the NetBackup Legacy Client Service

- 1 In the Windows Services application, open the **NetBackup Legacy Network Service** entry.
- 2 On the **Log On** tab, provide the following:
  - For the **Log on as** account, select **Local System account**.
  - Type the password.
- 3 Stop and start the NetBackup Legacy Network Service.
- 4 (Optional) Follow the same process for the NetBackup Legacy Client Service.

## Configuring SharePoint client host properties

In the SharePoint client host properties you configure settings for the SharePoint clients you selected. Configure the host properties for all servers in the SharePoint

farm. The options available in this dialog box are based on the version of NetBackup installed on the client system.

**To configure SharePoint client host properties**

- 1 Open the NetBackup web UI.
- 2 On the left, click **Hosts > Host properties**.
- 3 Select the SharePoint client that you want to configure.  
 If the client does not appear in the list, click **Configure hosts > Configure client**.
- 4 If necessary, click **Connect**. Then click **Edit client**.
- 5 Click **Windows client > SharePoint**.
- 6 Enable the options you want.  
 See [“SharePoint properties”](#) on page 41.
- 7 Click **Save**.

## SharePoint properties

To access this setting, in the web UI select **Hosts > Host properties**. Select the Windows client. If necessary click **Connect**, then click **Edit client**. Click **SharePoint**.

The **SharePoint** properties protect SharePoint Server installations and apply to the currently selected Windows client.

For complete information on these options, see the [NetBackup for Microsoft SharePoint Server Administrator's Guide](#).

The **SharePoint** host properties contain the following settings.

**Table 4-4** SharePoint host properties

Property	Description
<b>DomainUsername</b>	Specifies the domain and the user name for the account you want to use to log on to SharePoint (DOMAIN\user name). See <a href="#">“Reviewing the auto-discovered mappings”</a> on page 46. See <a href="#">“Configuring the account that logs on to the SharePoint application server”</a> on page 42.
<b>Password</b>	Specifies the password for the account.

**Table 4-4** SharePoint host properties (*continued*)

Property	Description
<b>Consistency check before backup</b>	<p>Specifies the consistency checks to perform on the SQL Server databases before NetBackup begins a backup operation. These checks are performed for both server-directed and user-directed backups.</p> <p>If you choose to perform a consistency check, you can select <b>Continue with backup if consistency check fails</b>. NetBackup then continues to perform the backup if the consistency check fails.</p> <p>See <a href="#">“Performing consistency checks with NetBackup for SharePoint Server backups”</a> on page 44.</p> <p>See <a href="#">“Consistency check options for SharePoint Server”</a> on page 44.</p>
<b>SharePoint granular restore proxy host</b>	<p>For any VMware backups that protect Federated SharePoint configurations, provide the name of the back-end SQL server. This server acts as the granular restore proxy host for the catalog hosts (front-end servers in the farm).</p> <p>See <a href="#">“Configuring the granular proxy host for Federated SharePoint configurations with VMware”</a> on page 100.</p>

## Configuring the account that logs on to the SharePoint application server

To perform backups and restores, NetBackup must know the username and password of the account for the SharePoint administrator. NetBackup also requires this information so you can browse for SharePoint objects when you create a backup policy. NetBackup validates the username and password you provide.

This account must meet the following requirements:

- Have the following rights on the servers where the SharePoint components are installed: Local administrative privileges and site collection administration rights.
- SharePoint farm administrator account.
- The front-end server must have registry access to the back-end database servers.
- Have certain local security privileges on the servers which have the content of the SharePoint farm.  
 See [“Configuring local security privileges for the SharePoint Servers”](#) on page 43.

- Internet Information Services (IIS) rights can affect database backups and restores. Ensure that the logon account that is used for backups and restores has rights to access the IIS sites. Integrated Windows Security should be enabled within the IIS rights.

#### **To specify the logon account for the SharePoint application server**

- 1 Open the NetBackup web UI.
- 2 On the left, click **Hosts > Host properties**.
- 3 Select the Windows client.
- 4 If necessary, click **Connect**. Then click **Edit client**.
- 5 Click **Windows Client > SharePoint**.
- 6 Specify the user ID and password of the SharePoint Application Server.
- 7 Click **Save**.
- 8 Repeat this configuration for all servers in the SharePoint farm.
- 9 Configure the local security privileges for the SharePoint Servers.

See [“Configuring local security privileges for the SharePoint Servers”](#) on page 43.

## Configuring local security privileges for the SharePoint Servers

On each SharePoint server in the farm you must assign certain local security privileges. These privileges are necessary since the NetBackup for SharePoint Server Agent logs on as the SharePoint user when it accesses data.

#### **To configure the local security privileges**

- 1 Open the Local Security Policy.
- 2 Click **Local Policies**.
- 3 In the User Rights Assignment, add the account to the following policies:
  - Allow log on locally
  - Debug programs
  - Log on as a service
  - Replace a process level token
- 4 Run the group policy update command (group policy update) for this change to take effect:

```
gpupdate /Force
```

## Performing consistency checks with NetBackup for SharePoint Server backups

You can perform consistency checks of the SQL Server databases before NetBackup begins a SharePoint backup operation. These checks are performed for both server-directed and user-directed backups.

### To perform consistency checks with NetBackup for SharePoint Server backups

- 1 Open the NetBackup web UI.
- 2 On the left, click **Hosts > Host properties**.
- 3 Select the SharePoint client that you want to configure.  
 If the client does not appear in the list, click **Configure hosts > Configure client**.
- 4 If necessary, click **Connect**. Then click **Edit client**.
- 5 Click **Windows client > SharePoint**.
- 6 From the **Consistency check before backup** list, choose which check NetBackup should perform before backups.

See [“Consistency check options for SharePoint Server”](#) on page 44.

If you choose to perform a consistency check, you can select **Continue with backup if consistency check fails**. NetBackup then continues to perform the backup if the consistency check fails.

- 7 Click **Save** to save your changes.
- 8 Repeat this configuration for all servers in the SharePoint farm.

## Consistency check options for SharePoint Server

The following consistency checks can be performed before a SharePoint Server backup.

**Table 4-5** Consistency check options

Option	Description
<b>None</b>	Do not perform consistency checking.
<b>Full check, excluding indexes</b>	Select this option to exclude indexes from the consistency check. If indexes are not checked, the consistency check runs significantly faster but is not as thorough. Only the data pages and clustered index pages for each user table are included in the consistency check. The consistency of the non-clustered index pages is not checked.

**Table 4-5** Consistency check options (*continued*)

Option	Description
Full check, including indexes	Include indexes in the consistency check. Any errors are logged.

See [“Performing consistency checks with NetBackup for SharePoint Server backups”](#) on page 44.

## Configuring mappings for restores of a distributed applications, clusters, or virtual machines

NetBackup catalogs backup images under the SharePoint front-end server name. To allow NetBackup to restore content to each server in the farm, you must map the SharePoint Central Administration server with the SQL Server back-end servers. Configure these mappings in the Distributed Application Restore Mapping host property on the primary server.

### To configure mappings for restores of a distributed application, cluster, or virtual machine

- 1 On the left, click **Hosts > Host properties**.
- 2 Select the primary server.
- 3 If necessary, click **Connect**. Then click **Edit primary server**.
- 4 Select **Distributed application restore mapping**.
- 5 Click **Add**.
- 6 Provide the name of the application host and the name of the component host.

The application host is the SharePoint Central Administration server. The component host is the SQL Server back-end server that needs access to the backup image. See [Table 4-6](#).

### Example entries for a single front-end SharePoint server with a clustered SQL Server back-end server

**Table 4-6** Example entries for a single front-end SharePoint server with a clustered SQL Server back-end server

Application host	Component host
SharePoint Central Administration server	sql-virtualname
SharePoint Central Administration server	sql-node1

**Table 4-6** Example entries for a single front-end SharePoint server with a clustered SQL Server back-end server (*continued*)

Application host	Component host
SharePoint Central Administration server	sql-node2

### Example entries for a single front-end SharePoint server with a SQL Server availability group back-end server

**Table 4-7** Example entries for a single front-end SharePoint server with a SQL Server availability group back-end server

Application host	Component host
SharePoint Central Administration server	sql-listenename
SharePoint Central Administration server	sql-node1
SharePoint Central Administration server	sql-node2

### Example entries for SharePoint hosts for a VMware backup

**Table 4-8** Example entries for SharePoint hosts for a VMware backup

Application hosts	Component hosts
VM Display name of node	Physical name of SharePoint central Administration Server

See [“Configuring a SharePoint backup that uses Granular Recovery Technology \(GRT\)”](#) on page 36.

## Reviewing the auto-discovered mappings

In certain scenarios, a NetBackup host shares a particular name with other hosts or has a name that is associated with a cluster. To successfully perform backups and restores with NetBackup for SharePoint Server, you must approve each valid auto-discovered mapping that NetBackup discovers in your environment. Or, manually add the mappings.

See [the section called “Approve the auto-discovered mappings for a cluster”](#) on page 47.

See [the section called “Manually map host names”](#) on page 50.

Examples of the configurations that have multiple host names include:

- A host is associated with its fully qualified domain name (FQDN) and its short name or its IP address.
- For SharePoint Server, the nodes in a clustered back-end SQL Server are associated with the virtual name of the SQL Server.

These mappings are configured in the **Security > Host mappings** node in the NetBackup web UI. You can also use the `nbhostmgmt` command to manage the mappings. See the [NetBackup Security and Encryption Guide](#) and [NetBackup Web UI Administrator's Guide](#) for more details.

## Auto-discovered mappings for a cluster

If you have a clustered back-end SQL Server, you must map the node names to the virtual name of the cluster if the following apply:

- If the backup policy includes the cluster name (or virtual name)
- If the NetBackup client is installed on more than one node in the cluster, the virtual name must be mapped to each node.  
 If the NetBackup Client is only installed on one node, then no mapping is necessary.

## Approve the auto-discovered mappings for a cluster

### To approve the auto-discovered mappings for a cluster

- 1 In the NetBackup web UI, expand **Security > Host mappings**.
- 2 Click the **Mappings to approve** tab.

The list displays the hosts in your environment and the mappings or additional host names that NetBackup discovered for those hosts. A host has one entry for each mapping or name that is associated with it.

For example, for a cluster with hosts `client01.lab04.com` and `client02.lab04.com`, you may see the following entries:

Host	Auto-discovered mapping
client01.lab04.com	client01
client01.lab04.com	clustername
client01.lab04.com	clustername.lab04.com
client02.lab04.com	client02
client02.lab04.com	clustername
client02.lab04.com	clustername.lab04.com

- 3 Click the name of the host.
- 4 Review the mappings for the host and click **Approve** if you want to use the discovered mappings.

For example, if the following mappings are valid for `client01.lab04.com`, then you approve them.

Auto-discovered mapping	Valid name for
client01	The short name of the client
clustername	The virtual name of the cluster
clustername.lab04.com	The FQDN of the virtual name of the cluster

- 5 When you finish approving the valid mappings for the hosts, click on the **Hosts** tab.

For hosts `client01.lab04.com` and `client02.lab04.com`, you see entries for **Mapped host or IP address** that are similar to the following:

Host	Mapped host names/IP addresses
client01.lab04.com	client01.lab04.com, client01, clustername, clustername.lab04.com
client02.lab04.com	client02.lab04.com, client02, clustername, clustername.lab04.com

- 6 If you need to add a mapping that NetBackup did not automatically discover, you can add it manually.

In [Table 4-9](#) FCI is a SQL Server failover cluster instance.

**Table 4-9** Example mapped host names for a single front-end SharePoint server with a clustered back-end SQL Server

Environment	Host	Mapped host names
FCI (cluster with two nodes)	Physical name of <i>Node 1</i>	SQL Server cluster virtual name
	Physical name of <i>Node 2</i>	SQL Server cluster virtual name

## Approve the auto-discovered mappings for a SharePoint SQL Server availability group backup and restore

To approve the auto-discovered mappings for a SharePoint SQL availability group

- 1 In the NetBackup web UI, expand **Security > Host mappings**.
- 2 Click the **Mappings to approve** tab.

The list displays the hosts in your environment and the mappings or additional host names that NetBackup discovered for those hosts. A host has one entry for each mapping or name that is associated with it.

For example, for a SharePoint SQL Server with hosts `client01.lab04.com` and `client02.lab04.com`, you may see the following entries:

Host	Auto-discovered mapping
client01.lab04.com	client01, clustername, clustername.lab04.com
client01.lab04.com	aglistenename
client01.lab04.com	aglistenename.lab04.com
client02.lab04.com	client02, clustername, clustername.lab04.com
client02.lab04.com	aglistenename
client02.lab04.com	aglistenename.lab04.com

- 3 Click the name of the host.
- 4 Review the mappings for the host and click **Approve** if you want to use the discovered mappings.

For example, if the following mappings are valid for `client01.lab04.com`, then you approve them.

Auto-discovered mapping	Valid name for
client01	The short name of the client
aglistenename	The listener name of the SharePoint SQL Server availability group
aglistenename.lab04.com	The FQDN of the listener name of the SharePoint SQL Server availability group.

- 5 When you finish approving the valid mappings for the hosts, click on the **Hosts** tab.

For hosts `client01.lab04.com` and `client02.lab04.com`, you see entries for **Mapped host or IP address** that are similar to the following:

Host	Mapped host names/IP addresses
client01.lab04.com	client01.lab04.com, client01, aglistenename, aglistenename.lab04.com
client02.lab04.com	client02.lab04.com, client02, aglistenename, aglistenename.lab04.com

- 6 If you need to add a mapping that NetBackup did not automatically discover, you can add it manually.

## Manually map host names

If you need to add a mapping that NetBackup did not automatically discover, you can add it manually.

### To manually map host names

- 1 In the NetBackup web UI, expand **Security > Host mappings**.
- 2 Click on the **Hosts** tab.
- 3 Click **Add shared or cluster mappings**.

For example, type the name of the virtual name of the cluster. Then click **Add** to choose the hosts to which you want to map that virtual name.

# Perform a manual backup

After you configure the servers and assets in your environment, you can test the configuration settings with a manual backup. Perform a manual backup (or backups) from a policy with the automatic backup schedules that you created.

### To perform a manual backup from a policy

- 1 On the left, select **Protection > Policies**.
- 2 Select the policy you want to test.
- 3 Select **Manual backup**.

- 4 Select the schedule that you want to use for the manual backup.
- 5 Select the clients that you want to include for the manual backup.

A parent job contains the whole file list and one or more child jobs. A child job is automatically launched for each host that contains SharePoint data. For example, assume that a SharePoint farm consists of four separate hosts. In this case, one parent job and four child jobs appear in the Activity Monitor. The front-end web server is listed as the client name for all jobs.

# Configuring NetBackup for SharePoint Server backup policies

This chapter includes the following topics:

- [About backup policies for granular backup and recovery of SharePoint Server](#)
- [About backup policies for SharePoint farm backup and recovery](#)
- [About backup policies for disaster recovery of SharePoint Server](#)
- [About VMware backup policies that protect SharePoint Server](#)
- [About configuring a backup policy for SharePoint](#)

## About backup policies for granular backup and recovery of SharePoint Server

A SharePoint granular backup provides you with the ability to restore individual items from the backup using Granular Recovery Technology (GRT). This type of backup does not provide protection for the full farm or disaster recovery. GRT only supports full backups. NetBackup lets you create a complete policy for disaster recovery, with all the various types of schedules. However, you cannot restore individual items from an incremental backup.

---

**Note:** The `Microsoft SharePoint Resources:\AllWebs` directive includes the SharePoint administration sites in a backup. However, granular recovery of the SharePoint Central Administration website and the Shared Services Administration website is not supported.

---

Create an **MS-SharePoint** policy for each individual web application or create a policy with the `Microsoft SharePoint Resources:\AllWebs` directive. Enable the **Enable granular recovery** option in the policy. (See [Table 5-1](#), see Policy A or B.)

See “[Configuring a SharePoint backup that uses Granular Recovery Technology \(GRT\)](#)” on page 36.

**Table 5-1** NetBackup for SharePoint Server policy examples for granular recovery

Policy and policy type	Backup selections	Auto backup frequency	Enable granular recovery	Other configuration
Policy A MS-SharePoint	Microsoft SharePoint Resources:\AllWebs	Weekly Full	Yes	The backup image must reside on a disk storage unit.
Policy B MS-SharePoint	Microsoft SharePoint Resources:\Web <i>application name</i>	Weekly Full	Yes	The backup image must reside on a disk storage unit.

## About backup policies for SharePoint farm backup and recovery

A farm-level backup provides a complete backup of the SharePoint installation. It does not, however, provide for disaster recovery, as some components must be backed up with an **MS-Windows** policy. Granular recovery is not available from this type of backup. If you enable granular recovery with this policy, NetBackup backs up *only* SQL Server objects in the farm.

### SharePoint farm backups

You can back up a SharePoint farm in one of following ways:

- Create a **MS-SharePoint** policy to back up the entire farm, but exclude the Index Files and Search databases from incremental backups. Optionally, you can create another policy if you want to back up the Index Files and Search databases more frequently. See [Table 5-2](#).

- Create two **MS-SharePoint** policies. One policy backs up the entire farm and excludes the Index Files and Search from full and incremental backups. The other policy backs up the Index Files and Search databases. See [Table 5-3](#).

**Table 5-2** NetBackup for SharePoint Server policy example for full farm backups

Policy and policy type	Backup selections	Auto backup frequency	Enable granular recovery	Other configuration
Policy A MS- SharePoint	Microsoft SharePoint Resources:\*	Weekly Full Daily Incremental	No	Exclude the Index Files and Search databases from the incremental backups. For the incremental schedule, add the following directive to the exclude list:  Microsoft SharePoint Resources:\Shared Services\Shared Services Applications\ <i>Search Service Application name</i>
(Optional) Policy B MS-SharePoint	Microsoft SharePoint Resources:\Shared Services\Shared Services Applications\ <i>Search Service Application name</i>	More than once a week	No	This policy is optional. If a weekly full backup does not provide adequate protection, adjust the schedule accordingly. Ensure that Policy A and Policy B run at different times, ideally on different days.

**Table 5-3** NetBackup for SharePoint Server full farm backup, with separate policy for Index Files and Search databases

Policy and policy type	Backup selections	Auto backup frequency	Enable granular recovery	Other configuration
Policy A MS-SharePoint	Microsoft SharePoint Resources:\*	Weekly Full Daily Incremental	No	Exclude the Index Files and Search databases from the full and the incremental backups. Add the following directive to the exclude list:  Microsoft SharePoint Resources:\Shared Services\Shared Services Applications\ <i>Search Service Application name</i>

**Table 5-3** NetBackup for SharePoint Server full farm backup, with separate policy for Index Files and Search databases (*continued*)

Policy and policy type	Backup selections	Auto backup frequency	Enable granular recovery	Other configuration
Policy B MS-SharePoint	Microsoft SharePoint Resources:\Shared Services\Shared Services Applications\Search Service Application name	Weekly Full	No	If a weekly full backup does not provide adequate protection, adjust the schedule accordingly.

## About backup policies for disaster recovery of SharePoint Server

To provide for full disaster recovery of SharePoint Server, you must create a farm-level backup and a Windows backup of certain file system components. The Windows backup should include the file system where SharePoint Web Parts can be installed and System State directive (Shadow Copy Components). A backup of the System State protects the IIS metadata.

### SharePoint backups for disaster recovery

You can create backup policies for disaster recovery of a SharePoint in one of following ways:

- Create a **MS-SharePoint** policy and an **MS-Windows** policy. The first policy backs up the entire farm, but excludes the Index Files and Search databases from incremental backups. The second policy backs up the components that reside outside of SharePoint.  
See [Table 5-4](#).  
Optionally, you can create another policy if you want to back up the Index Files and Search databases more frequently.
- Create two **MS-SharePoint** policies and an **MS-Windows** policy. One SharePoint policy backs up the entire farm and excludes the Index Files and Search from full and incremental backups. The other SharePoint policy backs up the Index Files and Search databases. The **MS-Windows** policy backs up the components that reside outside of SharePoint. See [Table 5-5](#).

**Table 5-4** NetBackup for SharePoint Server backup for disaster recovery

Policy and policy type	Backup selections	Auto backup frequency	Enable granular recovery	Other configuration
Policy A MS- SharePoint	Microsoft SharePoint Resources:\*	Weekly Full  Daily Incremental	No	Exclude the Index Files and Search databases from the incremental backups. For the incremental schedule, add the following directive to the exclude list:  Microsoft SharePoint Resources:\Shared Services\Shared Services Applications\ <i>Search Service Application name</i>
Policy B MS-Windows	Shadow Copy Components:\ ALL_LOCAL_DRIVES	Weekly Full  Daily Incremental	No	Exclude any databases from this policy. Add the paths for any databases to the exclude list.
(Optional) Policy C MS-SharePoint	Microsoft SharePoint Resources:\Shared Services\Shared Services Applications\ <i>Search Service Application name</i>	More than once a week	No	This policy is optional. If a weekly full backup does not provide adequate protection, adjust the schedule accordingly. Ensure that Policy A and Policy C run at different times. Ideally these policies should run on different days.

**Table 5-5** NetBackup for SharePoint Server backup for disaster recovery, with a separate policy for Index Files and Search databases

Policy and policy type	Backup selections	Auto backup frequency	Enable granular recovery	Other configuration
Policy A MS- SharePoint	Microsoft SharePoint Resources:\*	Weekly Full  Daily Incremental	No	Exclude the Index Files and Search databases from the full and the incremental backups. Add the following directive to the exclude list:  Microsoft SharePoint Resources:\Shared Services\Shared Services Applications\ <i>Search Service Application name</i>

**Table 5-5** NetBackup for SharePoint Server backup for disaster recovery, with a separate policy for Index Files and Search databases  
*(continued)*

Policy and policy type	Backup selections	Auto backup frequency	Enable granular recovery	Other configuration
Policy B MS-SharePoint	Microsoft SharePoint Resources:\Shared Services\Shared Services Applications\Search Service Application name	Weekly Full	No	If a weekly full backup does not provide adequate protection, adjust the schedule accordingly.
Policy C MS-Windows	Shadow Copy Components:\ALL_LOCAL_DRIVES	Weekly Full Daily Incremental	No	Exclude any databases from this policy. Add the paths for any databases to the exclude list.

## About VMware backup policies that protect SharePoint Server

VMware backups that protect SharePoint Server provide granular recovery, complete protection of the farm, and protection of the SharePoint components in the Windows files system. These system components include SharePoint Web Parts and the System State directive (Shadow Copy Components). This version of NetBackup does not support a VMware incremental backup that protects SharePoint Server.

More information is available on how to configure a VMware backup that protects SharePoint.

See [“About protecting an application database with VMware backups”](#) on page 95.

See the [NetBackup for VMware Administrator’s Guide](#).

## About configuring a backup policy for SharePoint

A backup policy defines the backup criteria for a specific group of one or more clients.

These criteria include the following:

- Storage unit and media to use
- Policy attributes

- Backup schedules
  - The clients to back up
  - A backup selections list that defines the objects to back up
- See [“Add a policy for SharePoint”](#) on page 58.

## Add a policy for SharePoint

This topic describes how to create a policy to protect a database.

### To add a policy for SharePoint

- 1 Open the NetBackup web UI.
- 2 On the left, select **Protection > Policies**. Then select **Add**.
- 3 Type a unique name for the new policy.
- 4 From the **Policy type** list, select **MS-SharePoint**.
- 5 (Optional) To enable restores of individual items from database backups, click **Enable granular recovery**.  
See [“Configuring a SharePoint backup that uses Granular Recovery Technology \(GRT\)”](#) on page 36.
- 6 Complete the entries on the **Attributes** tab.  
See [“About policy attributes”](#) on page 59.
- 7 Add other policy information as follows:
  - Add schedules.  
See [“Add schedules to a NetBackup for SharePoint Server policy”](#) on page 60.
  - Add clients.  
See [“Add clients to a policy”](#) on page 63.
  - Add database objects to the backup selections list.  
See [“Creating a backup selections list for a SharePoint Server policy”](#) on page 64.
- 8 When you have completed the policy configuration, select **Create**.
- 9 For backups that use Granular Recovery Technology (GRT), configure the list of SharePoint hosts.  
See [“Configuring mappings for restores of a distributed applications, clusters, or virtual machines ”](#) on page 45.

## About policy attributes

With a few exceptions, policy attributes for a MS-SharePoint policy are managed in the same way as for most other policy types. Certain policy attributes vary according to your specific backup strategy and system configuration.

For more information on policy attributes, see the [NetBackup Administrator's Guide, Volume I](#).

**Table 5-6** Policy attributes for NetBackup for SharePoint Server policies

Attribute	Description
<b>Policy type</b>	Determines the types of clients that can be backed up with the policy. For SharePoint databases, select the policy type <b>MS-SharePoint</b> .
<b>Limit jobs per policy</b>	Limits the number of jobs that NetBackup performs concurrently with this policy. Set this option to <b>1</b> for the policies that are used to back up SharePoint databases.
<b>Take checkpoints every</b>	Checkpoint restart is not supported with NetBackup for SharePoint Server policies.
<b>Enable granular recovery</b>	<p>Allows the restore of individual items using Granular Recovery Technology (GRT). Documents external to the document library such as lists, calendars, and discussion boards cannot be restored individually. Users can only restore individual items from a full backup.</p> <p>You can restore individual items only if the backup image resides on a disk storage unit. If you want to retain a granular backup on tape, you must duplicate the image. If you want to restore from a granular backup that was duplicated to tape, you must import the image to a disk storage unit.</p> <p>See <a href="#">"Disk storage units supported with SharePoint Granular Recovery Technology (GRT)"</a> on page 37.</p> <p>SharePoint GRT-enabled backups do not support encryption or compression.</p>
<b>Keyword phrase</b>	A textual description of a backup. Useful for browsing backups and restores.

**Table 5-6** Policy attributes for NetBackup for SharePoint Server policies  
*(continued)*

Attribute	Description
<b>Use Accelerator</b>	<p>Select this option to use NetBackup Accelerator to potentially increase the speed of full VMware backups. By reducing the backup time, it is easier to perform the VMware backup within the backup window. To use this feature, you must first perform an initial backup with <b>Use Accelerator</b> enabled. Subsequent backup times can then be significantly reduced.</p> <p>Accelerator support for SharePoint currently restricts backups to the full schedule type. This restriction also exists for a VMware backup that protects SharePoint without Accelerator.</p> <p>To periodically establish a new baseline of change detection on the client, create a separate policy schedule with the <b>Accelerator forced rescan</b> option enabled.</p> <p>This feature requires the Data Protection Optimization Option license. For supported storage types, see <a href="#">NetBackup Enterprise Server and Server - Hardware and Cloud Storage Compatibility List</a>.</p> <p>For more details on Accelerator with VMware backups, see the <a href="#">NetBackup for VMware Administrator's Guide</a>.</p>

## Add schedules to a NetBackup for SharePoint Server policy

Each policy has its own set of schedules. These schedules control the initiation of automatic backups and also specify when user operations can be initiated.

### To add a schedule to a NetBackup for SharePoint Server policy

- 1 Open the policy and select the **Schedules** tab.
- 2 Select **Add**.
- 3 Specify a unique name for the schedule.
- 4 Select the **Type of backup**.  
 See [“NetBackup for SharePoint Server backup types”](#) on page 62.
- 5 Choose a frequency level appropriate for the type of backup.
- 6 Specify the other properties for the schedule.  
 See [“Schedule properties”](#) on page 60.
- 7 Select **Add**.

### Schedule properties

This topic describes the schedule properties that have a different meaning for database backups than for file system backups. Other schedule properties vary according to your specific backup strategy and system configuration. Additional

information about other schedule properties is available. See the [NetBackup Administrator's Guide, Volume I](#).

**Table 5-7** Description of schedule properties

Property	Description
<b>Type of backup</b>	<p>Specifies the type of backup that this schedule can control. The selection list shows only the backup types that apply to the policy you want to configure.</p> <p>See "<a href="#">NetBackup for SharePoint Server backup types</a>" on page 62.</p>
<b>Schedule type</b>	<p>You can schedule an automatic backup in one of the following ways:</p> <ul style="list-style-type: none"> <li>■ <b>Calendar</b>                      The <b>Calendar</b> option lets you schedule the backup operations that are based on specific dates, recurring week days, or recurring days of the month.</li> <li>■ <b>Frequency</b>                      The <b>Frequency</b> specifies the period of time that can elapse until the next backup operation begins on this schedule. For example, assume that the frequency is 7 days and a successful backup occurs on Wednesday. The next full backup does not occur until the following Wednesday.                      Typically, incremental backups have a shorter frequency than full backups.</li> </ul>
<b>Retention</b>	<p>Specifies a retention period to keep backup copies of files before they are deleted. The retention level also denotes a schedule priority within the policy. A higher level has a higher priority. Set the time period to retain at least two full backups of your database. In this way, if one full backup is lost, you have another full backup to restore. For example, if your database is backed up once every Sunday morning, you should select a retention period of at least 2 weeks.</p>
Effect of type of schedule on retention period	<p>The type of schedule you select affects the retention period as follows:</p> <ul style="list-style-type: none"> <li>■ <b>Frequency-based scheduling</b>                      Set a retention period that is longer than the frequency setting for the schedule. For example, if the frequency setting is set to one week, set the retention period to be more than one week. The NetBackup scheduler compares the latest record of the automatic backup schedule to the frequency of that automatic backup schedule. This comparison is done to determine whether a backup is due. So if you set the retention period to expire the record too early, the scheduled backup frequency is unpredictable. However, if you set the retention period to be longer than necessary, the NetBackup catalog accumulates unnecessary records.</li> <li>■ <b>Calendar-based scheduling</b>                      The retention period setting is not significant for calendar-based scheduling.</li> </ul>

## NetBackup for SharePoint Server backup types

Table 5-8 describes the type of backups that are available with the SharePoint Agent.

**Table 5-8** Description of types of backups

Type of Backup	Description
<b>Full Backup</b>	<p>Select this back up type to back up the entire SharePoint component database(s). Granular-level backups must be backed up with a full backup.</p> <p>A list is available for the objects that support full backups.</p> <p>See <a href="#">Table 5-9</a>.</p>
<b>User Backup</b>	<p>A user backup is not automatically scheduled and is initiated from the front-end web server. This schedule allows for granular recovery.</p> <p>You may want a separate policy for User Backup schedule types. With a separate policy, you can easily separate user-directed and scheduled backups when you restore files. If you create a separate policy for User Backup schedule types, the considerations are similar to those for automatic backups. A backup selections list is not needed because users select the files before the backup begins.</p>
<b>Cumulative Incremental backup</b>	<p>This type of backup is not supported for SharePoint Server.</p>
<b>Differential Incremental backup</b>	<p>Select this backup type to only back up the changes that are made to the database since the last full backup or previous incremental backup. You cannot restore individual items from an incremental restore.</p> <p>A list is available for the objects that support incremental backups.</p> <p>See <a href="#">Table 5-9</a>.</p> <p><b>Note:</b> The SharePoint Index Files only support full backups. To minimize storage unit space consumption, it is recommended that you back up the Index Files and their corresponding Search databases with a different policy.</p> <p><b>Note:</b> Incremental backups are not supported for granular-level backups.</p>

Table 5-9 describes the schedule types that are supported for SharePoint Server and SharePoint Foundation objects.

**Table 5-9** Schedule types supported for SharePoint Server and SharePoint Foundation objects

SharePoint/SharePoint Foundation objects	Schedule type
Configuration DB	Full backup, Differential Incremental backup
Global Settings	Full backup, Differential Incremental backup
Single Sign-On	Full backup, Differential Incremental backup
Web Application/Content DB/ (including individual document restores)	Full backup
Shared Services/Services DB	Full backup, Differential Incremental backup
Shared Services/Shared Search Index/Index Files	Full backup
Shared Services/Shared Search Index/Search DB	Full backup
Shared Services/Web App/Content DB	Full backup, Differential Incremental backup

## Add clients to a policy

The clients list contains a list of the clients that are backed up during an automatic backup. A NetBackup client must be in at least one policy but can be in more than one.

The NetBackup client software must be installed on each of the following: the front-end web server, the SQL Server database host, and the Index Files or the Index database host. The client software does not need to be installed on the Search or the Job servers. If the SQL Server is clustered,

### To add clients to a policy

- 1 Open the policy and select the **Clients** tab.
- 2 Select **Add**.

- 3 Add the client that is the front-end web server and that runs the Central Administration Service to the client list.

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**Note:** You must perform additional configuration if the SQL Server back-end servers are clustered and you installed NetBackup on more than one node in the cluster.

See [“Reviewing the auto-discovered mappings”](#) on page 46.

See [“Configuring mappings for restores of a distributed applications, clusters, or virtual machines ”](#) on page 45.

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- 4 Select **Detect client operating system** to automatically detect the client computer's operating system and hardware.
- 5 Select **Add**.

## Creating a backup selections list for a SharePoint Server policy

The backup selections list defines the SharePoint objects to be backed up and the grouping of SharePoint objects for multiple data streams. You can specify the entire farm or back up individual SharePoint components, such as a Single Sign-on, Configuration, or Content database. You can also use wildcards to specify a group of objects.

Cohesity recommends that you create backup selections with the browse feature. Because SharePoint objects have long names, it is easy to mistype the object name when you create backup selections by adding and editing directives. One exception is the `Microsoft SharePoint Resources:\AllWebs` directive. Use this directive to back up all Web applications. You do not need to add a separate backup selection for each Web application.

To browse for the SharePoint objects, you must provide the credentials for the account that logs on to the SharePoint Server.

See [“Configuring the account that logs on to the SharePoint application server”](#) on page 42.

To perform backups with multiple data streams, you must enable this feature on the **Attributes** tab for the policy and define the backup streams with the `NEW STREAM` directive.

## Creating a backup selections list to back up SharePoint Server objects

### To create a backup selections list to back up SharePoint Server objects

- 1 Open the NetBackup web UI.
- 2 Open the policy that you want to edit.
- 3 Click the **Backup selections** tab.
- 4 Click **Add**.
- 5 Click the **Browse** option to browse for a SharePoint object.
- 6 In the left pane, expand the client and select the object you want to back up.  
If you selected **Enable granular recovery** on the **Attributes** tab, the display is limited to Web applications.
- 7 Click **Add**.
- 8 Repeat step 4 through step 7 for each object you want to add.

## Creating a backup selections item for all Web applications

### To create a backup selections item for all Web applications

- 1 Open the NetBackup web UI.
- 2 Open the policy that you want to edit.
- 3 Click the **Backup selections** tab.
- 4 Click **Add**.
- 5 From the **Pathname of directive** drop-down list, select **Microsoft SharePoint Resources:\AllWebs**.  
This directive works for both Web applications.
- 6 Click **Add**.

## Performing SharePoint backups with multiple data streams

NetBackup lets you divide a backup so that each job backs up only a part of the backup selections list. To divide the backup into multiple jobs, insert the `NEW_STREAM` directive at a certain point or points in the backup selections list to define where each stream begins.

Backup jobs are divided as follows:

- When you specify `NEW_STREAM` directives in your policy, NetBackup creates a new job for each `NEW_STREAM` directive in the policy.

- If you use wildcard characters to define SharePoint objects in the backup selections list, those objects are backed up in the same stream.
- When you back up multiple SharePoint databases, NetBackup groups the backup jobs by the selected server.

For more information on the multiple data streams feature, see the [NetBackup Administrator's Guide, Volume I](#).

## Using wildcards in a SharePoint backup selections list

Wildcard characters can be used to define groups of databases. This way multiple objects can be backed up without having to specify the objects individually in the backup selections list. For example, you may have a farm with a large number of Web applications or have Web applications with many content databases. You can use wildcard characters to indicate groups of Web applications and use the `NEW_STREAM` directive to divide the backup into multiple jobs, as follows:

See [“Performing SharePoint backups with multiple data streams”](#) on page 65.

**Table 5-10** Supported wildcard characters

Wildcard character	Action
Asterisk (*)	Use as a substitute for zero or more characters. Specify the asterisk as the last character in the string.  Example: To specify all objects that start with an <code>a</code> use <code>a*</code> .
Question mark (?)	Use as a substitute for one or more characters in a name.  Example 1: The string <code>s?z</code> processes all objects that have <code>s</code> for a first character, any character for a second character, and <code>z</code> for a third character.  Example 2: The string <code>Data??se</code> processes all objects that have <code>Data</code> as the first four characters, any characters for the fifth and sixth characters, and <code>se</code> as the seventh and eighth characters.

**Table 5-10** Supported wildcard characters (*continued*)

Wildcard character	Action
Left & right brackets ([ ... ])	<p>Use to match any one character that is enclosed in square brackets. A hyphen (-) can be used to indicate a range of consecutive characters; for example, [0-9] is equivalent to [0123456789].</p> <p><b>Note:</b> The hyphen (-) loses this special meaning if it occurs last in the string.</p> <p><b>Note:</b> The right square bracket (]) does not terminate such a string when it is the first character within it. For example, [ ] a-f] matches either a right square bracket (]) or one of the ASCII letters a through f inclusive. Asterisk (*) and question mark (?) stand for themselves within such a string of characters.</p>

The following rules apply when wildcard characters are used in the backup selections list:

- Only one wildcard pattern per backup selections list entry is allowed.
- If a wildcard pattern is not honored it is treated literally.
- Wildcard patterns are honored only in the final segment of the path name.

*Correct*

```
Microsoft SharePoint Resources:\WebApp*
Microsoft SharePoint Resources:\WebApp[A-D]
Microsoft SharePoint Resources:\WebAppDept?
```

*Incorrect*

```
Microsoft SharePoint Resources:\Shared Services\*\Content DB
```

## Configuring exclude lists for SharePoint clients

If you need to exclude certain SharePoint objects, you can create an exclude list. When NetBackup runs a NetBackup for SharePoint Server backup policy, NetBackup ignores the items that appear in the exclude list.

For more information on how to create an exclude list, see the [NetBackup Web UI Administrator's Guide](#). NetBackup excludes certain files and directories by default. These default exclusions always appear in the exclude list.

You can exclude any SharePoint object from a backup. You can specify the exclude list for all policies or for a specific policy or schedule.

SharePoint object names can be lengthy. You can type an object name in the exclude list manually. Or it may be easier to locate the object through a remote browse (from backup selections in the NetBackup policy). Then copy the object name from there to the exclude list.

---

**Note:** For SQL Servers in a cluster, you must select each node and perform the configuration procedure on each node. You must configure the same settings on each node. If you change the attributes for the virtual name of the client, NetBackup updates only the active node or current node.

---

### To configure a SharePoint client exclude list

- 1 Open the NetBackup web UI.
- 2 On the left, click **Hosts > Host properties**.
- 3 Select the SharePoint client that you want to configure.  
If the client does not appear in the list, click **Configure hosts > Configure client**.
- 4 If necessary, click **Connect**. Then click **Edit client**.
- 5 Expand **Windows client > Exclude lists**.
- 6 Click **Add**.
- 7 Specify objects to exclude in one of the following ways:
  - In the **Policy** field, select **All policies** or type the name of a specific policy.
  - In the **Schedules** field, select **All schedules** or type the name of a specific schedule.
  - In the **Name or path** field, type the name of a SharePoint object in the following format:  
For Web applications:  
`Microsoft SharePoint Resources:\Windows SharePoint Foundation  
Web Application\app name`
    - To exclude a specific database, type the name of a specific database after the Web application name.
    - To exclude Index Files and their Search databases, use one of the following directives.

Microsoft SharePoint Resources:\Shared Services\Shared Service Applications\*Search Service Application name*

- 8** (Conditional) Repeat step 3 through step 7 for the other nodes in the environment.

Perform this step if the NetBackup environment is clustered or replicated.

If you specify the name of the virtual client, only the active node or current node is updated. For the changes to be effective throughout the cluster, repeat the configuration steps on each node.

# Performing backups and restores of SharePoint Server and SharePoint Foundation

This chapter includes the following topics:

- [About user-directed backups of SharePoint Server and SharePoint Foundation](#)
- [About restores of SharePoint Server and SharePoint Foundation](#)

## About user-directed backups of SharePoint Server and SharePoint Foundation

User-directed backups of SharePoint Server must be performed from the front-end Web server. Back up the Content, Services, and User profile databases together.

If the policy that has a user backup schedule enables consistency checks, these checks are also performed before user-directed backups.

---

**Note:** If you open multiple backup windows (in the NetBackup client) to browse SharePoint resources, the windows may unexpectedly terminate. Instead, use a single backup window to browse SharePoint resources for backup.

---

## Specifying the server and client for a SharePoint Server backup operation

When you perform user backups of a SharePoint Server, you can specify the server that you want to perform the backups.

### To specify the server and client for a backup operation

- 1 Log onto the server as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Select **File > Specify NetBackup Machines and Policy Type**.
- 4 In the **Specify NetBackup Machines and Policy Type** dialog box, provide the following information:

**Server to use for backups and restores** Select the server you want to perform the backup.

**Source client for restores (or virtual client for backups)** Not applicable for SharePoint backups.

- 5 Click **OK**.

## About backup options for NetBackup for SharePoint Server

[Table 6-1](#) lists the options that are available when you perform backups of a SharePoint Server.

**Table 6-1** Backup options

Option	Description
<b>Backup to NetBackup server</b>	Identify the NetBackup server that you want to perform the backup.
<b>Items marked to be backed up</b>	Contains a list of objects to be backed up.
<b>Keyword phrase to associate with the backup or archive</b>	Specify a keyword phrase, up to 128 characters in length, that NetBackup can associate with the image created by this backup operation. You then can restore the image by specifying the keyword phrase in the <b>Search Backups</b> dialog box.  All printable characters are permitted including space (" ") and period ("."). The default keyword phrase is the null (empty) string.

See [“Performing a user-directed backup of SharePoint Server and SharePoint Foundation”](#) on page 72.

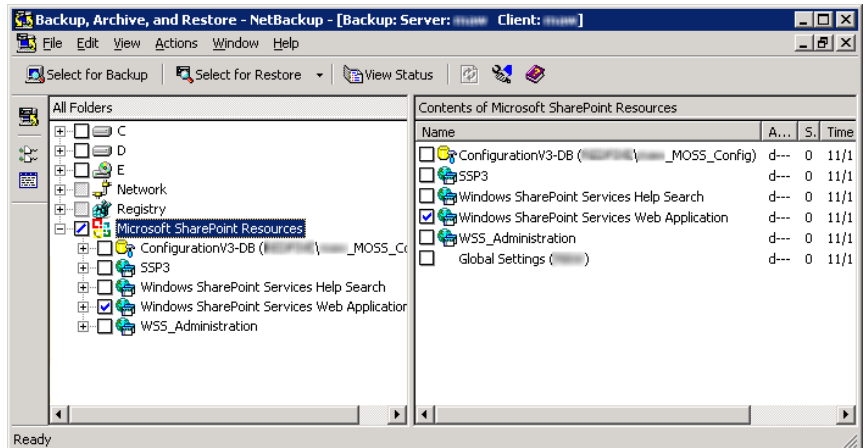
See [“Restoring individual SharePoint items from full database backups”](#) on page 82.

## Performing a user-directed backup of SharePoint Server and SharePoint Foundation

This topic describes how to perform a user-directed backup of SharePoint Server and SharePoint Foundation.

### To back up SharePoint resources

- 1 Log onto the server as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Choose **File > Select Files and Folders to Back Up**.
- 4 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.
- 5 Select the objects to back up.



- 6 Choose **Actions > Backup**. Then click **Start Backup**.

See [“About backup options for NetBackup for SharePoint Server”](#) on page 71.

If you want to view the progress of the backup, click **Yes**. If you do not want to view the progress of the backup, click **No**.

# About restores of SharePoint Server and SharePoint Foundation

Note the following when you perform restores:

- The NetBackup for SharePoint Server Agent supports a restore to the same Microsoft service pack (SP) or cumulative update (CU) on which the backup was originally created. Microsoft sometimes introduces database schema changes in SPs or CUs. If you restore to a different SP or CU level, the database server may not operate correctly.
- Administer restores from the NetBackup primary server or the SharePoint front-end server.
- When you select an item for restore, do not select (or mark) items in the **All Folders** pane. In the **All Folders** pane, click on, but do not select the check box for the parent folder. Then, in the **Contents of** pane, select the specific object you want to restore.
- The Configuration database contains all of the configuration information for the entire SharePoint server farm. Use caution when you restore this database; upon restore, any changes are lost that you made to the farm topology after the backup was performed.
- When you select for restore some but not all Content databases for a Web application, the Web application is not provisioned. After you restore the selected Content databases, those databases are re-attached.
- Even if SharePoint components exist on multiple computers, all the backups are cataloged under the same SharePoint server name. Once you select that server name, all available backup images for your SharePoint environment are displayed.
- When you redirect a restore to a file system, any list items you selected are not restored and appear as 0-KB files.
- Restores that use GRT must be made from a disk storage unit. You cannot restore from the tape copy.
- When you restore a site collection, any non-default theme you applied is not restored with the site collection. You must reapply the theme manually after the restore. This limitation does not affect restores of sub sites.

See [“Limitations and conditions for restores that use SharePoint Granular Recovery Technology \(GRT\)”](#) on page 38.

## Specifying the server, client, and the policy type for a SharePoint Server restore operation

When you perform restores, you select the following information:

- The primary server that performed the backup
- The SharePoint front-end client that was backed up
- The SharePoint policy type

### To specify the server, client, and policy type for a SharePoint Server restore operation

- 1 Log onto the server as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Click **File > Specify NetBackup Machines and Policy Type**.
- 4 In the **Specify NetBackup Machines and Policy Type** dialog box, from the **Server to use for backups and restores** list, select the NetBackup server that performed the restore.
- 5 From the **Source client for restores** list, select the client.  
 The source client is the SharePoint Server front-end client whose backup images you want to browse.
- 6 From the **Policy type for restores** list, choose **MS-SharePoint**.
- 7 Click **OK**.

## Restore options for SharePoint Server on the Microsoft SharePoint tab

On this tab you can choose to bring databases online after a restore job. You can also specify a different location to which to redirect a web application. The farm and the web application to which you want to redirect the restore must already exist.

**Table 6-2** Microsoft SharePoint tab

Option	Description
<b>Bring restored databases online and reconnect previous database links</b>	Select this option to bring the databases online after a restore job. This option also re-establishes the link between the restored databases and their corresponding web applications.

**Table 6-2** Microsoft SharePoint tab (*continued*)

Option	Description
<b>Preserve existing Internet Information Services (IIS) Web site and application pool</b>	<p>If the website and the application pool for the SharePoint web application that you restore already exists in IIS, this option preserves them during restore. If you do not check this option, the website and the application pool are deleted from IIS during the restore. After they are deleted, they are recreated in the default location that SharePoint specifies.</p>
<b>If versioning is enabled on the restore destination</b>	<p>If versioning is enabled on the destination to which you want to restore an individual item or document, select one of the following options:</p> <ul style="list-style-type: none"> <li> <p>■ <b>Add as a new version</b></p> <p>NetBackup restores the existing item or document as a new version, which makes it the most recent version of the existing item. For example, assume that you have five versions of <code>testfile.doc</code> and choose to restore version 2.0 of the file. When the file is restored, it is added as <code>testfile.doc 6.0</code> and is the most recent version.</p> </li> <li> <p>■ <b>Skip if the item exists</b></p> <p>NetBackup does not restore the item if an identical item or document exists in the restore destination. NetBackup notes that the file was skipped in the job log.</p> </li> <li> <p>■ <b>Restore over existing items</b></p> <p>NetBackup restores the existing item as a new version and deletes the existing version. For example, assume that the version history is as follows:</p> <pre>testfile.doc version 3.0 testfile.doc version 2.0 testfile.doc version 1.0</pre> <p><code>testfile.doc version 3</code> is the most recent version. If you choose to restore <code>testfile.doc version 2.0</code>, the restore adds <code>testfile.doc version 4.0</code> and deletes <code>testfile.doc version 2.0</code>. So the version history appears as follows:</p> <pre>testfile.doc version 4.0 testfile.doc version 3.0 testfile.doc version 1.0</pre> <p><code>testfile.doc version 2.0</code> is now version 4.0 of the file.</p> <p><b>Note:</b> The version of the restored file depends on the <b>Versioning Settings</b> selected for that library or list in SharePoint.</p> </li> </ul>

**Table 6-2** Microsoft SharePoint tab (*continued*)

Option	Description
<b>If versioning is not enabled on the restore destination</b>	<p>If versioning is not enabled on the destination to which you want to restore an individual item, select one of the following options:</p> <ul style="list-style-type: none"> <li>■ <b>Skip if the item exists</b> NetBackup does not restore the item if an identical item exists in the restore destination. NetBackup indicates that the file was skipped in the log.</li> <li>■ <b>Restore over existing items</b> NetBackup replaces the existing item with the restored item.</li> </ul>
<b>Restore only the most recent version of an item</b>	<p>Check this option to only restore the most recent version of an item. Note that NetBackup restores the most recent version of the versions you selected for restore. If a more recent version exists, but you did not select it for restore that version is not restored.</p>
<b>Include security information</b>	<p>Check this option to restore any applicable security information with the item. Note that security information is restored only if you select a parent folder and not when you select individual items. For example, security information is restored when you select Shared Documents, but not if you select an individual document. However, an individual object can have user permissions that are defined with a level of “limited access.” In this case, permissions for those users are not restored with that object.</p> <p>You can restore different levels of security based on the SharePoint item you restore:</p> <ul style="list-style-type: none"> <li>■ Sites User and SharePoint Group information and security ACL are restored for top-level sites.</li> <li>■ Subsites Security ACL is restored.</li> <li>■ Lists Security ACL and other security-related information are restored.</li> </ul>
<b>Redirect SharePoint Resources</b>	<p>Check this option to redirect a Web application. Then select one of the following:</p> <ul style="list-style-type: none"> <li>■ <b>Web application</b></li> <li>■ <b>Alternate SQL instance</b></li> </ul>
<b>Web application</b>	<p>Select this option to redirect a Web application to another Web application.</p> <ul style="list-style-type: none"> <li>■ In the <b>URL</b> box, specify the URL of the destination site. For example: <i>http://URL to Web application</i></li> <li>■ In the <b>Front end web server name</b> box, indicate the host name of the web server to which you want to redirect. The web server must already exist on the destination location.</li> </ul> <p>See <a href="#">“Redirecting a restore of a SharePoint web application within a farm”</a> on page 87.</p> <p>See <a href="#">“Redirecting a restore of a SharePoint Web application to another farm”</a> on page 89.</p>

**Table 6-2** Microsoft SharePoint tab (*continued*)

Option	Description
<b>Alternate SQL instance</b>	<p><b>Note:</b> Select only one database to redirect. If you select multiple databases, all databases are written to the target database.</p> <p>Select this option to redirect a web application to an alternate SQL instance.</p> <p>In the <b>SQL Server\Instance</b> box, indicate the name of the target SQL Server and the target instance name.</p> <p>In the <b>Target Database</b> box, indicate the name of the target database.</p> <p>See <a href="#">“Redirecting the restore of a SharePoint Server Web application content database to an alternate SQL Server instance”</a> on page 91.</p>

## How the NetBackup Recovery Assistant restores SharePoint Server and SharePoint Foundation

The NetBackup Recovery Assistant launches a restore job for each database in a Web application. Databases are restored in the proper order to ensure that a working Web application exists when the restore is complete. After all the databases are restored any items you selected are restored in a single job.

The Recovery Assistant restores objects in the following order:

- Configuration databases (only if assistant is run in disaster recovery mode)
- Content databases
- Services databases
- Index Files
- Document sets, documents, lists, etc.

Objects are skipped if they are not found in the database configuration. Each restore may only restore a portion of the components depending on what objects you select and the backup image you select. When you restore an item, it does not restore an entire Content database or Document library.

## Restoring SharePoint Server and SharePoint Foundation

Multiple SharePoint Server resources can be restored together. The NetBackup Recovery Assistant determines the order in which the resources must be restored. You can restore any of the SharePoint resources in separate restore operations.

---

**Note:** NetBackup does not prevent you from restoring placeholders. NetBackup also lets you restore any object that can hold a document, even if it does not contain a document.

---

### Restoring SharePoint Server

- 1 Enable the front-end Web server to redirect restores to the SQL Server hosts in the farm.

A redirected restore is performed since backups are cataloged under the front-end client name for the Federated SharePoint farm.

See [“Configuring mappings for restores of a distributed applications, clusters, or virtual machines”](#) on page 45.

- 2 Log on as Administrator.
- 3 Open the Backup, Archive, and Restore interface.
- 4 Choose **File > Select Files and Folders to Restore > from Normal Backup**.
- 5 Select the **MS-SharePoint** policy type.

See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 74.

- 6 Click **OK**.  
NetBackup browses for SharePoint Server backup images.
- 7 From the **NetBackup History** pane, select the image(s) that contain the objects you want to restore:
  - The last full backup, or
  - The last full backup and all subsequent differential backups
- 8 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

---

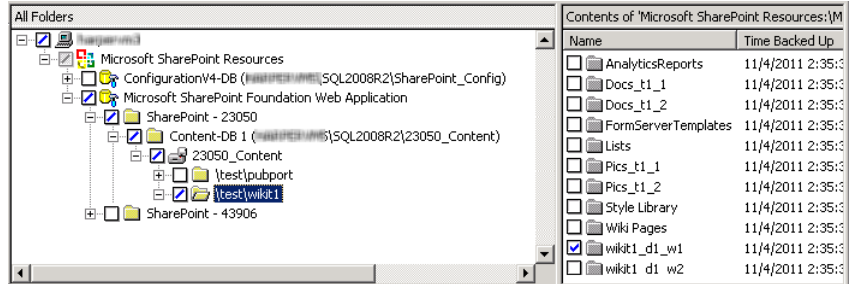
**Note:** When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.

---

- 9 In the **Contents of** pane, check the checkbox for the SharePoint resources to restore.

To select a database, click on (but do not check the checkbox for) the parent folder in the **All Folders** pane. Then check the checkbox for the database in the **Contents of** pane.

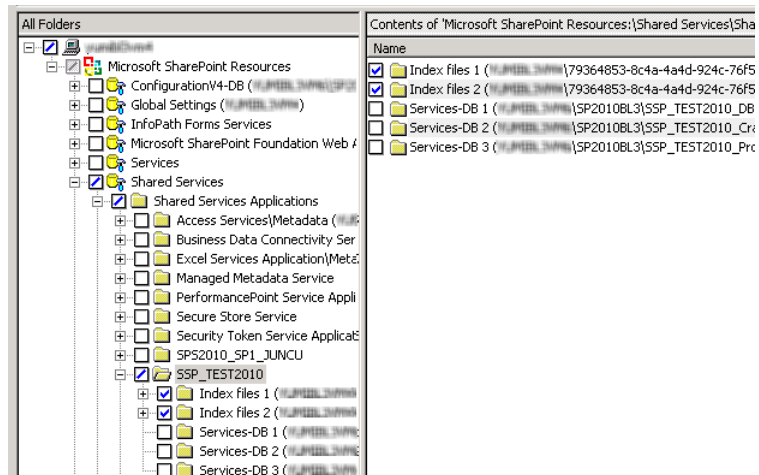
If you want to restore a subsite, expand the site collection in the **All Folders** pane. Then check the checkbox for the subsite in **Contents of** pane.



**Note:** For a successful restore, you must select the Index Files folder(s) exactly as described here.

If you want to restore the SharePoint Index Files, do the following:

- In the **All Folders** pane, click on the folder for the Shared Services Application but do not select the checkbox for it.
- In the **Contents of** pane, select each Index Files folder.



**10** Choose **Actions > Restore**.

- 11 In the **Restore Marked Files** dialog box, click the **Microsoft SharePoint** tab.  
See [“Restore options for SharePoint Server on the Microsoft SharePoint tab”](#) on page 74.
- 12 Click **Start Restore**.

## Restoring the SharePoint Search Service Application

The following instructions describe how to restore the Shared Services Application. Select all of the components of the Search Service application for recovery. The SharePoint Agent un-provisions the Search service application, restores the components, and recovers the Search service application.

### To restore the SharePoint Search Service Application

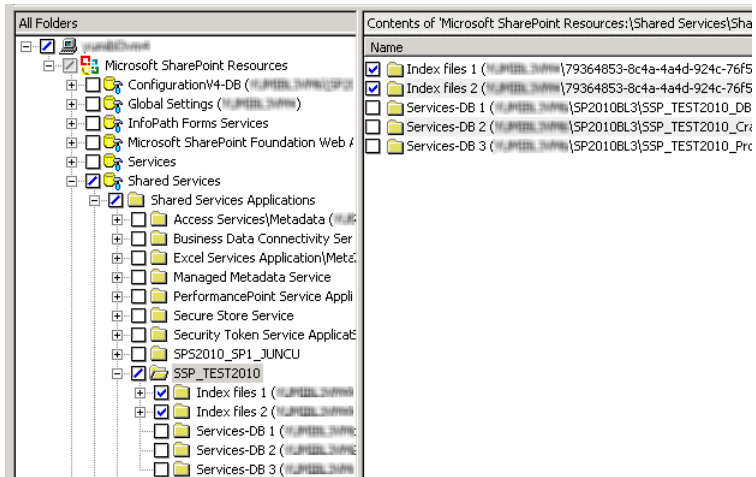
- 1 Open the NetBackup Backup, Archive, and Restore interface.
- 2 Open a **Restore** window.
- 3 Select the full backup that contains the shared services.
- 4 In the **All Folders** pane, expand **Microsoft SharePoint Resources > Shared Services > Shared Services Applications**.
- 5 Select each Index Files folder for restore as follows:

---

**Note:** For a successful restore, you must select the Index Files folders exactly as described here.

---

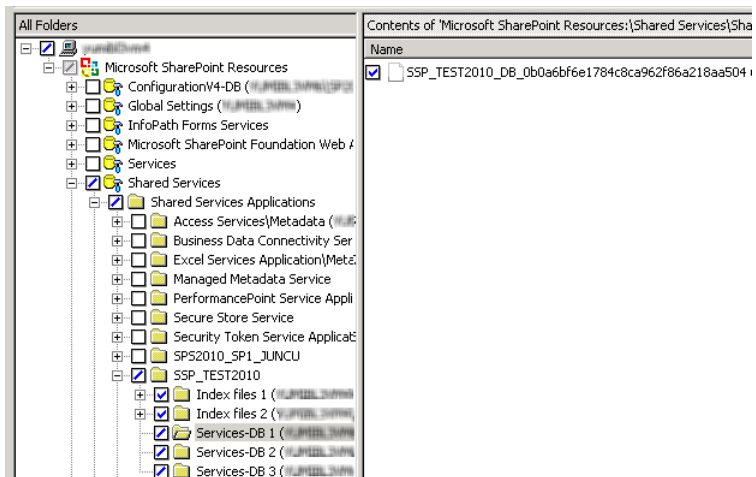
- In the **All Folders** pane, click on the folder for the Shared Services Application but do not select the checkbox for it.
- In the **Contents of** pane, select each Index Files folder.



**6** Select each Shared Services database for restore as follows:

**Note:** For a successful restore, you must select the databases exactly as described here.

- In the **All Folders** pane, click on the folder for the Shared Services database but do not select the checkbox for it.
- In the **Contents of** pane, select the Shared Services database.



- 7 Choose **Actions > Restore**.
- 8 In the **Restore Marked Files** dialog box, click the **Microsoft SharePoint** tab.
- 9 Uncheck **Bring restored databases online and reconnect previous database links**.
- 10 Click **Start Restore**.
- 11 Restore any incremental backups. Do not select **Bring restored databases online and reconnect previous database links** except for the *last* incremental backup.

## About requirements for restores of individual SharePoint items using Granular Recovery Technology (GRT)

The following requirements must be met to restore individual items from full database backups Granular Recovery Technology (GRT):

- The administrator has configured NetBackup to allow for restores of individual items (**Enable granular recovery**). This option is on the **Attributes** tab for the backup policy.  
See [“About policy attributes”](#) on page 59.
- The user must restore from a full backup image.
- You can only restore an individual item when the backup image resides on a disk storage unit.  
See [“Disk storage units supported with SharePoint Granular Recovery Technology \(GRT\)”](#) on page 37.

## Restoring individual SharePoint items from full database backups

You can restore individual sites, subsites, documents, images, and list items from the full SharePoint database backup jobs that use Granular Recovery Technology (GRT).

---

**Note:** Granular recovery of the SharePoint Central Administration web site and the Shared Services Administration web site is not supported.

---

---

**Note:** When you restore an item, it is safe to ignore certain bprd errors in the Activity Monitor similar to the following:

```
7/12/2021 11:01:39 AM - Error bpdm (pid=2928) did not receive EXIT  
STATUS from bprd, all blocks may not have been restored
```

Instead, rely on the final status that is reported in the Activity Monitor to determine the true success or failure of the restore operation.

---

### To restore individual SharePoint items from full database backups

- 1 Enable the SharePoint front-end Web server to restore to the SQL Server hosts in the farm.  
  
See [“Configuring mappings for restores of a distributed applications, clusters, or virtual machines”](#) on page 45.
- 2 Log on as Administrator.
- 3 Open the Backup, Archive, and Restore interface.
- 4 Choose **File > Select Files and Folders to Restore > from Normal Backup**.
- 5 Select the **MS-SharePoint** policy type.  
  
See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 74.
- 6 Click **OK**.  
  
NetBackup browses for SharePoint Server backup images.
- 7 From the **NetBackup History** pane, select the full backup image that contains the items you want to restore.
- 8 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

---

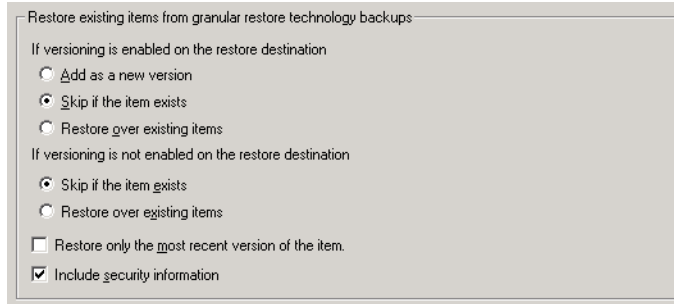
**Note:** When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.

---

- 9 In the **Contents of** pane, select the items to restore.  
  
Note that security information is restored only if you select a parent folder and not when you select individual items. For example, security information is restored when you select Shared Documents, but not if you select an individual document. However, an individual object can have the user permissions that are defined with a level of “limited access.” In this case, permissions for those users are not restored with that object.

**10 Choose Actions > Restore.**

**11 Click the Microsoft SharePoint tab.**



**12 Choose your restore options, as follows:**

If versioning is enabled on the restore destination

Select one of the following options:

■ **Add as a new version**

NetBackup restores the existing item as a new version, making it the most recent version of the existing item.

■ **Skip if the item exists**

NetBackup does not restore the item if an identical item exists in the restore destination. NetBackup notes that the file was skipped in the job log.

■ **Restore over existing items**

NetBackup restores the existing item as a new version and deletes the existing version.

If versioning is not enabled on the restore destination

Select one of the following options:

■ **Skip if the item exists**

NetBackup does not restore the item if an identical item exists in the restore destination. NetBackup notes that the file was skipped in the job log.

■ **Restore over existing items**

NetBackup replaces the existing item with the restored item.

Restore only the most recent version of an item

Check this option if you only want to restore the most recent versions of any individual items you have selected for restore.

Include security information

Check this option if you want to restore the SharePoint security information that is attached to the items you restore.

- 13 Select the other restore options you want.

See [“Restore options for SharePoint Server on the Microsoft SharePoint tab”](#) on page 74.

- 14 Click **Start Restore**.

## Recovering a SharePoint Web application in a farm with multiple front-end servers

To restore a deleted web application in a Network Load Balanced (NLB) farm, you may need to perform a manual operation using the SharePoint Central Administration interface. After the restore operation is successful, if the Web application on the NLB farm is offline, perform the following steps.

---

**Note:** After you complete the following steps, a change is reflected in the IIS attributes for the primary configured balanced node. The new balanced load server contains two sites: the original site and the name of the latest site that you create in step 13. However, both sites link to the original site and there is no effect on the environment.

---

### To recover a SharePoint Web application in a farm with multiple front-end servers

- 1 Log on as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Choose **File > Select Files and Folders to Restore > from Normal Backup**.
- 4 Select the **MS-SharePoint** policy type.

See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 74.

- 5 Click **OK**.

NetBackup browses for SharePoint Server backup images.

- 6 From the **NetBackup History** pane, select the images that contain the objects you want to restore:
  - The last full backup, or
  - The last full backup and all subsequent differential backups

- 7 In the **All Folders** pane, expand **Microsoft SharePoint Resources** and the Web application.

---

**Note:** When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.

---

- 8 In the **Contents of** pane, select the Content database.
- 9 Restore the database to the primary front end.  
Note that you only need to perform this action once.
- 10 Open the SharePoint Central Administration interface.
- 11 Under **Central Administration**, click **Application Management**.
- 12 Under **SharePoint Web Application Management**, click **Create or extend Web application**.
- 13 Select **Extend an existing Web application**.
- 14 Do the following to extend the Web application:
  - Click on the link for the Web application and select **Change Web Application**. Fill in the values to extend the restored Web application.
  - Select **Create a new IIS web site** and fill in the information to match the original Web application. However, you cannot use the same port number.
  - In the **Load Balanced URL** section, provide the node name of the load balanced server. (For example, `http://VMSP-3:new port.`)
- 15 After you complete step 14, all other configured front-ends may be automatically updated with IIS entries. If so, no further action is required.  
If other front-ends require load balancing, then repeat step 12 through step 14.

## Restoring a deleted SharePoint list

To restore a list that you deleted, you need to restore the list and `default.aspx` in separate restore jobs.

### To restore a deleted list

- 1 Log on as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Choose **File > Select Files and Folders to Restore > from Normal Backup**.

- 4 Select the **MS-SharePoint** policy type.  
See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 74.
- 5 Click **OK**.  
NetBackup browses for SharePoint Server backup images.
- 6 From the **NetBackup History** pane, select the images that contain the objects you want to restore:
  - The last full backup, or
  - The last full backup and all subsequent differential backups
- 7 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

---

**Note:** When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.

---

- 8 From the **Contents of** pane, select the list item you deleted or the library container for the list.
- 9 Click **Start Restore**.  
When the restore completes, continue with the next step.
- 10 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.
- 11 From the **Contents of** pane, in the subsite or the site collection, select `default.aspx`.
- 12 Click **Start Restore**.

## Redirecting a restore of a SharePoint web application within a farm

A web application restore can be redirected within the same farm or to a different farm. For instructions on how to redirect to a different farm, see the following topic:

See [“Redirecting a restore of a SharePoint Web application to another farm”](#) on page 89.

Note the following when you redirect a web application within a farm:

- The source web application cannot be a live web application.
- The web application target to which you want to redirect the restore must already exist on the specified web server.
- The target must have the same database structure as the source web application.

- You can only redirect a web application from a full backup. Redirection is not supported from differential backups.
- You can restore configuration databases and single sign-on databases back to the original location only. Document sets and individual SharePoint items must be restored to their original site.
- You can redirect a restore of a web application within the same farm. The SQL Server database host and the SharePoint host must be the same. A redirected restore is not supported if the SQL Server databases exist across multiple SQL hosts.
- You must restore all SQL Server databases in one operation at the same time.

### **To redirect a restore of a SharePoint web application within a farm**

- 1** Log on as Administrator.
- 2** Create the target web application on the target web server. The target site must have the same database structure as the source site.
- 3** Remove the source web application.  
  
If you attempt the redirected restore without removing the source, the restore completes successfully, but the databases are not properly connected to the virtual server.
- 4** Open the Backup, Archive, and Restore interface.
- 5** Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 6** Select the **MS-SharePoint** policy type.  
  
See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 74.
- 7** From the **NetBackup History** pane, select the full backup image that contains the objects you want to restore.
- 8** In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

---

**Note:** When you select items to restore, do not check the check box for an item in the **All folders** pane. Only check the check box for an item in the **Contents of** pane.

---

- 9** In the **Contents of** pane, select the web application to redirect.
- 10** Click **Actions > Restore**.
- 11** In the **Restore Marked Files** dialog box, click the **Microsoft SharePoint** tab.
- 12** Check **Redirect SharePoint Resources**.

- 13** Click **Web application**.
- 14** In the **URL** box, type the URL of the destination site:  
`http://webapp`
- 15** In the **Front end web server name** box, indicate the host name of the web server.
- 16** For information on other restore options in this dialog box, see the following topic:  
See [“Restore options for SharePoint Server on the Microsoft SharePoint tab”](#) on page 74.
- 17** Click **Start Restore**.

## Redirecting a restore of a SharePoint Web application to another farm

A Web application restore can be redirected within the same farm or to a different farm. For instructions on how to redirect within a farm, see the following topic:

See [“Redirecting a restore of a SharePoint web application within a farm”](#) on page 87.

Note the following when you redirect a Web application to another farm:

- The Web application target to which you want to redirect the restore must already exist on the specified Web server. It also must have the same number of content databases as the source Web application.
- The target Web application and SQL Server database name must have new names (different from original names).
- The SharePoint version from the source farm must match the SharePoint version of the destination farm.
- You can only redirect a Web application from a full backup. Redirection is not supported from differential backups.
- The Web applications must be restored at the database level.
- The destination SharePoint farm nodes must be in the NetBackup domain.
- In the host properties for the primary server, configure the **Distributed Application Restore Mapping** settings.  
These settings must contain the mapping for the destination farm. A distributed application must have all the farm nodes of the destination SharePoint farm mapped as components of the source SharePoint front end.

- The Windows **Client Properties** for the destination farm nodes must be set for SharePoint for all nodes in the farm.
- A NetBackup client must be installed on all nodes of the destination farm.
- You cannot complete a redirected restore if the SQL Server databases exist across multiple SQL hosts.
- You must restore all redirected Web application SQL Server databases in one operation at the same time.
- You cannot redirect a Web application to the same farm more than once. This restriction ensures SQL Server database ID uniqueness.
- The SharePoint version of the source and destination must be the same.
- The SQL version of the source and destination must be the same.
- You must manually restore from the MS-Windows backup image any custom Web parts that were created on the file system. These components are not backed up with the MS-SharePoint policy. (For example, you must manually restore `C:\inetpub\wwwroot\wss\VirtualDirectories\port number.`)

#### **To redirect a restore of a SharePoint Web application to another farm**

- 1 Log on as Administrator.
  - 2 Create the target Web application on the target Web server.
  - 3 Open the Backup, Archive, and Restore interface.
  - 4 Click **File > Select Files and Folders to Restore > from Normal Backup**.
  - 5 Select the **MS-SharePoint** policy type.  
  
See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 74.
  - 6 From the **NetBackup History** pane, select the full backup image that contains the objects you want to restore.
  - 7 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.
- 
- Note:** When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.
- 
- 8 In the **Contents of** pane, select the Web application to redirect.
  - 9 Click **Actions > Restore**.
  - 10 In the **Restore Marked Files** dialog box, click the **Microsoft SharePoint** tab.

**11** Check **Redirect SharePoint Resources**.

**12** Click **Web application**.

**13** In the **URL** box, type the URL of the destination site:

`http://webapp:port`

Use the URL that appears in SharePoint Central Administration.

**14** In the **Front end web server name** box, indicate the host name of the *target* Web server.

The screenshot shows a dialog box with the following elements:

- Redirect SharePoint Resources
- Web application
- Alternate SQL instance
- URL:
- Front end web server name:
- Individual SharePoint sites, documents, lists or items
- Restore to drive or UNC path:

See [“Restore options for SharePoint Server on the Microsoft SharePoint tab”](#) on page 74.

**15** Click **Start Restore**.

## Redirecting the restore of a SharePoint Server Web application content database to an alternate SQL Server instance

You can redirect a SharePoint Web application content database to an alternate SQL Server instance to take advantage of SharePoint data recovery from an unattached content database. The target database must be a new database.

### To redirect the restore of a SharePoint Server database to an alternate SQL Server instance

- 1 Open the Backup, Archive, and Restore interface.
- 2 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 3 Select the **MS-SharePoint** policy type.

See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 74.

- 4 From the **NetBackup History** pane, select the full backup image that contains the objects you want to restore.

- 5 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

---

**Note:** When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.

---

- 6 In the **Contents of** pane, select the Web application content database to redirect.
- 7 Click **Actions > Restore**.
- 8 Click the **Microsoft SharePoint** tab.  
See [“Restore options for SharePoint Server on the Microsoft SharePoint tab”](#) on page 74.
- 9 Click **Redirect SharePoint Resources**.
- 10 Select **Alternate SQL Instance**.
- 11 In the **SQL Server\Instance** box, type the name of the SQL Server and the instance name to which you want to redirect the Web application content database.
- 12 In the **Target Database** box, indicate the name of the target database.

The screenshot shows a dialog box with the following options and fields:

- Redirect SharePoint Resources**
- Web application**
- Alternate SQL instance**
- SQL Server\Instance:
- Target Database:
- Individual SharePoint sites, documents, lists or items**
- Restore to drive or UNC path:

- 13 Click **Start Restore**.

# Performing recovery using NetBackup Web UI

This chapter includes the following topics:

- [Prerequisites](#)
- [Backup recovery using NetBackup Web UI](#)

## Prerequisites

Ensure that the following prerequisites are completed before initiating the recovery process using NetBackup Web UI.

- **User:** Verify a valid user with appropriate credentials defined in RBAC. For more information, see *Managing role-based access control* section in *NetBackup Web UI Administrator's Guide*.
- **Backups:** Ensure that you have backed up the required items of MS-Exchange before starting the process. Define a policy with appropriate specifications and verify the job is successful. NetBackup recommends selecting **Enable granular recovery** option when defining a policy. For more information, see *Managing policies* section of the *NetBackup Web UI Administrator's Guide*.

## Backup recovery using NetBackup Web UI

### Recovery using NetBackup Web UI

- 1 Log into NetBackup Web UI.
- 2 On the left, click **Recovery**.

- 3 In the **Regular recovery** pane, click **Start recovery**.
- 4 Select **MS-SharePoint** from the **Policy type** drop down.

---

**Note:** NetBackup currently supports only **Normal backups** as **Restore types**.

---

- 5 Click **Select client**, the original machine where the data was backed up, as the **Source client**.
- 6 **Destination client** is auto displayed.
- 7 Click **Next**.
- 8 In the **Recovery details** tab, NetBackup supports granular recovery where the users can restore individual items. These backup items are displayed in tree structure. You can filter the selection based on **Date range, File or directory name, and most recent or all backups**.  
  
Click **Refresh** if the backup items to recover are not displayed or contact Cohesity customer support.  
  
Select the appropriate recovery backup items and then click **Next**.
- 9 In the Recovery options tab, select the required options from the following:  
  
See [“Restore options for SharePoint Server on the Microsoft SharePoint tab”](#) on page 74.
  - Restore options
  - Versioning enabled on the restore destination
  - Versioning is NOT enabled on the restore destination
  - Restore only the most recent version of the item
  - Include security information
  - SharePoint redirection
  - Job priority: By default, the preset priority for restore jobs is 90000, which is the highest preset job priority of any other NetBackup job. The available range is 0 to 99999. The higher the number, the greater the job priority.
- 10 Click **Next**.
- 11 Review the recovery specifications in the **Review** tab and then click **Start recovery**.
- 12 A new job is initiated in the **Activity monitor**.

# Protecting SharePoint Server data with VMware backups

This chapter includes the following topics:

- [About protecting an application database with VMware backups](#)
- [About configuring a VMware backup that protects SharePoint Server](#)
- [Restoring SharePoint data from a VMware backup](#)

## About protecting an application database with VMware backups

With a VMware backup policy and the Veritas VSS Provider, NetBackup can create consistent, full backups of an application database that resides on a virtual machine.

VMware application backups let you:

- Use the existing database restore process to restore and recover data from VMware backups.
- From one VMware backup, choose from these restore options: Disk-level restore, file-level recovery, database restore, or granular-level restore (GRT).
- Restore and recover databases from VMware backups to alternate clients. The target destination client can be a physical computer or a virtual machine.

### Supported environments and configuration

See the following information on virtual systems compatibility:

<https://support.cohesity.com/s/>

## Veritas VSS Provider

See “Installing the VSS provider for vSphere” on page 97.

## Using NetBackup Accelerator to increase the speed of full VMware backups

Select the **Use Accelerator** policy option to use NetBackup Accelerator to potentially increase the speed of full VMware backups. (This option is not available in the settings for a protection plan.) By reducing the backup time, it is easier to perform the VMware backup within the backup window. To use this feature, you must first perform an initial backup with **Use Accelerator** enabled. Subsequent backup times can then be significantly reduced. Accelerator support for database agents currently restricts backups to the full schedule type.

To periodically establish a new baseline of change detection on the client, create a separate policy schedule with the **Accelerator forced rescan** option enabled.

For more details on Accelerator with VMware backups, see the [NetBackup for VMware Administrator's Guide](#).

## Limitations of VMware application backups

Databases are cataloged and protected only for the configurations that are supported for VMware backups. Make sure to store databases on supported storage.

VMware application backups do not support the following policy options and configurations:

- Incremental backups. Instead, you can create a policy for SharePoint Server incremental backups.
- Consistency checks of the SharePoint Server.
- SQL Server clusters or SQL Server availability groups.
- Any SQL Server back-end servers that service multiple SQL Server instances for multiple SharePoint farms.
- SharePoint Server databases are not cataloged and backed up if they exist on the following:
  - Any virtual machines that use raw device mapping (RDM).
  - Virtual Machine Disk (vmdk) volumes that are marked as independent.
  - Mount point volumes.
  - Virtual hard disks (VHDs).

- RAID volumes.
- ReFS file systems.
- An excluded Windows boot disk.
- Any components that reside on a physical computer are not backed up with the VMware backup.

## Limitations for restores from VMware application backups

The following limitations exist when you perform restores from VMware application backups.

- NetBackup does not support redirection of content databases or web applications from VMware application backups.
- NetBackup only supports full VMware backups that protect SharePoint. In a VMware environment, you cannot restore NetBackup for SharePoint (MS-SharePoint) differential restores.

## Installing the VSS provider for vSphere

To use the VSS provider you must install it manually following installation of the NetBackup for Windows client. If the VMware VSS provider is installed, the installation program removes it and may require a restart of the computer.

### To install the VSS provider

- 1 Browse to the following location:

```
install_path\NetBackup\bin\goodies\
```

- 2 Double-click on the **VSS provider for vSphere** shortcut.
- 3 Follow the prompts.
- 4 When the utility has completed, restart the computer if prompted.
- 5 Following the restart, the utility resumes. Follow the prompts to complete the installation.

### To uninstall the VSS provider

- 1 Open **Add or Remove Programs**.
- 2 Double-click on **VSS provider**.

The uninstall program does not automatically reinstall the VMware VSS provider.

# About configuring a VMware backup that protects SharePoint Server

To successfully perform VMware backups and restores of SharePoint Server, complete the following steps.

**Table 8-1** Configuring a VMware backup that protects SharePoint Server

Step	Action	Description
Step 1	Configure your VMware environment and NetBackup.	See the <a href="#">NetBackup for VMware Administrator's Guide</a> .  Install the NetBackup client software on the virtual machines that are part of a SharePoint farm.
Step 2	Install the Cohesity VSS provider.	See <a href="#">"Installing the VSS provider for vSphere"</a> on page 97.
Step 3	Configure the NetBackup Client Service.	See <a href="#">"Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint Server"</a> on page 39.
Step 4	Configure the NetBackup Legacy Network Service and optionally the NetBackup Legacy Client Service.	See <a href="#">"Configuring the logon account for the NetBackup Legacy Network Service and the NetBackup Legacy Client Service"</a> on page 40.
Step 5	Configure the local security privileges.	See <a href="#">"Configuring local security privileges for the SharePoint Servers"</a> on page 43.
Step 6	On the NetBackup server, configure the mappings for distributed application restores.	Map the application hosts and component hosts in your environment.  See <a href="#">"Configuring mappings for restores of a distributed applications, clusters, or virtual machines"</a> on page 45.
Step 7	On the NetBackup server, review the auto-discovered mappings for the hosts in your environment.	In certain scenarios, a NetBackup host has additional host names or shares a particular name with other hosts. Approve each valid auto-discovered mapping that NetBackup discovers in your environment.  See <a href="#">"Reviewing the auto-discovered mappings"</a> on page 46.

**Table 8-1**      Configuring a VMware backup that protects SharePoint Server  
*(continued)*

Step	Action	Description
Step 8	Review the requirements granular restores.	See <a href="#">“Requirements for SharePoint Granular Recovery”</a> on page 20.  See <a href="#">“Configuring a SharePoint backup that uses Granular Recovery Technology (GRT)”</a> on page 36.
Step 9	For Federated SharePoint configurations, configure the granular proxy on the primary server.	See <a href="#">“Configuring the granular proxy host for Federated SharePoint configurations with VMware”</a> on page 100.
Step 10	Configure the host properties for each SharePoint client.	See <a href="#">“Configuring SharePoint client host properties”</a> on page 40.
Step 11	Create a VMware backup policy.	See <a href="#">“Configuring a VMware backup policy to protect SharePoint Server”</a> on page 99.
Step 12	Test your configuration settings.	See <a href="#">“Perform a manual backup”</a> on page 50.

## Configuring a VMware backup policy to protect SharePoint Server

Through a VMware backup policy, NetBackup can create full application-consistent backups of a SharePoint Server that resides on a virtual machine. Optionally, you can use NetBackup Accelerator. VMware policies let you exclude certain virtual disks from the VMware backup. If you want to exclude specific SharePoint components, use a MS-SharePoint policy.

More information on Accelerator is available:

See [“About policy attributes”](#) on page 59.

See the [NetBackup Administrator's Guide](#), Volume I.

### To configure a VMware backup policy to protect SharePoint Server

- 1** On the left, select **Protection > Policies**.
- 2** Add a new policy or open the policy that you want to edit.
- 3** Select the **Attributes** tab.
  - From the **Policy type** list, select **VMware**.
  - In the **Policy storage** list, select a disk storage unit.  
 If you want to use NetBackup Accelerator, select a supported storage unit type. The NetBackup device mapping files list all supported storage types.

- If you want to use NetBackup Accelerator, select **Use Accelerator**. Accelerator uses the initial full backup to establish a baseline. Any subsequent backups that are performed with Accelerator can run significantly faster. You may want to create an additional policy schedule that enables the **Accelerator forced rescan** option. This option establishes a new baseline for the next Accelerator backup.  
**Perform block-level incremental backups** is automatically selected and grayed out. On the **VMware** tab, the **Enable block-level incremental backup** option is also selected and grayed out.
- 4 On the **Clients** tab, do the following:
    - Select **Select automatically through VMware intelligent policy query**.
    - From the **NetBackup host to perform automatic virtual machine selection** list, select the host you want to use.
    - Use the Query builder to create the rules that select the virtual machines you want to back up.
  - 5 On the **VMware** tab:
    - Select the **Primary VM identifier** to use to catalog the backups.
    - Select **Enable file recovery from VM backup**.
    - Locate **Application protection** and select **Microsoft SharePoint Server**. This option allows recovery of the databases from the virtual machine backups. If this option is disabled, you can recover the entire virtual machine from the backup, but you cannot recover the databases individually. Alternatively, you can select **Microsoft SQL Server**. Do not select both recovery options.
  - 6 If you want to exclude certain disks from the VMware backup, select the **Exclude disks** tab.  
  
NetBackup excludes those disks from the VMware backup that protects SharePoint Server. Be sure that any disks that you exclude do not contain database data.
  - 7 Select **Save** to save the policy.

## Configuring the granular proxy host for Federated SharePoint configurations with VMware

For a VMware backup that protects Federated SharePoint configurations, you need to configure the back-end SQL Server as the granular restore proxy host for the

catalog hosts (front-end servers in the farm). You can perform this configuration on the primary server or from the command line.

#### To specify the SharePoint granular restore proxy host

- 1 On the primary server, open the NetBackup web UI.
- 2 Expand **Hosts > Host properties**.
- 3 Select the SharePoint client that you want to configure.
- 4 If necessary, click **Connect**. Then click **Edit client**.
- 5 Click **Windows client > SharePoint**.
- 6 In the **SharePoint granular restore proxy host** box, type the name of the SQL Server back-end host.
- 7 Click **Save** to save your changes.
- 8 Repeat this configuration for all servers in the SharePoint farm.

## Restoring SharePoint data from a VMware backup

SharePoint data is restored from a VMware backup in the same manner that it is restored from a backup that is performed with the SharePoint Agent. Though you use a VMware policy type to back up the data, you still use the MS-SharePoint policy type for the restore. NetBackup displays the SharePoint data in the VMware backup image that is available for restore.

When you perform a granular restore of SharePoint from multiple VMware application-aware backup images, browse and restore from one image at a time.

#### To restore SharePoint data from a VMware backup

- 1 Log on to the server as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Click **File > Specify NetBackup Machines and Policy Type**.
- 4 From the **Server to use for backups and restores** list, select the NetBackup server that performed the restore.
- 5 From the **Source client for restores** list, select the name of the SharePoint front-end server.

Select the server that is listed first alphabetically in the list of front-end servers.

Even if SharePoint components exist on multiple computers, all the backups are cataloged under the same SharePoint server name. Once you select that server name, all available backup images for your SharePoint environment are displayed.

- 6** For the **Policy type for restores**, select **MS-SharePoint**.
- 7** Follow the instructions for a SharePoint restore from a non-VMware environment.

See [“About restores of SharePoint Server and SharePoint Foundation”](#) on page 73.

# Disaster recovery

This chapter includes the following topics:

- [About disaster recovery of a SharePoint Server](#)
- [Requirements for disaster recovery of a SharePoint Server](#)
- [Recovering a SharePoint server \(without BMR\)](#)

## About disaster recovery of a SharePoint Server

Disaster recovery of a SharePoint server cannot be separated from the disaster recovery of windows because SharePoint server uses the Windows security for authentication. You must recover the Windows server before you recover the SharePoint Server.

If you purchased the NetBackup Bare Metal Restore option. Refer to [NetBackup Bare Metal Restore Administrator's Guide](#) for more information. If you do not have BMR, see the “Disaster Recovery” chapter in the [NetBackup Troubleshooting Guide](#).

## Requirements for disaster recovery of a SharePoint Server

The following requirements exist for disaster recovery of a SharePoint Server:

- A copy of NetBackup for Windows
- The primary server has a license for NetBackup for SharePoint Server
- The latest backup of the SharePoint Server you want to recover
- The SharePoint Server CD
- Any service packs that have been applied to the original installation

See [“About disaster recovery of a SharePoint Server”](#) on page 103.

See [“Recovering a SharePoint server \(without BMR\)”](#) on page 104.

## Recovering a SharePoint server (without BMR)

This topic describes how to recover a SharePoint server installation without Bare Metal Restore (BMR).

Be sure to restore the components of the SharePoint Server as described in the following procedure, in this order:

- Web applications, one at a time
- Services (State Service database, metadata, and State Service Proxy)
- Shared Services databases (service applications and metadata), one at a time
- SharePoint Foundation Help Search (WSS\_Search)
- InfoPath Forms Services (Metadata)
- Index files

---

**Note:** Do not restore Shared Services Proxies. (When NetBackup restores the service application it generates new URIs and proxies for the service application.)

---

### To recover a SharePoint server (without BMR)

- 1 Prepare the SharePoint host for restore. Configure it the same as the original host.  
  
This configuration may involve new hardware and reinstalling the OS, Windows services packs, and the software that is needed to restore SharePoint from backup.
- 2 Install any prerequisite software and SharePoint.  
  
This installation includes running the SharePoint Products Configuration Wizard.
- 3 Create a new farm configuration database using the SharePoint Products Configuration Wizard.
- 4 In a web browser, verify that you can access the SharePoint Central Administration pages and that the configuration includes the original farm members.  
  
Run the Farm Configuration Wizard, if applicable.
- 5 Configure the NetBackup primary server and the SharePoint client hosts so you can restore SharePoint from the backup.

- 6 From the front-end server open the NetBackup Backup, Archive, and Restore interface.
- 7 Verify that the **Microsoft SharePoint Resources:\** are visible.
- 8 Restore the web applications, one at a time.

For example:

```
[Microsoft SharePoint Foundation Web Application]
  [SharePoint - 80]
```

- 9 Restore the services (State Service database, metadata, and State Service Proxy).

For example:

```
[Service]
  [Microsoft SharePoint Foundation Diagnostics Service\Metadata]
  [SPUserCodeV4\Metadata]
  [State Service]
  [State Service\Proxy]
  [Workflow Service Application Proxy\Proxy]
```

- 10 Restore the Shared Services databases (service application and metadata), one at a time.

For example:

```
[Shared Services]
  [Shared Services Applications]
    [App Management Service]
    [Business Data Connectivity Service]
    [Machine Translation Service]
    [Managed Metadata Service]
    [PowerPoint Conversion Service Application\Metadata]
    [Project Server Service Application\Metadata]
    [Search Service Application]
    [Secure Store Service]
    [Security Token Service Application\Metadata]
    [User Profile Service Application]
    [Word Automation Services]
```

**11 Restore the SharePoint Foundation Help Search (WSS\_Search).**

For example:

```
[WSS_Administration]
  [WebApplication]
```

**12 Restore the InfoPath Forms Services (metadata).**

For example:

```
[InfoPath Forms Services]
  [Data Connections\Metadata]
  [Exempt User Agents\Metadata]
  [Form Templates\Metadata]
  [Settings\Metadata]
```

**13 Restore the Index Files.**

For example:

```
[Shared Services]
  [Shared Services Applications]
    [Search Service Application]
```

**14 Restore the configuration database.**

For example:

```
[Configuration V5/V6-DB]
```

**15 Restore the Global Settings.****16 Ensure that all the SharePoint and the SQL services are restarted on the SharePoint and the SQL Server, including the IIS service.****17 Use the SharePoint Central Administration, IIS, or the NetBackup Backup, Archive, and Restore interface to browse the web application sites. Verify that the web application sites that you restored are accessible and were restored properly.**

# Troubleshooting

This chapter includes the following topics:

- [About NetBackup for SharePoint Server debug logging](#)
- [View the progress report of a NetBackup for SharePoint Server operation](#)
- [Restores to different SharePoint service pack or different cumulative update levels](#)
- [Modified system files or ghost files are not cataloged or restored during a site collection restore](#)
- [Troubleshooting SharePoint jobs that use Granular Recovery Technology \(GRT\)](#)
- [About troubleshooting SharePoint restore operations](#)
- [About NetBackup for SharePoint Server and client-side deduplication](#)
- [Troubleshooting VMware backups](#)

## About NetBackup for SharePoint Server debug logging

The NetBackup primary server and client software offers a comprehensive set of debug logs for troubleshooting problems that can occur during NetBackup operations. Debug logging is also available for SharePoint Server backup and restore operations.

See the following topics for information on how to create the logs and how to control the amount of information written to the logs.

See [“Enable the debug logs automatically \(SharePoint client\)”](#) on page 108.

See [“Enabling the debug logging for NetBackup for SharePoint Server manually”](#) on page 108.

See [“Setting the debug level on a NetBackup for SharePoint Server Windows client”](#) on page 110.

After you determine the cause of the problem, disable debug logging by removing the previously created debug logging directories. For details see the [NetBackup Logging Reference Guide](#).

Additional information about NetBackup client logs and NetBackup primary server logs is available. See the help for the Backup, Archive, and Restore interface and the [NetBackup Web UI Administrator’s Guide](#).

---

**Note:** When debug logging is enabled, the files can become large. The same files are used by normal file backups.

---

## Enable the debug logs automatically (SharePoint client)

You can enable debug logging by running a batch file that creates each log directory. To create all log file directories automatically, run the following:

```
install_path\NetBackup\logs\mklogdir.bat
```

## Enabling the debug logging for NetBackup for SharePoint Server manually

To turn on debug logging, create the log directories in the following location:

```
install_path\NetBackup\logs
```

Create the following log directories on the SQL Server, the front-end web server, the media server, and the primary server.

After you create these directories and perform a backup or restore, debug logging information is placed in a subdirectory that has the name of the process directory. For legacy logging, the file is named *mmdyy.log*. For unified logging, the log file is in a format that is standardized across Cohesity products. To view the logs that use unified logging, use *lv.exe* or *vxlogview*.

For more information about unified logging, see the [NetBackup Administrator’s Guide, Volume I](#). For information on how to use the log commands, see the [NetBackup Troubleshooting Guide](#).

## Primary server

bprd All restores

## Media server

bpbrm All backups & restores

nbfsd SharePoint GRT backups & restores

## Front-end web server

beds SharePoint managed code on the SharePoint front-end server

bpbkar All backups

bpfis Snapshot backups, VMware backups

bpresolver SharePoint Granular Recovery Technology (GRT) backups and restores

ncflbc SharePoint live browse if the image type is VMware

ncfnbcs VMware Application State Capture (ASC) jobs

SPSV2Recovery Asst Recovery Assistant unified log. This log does not have its own directory. NetBackup creates this log file in the `NetBackup\logs` folder with the following format: `51216-254-* .log`.

spsv2ra Recovery Assistant legacy log

tar Non-GRT restores

## SQL Server

bpbkar All backups

bpfis Snapshot backups, VMware backups

nbfsd SharePoint GRT backups and restores

ncfgre SharePoint GRT restores.  
 Increase the `ncfrai` logging level to add detail.

ncfnbcs VMware ASC jobs

tar Non-GRT restores

See [“Troubleshooting SharePoint jobs that use Granular Recovery Technology \(GRT\)”](#) on page 113.

See [“About troubleshooting SharePoint restore operations”](#) on page 114.

See [“About NetBackup for SharePoint Server and client-side deduplication”](#) on page 115.

## Setting the debug level on a NetBackup for SharePoint Server Windows client

To control the amount of information that is written to the debug logs, change the General, Verbose, and Database debug levels on the client(s). Typically, the default value of 0 is sufficient. However, technical support may ask you to set the value higher to analyze a problem.

The debug logs are located in `install_path\NetBackup\logs`.

### To set the debug level for the legacy process on a NetBackup for SharePoint Server client

- 1** Open the **Backup, Archive, and Restore** program
- 2** Select **File > NetBackup Client Properties**.
- 3** Click the **Troubleshooting** tab.
- 4** Set the **General** debug level.  
Set this level as high as 2.
- 5** Set the **Verbose** debug level.  
Set this level as high as 5.
- 6** Click **OK** to save your changes.

**To set the debug level for the processes that use unified logging on a NetBackup for SharePoint Server client**

- 1 Newer NetBackup processes such as `ncfgre` use Veritas Unified Logging (VxUL). To increase VxUL logging level, run the following:

```
install dir\NetBackup\bin\vxlogcfg -a -p 51216 -o OID -s
DebugLevel=6 -s DiagnosticLevel=6
```

Replace the OID as follows:

```
ncfrai = 158
ncflbc = 351
ncfgre = 352
ncfnbcs = 366
SPSV2RecoveryAsst = 254
spsdkservice = 479
```

For a list of all OID values, see the [NetBackup Logging Reference Guide](#).

- 2 To reset the VxUL logging level default value, run the following command:

```
install dir\NetBackup\bin\vxlogcfg -a -p 51216 -o OID -s
DebugLevel=1 -s DiagnosticLevel=1
```

## VSS provider logs

The VSS provider records its activities in Windows Event Logs. Debug logs are also available at the following location:

```
install_path\Veritas VSS provider\logs
```

### Enabling VSS provider logging in the registry

Enable the VSS provider logging on the NetBackup computer where SharePoint is installed.

**To enable VSS provider logging in the registry**

- 1 Log on as administrator on the computer where NetBackup is installed.
- 2 Open Regedit.
- 3 Open the following key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Veritas\NetBackup\CurrentVersion\Config
```

- 4 Create a new DWORD value named **CreateDebugLog**.

**View the progress report of a NetBackup for SharePoint Server operation**

- 5 Right-click on the new value and click **Modify**.
- 6 In the **Value data** box, enter **1**.
- 7 Click **OK**.

**Increasing the VSS provider log debug level**

To increase the log debug level modify both the pre-freeze-script.bat and post-thaw-script.bat files in the C:\Windows folder. Add the `-log` parameter to the script, at the line where `BeVssRequestor.exe` is called. VMware determines which script is invoked.

**To increase the VSS provider log debug level**

- 1 Change the following line in the pre-freeze-script.bat:

```
BeVssRequestor.exe -pre2 -logscreen !SkipExReplica! !SkipSQL!  
!VMBackupType! !ExcludeList!
```

to:

```
BeVssRequestor.exe -pre2 -logscreen !SkipExReplica! !SkipSQL!  
!VMBackupType! !ExcludeList! -log
```

- 2 Also change the following line in the post-thaw-script.bat:

```
BeVssRequestor.exe -post2 -logscreen !SkipExReplica! !SkipSQL!  
!VMBackupType! !ExcludeList!
```

to:

```
BeVssRequestor.exe -post2 -logscreen !SkipExReplica! !SkipSQL!  
!VMBackupType! !ExcludeList! -log
```

## View the progress report of a NetBackup for SharePoint Server operation

This topic describes how to view the progress report of a NetBackup for SharePoint Server backup or restore operation.

**To view the progress report of a NetBackup for SharePoint Server operation**

- 1 Open the Backup, Archive, and Restore interface.
- 2 Choose **File > View Status**.

**Restores to different SharePoint service pack or different cumulative update levels**

3 Click the task for which you want to check the progress.

4 Click **Refresh**.

More information is available on progress reports and the meaning of the messages.

See the [NetBackup Backup, Archive, and Restore Getting Started Guide](#).

## Restores to different SharePoint service pack or different cumulative update levels

The NetBackup for SharePoint Server Agent supports a restore to the same Microsoft service pack (SP) or cumulative update (CU) on which the backup was originally created. Microsoft sometimes introduces database schema changes in SPs or CUs. If you restore to a different SP or CU level, the database server may not operate correctly.

## Modified system files or ghost files are not cataloged or restored during a site collection restore

Modified system files or modified ghosted files are neither cataloged nor restored during a site collection restore. This issue is observed in SharePoint 2016.

To work around this issue, restore the SharePoint web application content database.

## Troubleshooting SharePoint jobs that use Granular Recovery Technology (GRT)

Note the following when you use NetBackup to perform backup or restore operations using Granular Recovery Technology:

- Disable or uninstall QLogic SANSurfer software. It may conflict with the portmapper for Client for NFS.
- Before you install NFS on the media server or client(s), look for the ONC/RPC Portmapper service. If it exists, stop it and disable it. Otherwise, the installation of NFS Services for Windows fails.
- SharePoint GRT operations can fail for the VM backup images that use display names that contain parenthesis. For example, a GRT live browse restore from the Backup, Archive, and Restore (BAR) interface fails with the following error:

database system error

- In the Local Security Settings, the Users group must have User Rights Assignment “Allow log on locally”. By default, the Users group is included. If the Users group does not have this right, the following error occurs:  
**1385 -- Logon failure: the user has not been granted the requested logon type at this computer.**
- Backups of the SharePoint web applications that use Granular Recovery Technology (GRT) and that contain a larger number of content databases (100+) may timeout. In this situation, increase the default “Client read timeout” setting to 900 seconds.
- NetBackup supports GRT restores of large documents for SharePoint with SQL Server using SQL Server Native Client 10.0 or later.
- Technical Support may want `nbfsd` logs from the media server. Use the Verbose setting carefully as the `nbfsd` log can grow very large.

## About troubleshooting SharePoint restore operations

Note the following when you perform restores:

- NetBackup does not prevent you from restoring placeholders.
- NetBackup lets you restore any object that can hold a document, even it does not contain a document.

The following issues also exist for SharePoint:

- For a SharePoint survey list, after a restore the “Time Created” value reflects the value at the time of the granular restore. This behavior is by design.
- If you restore a deleted report, the report ID is incremented upon restore. If you want to maintain the original report ID value, restore the entire report container. In SharePoint 2016 and later, if you select the entire report container for restore, the report IDs post restore are not from the original set and new IDs are created.
- NetBackup Web UI does not start a GRT restore job from a UNIX NetBackup primary server. Initiate the restore job from the SharePoint client under which the backup is cataloged.
- If you use a SQL Server local RBS provider and want to take a SharePoint data backup, then you must create a file system policy for file-level backups of SharePoint databases on the SQL Server.

You can use this backup for database level restores (full and differential)

- When you restore a web application a new application pool is created for each restore. The original application also remains and can be deleted. See [Figure 10-1](#).

**Figure 10-1** New application pool after a web application restore



### Application Pools

This page lets you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more applications, and provide isolation among different applications.

Name	Status	.NET Frame...	Managed Pipeli...	Identity	Applications
8bdb7f297cbf4c24817ce51f90d0f07f	Started	v2.0	Integrated	EX2010\administrator	1
a999983009ce4d32b8a133cfd41f6e3b	Started	v2.0	Integrated	EX2010\administrator	1
Classic .NET AppPool	Started	v2.0	Classic	NetworkService	0
DefaultAppPool	Started	v2.0	Integrated	NetworkService	1
SecurityTokenServiceApplicationPool	Started	v2.0	Integrated	EX2010\administrator	5
SharePoint - 11744	Started	v2.0	Integrated	EX2010\administrator	0
SharePoint - 11744 (4.27.2010 12.47.42 PM)	Started	v2.0	Integrated	EX2010\administrator	1
SharePoint - 21872	Started	v2.0	Integrated	EX2010\administrator	0
SharePoint - 21872 (4.26.2010 7.14.10 PM)	Started	v2.0	Integrated	EX2010\administrator	0
SharePoint - 21872 (4.26.2010 7.14.10 PM) (4.27.2010 4.33...	Started	v2.0	Integrated	NetworkService	1
SharePoint - 25111	Started	v2.0	Integrated	EX2010\administrator	0
SharePoint - 80	Started	v2.0	Integrated	EX2010\administrator	1
SharePoint Central Administration v4	Started	v2.0	Integrated	NetworkService	0
SharePoint Central Administration v4 (4.9.2010 1.06.15 PM)	Started	v2.0	Integrated	EX2010\administrator	1
SharePoint Web Services Root	Started	v2.0	Integrated	LocalService	1

## About NetBackup for SharePoint Server and client-side deduplication

When you use the NetBackup for SharePoint Server with client-side deduplication, the job details only show that deduplication occurs on the front-end Web server. The job is reported this way even if client-side deduplication is enabled for the SQL client and the other SharePoint farm hosts. Deduplication is performed if you choose **Prefer to use client-side deduplication** or **Always use client-side deduplication**.

The `bpbrm` logs contain information on the deduplication process (shown as “Client Direct”). For example, the log for a SQL Server back-end server is as follows:

```
15:49:13.947 [4892.8600] <2> bpbrm main: bpbrm.c.2767: Client Direct is using
alternate client:FABLE
15:49:13.947 [4892.8600] <2> initiate_proxy_server: Calling bpocr_start_proxy
with hostname:FABLE
```

## Troubleshooting VMware backups

Note the following when you perform a VMware backup that protects an application:

- The Application State Capture (ASC) job contacts the NetBackup client on the guest virtual machine and catalogs the application data for recovery.
- One ASC job is created per VM, regardless of which applications are selected in the policy.
- ASC messages are filtered based on the ASC job details in the Activity monitor.
- The ASC job can result in status 1 (partially success). For example, if SharePoint was protected, but it was the SQL Server that failed to be protected.
- Failure results in the discovery job or parent job exiting with Status 1.
- If you enable recovery for a particular application but that application does not exist on the VM, the ASC job returns Status 0.
- `bpfis` is run and simulates a VSS snapshot backup. This simulation is required to gain logical information of the application.

**Table 10-1**      Issues with using a VMware policy to protect databases

Issue	Explanation
A database backup fails.	Databases are cataloged and protected only if the configuration is supported for VMware backups.  See <a href="#">"Limitations of VMware application backups"</a> on page 96.
	NetBackup is installed on an excluded Windows boot disk. The ASC job detects this type of disk and treats it like an independent disk. Do not select the <b>Exclude boot disk</b> option if NetBackup is installed on the boot drive (typically C:).
ASC job produces a status 1 (partially successful).	You selected databases for backup that exist on both supported and on unsupported disks. See "A database backup fails" for unsupported disk information.

**Table 10-1**      Issues with using a VMware policy to protect databases  
*(continued)*

Issue	Explanation
The Application State Capture (ASC) job fails and the databases are not protected.	When the ASC job fails, the VMware snapshot or backup continues. Application-specific data cannot be restored.
	You disabled the <b>Enable virtual Machine quiesce</b> option.
	Database objects are on a VHD disk. No objects in the backup are not cataloged, including those that do not exist on the VHD.
	You excluded any data disks from the VMware policy, on the <b>Exclude disks</b> tab. Be sure that any disks that you exclude do not contain database data.
	The VMware disk layout has changed since the last discovery. In this situation, you must force NetBackup to rediscover virtual machines by lowering the value of the <b>Reuse VM selection query results for</b> option. See the <a href="#">NetBackup for VMware Administrator's Guide</a> .
	You cannot use a VMware incremental policy to protect SharePoint Server. However, the VMware backup job is successful.
	There is a Content database with no site collections present. To avoid this issue, remove the empty Content database or create a site collection in the Content database.  The policy included SQL Servers that host multiple SharePoint farms.
You can recover the entire virtual machine from the backup, but you cannot recover the databases individually.	You did not select the <b>Application protection</b> option <b>SharePoint Server</b> on the <b>VMware</b> tab in the policy, which allows recovery of the databases from the virtual machine backups.
VMware job fails with error 2804.	No media server was added in the <b>Additional Servers</b> list.
GRT live browse error for a VMware image that supports the restore of application data.	The <b>Primary VM identifier</b> is not a NetBIOS name (for example, display name or UUID). For example, a client name like <code>client_SP2016</code> becomes <code>client%20SP2016</code> . The live browse fails with a database system error because the client name is not recognized as a valid client name.  Add an entry to the <b>Distributed application restore mapping</b> settings. The <b>Primary VM identifier</b> is the name of the application host. The front-end client name is the name of the component host. Alternatively for UNIX primary servers, add the <code>SPS_REDIRECT_ALLOWED</code> entry to the <code>bp.conf</code> file. Or for Windows primary servers, add a <code>SPS_REDIRECT_ALLOWED</code> registry entry.

**Table 10-1** Issues with using a VMware policy to protect databases  
*(continued)*

Issue	Explanation
The SQL snapshot preparation fails.	In the VMware policy, you select both <b>Enable SharePoint Recovery</b> and <b>Enable SQL Recovery</b> . Only select one of these recovery options.