

Symantec NetBackup™ for Microsoft SharePoint Server Administrator's Guide

for Windows

Release 7.7



Symantec 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](#)
- [SharePoint Server backup operations](#)
- [About the contents of a SharePoint Server 2010 or 2013 backup and a SharePoint Foundation 2010 or 2013 backup](#)
- [About the contents of a SharePoint Server 2007 and Windows SharePoint Services 3.0 backup](#)
- [SharePoint Server restore operations](#)
- [Limitations on SharePoint Server backups and restores](#)
- [NetBackup File System Daemon](#)
- [NetBackup documentation](#)

About NetBackup for SharePoint Server

NetBackup for SharePoint extends the capabilities of NetBackup to include online backups and restores of 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, Microsoft Office SharePoint Server, or Microsoft SharePoint Portal Server may be abbreviated to either SharePoint Server or to SharePoint. Unless otherwise noted, the text implies SharePoint Foundation or Windows SharePoint Services when SharePoint is discussed.

Features of NetBackup for SharePoint

[Table 1-1](#) describes the features for the NetBackup for SharePoint Agent.

Table 1-1 NetBackup for SharePoint 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"> ■ An administrator already familiar with NetBackup procedures and software can easily configure and use NetBackup to perform SharePoint Server backup and restore operations. ■ 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.
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	<p>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.</p> <p>See “About the contents of a SharePoint Server 2010 or 2013 backup and a SharePoint Foundation 2010 or 2013 backup” on page 15.</p> <p>See “About the contents of a SharePoint Server 2007 and Windows SharePoint Services 3.0 backup” on page 17.</p>
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.

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

Feature	Description
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.
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 now supported for web applications in SharePoint 2010 and later. The following providers are supported:</p> <ul style="list-style-type: none"> ■ Windows authentication (LDAP) ■ Facebook ■ LinkedIn ■ Live Id ■ Forms-based authentication (FBA), using SQL Server ■ ADFS 2.0

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

Feature	Description
Redirected restore	<p>You can redirect the restore of the following:</p> <ul style="list-style-type: none"> ■ SharePoint web application within a farm. ■ SharePoint web application to another farm. ■ (SharePoint 2010 and 2007) Individual SharePoint documents and pictures to a file path or UNC path on the same site. ■ SharePoint Content database to another SQL instance, to take advantage of data recovery from an unattached content database.
Multi-tenant environments	<p>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.</p>
Support for any backups that were created with previous NetBackup versions	<p>You can restore the backups that were created with previous versions of NetBackup, for example, 7.0. However, NetBackup 7.6 and later features are not supported with any backups that were created with previous versions. For example, you cannot redirect databases to an alternate SQL instance from a NetBackup 7.5 or earlier backup.</p>

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

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.

About the contents of a SharePoint Server 2010 or 2013 backup and a SharePoint Foundation 2010 or 2013 backup

SharePoint 2010 and 2013 offer metadata features including tags, social bookmarks, and content ratings. These types of metadata are stored in the service applications that reside outside of the content database. For example, content ratings reside in the Managed Metadata Service application. You can also create custom service applications and store metadata in them. You should make sure to back up all of your service applications to ensure that all metadata is protected.

(SharePoint 2010 and 2013) Since metadata is stored outside of the content database, it cannot be restored using Granular Recovery Technology (GRT). You can, however, use GRT to restore SharePoint data with metadata attached to it. As long as the metadata resides in the same service application, SharePoint maintains the link between the two items.

[Table 1-2](#) lists the SharePoint Server farm or the SharePoint Foundation components that you can protect with NetBackup for SharePoint.

Table 1-2 SharePoint Server 2010 and 2013 components and SharePoint Foundation 2010 and 2013 components

SharePoint Server 2010 and 2013 farm components and SharePoint Foundation 2010 and 2013 components

Configuration database

InfoPath Forms Services

SharePoint Server State Service

Microsoft SharePoint Foundation Web Application

WSS Administration

SharePoint Server State Service Proxy

SPUserCodeV4

Table 1-2 SharePoint Server 2010 and 2013 components and SharePoint Foundation 2010 and 2013 components (*continued*)

SharePoint Server 2010 and 2013 farm components and SharePoint Foundation 2010 and 2013 components

Microsoft SharePoint Server Diagnostics Service

Global Search Settings

SharePoint Foundation Help Search

Shared Services:

- Shared Service Applications
 - Access Services
 - Secure Store Service
 - PerformancePoint Service Application
 - Visio Graphics Service
 - Managed Metadata Service
 - Excel Services Application
 - Security TokenService Application
 - Word Automation Services
 - User Profile Service Application
 - Business Data Connectivity Service
 - Search Service Application
- Shared Services Proxies

Note: Shared Services Proxies are not restored separately. After NetBackup restores the Service application, SharePoint generates new URIs and proxies for the Service application.

- Business Data Connectivity Service
 - Word Automation Services
 - Managed Metadata Service
 - PerformancePoint Service Application
 - Secure Store Service
 - Search Service Application
 - Web Analytics Service Application
 - User Profile Service Application
 - Visio Graphics Service
-

About the contents of a SharePoint Server 2007 and Windows SharePoint Services 3.0 backup

Table 1-3 lists the SharePoint Server farm components or Windows SharePoint Services that you can back up and restore with NetBackup for SharePoint.

Table 1-3 Comparison of SharePoint Server 2007 and Windows SharePoint Services 3.0 components

SharePoint Server 2007 farm	Windows SharePoint Services
Configuration database	Configuration database
Global settings	
Single Sign-on database	
Shared Services: <ul style="list-style-type: none"> ■ Services database ■ Shared Search Index <ul style="list-style-type: none"> ■ Index files ■ Search database ■ Web application <ul style="list-style-type: none"> ■ Content database 	WSS Help Search: <ul style="list-style-type: none"> ■ Index files ■ Search database
Web application	WSS Administration: <ul style="list-style-type: none"> ■ Web application <ul style="list-style-type: none"> ■ Content database

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

A SharePoint web application can be redirected to a different web application. For SharePoint 2010 and 2007, individual documents or items can be redirected to a file system.

Limitations on SharePoint Server backups and restores

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

- The following cannot be redirected to another web application:
 - Documents and folders (With SharePoint 2010 and 2007, these items can be redirected to a file system.)
 - Farm Configuration database and Single Sign-on database
 - Index Files or Index database
- Due to Microsoft API limitations, NetBackup does not support backups of the Application Registry service application.
- Project Server databases are not protected.
- SQL 2012 Reporting Services are not supported in NetBackup 7.7.
- 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 currently support SharePoint 2013 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.
- The FAST Search service application under SharePoint is not protected.
- When you direct items to a file system, any list items you selected are not restored and appear as 0-KB files.
- For limitations on operations with Granular Recovery Technology (GRT), see the following topic:
See “[Limitations and conditions for restores using SharePoint Granular Recovery Technology \(GRT\)](#)” on page 47.

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 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.

NetBackup documentation

For a complete list of NetBackup technical documents for each supported release, see the NetBackup release notes, Administration, Installation, Troubleshooting, Getting Started, and Solutions Guides page at the following URL:

<http://www.symantec.com/docs/DOC5332>

The documents are in Adobe® Portable Document Format (PDF), viewable with the Adobe Acrobat Reader. Download the reader from <http://www.adobe.com>.

Symantec assumes no responsibility for the installation and use of the reader.

The [NetBackup landing page](#) on the Symantec Support website contains a list of helpful how-to and product alert topics.

Installing NetBackup for SharePoint Server

This chapter includes the following topics:

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

Planning the installation of NetBackup for SharePoint

Perform the following tasks before you use NetBackup for SharePoint.

Table 2-1 Installation steps for NetBackup for SharePoint

Step	Action	Description
Step 1	Verify the operating system and platform compatibility.	See “Verifying the operating system and platform compatibility” on page 21.
Step 2	Verify the NetBackup server and client requirements for NetBackup for SharePoint.	See “NetBackup server and client requirements” on page 21.
Step 3	Add the applicable license key(s) to the master server.	See “About license keys for NetBackup for SharePoint” on page 22.

Verifying the operating system and platform compatibility

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

To verify operating system and compatibility

- 1 Go to the following webpage:
<http://www.netbackup.com/compatibility>
- 2 In the list of documents, click on the following document:
[Application/Database Agent Compatibility List](#)
- 3 For information on support for VMware, see the following document:
[Statement of Support for NetBackup in a Virtual Environment \(Virtualization Technologies\)](#)

NetBackup server and client 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 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 imagesSee the [NetBackup Administrator's Guide, Volume I](#).

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

- The NetBackup client software is installed on all SharePoint servers, except the Search server or Job server. In a VMware environment, the NetBackup client software must be installed on the virtual machines that are part of a SharePoint farm.

- To use the new features that are included in NetBackup for SharePoint in NetBackup 7.7, you must upgrade your NetBackup for SharePoint clients to NetBackup 7.7. The NetBackup media server must use the same version as the NetBackup for SharePoint client or a higher version than the client.

SharePoint server software requirements

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

- SharePoint server software must be installed and operational.
- The Microsoft .NET Framework 3.5 is installed on the SharePoint servers.
- When you use multiple front-end SharePoint servers, all front-end server web sites 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 21.

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

NetBackup supports clustering of a back-end SQL Server in a Windows Server Failover Clustering (WSFC) environment.

For more information, see your WSFC documentation.

About license keys for NetBackup for SharePoint

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

More information is available on how to add license keys.

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

To use NetBackup for SharePoint and the features that are supported with the agent, you need the following keys.

Backup type or feature	License required
NetBackup for SharePoint agent	NetBackup for SharePoint
VMware backups that protect SharePoint	Enterprise Client
Accelerator	Data Protection Optimization Option

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 \(NFS\) on Windows 2012](#)
- [About configuring Services for Network File System \(NFS\) on Windows 2008 and Windows 2008 R2](#)
- [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 Granular Recovery leverages Network File System, or NFS, to read individual objects from a database backup image. Specifically, the NetBackup client uses NFS to extract data from the backup image on the NetBackup media server. The NetBackup client uses “Client for NFS” to mount and access a mapped drive

that is connected to the NetBackup media server. The NetBackup media server handles the I/O requests from the client through NBFSD.

NBFSD is the NetBackup File System (NBFS) service that runs on the media server. NBFSD makes a NetBackup backup image appear as a file system folder to the NetBackup client over a secure connection.

Network File System, or NFS, is a widely recognized, open standard for client and server file access over a network. It allows clients to access files on dissimilar servers through a shared TCP/IP network. NFS is typically bundled with the host operating system. NetBackup uses Granular Recovery Technology (GRT) and 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

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

Note: If you do not correctly configure NFS, restores of individual items using GRT fail with an error 223 (An invalid entry was encountered).

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 Application/Database Agent Compatibility List .
Step 2	You have a media server platform that supports GRT.	See the Software Compatibility List (SCL) .
Step 3	On all SQL back-end servers and the media server, ensure that each node has an assigned drive letter on which to mount the backup image.	

Table 3-1 Requirements for SharePoint Granular Recovery (*continued*)

Step	Action	Description
Step 5	Enable or configure NFS for your environment: <ul style="list-style-type: none"> ■ Windows 2012 media server and clients ■ Windows 2008 and Windows 2008 R2 media server and clients ■ UNIX media server and Windows clients 	See “ About configuring Services for Network File System (NFS) on Windows 2012 ” on page 26. See “ About configuring Services for Network File System (NFS) on Windows 2008 and Windows 2008 R2 ” on page 33. See “ Configuring a UNIX media server and Windows clients for backups and restores that use Granular Recovery Technology (GRT) ” on page 41.

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) on Windows 2012

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 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.

Table 3-2 Configuring NFS on Windows 2012

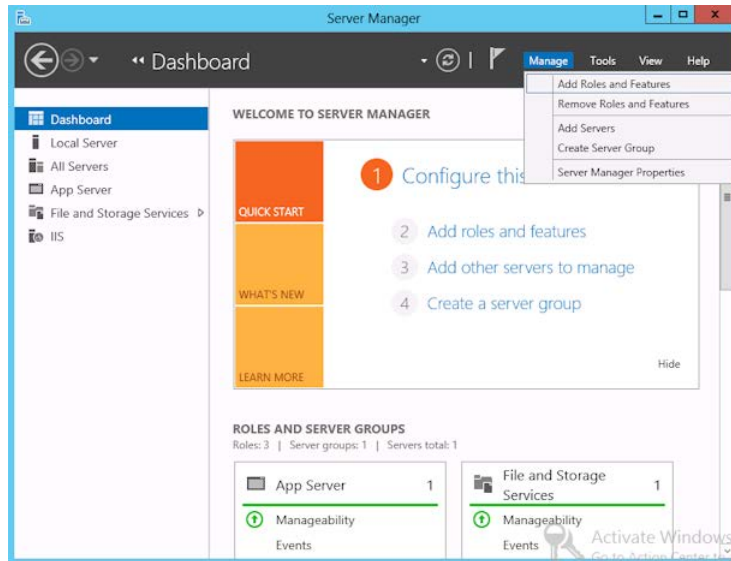
Step	Action	Description
Step 1	Configure NFS on the media server.	<p>Note: For VMware backups that protect SharePoint, you do not need to configure NFS on the media server.</p> <p>On the media server do the following:</p> <ul style="list-style-type: none"> ■ Stop and disable the ONC/RPC Portmapper service, if it exists. ■ Enable NFS. See “Enabling Services for Network File System (NFS) on a Windows 2012 media server” on page 27. ■ Stop the Server for NFS service. See “Disabling the Server for NFS” on page 39. ■ Stop the Client for NFS service. See “Disabling the Client for NFS on the media server” on page 37. <p>Note: If a SQL back-end server resides on the media server, do not disable the Client for NFS.</p> <ul style="list-style-type: none"> ■ Configure the portmap service to start automatically at server restart. Issue the following from the command prompt: <pre>sc config portmap start= auto</pre> This command should return the status [SC] ChangeServiceConfig SUCCESS.
Step 2	Configure NFS on the SQL back-end servers.	<p>On the SQL back-end servers, do the following:</p> <ul style="list-style-type: none"> ■ Enable NFS on the clients. See “Enabling Services for Network File System (NFS) on a Windows 2012 client” on page 31. ■ Stop the Server for NFS service. See “Disabling the Server for NFS” on page 39.

Enabling Services for Network File System (NFS) on a Windows 2012 media server

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 media server, you can disable any unnecessary NFS services.

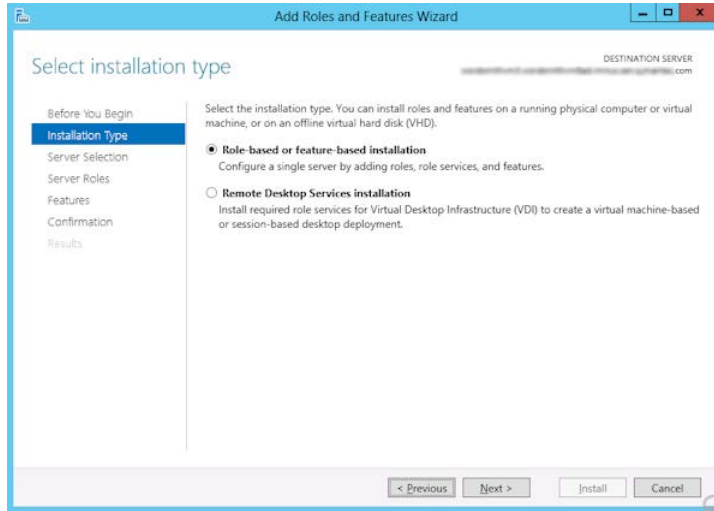
To enable Services for Network File System (NFS) on a Windows 2012 media server

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

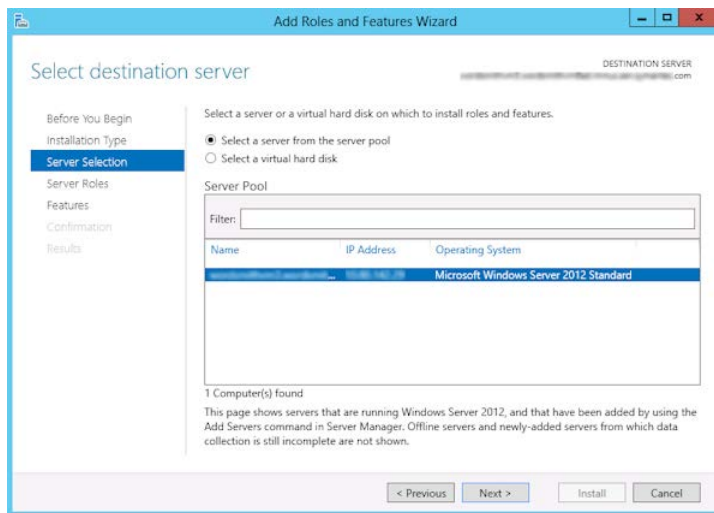


- 3 In the Add Roles and Features Wizard, on the **Before You Begin** page, click **Next**.

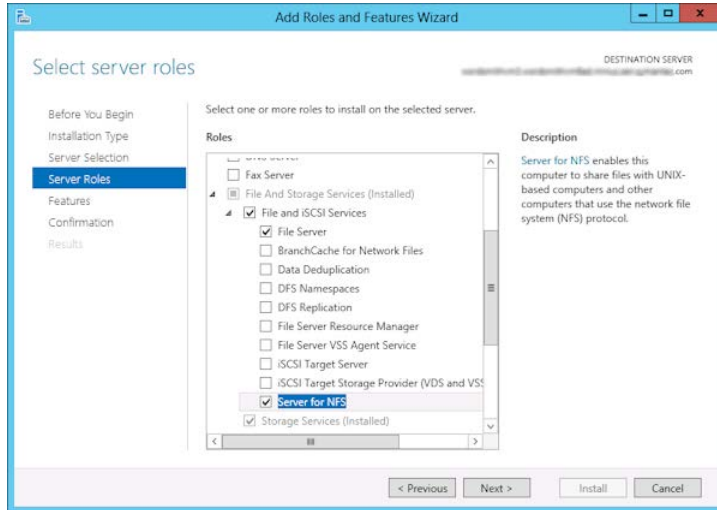
- 4 On the **Select installation type** page, select **Role-based or feature-based installation**.



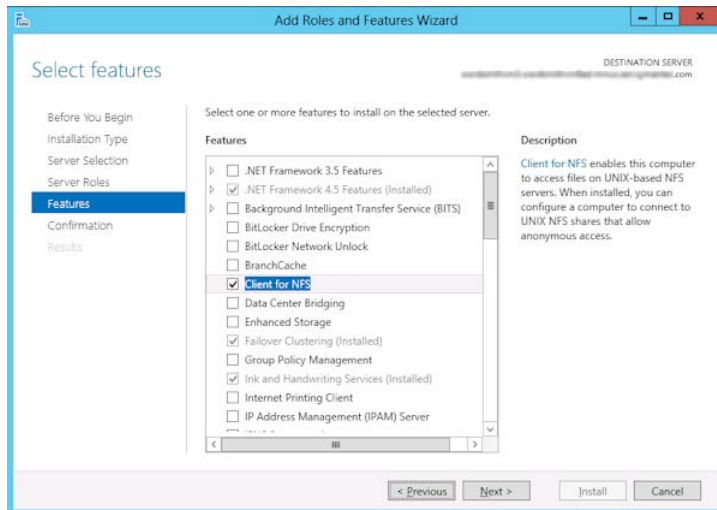
- 5 Click **Next**.
- 6 On the **Server Selection** page, click **Select a server from the server pool** and select the server. Click **Next**.



- 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 back-end server, on the **Features** page, click **Client for NFS**. Click **Next**.



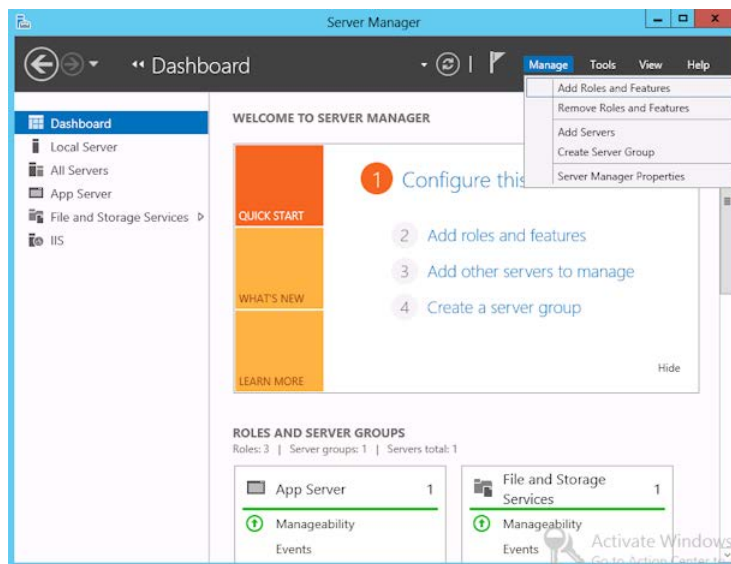
- 10 On the **Confirmation** page, click **Install**.
- 11 Disable any unnecessary services, as follows:
 - If you have a single host that functions as both the media server and the SQL back-end server, you can disable the Server for NFS service. See [“Disabling the Server for NFS”](#) on page 39.
 - 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 39. See [“Disabling the Client for NFS on the media server”](#) on page 37.

Enabling Services for Network File System (NFS) on a Windows 2012 client

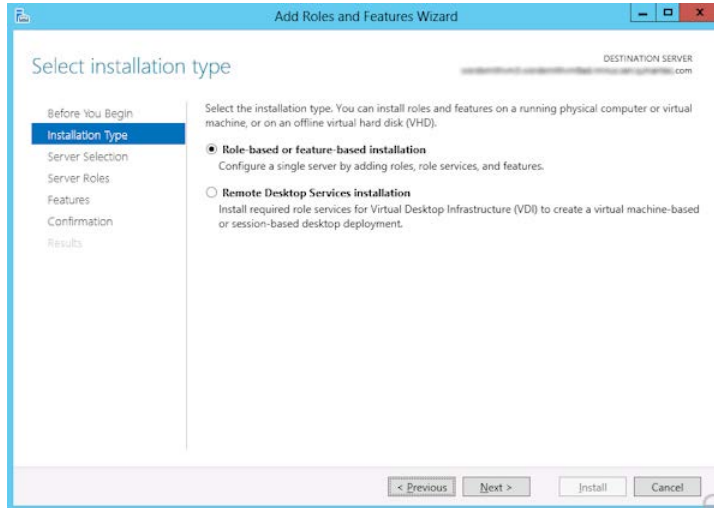
To restore individual items from a backup that uses Granular Recovery Technology (GRT), you must enable Services for Network File System (NFS). When this configuration is completed on the SQL back-end servers, you can disable any unnecessary NFS services.

To enable Services for Network File System (NFS) on a Windows 2012 client

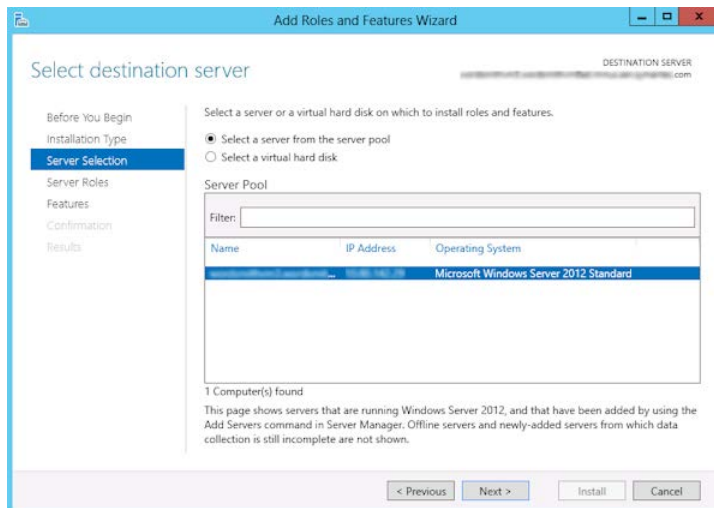
- 1 Open the Server Manager.
- 2 From the **Manage** menu, click **Add Roles and Features**.



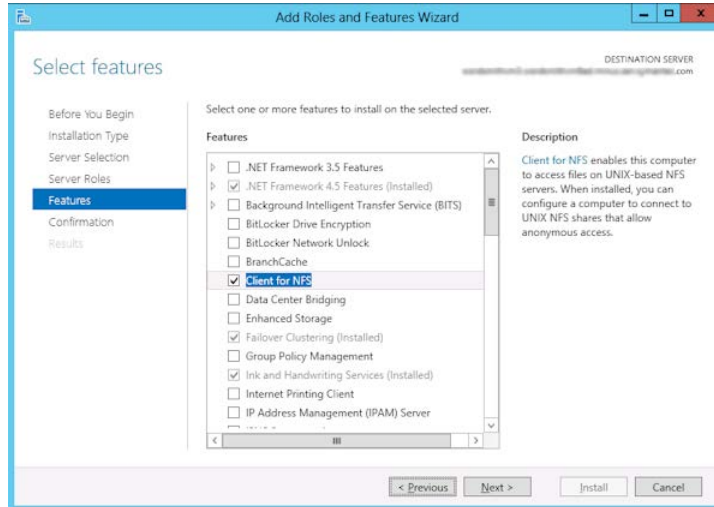
- 3 In the Add Roles and Features Wizard, on the **Before You Begin** page, click **Next**.
- 4 On the **Select installation type** page, select **Role-based or feature-based installation**.



- 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**.

About configuring Services for Network File System (NFS) on Windows 2008 and Windows 2008 R2

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 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.

Table 3-3 Configuring NFS in a Windows 2008 or Windows 2008 R2 environment

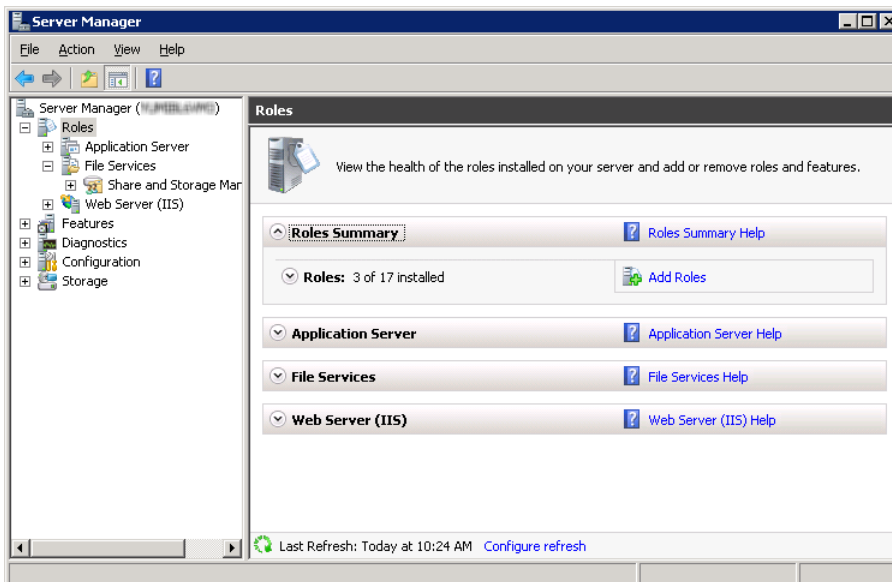
Step	Action	Description
Step 1	Configure NFS on the media server.	<p>Note: For VMware backups that protect SharePoint, you do not need to configure NFS on the media server.</p> <p>On the media server do the following:</p> <ul style="list-style-type: none"> ■ Stop and disable the ONC/RPC Portmapper service, if it exists. ■ Enable NFS. See “Enabling Services for Network File System (NFS) on Windows 2008 or Windows 2008 R2” on page 35. ■ Stop the Server for NFS service. See “Disabling the Server for NFS” on page 39. ■ Stop the Client for NFS service. See “Disabling the Client for NFS on the media server” on page 37. Note: If a SQL back-end server resides on the media server, do not disable the Client for NFS. ■ 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.
Step 2	Configure NFS on the SQL back-end servers.	<p>On the SQL back-end servers, do the following:</p> <ul style="list-style-type: none"> ■ Enable NFS. See “Enabling Services for Network File System (NFS) on Windows 2008 or Windows 2008 R2” on page 35. ■ Stop the Server for NFS service. See “Disabling the Server for NFS” on page 39.
Step 3	Install the hotfix for Client for NFS on the SQL back-end servers.	<p>On the SQL back-end servers, install the hotfix for Client for NFS. The hotfix is available at the following location: http://support.microsoft.com/kb/955012</p> <p>Note: Important Windows Vista hotfixes and Windows Server 2008 hotfixes are included in the same packages. However, the hotfix Request page lists only <i>Windows Vista</i>. To request the hotfix package that applies to one or both operating systems, select the hotfix that is listed under <i>Windows Vista</i> on the page. Always refer to the <i>Applies To</i> section in articles to determine the actual operating system for each hotfix.</p>

Enabling Services for Network File System (NFS) on Windows 2008 or Windows 2008 R2

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 media server and the SQL back-end servers, you can disable any unnecessary NFS services.

To enable Services for Network File System (NFS) on Windows 2008 or Windows 2008 R2

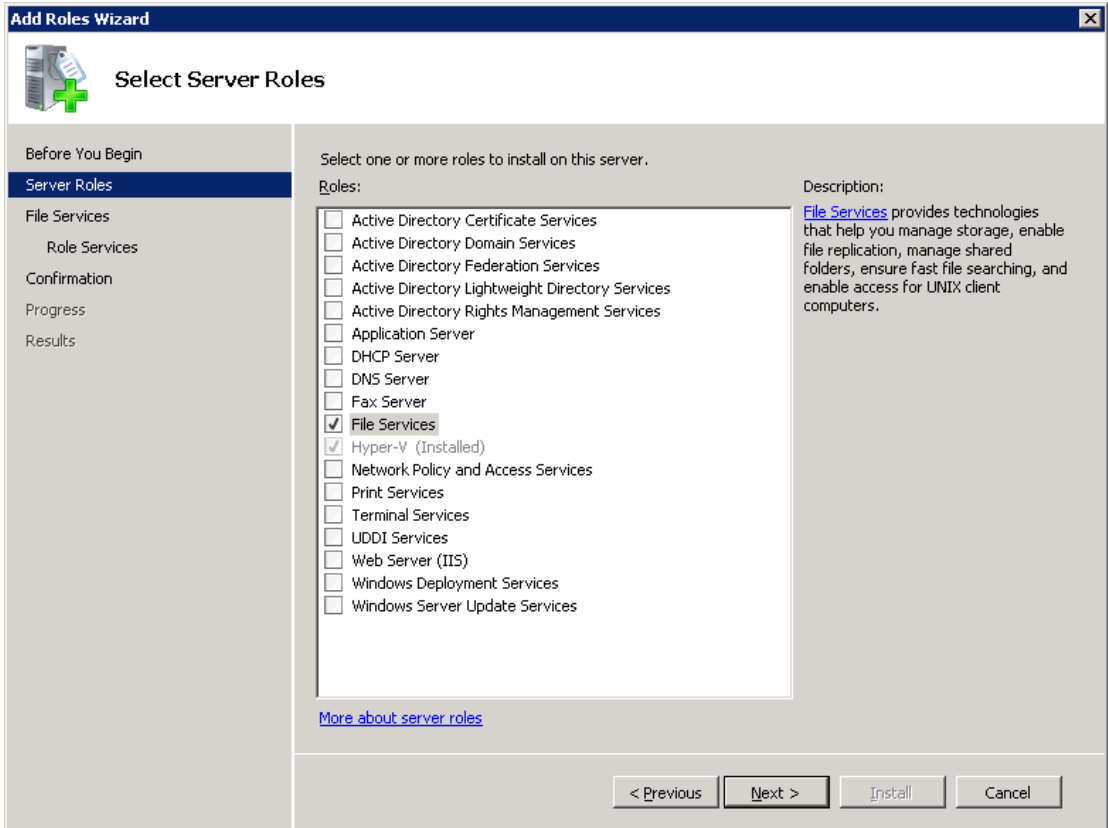
- 1 Open the Server Manager.
- 2 In the left pane, click **Roles** and, in the right pane, click **Add Roles**.



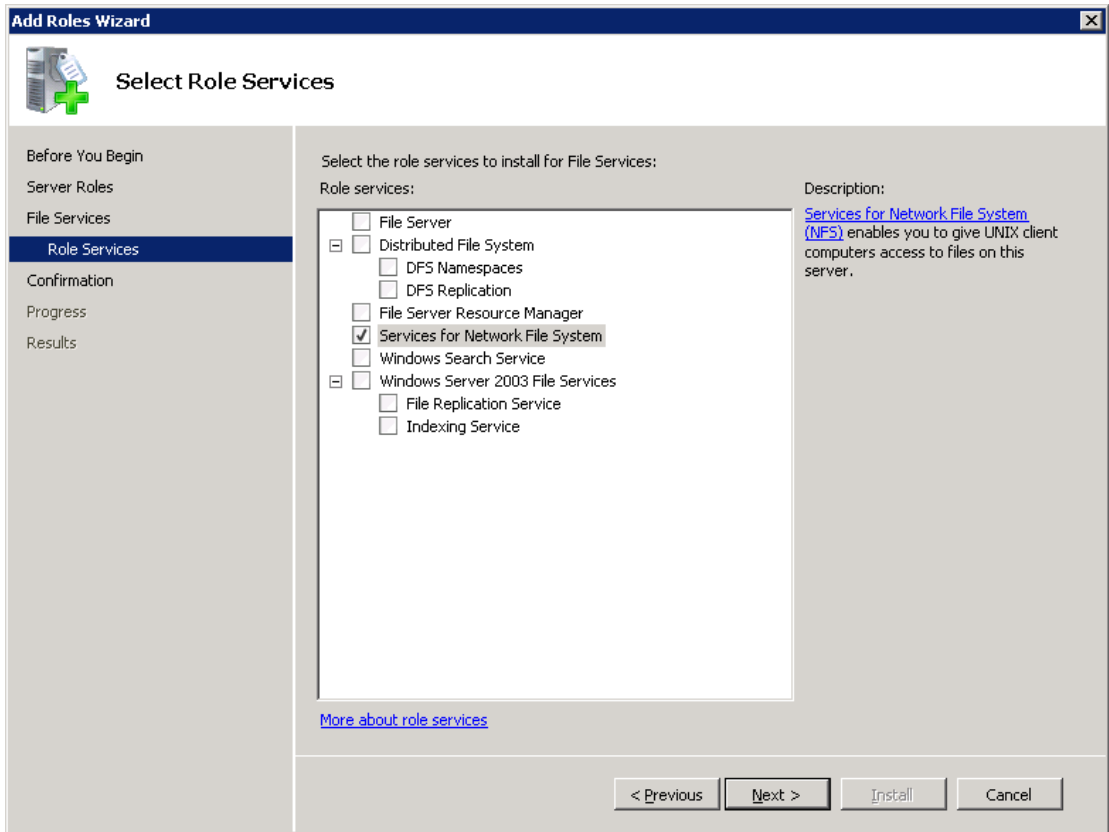
- 3 In the Add Roles Wizard, on the **Before You Begin** page, click **Next**.

- 4 On the **Select Server Roles** page, under **Roles**, check the **File Services** check box. Click **Next**.

Note: If a role service is already installed for the File Services role, you can add other role services from Roles home page. In the File Services pane, click **Add Role Services**.



- 5 On the **Files Services** page, click **Next**.
- 6 On the **Select Role Services** page, do the following:
 - Uncheck **File Server**.
 - Check **Services for Network File System**.
 - Click **Next** and complete the wizard.



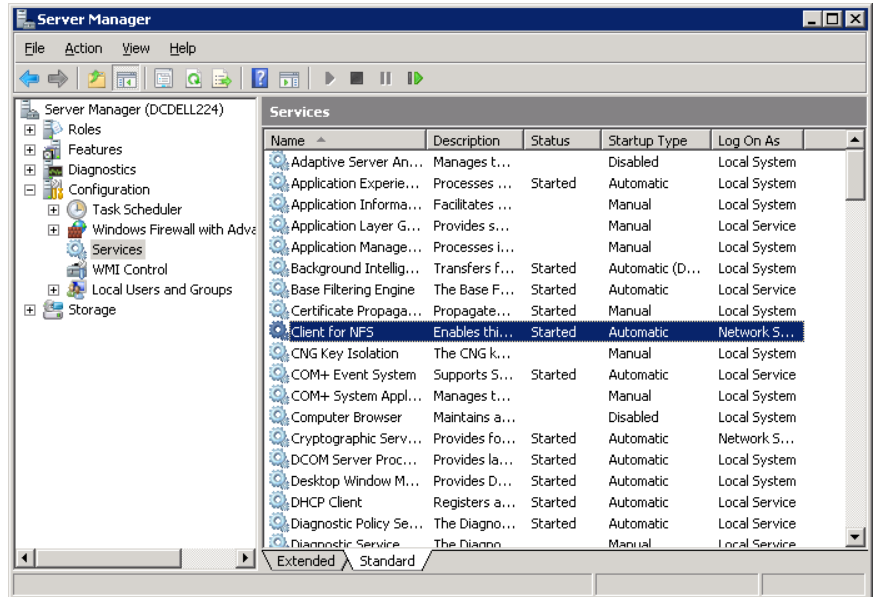
- 7 For each host in your configuration, choose from one of the following:
 - If you have a single host that functions as both the media server and the SQL back-end server, you can disable the Server for NFS.
 - For a host that is only the NetBackup media server, you can disable the Server for NFS and the Client for NFS.
 - For a host that is only a SQL back-end server, you can disable the Server for NFS.

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.

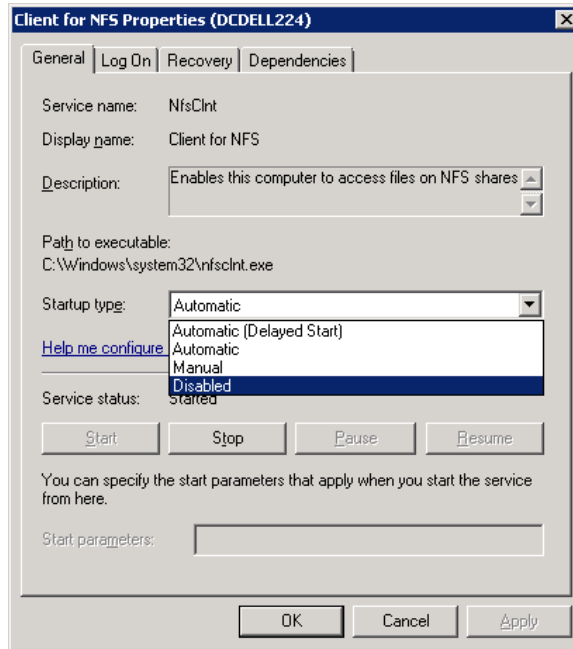
To disable the Client for NFS on the NetBackup media server

- 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**.

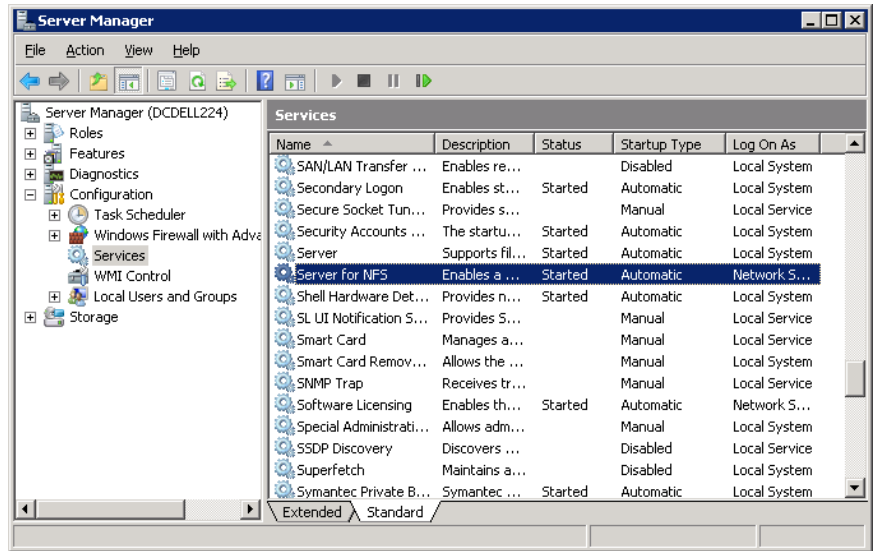
Disabling the Server for NFS

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

To disable the Server for NFS

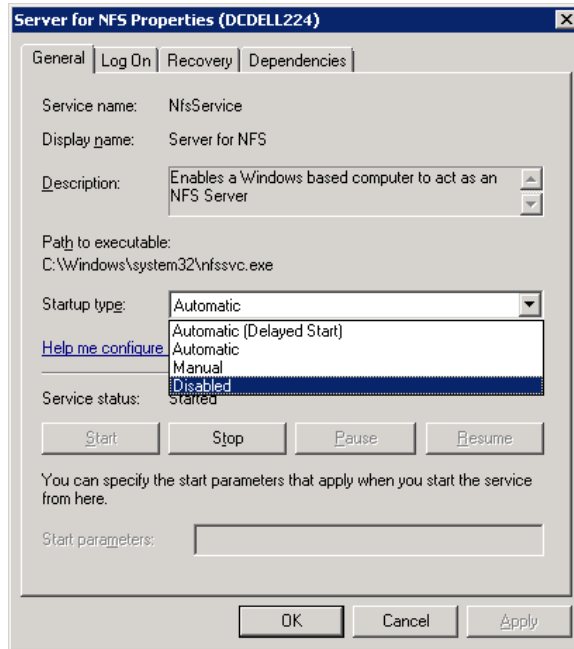
- 1 Open the Server Manager.
- 2 In the left pane, expand **Configuration**.

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 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.
See the [Software Compatibility List](#).
- No other configuration is required for the UNIX media server.
- Enable or install NFS on the SQL back-end servers.

See “Enabling Services for Network File System (NFS) on a Windows 2012 media server” on page 27.

See “Enabling Services for Network File System (NFS) on a Windows 2012 client” on page 31.

See “Enabling Services for Network File System (NFS) on Windows 2008 or Windows 2008 R2” on page 35.

- You can configure a different network port for NBFSD.
See “Configuring a different network port for NBFSD” on page 42.

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](#)
- [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](#)
- [Configuring the logon account for the NetBackup Legacy Network Service for NetBackup for SharePoint](#)
- [Configuring SharePoint client host properties](#)
- [Configuring restores for a SharePoint farm with multiple servers](#)
- [Performing a manual backup](#)

About configuring NetBackup for SharePoint

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 SharePoint Server data with VMware backups”](#) on page 114.

Table 4-1 Configuring NetBackup for SharePoint

Step	Action	Description
Step 1	Review the information for configuring the backup and 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 “Configuring a SharePoint backup that uses Granular Recovery Technology (GRT)” on page 46.
Step 2	Configure the NetBackup Client Service.	Required if you want to restore individual items with GRT. See “Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint ” on page 49.
Step 3	Configure the NetBackup Legacy Network Service	See “Configuring the logon account for the NetBackup Legacy Network Service for NetBackup for SharePoint” on page 49.
Step 4	Configure the host properties for SharePoint clients.	See “Configuring SharePoint client host properties” on page 50.
Step 5	Configuring restores for multiple SharePoint Server hosts.	See “Configuring restores for a SharePoint farm with multiple servers ” on page 55.
Step 6	Select the backup and recovery strategies that fit your environment.	See “About backup policies for granular backup and recovery of SharePoint Server ” on page 58. See “About backup policies for SharePoint farm backup and recovery” on page 59. See “About backup policies for disaster recovery of SharePoint Server” on page 60. See “About VMware backup policies that protect SharePoint Server” on page 61.
Step 7	Test your configuration settings.	See “Performing a manual backup” on page 56.

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. For SharePoint 2010 and 2007, you can also redirect to a file system location. Individual items are cataloged for restore browsing and for recovery on a granular-level backup image.

Note: The farm databases (Configuration, Single Sign-on, Index Files, or Index database) cannot be backed up with a policy that is enabled for individual item restores. 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

Object	Can be restored from a non-granular backup	Can be restored from a backup that uses Granular Recovery Technology
Configuration database	Yes*	No
Single Sign-on database	Yes*	No
Global Settings	Yes*	No
Index Files	Yes*	No
Shared Services (SharePoint 2007)	Yes*	Yes
Service Applications (SharePoint 2010 and 2013)	Yes	Yes
Web Applications or Content databases	Yes	Yes

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

Object	Can be restored from a non-granular backup	Can be restored from a backup that uses Granular Recovery Technology
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 25.

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

Step	Action	Description
Step 1	Review the limitations and conditions.	See “Disk storage units supported with SharePoint Granular Recovery Technology (GRT)” on page 47. See “Limitations and conditions for restores using SharePoint Granular Recovery Technology (GRT)” on page 47.
Step 2	On all SQL back-end servers, configure the NetBackup Client Service and NetBackup Legacy Network Service to log on with a domain-privileged account.	See “Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint ” on page 49. See “Configuring the logon account for the NetBackup Legacy Network Service for NetBackup for SharePoint” on page 49.

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

Step	Action	Description
Step 3	On each SharePoint server in the farm assign the local security privileges.	See “Configuring local security privileges for the SharePoint Servers” on page 50.
Step 4	For backups in non-virtual environments, select Enable granular recovery 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 “Adding a new NetBackup for SharePoint policy” on page 62.

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 the [NetBackup Release Notes](#).

See [Disk Storage Types supported for Granular Recovery Technology \(GRT\)](#).

See [“Configuring a SharePoint backup that uses Granular Recovery Technology \(GRT\)”](#) on page 46.

Limitations and conditions for restores using 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. See [“Disk storage units supported with SharePoint Granular Recovery Technology \(GRT\)”](#) on page 47.
- Backups with GRT do not support any content databases that exist on multiple servers in a farm.
- If you perform a restore of a SharePoint 2010 or 2013 item 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.
- Granular recovery of the SharePoint 2010 or 2013 Central Administration website and the Shared Services Administration website is not supported.
- 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.
- Dependent items of blog posts (including comments and images) are not restored with restores that use Granular Recovery Technology (GRT).
- The following SharePoint 2013 site templates are not supported with SharePoint 2013 restores that use GRT:
 - Product Catalog
 - Community Site
- With SharePoint 2013 backups that use GRT, a redirected restore to a file system is not supported.
- 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.
- The Restore GRT Basic Meeting Workspace shows errors when you restore even though the restore completed. This issue is observed in SharePoint 2013.
- When you use Granular Recovery Technology (GRT) to restore a deleted page from the SharePoint 2013 publishing portal that contained audio or video contents, the restore can seem successful, but the restored pages appear blank. The restore operation may sometimes fail with the following error message:


```
The restore failed to recover the requested files. MS-SharePoint
policy restore error (2804).
```


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 instance”](#) on page 109.

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

The NetBackup Client Service must log on with an account that has local administrator and SharePoint farm administrator privileges. In Windows Services, configure the properties for the service for the host(s) where the Index Files or Index database(s) and where the document libraries reside. For any backups that use Granular Recovery Technology (GRT), configure this service on all SQL 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

- 1 Open the Windows Services application.
- 2 Double-click on the **NetBackup Client Service** entry.
- 3 Click on the **Log On** tab.
- 4 For the **Log on as** account, provide the account name that has local administrator and SharePoint farm administrator privileges.
- 5 Type the password.
- 6 Click **OK**.
- 7 Stop and start the NetBackup Client Service.
- 8 Close the Services control panel application.

Configuring the logon account for the NetBackup Legacy Network Service for NetBackup for SharePoint

The NetBackup Legacy Network Service must log on with an account that has local administrator and SharePoint farm administrator privileges. In Windows Services, configure the service properties for the host(s) where the Index Files or Index

database(s) and where the document libraries reside. For backups that use Granular Recovery Technology (GRT), configure this service on all SQL back-end servers.

To configure the logon account for the NetBackup Legacy Network Service

- 1 Open the Windows Services application.
- 2 Double-click on the **NetBackup Legacy Network Service** entry.
- 3 Click on the **Log On** tab.
- 4 For the **Log on as** account, provide the account name that has local administrator and SharePoint farm administrator privileges.
- 5 Type the password.
- 6 Click **OK**.
- 7 Stop and start the NetBackup Legacy Network Service.
- 8 Close the Services control panel application.

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 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
```

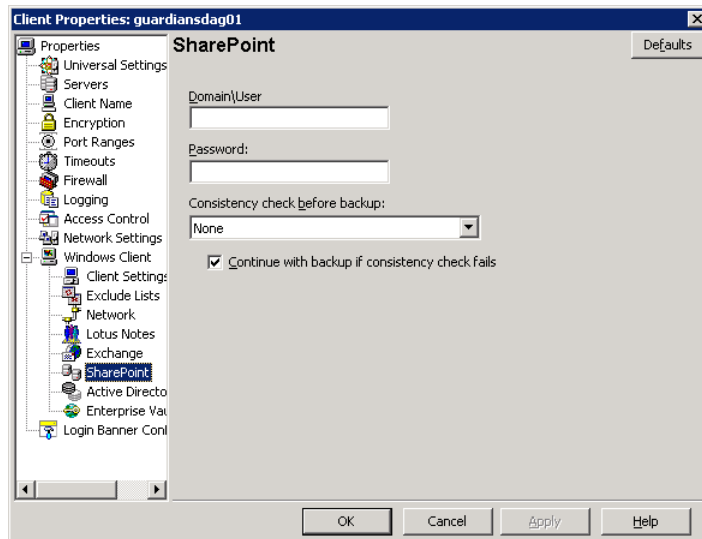
Configuring SharePoint client host properties

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. If you do not see all of these options after upgrading your client, close the NetBackup Administration Console and reopen it.

To configure SharePoint client host properties

- 1 Open the NetBackup Administration Console or the Remote Administration Console.
- 2 In the left pane, expand **NetBackup Management > Host Properties > Clients**.
- 3 In the right pane, select the SharePoint client(s) you want to configure.
 If the client does not appear in the list, click **Actions > Configure Client**.
- 4 Click **Actions > Properties**.
- 5 Expand **Windows Client** and click **SharePoint**.

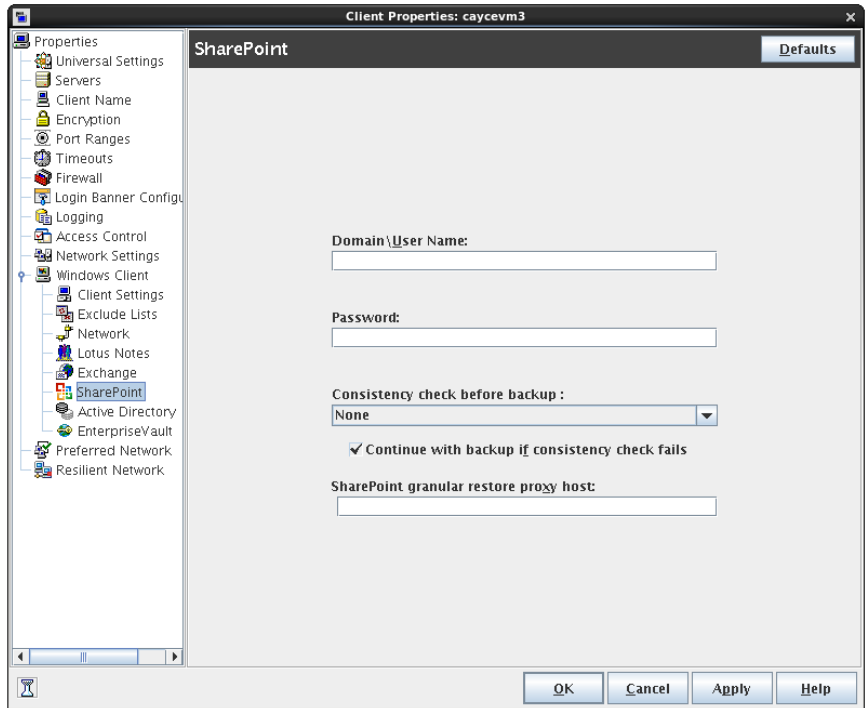


- 6 Enable the options you want.
 See ["SharePoint properties"](#) on page 51.
- 7 Click **OK**.

SharePoint properties

The **SharePoint** properties apply to currently selected Windows clients to protect SharePoint Server installations.

Figure 4-1 SharePoint dialog box



The **SharePoint** dialog box contains the following properties.

Table 4-4 SharePoint dialog box properties

Property	Description
DomainUser name	Specifies the domain and the user name for the account you want to use to log on to SharePoint (DOMAIN\user name). See "Specifying the account that logs on to the SharePoint application server" on page 53.
Password	Specifies the password for the account.

Table 4-4 SharePoint dialog box properties (*continued*)

Property	Description
Consistency check before backup	<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 Continue with backup if consistency check fails. NetBackup then continues to perform the backup if the consistency check fails.</p> <p>See “Performing consistency checks with NetBackup for SharePoint backups” on page 54.</p> <p>See “Consistency check options for SharePoint Server” on page 55.</p>
SharePoint granular restore proxy host	<p>For 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 “Configuring the granular proxy host for Federated SharePoint configurations with VMware” on page 120.</p>

Specifying the account that logs on to the SharePoint application server

To perform backups and restores, NetBackup must know the user name 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 user name and password you provide.

This account must meet the following requirements:

- It must have the following rights on the servers where the SharePoint components are installed: Local administrative privileges and site collection administration rights. The account must be a SharePoint farm administrator account.
- It must have certain local security privileges on the servers which have the content of the SharePoint farm. In the Local Policies > User right assignment, the account must have following privileges: Log on as a service, Replace a process level token, and Debug programs. The front-end server must have registry access to the back-end database servers.

See [“Configuring local security privileges for the SharePoint Servers”](#) on page 50.

- (SharePoint 2007) The credentials of the logon account that is used for backups and restores of the Single Sign-on database can be the account name. Or the credentials can be a member of the group for that account. (See the “Account name” box in the **Single Sign-on Settings**. These settings are located on the **Manage Settings for the Single Sign-on administration** page that is in SharePoint Server.)
- 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 Administration Console.
- 2 Expand **NetBackup Management > Host Properties > Clients**.
- 3 In the right pane, right-click on the client and click **Properties**.
- 4 In the left pane, expand **Windows Client** and click **SharePoint**.
- 5 In the **Domain\User** box and the **Password** box, specify the user ID and password of the SharePoint Application Server.
- 6 Click **OK** to save your changes.
- 7 Repeat this configuration for all servers in the SharePoint farm.
- 8 Configure the local security privileges for the SharePoint Servers.
 See [“Configuring local security privileges for the SharePoint Servers”](#) on page 50.

See [“Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint ”](#) on page 49.

Performing consistency checks with NetBackup for SharePoint backups

You can perform consistency checks of the SQL Server database(s) 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 backups

- 1 Open the NetBackup Administration Console.
- 2 Expand **NetBackup Management > Host Properties > Clients**.
- 3 In the right pane, right-click on the client and select **Properties**.
- 4 In the left pane, expand **Windows Client** and click **SharePoint**.

- 5 From the **Consistency check before backup** list, choose which check NetBackup should perform before backups.

See [“Consistency check options for SharePoint Server”](#) on page 55.

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.

- 6 Click **OK** to save your changes.
- 7 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
None	Do not perform consistency checking.
Full check, excluding indexes	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.
Full check, including indexes	Include indexes in the consistency check. Any errors are logged.

See [“Performing consistency checks with NetBackup for SharePoint backups”](#) on page 54.

Configuring restores for a SharePoint farm with multiple servers

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 back-end servers. Set the following configuration parameters in the host properties for the master server.

See the following for examples:

- [Example entries for a single front-end SharePoint server with a clustered SQL back-end server](#)

To configure restores for a SharePoint farm with multiple servers

- 1 On the master server, open the NetBackup Administration Console.
- 2 Select **NetBackup Management > Host Properties > Master Servers**.
- 3 In the right pane, double-click on the master 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 SharePoint Central Administration server. The component host is the client that needs access to the backup image. See [Table 4-6](#).

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

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

Application host	Component host
SharePoint Central Administration server	sql-virtualname
SharePoint Central Administration server	sql-db1
SharePoint Central Administration server	sql-db2

See [“Configuring a SharePoint backup that uses Granular Recovery Technology \(GRT\)”](#) on page 46.

Performing a manual backup

After you configure the servers and clients in your environment, you can test the configuration settings with a manual backup. Perform a manual backup (or backups) with the automatic backup schedules you created. A description of status codes and other troubleshooting information is available.

See the [NetBackup Status Codes Reference Guide](#).

See the [NetBackup Troubleshooting Guide](#).

To perform a manual backup

- 1 Log onto the master server as administrator (Windows) or root (UNIX).
- 2 Start the NetBackup Administration Console.
- 3 In the left pane, click **Policies**.
- 4 In the **All Policies** pane, select the policy you want to test.
- 5 Select **Actions > Manual Backup**.
- 6 Select the schedule that you want to use for the manual backup.
- 7 Select the clients that you want to include for the manual backup.
- 8 To check the status of the backup, click **Activity Monitor** in the NetBackup Administration Console.

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 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 a SharePoint database](#)

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 2010 and 2013 administration sites in a backup. However, granular recovery of the SharePoint 2010 and 2013 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 46.

Table 5-1 NetBackup for SharePoint 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:\ <i>Web 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 objects in the farm.

Create an **MS-SharePoint** policy. Exclude the Index Files from incremental backups in this policy (in [Table 5-2](#), see Policy A). Or, exclude the Index Files from both the full and the incremental backups and back up that database in a separate policy. (In [Table 5-2](#), Policies B-1 and B-2).

See [“About configuring a backup policy for a SharePoint database”](#) on page 62.

Table 5-2 NetBackup for SharePoint policy examples 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	Include the Index Files in the full farm backup and exclude the Index Files from the farm incremental backups. Add directives for individual Index Files to the exclude list: Microsoft SharePoint Resources:\Web <i>application name</i> \Index-DB* To back up the Index with a separate policy, see Policy B-2.
Policy B-1 MS-SharePoint	Microsoft SharePoint Resources:*	Weekly Full Daily Incremental	No	Exclude the Index Files from the full and the incremental farm backups. Add directives for individual Index Files to the exclude list: Microsoft SharePoint Resources:\Web <i>application name</i> \Index-DB*
Policy B-2 MS-SharePoint	Microsoft SharePoint Resources:\Web <i>application name</i> \Index-DB*	Weekly Full	No	

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.

In addition to the **MS-SharePoint** policy(s), create an **MS-Windows** policy. This policy should include the file system where SharePoint Web parts can be installed and System State directive (Shadow Copy Components). Exclude any databases from this policy; they are included in the SharePoint policy backup. A backup of the System State protects the IIS metadata.

See [“About configuring a backup policy for a SharePoint database”](#) on page 62.

Table 5-3 NetBackup for SharePoint policy examples 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	Include the Index Files in the full farm backup and exclude the Index Files from the farm incremental backups. Add directives for individual Index Files to the exclude list: Microsoft SharePoint Resources:\Web application name\Index-DB* To back up the Index with a separate policy, see Policy B-2.
Policy B-1 MS-SharePoint	Microsoft SharePoint Resources:*	Weekly Full Daily Incremental	No	Exclude the Index Files from the full and the incremental farm backups. Add directives for individual Index Files to the exclude list: Microsoft SharePoint Resources:\Web application name\Index-DB*
Policy B-2 MS-SharePoint	Microsoft SharePoint Resources:\Web application name\Index-DB*	Weekly Full	No	
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). VMware incremental backups that protect SharePoint Server are not supported with this version of NetBackup.

More information is available on how to configure VMware backups that protect SharePoint.

See [“About protecting SharePoint Server data with VMware backups”](#) on page 114.

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

About configuring a backup policy for a SharePoint database

A backup policy for a database 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
- Clients to be backed up

To add and configure a policy, see the following topics:

- See [“Adding a new NetBackup for SharePoint policy”](#) on page 62.
- See [“About policy attributes”](#) on page 63.
- See [“Adding schedules to a NetBackup for SharePoint policy”](#) on page 64.
- See [“Adding clients to a policy”](#) on page 69.

Adding a new NetBackup for SharePoint policy

This topic describes how to add a new backup policy for a database.

To add a new NetBackup for SharePoint policy

- 1 Log on to the master server as administrator (Windows) or root (UNIX).
- 2 Start the NetBackup Administration Console.
- 3 If your site has more than one master server, choose the one on which you want to add the policy.
- 4 In the NetBackup Administration Console, select **NetBackup Management > Policies**. Then select **Actions > New > Policy**.
- 5 In the **Add a New Policy** dialog box, in the **Policy name** box, type a unique name for the new policy.
- 6 Click **OK**.

- 7 In the **Add New Policy** dialog box, in the **Policy type** list, select **MS-SharePoint**.

The MS-SharePoint policy type does not appear in the drop-down list unless your master server has a license key for the database agent.
- 8 (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 46.
- 9 Complete the entries on the **Attributes** tab.

See [“About policy attributes”](#) on page 63.
- 10 Add other policy information as follows:
 - Add schedules.

See [“Adding schedules to a NetBackup for SharePoint policy”](#) on page 64.
 - Add clients.

See [“Adding clients to a policy”](#) on page 69.
 - Add database objects to the backup selections list.

See [“Creating a backup selections list for a SharePoint Server policy”](#) on page 69.
- 11 For backups that use Granular Recovery Technology (GRT), configure the list of SharePoint hosts.

See [“Configuring restores for a SharePoint farm with multiple servers ”](#) on page 55.
- 12 When you have added all the schedules, clients, and backup selections you need, click **OK**.

About policy attributes

With a few exceptions, NetBackup manages the policy attributes set for a database backup like a file system backup. Other policy attributes vary according to your specific backup strategy and system configuration.

[Table 5-4](#) describes some of the policy attributes available for a NetBackup for SharePoint policy. For more information on policy attributes, see the [NetBackup Administrator’s Guide, Volume I](#).

Table 5-4 Policy attribute descriptions for NetBackup for SharePoint policies

Attribute	Description
Policy type	Determines the types of clients that can be backed up with the policy. For SharePoint databases, select the policy type MS-SharePoint.
Limit jobs per policy	Limits the number of jobs that NetBackup performs concurrently with this policy. Set this option to 1 for the policies that are used to back up SharePoint databases.
Take checkpoints every	Checkpoint restart is not supported with NetBackup for SharePoint policies.
Enable granular recovery	<p>Allows restores 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 “Disk storage units supported with SharePoint Granular Recovery Technology (GRT)” on page 47.</p> <p>SharePoint GRT-enabled backups do not support encryption or compression.</p>
Keyword phrase	A textual description of a backup. Useful for browsing backups and restores.
Use Accelerator	<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 Use Accelerator 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>See “Configuring a VMware backup policy to protect SharePoint Server ” on page 118.</p> <p>To periodically establish a new baseline of change detection on the client, create a separate policy schedule with the Accelerator forced rescan option enabled.</p> <p>This feature requires an MSDP or PureDisk storage unit and the Data Protection Optimization Option license. For more details on Accelerator with VMware backups, see the NetBackup for VMware Administrator's Guide.</p>

Adding schedules to a NetBackup for SharePoint 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 policy

- 1 In the **Policy** dialog box, click the **Schedules** tab.
 To access the **Policy** dialog box, double-click the policy name in the **Policies** list in the NetBackup Administration Console.
- 2 Click **New**.
- 3 Specify a unique name for the schedule.
- 4 Select the **Type of backup**.
 See [“NetBackup for SharePoint Server backup types”](#) on page 66.
- 5 Choose a frequency level appropriate for the type of backup.
- 6 Specify the other properties for the schedule.
 See [“About schedule properties ”](#) on page 65.
- 7 Click **OK**.

About 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 5-5 Description of schedule properties

Property	Description
Type of backup	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. See “NetBackup for SharePoint Server backup types” on page 66.
Schedule type	You can schedule an automatic backup in one of the following ways: <ul style="list-style-type: none"> ■ Frequency Frequency 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. ■ Calendar The Calendar option lets you schedule the backup operations that are based on specific dates, recurring week days, or recurring days of the month.

Table 5-5 Description of schedule properties (*continued*)

Property	Description
Retention	Specifies a retention period to keep backup copies of files before they are deleted. The retention level also denotes a schedules 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.

NetBackup for SharePoint Server backup types

[Table 5-6](#) describes the type of backups that are available with the SharePoint Agent.

Table 5-6 Description of types of backups

Type of Backup	Description
Full Backup	<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>For SharePoint 2010 and 2013, see Table 5-7.</p> <p>For SharePoint 2007, see Table 5-8.</p>
User Backup	<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>
Cumulative Incremental backup	This type of backup is not supported for SharePoint Server.

Table 5-6 Description of types of backups (*continued*)

Type of Backup	Description
Differential Incremental backup	<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. For SharePoint 2010 and 2013, see Table 5-8. For SharePoint 2007, see Table 5-8.</p> <p>Note: The SharePoint 2007 Shared Search Index database and Index Files only support full backups. Therefore, Symantec recommends that these databases are excluded from the differential incremental schedule. If these databases are included in this type of schedule, a full backup is performed as part of the incremental backup.</p> <p>Note: Incremental backups are not supported for granular-level backups.</p>

[Table 5-7](#) describes the schedule types that are supported for SharePoint Server 2010 and SharePoint Foundation objects.

Table 5-7 Schedule types supported for SharePoint Server 2010, SharePoint Server 2013, and SharePoint Foundation objects

SharePoint 2010 and 2013/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
WSS Help Search/Index Files	Full backup
WSS Help Search/Search DB	Full backup, Differential Incremental backup
WSS Administration/Web App/Content DB	Full backup, Differential Incremental backup
Shared Services/Services DB	Full backup, Differential Incremental backup

Table 5-7 Schedule types supported for SharePoint Server 2010, SharePoint Server 2013, and SharePoint Foundation objects (*continued*)

SharePoint 2010 and 2013/SharePoint Foundation objects	Schedule type
Shared Services/Shared Search Index/Index Files	Full backup
Shared Services/Shared Search Index/Search DB	Full backup, Differential Incremental backup
Shared Services/Web App/Content DB	Full backup, Differential Incremental backup

[Table 5-8](#) describes the schedule types that are supported for SharePoint Server 2007 and WSS objects.

Table 5-8 Schedule types supported for SharePoint Server 2007 and WSS objects

SharePoint 2007/WSS 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
WSS Help Search/Index Files	Full backup
WSS Help Search/Search DB	Full backup, Differential Incremental backup
WSS Administration/Web App/Content DB	Full backup, Differential Incremental 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, Differential Incremental backup
Shared Services/Web App/Content DB	Full backup, Differential Incremental backup

Adding 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 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.

To add clients to a NetBackup for SharePoint policy

- 1 Open the policy you want to edit or create a new policy.
- 2 Click the **Clients** tab.

To access the **Policy** dialog box, double-click the policy name in the **Policies** list in the NetBackup Administration Console.

- 3 Click **New**.
- 4 Type the name of the client and select the hardware and operating system of the client.

Alternatively, you can click the browse icon to browse for the clients available in the network

Only add the client that is the front-end web server and that runs the Central Administration Service to the policy list.

- 5 Select the **Detect client operating system** check box to automatically detect the client machine's operating system and hardware.
- 6 Choose one of the following:
 - To add another client, click **Add**.
 - If this client is the last client you want to add, click **OK**.
- 7 In the **Policy** dialog box, click **OK**.

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.

Symantec 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 [“Specifying the account that logs on to the SharePoint application server”](#) on page 53.

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 In the **Policy** dialog box, click the **Backup Selections** tab.
- 2 Click **New**.
- 3 Click the **Browse** button to browse for a SharePoint object.
- 4 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.
- 5 Click **OK**.
- 6 Repeat step 2 through step 5 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 In the **Policy** dialog box, click the **Backup Selections** tab.
- 2 Click **New**.
- 3 From the **Pathname of directive** drop-down list, select **Microsoft SharePoint Resources:\AllWebs**.

This directive works for both Web applications.

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.

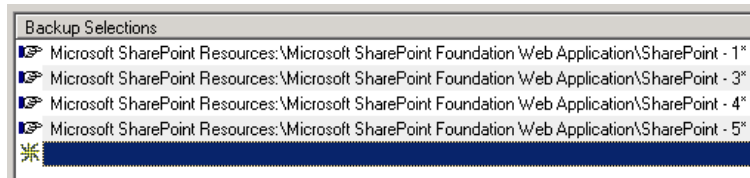
Backup jobs are divided as follows:

- 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 70.

Table 5-9 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 a use <code>a*</code> .

Table 5-9 Supported wildcard characters (*continued*)

Wildcard character	Action
Question mark (?)	<p>Use as a substitute for one or more characters in a name.</p> <p>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.</p> <p>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 either characters.</p>
Left & right brackets ([...])	<p>Use to match any one character that is enclosed in square brackets. A minus (-) can be used to indicate a range of consecutive characters; for example, <code>[0-9]</code> is equivalent to <code>[0123456789]</code>.</p> <p>Note: The minus (-) loses this special meaning if it occurs last in the string.</p> <p>Note: The right square bracket (]) does not terminate such a string when it is the first character within it. For example, <code>[] a-f]</code> 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 backup policy, NetBackup ignores the items that appear in the exclude list.

For more information on how to create an exclude list by using the NetBackup Administration Console, see the [NetBackup Administrator's Guide, Volume I](#).

NetBackup excludes certain files and directories by default. These default exclusions always appear in the Administration Console's exclude list. The default exclusions are as follows:

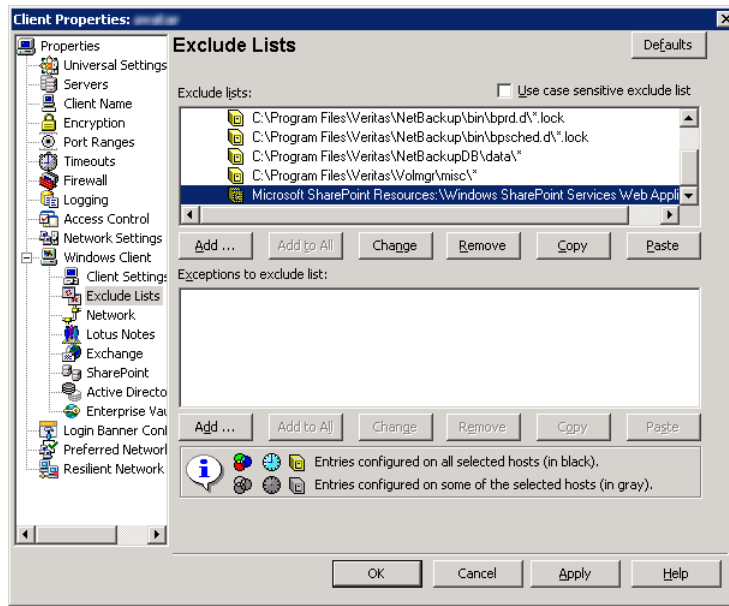
- C:\Program Files\Veritas\NetBackup\bin\bprd.d*.lock
- C:\Program Files\Veritas\NetBackup\bin\bpsched.d*.lock
- C:\Program Files\Veritas\NetBackupDB\data*
- C:\Program Files\Veritas\Volmgr\misc*

For SharePoint 2013, SharePoint 2010, or SharePoint 2007, you can exclude any SharePoint object from a backup. You can specify the exclude list entry under **All Policies** or under 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 the NetBackup policy window). Then copy the object name from there to the exclude list.

The following figure shows an exclude list with one SharePoint Web application:

Figure 5-1 Exclude list for two SharePoint databases



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 Administration Console or the Remote Administration Console.
- 2 In the left pane, expand **NetBackup Administration > Host Properties > Clients**.
- 3 In the right pane, select the SharePoint client(s) that you want to configure.
- 4 Click **Actions > Properties**.
- 5 Expand **Windows Client** and click **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 **Files/Directories** field, type the name of SharePoint object in the following format:
For SharePoint 2010 Web applications:
Microsoft SharePoint Resources:\Windows SharePoint Foundation
Web Application*app name*
For SharePoint 2007 Web applications:
Microsoft SharePoint Resources:\Windows SharePoint Services
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, type the SharePoint name for the Index Files.
- 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, SharePoint Foundation, and Windows SharePoint Services

This chapter includes the following topics:

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

About user-directed backups of SharePoint Server, SharePoint Foundation, and Windows SharePoint Services

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

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

Table 6-1 Backup options

Option	Description
Backup to NetBackup server	Identify the NetBackup server that you want to perform the backup.
Items marked to be backed up	Contains a list of objects to be backed up.

Table 6-1 Backup options (*continued*)

Option	Description
Keyword phrase to associate with the backup or archive	<p>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 Search Backups dialog box.</p> <p>All printable characters are permitted including space (" ") and period ("."). The default keyword phrase is the null (empty) string.</p>

See [“Performing a user-directed backup of SharePoint Server, SharePoint Foundation, or Windows SharePoint Services”](#) on page 78.

See [“Restoring individual SharePoint items from full database backups”](#) on page 95.

Performing a user-directed backup of SharePoint Server, SharePoint Foundation, or Windows SharePoint Services

This topic describes how to perform a user-directed backup of SharePoint Server, SharePoint Foundation, or Windows SharePoint Services.

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 **Backup** window, in the **All Folders** pane, expand **Microsoft SharePoint Resources**.
- 5 Select the object(s) to back up.
- 6 Choose **Actions > Backup**.
 See [“About backup options for NetBackup for SharePoint”](#) on page 77.
- 7 In the **Backup Files** dialog box, click **Start Backup**.

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**.

See [“About user-directed backups of SharePoint Server, SharePoint Foundation, and Windows SharePoint Services”](#) on page 76.

See [“Restoring individual SharePoint items from full database backups”](#) on page 95.

About restores of SharePoint Server, SharePoint Foundation, and Windows SharePoint Services

Note the following when you perform restores:

- The NetBackup for SharePoint 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 master 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 unprovisioned. 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.
- (SharePoint 2010 and 2007) 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.
- Granular recovery of the SharePoint 2013 and SharePoint 2010 Central Administration website and the Shared Services Administration website is not supported.
- 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 using SharePoint Granular Recovery Technology \(GRT\)”](#) on page 47.

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

When you perform restores, you select the following information:

- The master 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
Bring restored databases online and reconnect previous database links	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
Preserve existing Internet Information Services (IIS) Web site and application pool	<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>
If versioning is enabled on the restore destination	<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"> <p>■ Add as a new version</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> <p>■ Skip if the item exists</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> <p>■ Restore over existing items</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>
If versioning is not enabled on the restore destination	<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"> <p>■ Skip if the item exists</p> <p>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.</p> <p>■ Restore over existing items</p> <p>NetBackup replaces the existing item with the restored item.</p>

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

Option	Description
Restore only the most recent version of an item	<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>
Include security information	<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"> ■ Sites User and SharePoint Group information and security ACL are restored for top-level sites. ■ Subsites Security ACL is restored. ■ Lists Security ACL and other security-related information are restored.
Redirect SharePoint Resources	<p>Check this option to redirect a Web application. Then click one of the following:</p> <ul style="list-style-type: none"> ■ Web application ■ Alternate SQL instance ■ Individual SharePoint sites, documents, lists, or items <p>Note that you can only redirect documents or pictures to a path.</p>
Web application	<p>Select this option to redirect a Web application to another Web application.</p> <ul style="list-style-type: none"> ■ In the URL box, specify the URL of the destination site. For example: <i>http://URL to Web application</i> ■ In the Front end web server name 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. <p>See “Redirecting a restore of a SharePoint web application within a farm” on page 104.</p> <p>See “Redirecting a restore of a SharePoint Web application to another farm” on page 106.</p>

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

Option	Description
Alternate SQL instance	<p>Note: 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 SQL Server\Instance box, indicate the name of the target SQL Server and the target instance name.</p> <p>In the Target Database box, indicate the name of the target database.</p> <p>See “Redirecting the restore of a SharePoint Server Web application content database to an alternate SQL instance” on page 109.</p>
Individual SharePoint sites, documents, lists, or items	<p>Note: This feature applies only to SharePoint 2010 and 2007.</p> <p>Click Individual SharePoint sites, documents, lists, or items to redirect items.</p> <p>In the Restore to drive or UNC path box, enter the drive letter and path or UNC path. Use the following format for a UNC path: <code>\\servername\share</code>.</p>

Restore options for SharePoint Server on the General tab

The options on this tab are not supported for NetBackup for SharePoint.

If you want to redirect a Web application, you need to follow a different procedure.

See [“Redirecting a restore of a SharePoint web application within a farm”](#) on page 104.

See [“Redirecting a restore of a SharePoint Web application to another farm”](#) on page 106.

How the NetBackup Recovery Assistant restores SharePoint Server, SharePoint Foundation, and Windows SharePoint Services

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.

For SharePoint 2010 and SharePoint 2013, 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.

For SharePoint 2007, 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
- Single Sign-on databases
- 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, SharePoint Foundation, or Windows SharePoint Services

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, SharePoint Foundation, or Windows SharePoint Services

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

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

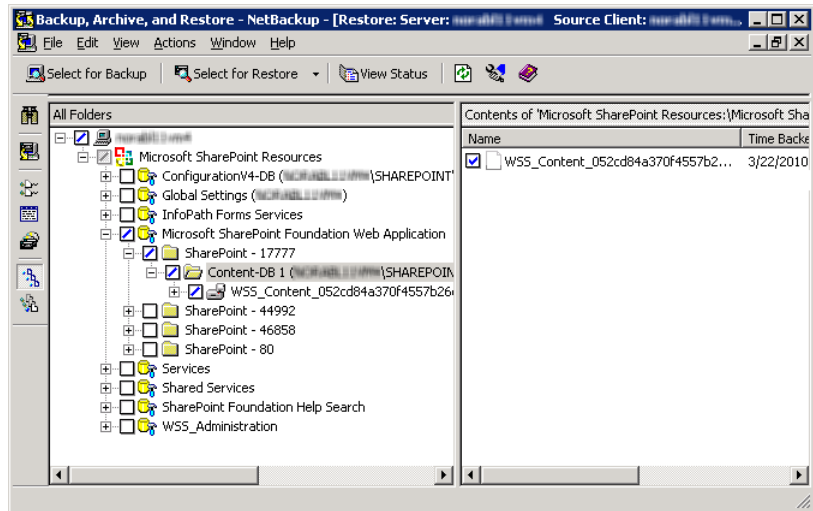
See [“Configuring restores for a SharePoint farm with multiple servers”](#) on page 55.

- 2 Log on as Administrator.
- 3 Open the Backup, Archive, and Restore interface.

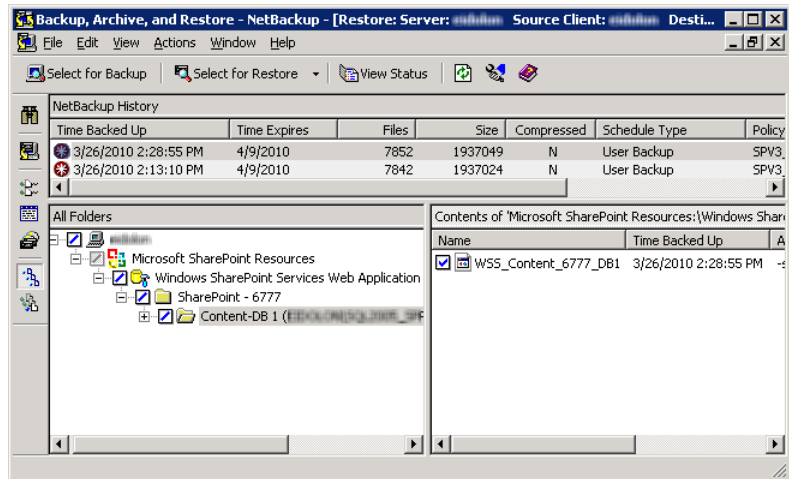
- 4 Choose **File > Select Files and Folders to Restore > from Normal Backup**.
- 5 Select the **MS-SharePoint** policy type.
See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 80.
- 6 Click **OK**.
NetBackup browses for SharePoint Server backup 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.

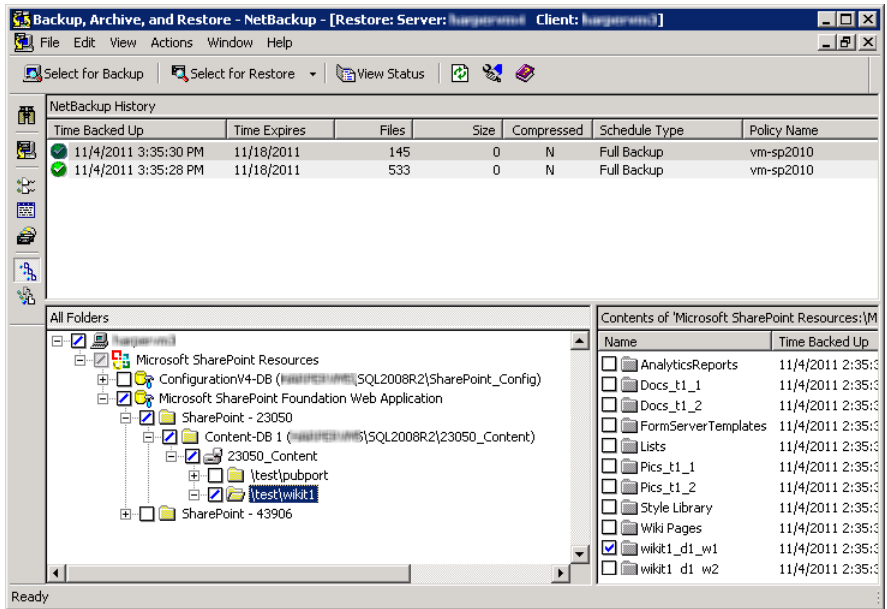
- 9 In the **Contents of** pane, check the checkbox for the SharePoint resources to restore.
To select a database, click on (but do not check the checkbox for) the parent folder in the **All Folders** pane. Then check the checkbox for the database in the **Contents of** pane.
The following image shows a restore of a SharePoint 2010 Content database.



The following image shows a restore of a SharePoint 2007 Content database.



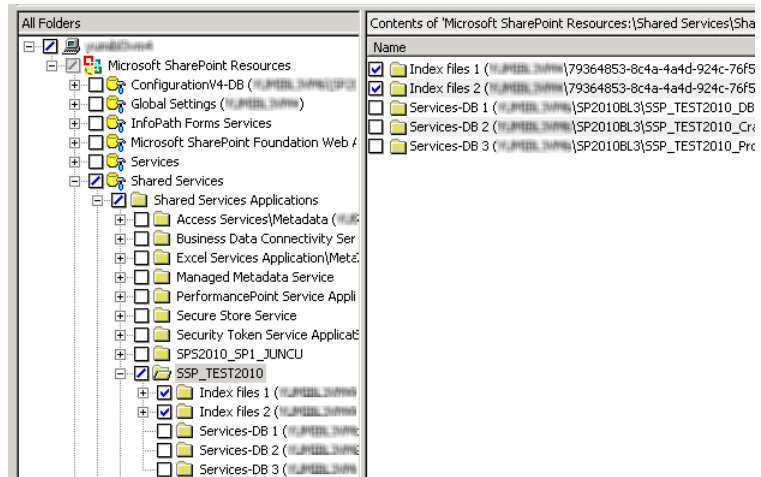
If you want to restore a subsite, expand the site collection in the **All Folders** pane. Then check the checkbox for the subsite in **Contents of** pane.



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

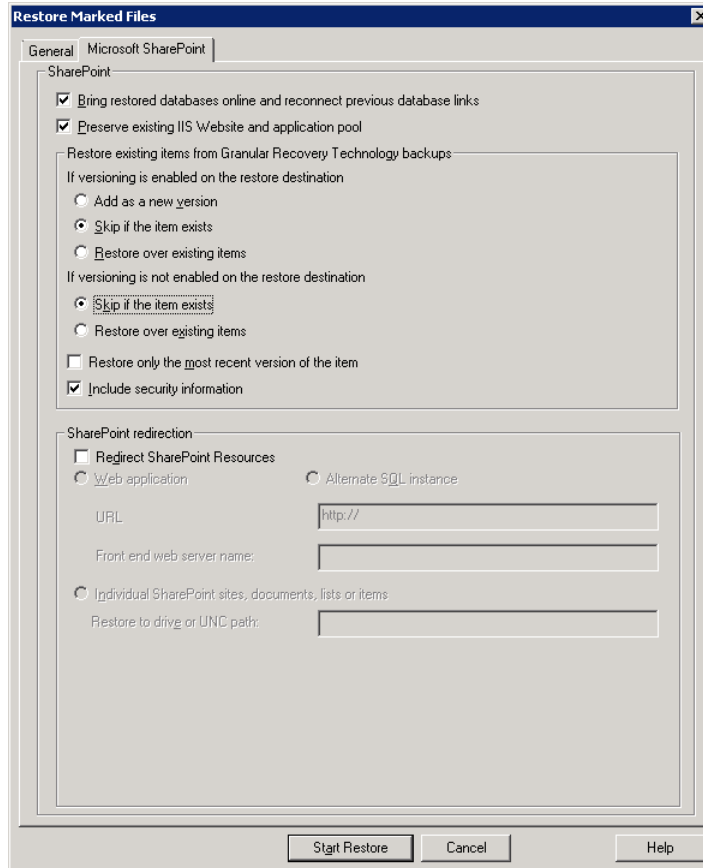
If you want to restore the SharePoint 2010 Index Files, do the following:

- 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** 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 80.

- 12 Click **Start Restore**.

Restoring the SharePoint 2013 and SharePoint 2010 Search Service Application

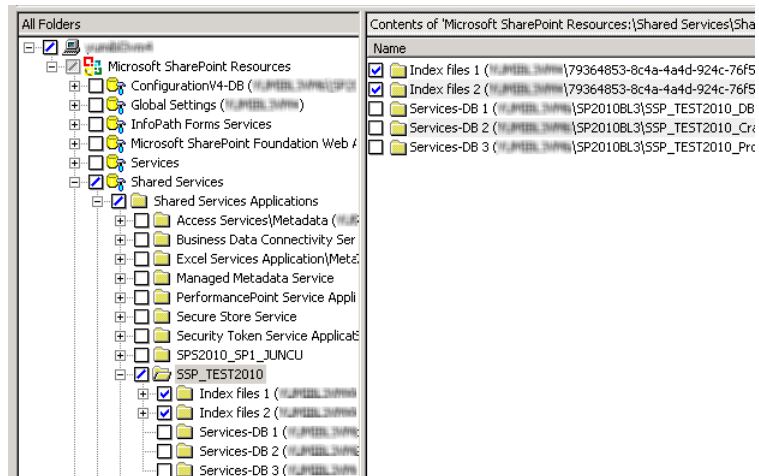
The following instructions describe how to restore the Shared Services Application. Select all of the components of the Search Service application for recovery. The SharePoint Agent un-provisions the Search service application, restores the components, and recovers the Search service application.

To restore the SharePoint 2013 and SharePoint 2010 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 folder(s) exactly as described here.

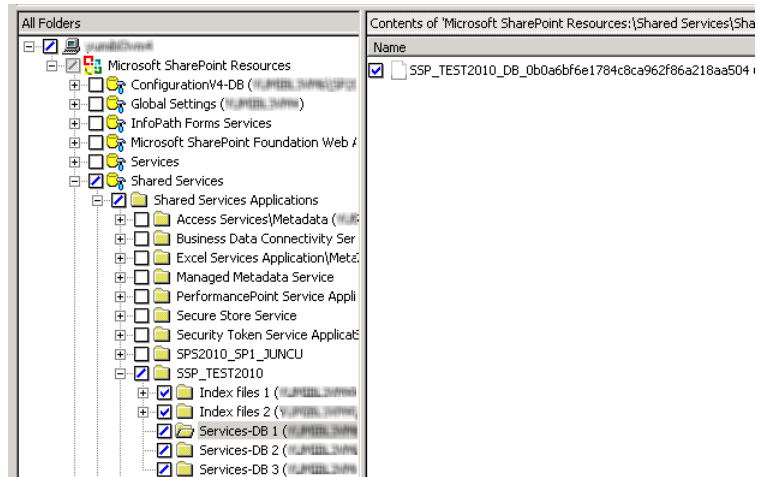
- In the **All Folders** pane, click on the folder for the Shared Services Application but do not select the checkbox for it.
- In the **Contents of** pane, select each Index Files folder.



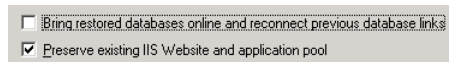
- 6 Select each Shared Services database for restore as follows:

Note: For a successful restore, you must select the database(s) 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.

Restoring the SharePoint 2007 Shared Services Provider

The following instructions describe how to restore the Shared Services Provider.

To restore the SharePoint 2007 Shared Services Provider

- 1 If the Shared Services Provider is *not* in a state of unprovisioning, continue with step 2, otherwise delete the Shared Services Provider as follows.

Run the following command:

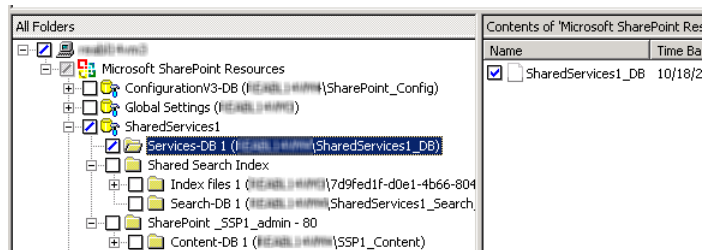
```
stsadm -o deletessp -title SSP name -force
```

After the SSP is deleted from SharePoint, on the SQL Server ensure that the Services database and the Search database are no longer present.

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

Note: For a successful restore, you must select the database 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.

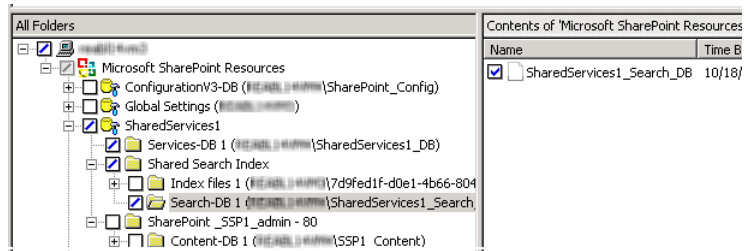


- 7 Select the Search database for restore as follows:

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

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

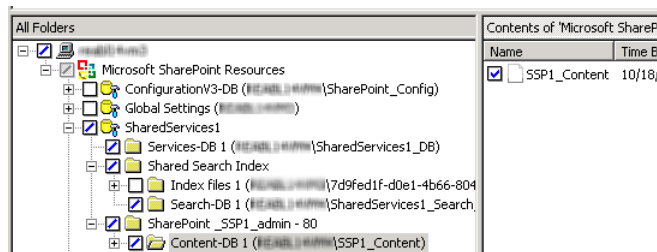
- In the **Contents** of pane, select the Search database.



- 8 Select the Content database for restore as follows:

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

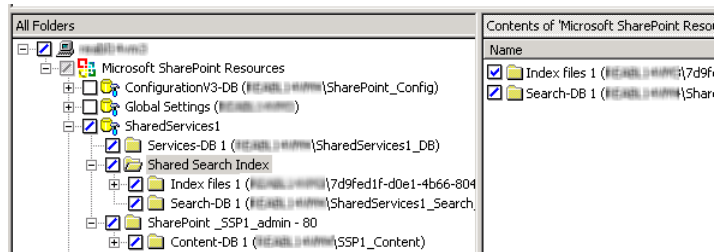
- In the **All Folders** pane, click on the folder for the Content database but do not select the checkbox for it.
- In the **Contents** of pane, select the Content database.



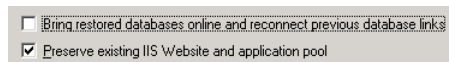
- 9 Select the Index Files for restore as follows:

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

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



- 10 Choose **Actions > Restore**.
- 11 In the **Restore Marked Files** dialog box, click the **Microsoft SharePoint** tab.
- 12 Uncheck **Bring restored databases online and reconnect previous database links**.



- 13 Click **Start Restore**.
- 14 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 63.
- 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 47.

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 2010 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 bprcd errors in the Activity Monitor similar to the following:

```
7/12/2007 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 hosts in the farm.

See [“Configuring restores for a SharePoint farm with multiple servers ”](#) on page 55.
- 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 80.
- 6 Click **OK**.

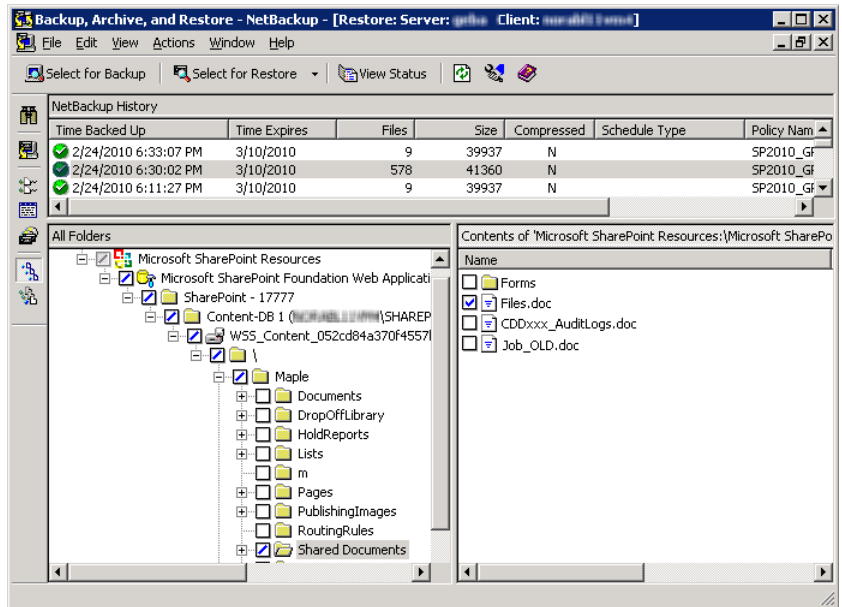
NetBackup browses for SharePoint Server backup images.
- 7 From the **NetBackup History** pane, select the full backup image that contains the items you want to restore.
- 8 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

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.

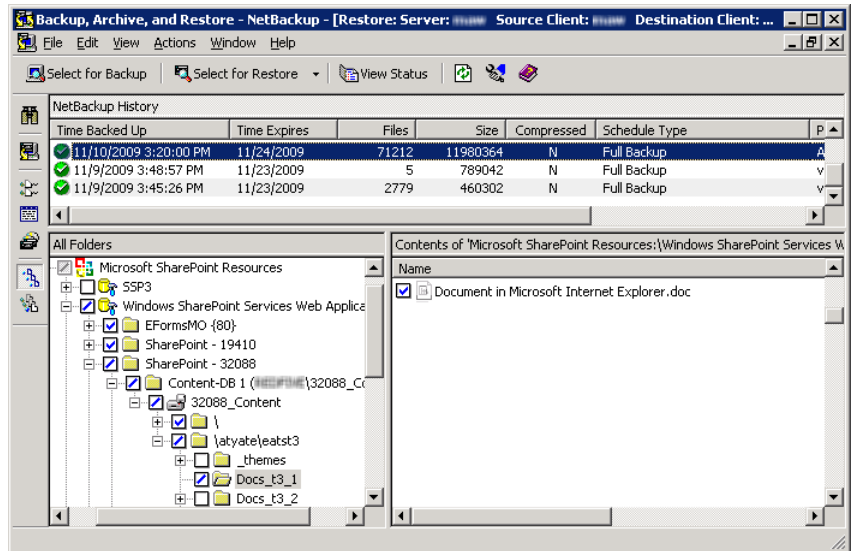
9 In the **Contents of** pane, select the item(s) to restore.

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.

The following image shows a SharePoint 2010 restore.

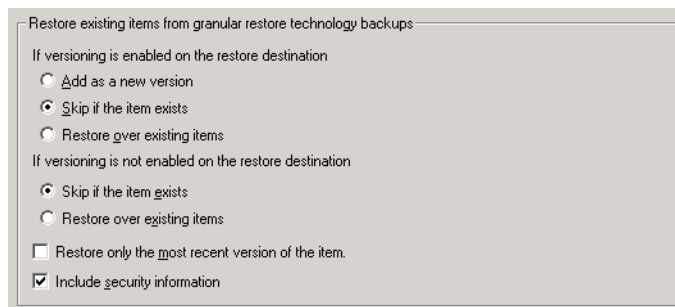


The following image shows a SharePoint 2007 restore.



10 Choose **Actions > Restore**.

11 In the **Restore Marked Files** dialog box, 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 80.

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 affect on the environment.

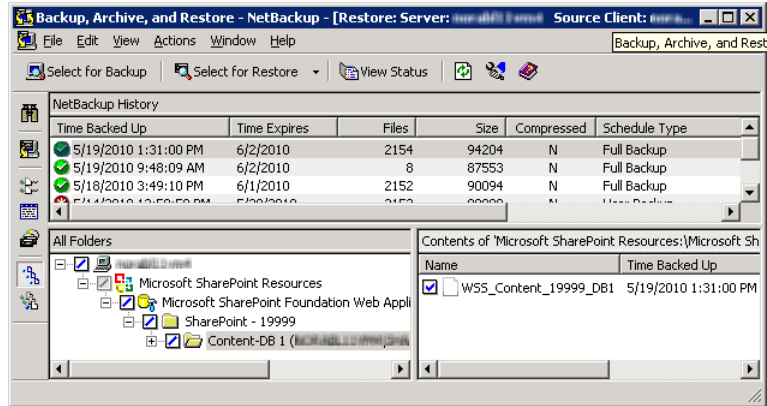
To recover a SharePoint Web application in a farm with multiple front-end servers

- 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 80.
- 5 Click **OK**.
NetBackup browses for SharePoint Server backup images.
- 6 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
- 7 In the **All Folders** pane, expand **Microsoft SharePoint Resources** and the Web application.

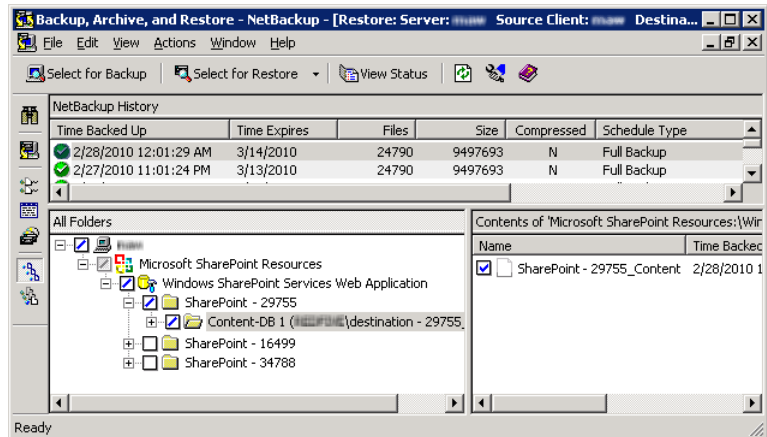
Note: When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.

8 In the **Contents** of pane, select the Content database.

The following image shows a SharePoint 2010 restore.



The following image shows a SharePoint 2007 restore.



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.

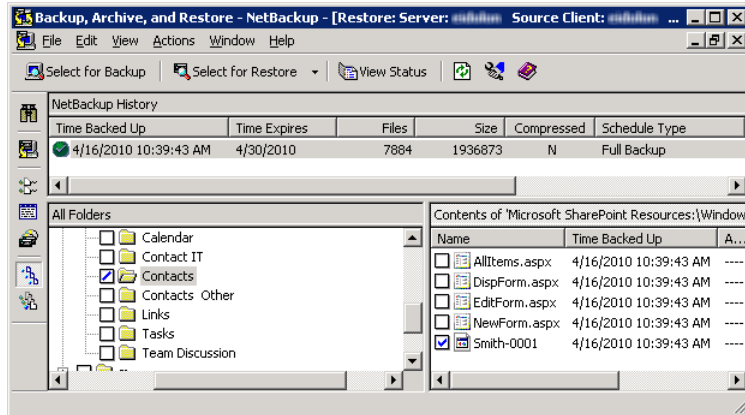
See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 80.
- 5 Click **OK**.

NetBackup browses for SharePoint Server backup images.
- 6 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
- 7 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

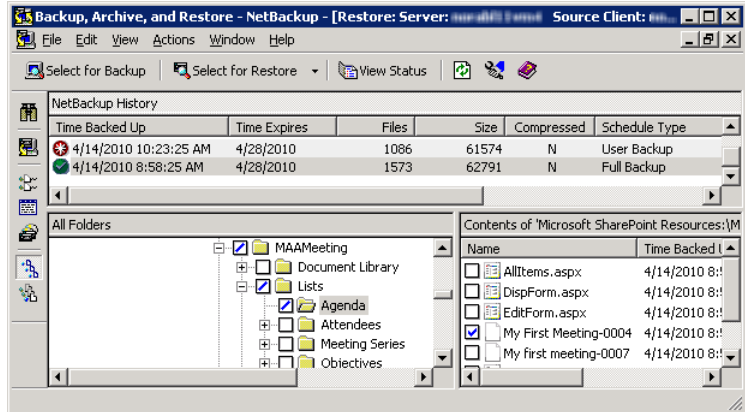
Note: When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.

- 8 From the **Contents** of pane, select the list item you deleted or the library container for the list.

The following image shows a SharePoint 2010 restore.



The following image shows a SharePoint 2007 restore.



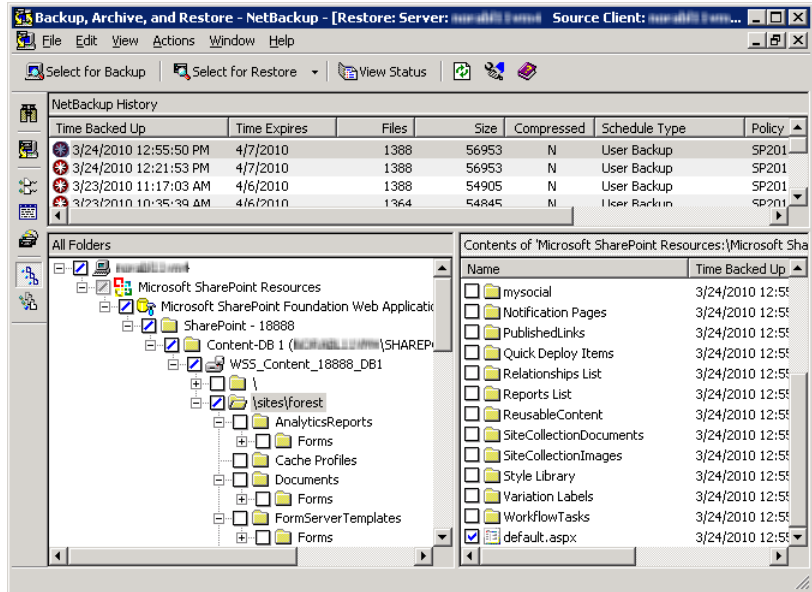
- 9 Click **Start Restore**.

When the restore completes, continue with the next step.

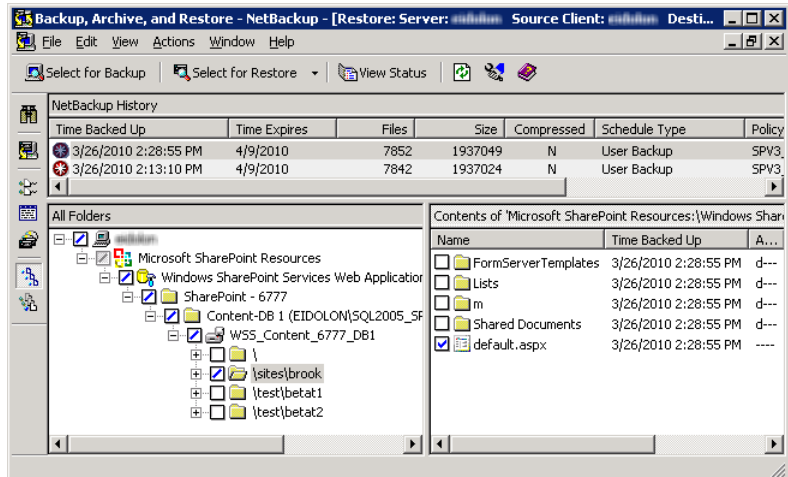
- 10 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

- From the **Contents** of pane, in the subsite or the site collection, select `default.aspx`.

The following image shows a SharePoint 2010 restore.



The following image shows a SharePoint 2007 restore.



- 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 106.

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. With SharePoint 2010 or 2007 they can also be redirected to a file system.
- You can redirect a restore of a web application within the same farm. The SQL database host and the SharePoint host must be the same. A redirected restore is not supported if the SQL databases exist across multiple SQL hosts.
- You must restore all SQL 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.

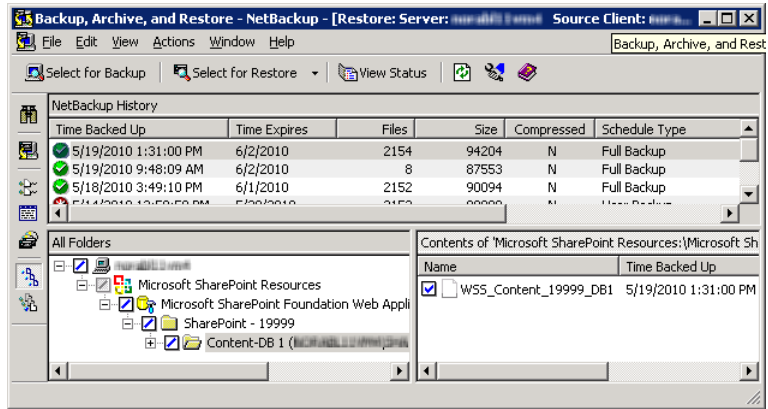
- 4 Open the Backup, Archive, and Restore interface.
- 5 Click **File > Select Files and Folders to Restore > from Normal Backup**.
- 6 Select the **MS-SharePoint** policy type.

See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 80.

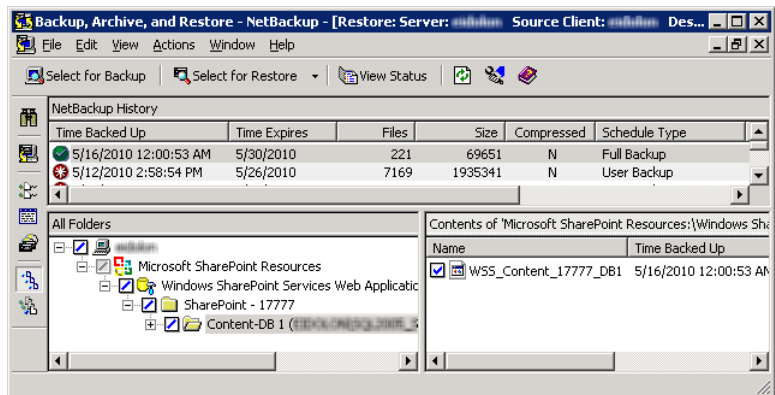
- 7 From the **NetBackup History** pane, select the full backup image that contains the objects you want to restore.
- 8 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

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.
- The following image shows a SharePoint 2010 restore.



The following image shows a SharePoint 2007 restore.



- 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 80.
- 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 104.

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 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 master 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 databases exist across multiple SQL hosts.
- You must restore all redirected Web application SQL 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 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`.)

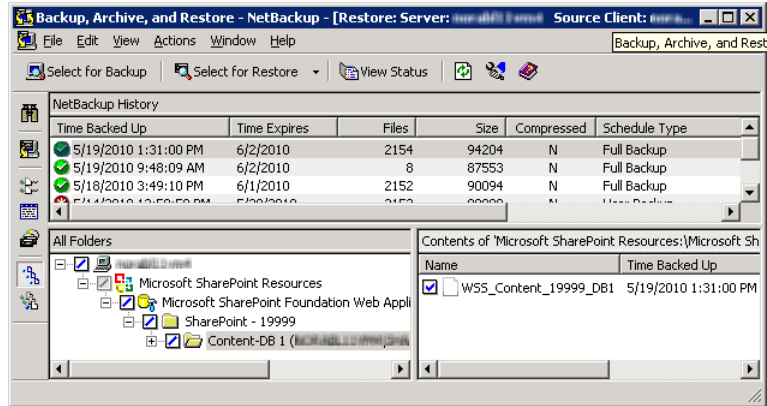
To redirect a restore of a SharePoint Web application to another farm

- 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 80.](#)
- 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**.

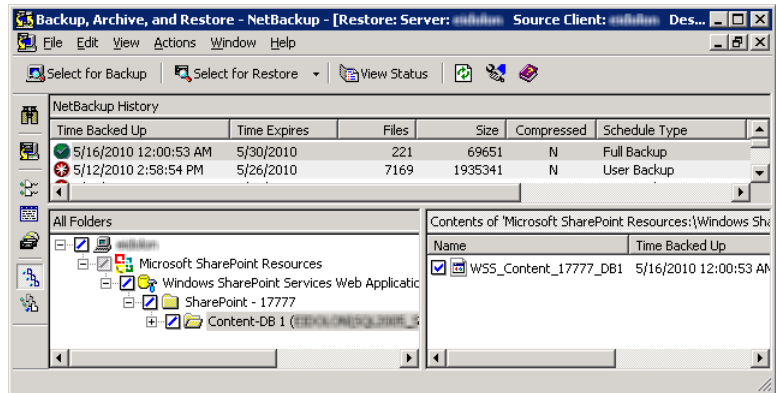
Note: When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.

- 8 In the **Contents of** pane, select the Web application to redirect.

The following image shows a SharePoint 2010 restore.



The following image shows a SharePoint 2007 restore.

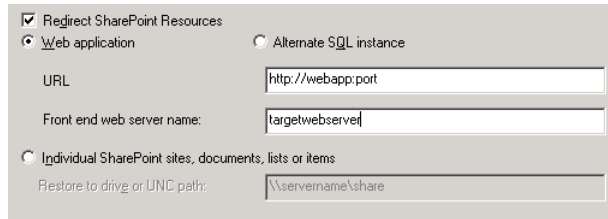


- 9 Click **Actions > Restore**.
- 10 In the **Restore Marked Files** dialog box, click the **Microsoft SharePoint** tab.
- 11 Check **Redirect SharePoint Resources**.
- 12 Click **Web application**.
- 13 In the **URL** box, type the URL of the destination site:

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 for restoring SharePoint resources. It has two main sections. The first section is for 'Web application' and is selected with a radio button. It includes a 'URL' field with 'http://webapp:port', a 'Front end web server name' field with 'targetwebserver', and an 'Alternate SQL instance' radio button. The second section is for 'Individual SharePoint sites, documents, lists or items' and is not selected. It includes a 'Restore to drive or UNC path' field with '\\servername\share'.

See [“Restore options for SharePoint Server on the Microsoft SharePoint tab”](#) on page 80.

- 15 Click **Start Restore**.

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

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

For information on how to redirect individual items to a file path, see the following topic:

See [“Redirecting individual SharePoint items to a file path \(SharePoint 2010 or 2007\)”](#) on page 111.

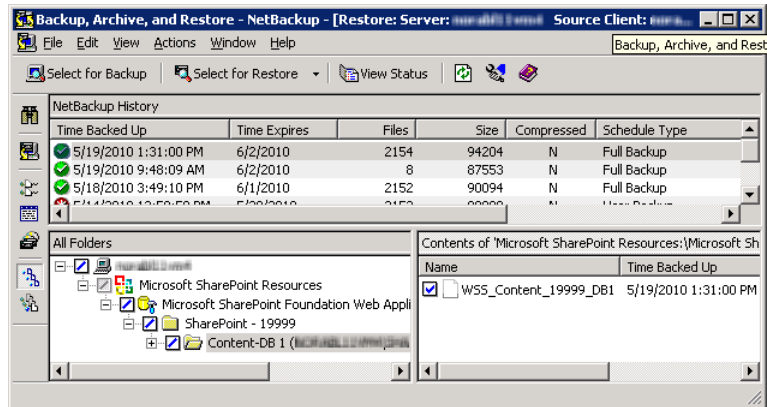
To redirect the restore of a SharePoint Server database to an alternate SQL instance

- 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 80.
- 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**.

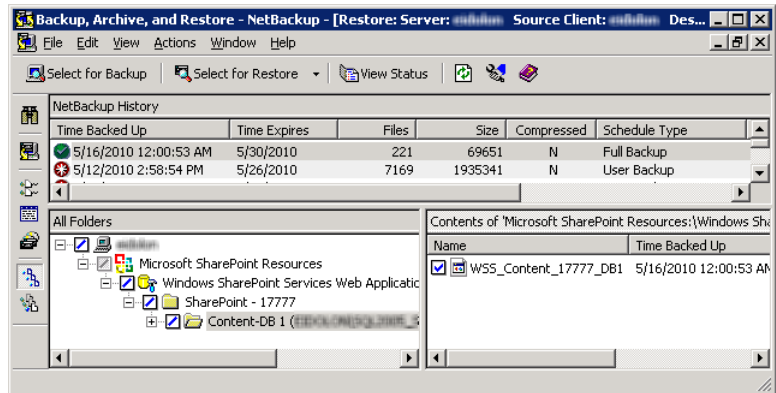
Note: When you select items to restore, do not check the checkbox for an item in the **All folders** pane. Only check the checkbox for an item in the **Contents of** pane.

- 6 In the **Contents of** pane, select the Web application content database to redirect.

The following image shows a SharePoint 2010 restore.



The following image shows a SharePoint 2007 restore.



- 7 Click **Actions > Restore**.
- 8 In the **Restore Marked Files** dialog box, click the **Microsoft SharePoint** tab.
- 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.

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 80.

- 13 Click **Start Restore**.

Redirecting individual SharePoint items to a file path (SharePoint 2010 or 2007)

You can redirect individual SharePoint items to a file path. These items include the restore of SharePoint document sets, documents, and pictures. It is also possible to restore individual items such as documents and pictures that were originally embedded in the lists objects.

Individual items can also be redirected to another SQL Instance. See the following topic:

See [“Redirecting the restore of a SharePoint Server Web application content database to an alternate SQL instance”](#) on page 109.

To redirect individual SharePoint items to a file path

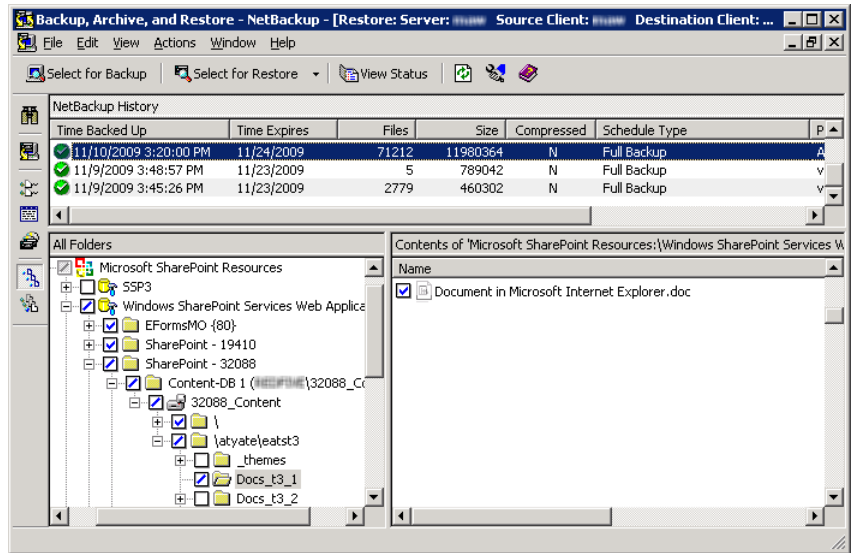
- 1 Log on as Administrator.
- 2 Open the Backup, Archive, and Restore interface.
- 3 Choose **File > Select Files and Folders to Restore > from Normal Backup**.
- 4 Select the **MS-SharePoint** policy type.

See [“Specifying the server, client, and the policy type for a SharePoint Server restore operation”](#) on page 80.

- 5 From the **NetBackup History** pane, select the full backup image that contains the objects you want to restore. You cannot restore individual items from a backup that did not use Granular Recovery Technology.
- 6 In the **All Folders** pane, expand **Microsoft SharePoint Resources**.

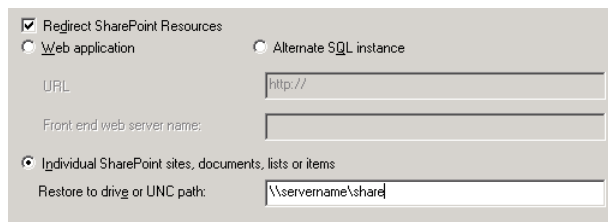
Note: When you select items to restore, do not check the check box for an item in the **All folders** pane. Only check the check box for an item in the **Contents of** pane.

- 7 In the **Contents** of pane, select the documents or pictures you want to redirect.



- 8 Select **Actions > Restore**.
- 9 In the **Restore Marked Files** dialog box, click the **Microsoft SharePoint** tab.
- 10 Select **Redirect SharePoint Resources**.
- 11 Select **Individual SharePoint sites, documents, lists, or items**.
- 12 In the **Restore to drive or UNC path** box, enter the drive letter and path to which you want to direct the restore. Use the following format for a UNC path:

\\servername\share



- 13 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 80.
- 14 Click **Start Restore**.

Protecting SharePoint Server data with VMware backups

This chapter includes the following topics:

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

About protecting SharePoint Server data with VMware backups

Through a VMware backup policy, NetBackup can create consistent full backups of a SharePoint Server that resides on a virtual machine. From one VMware backup the following restore options are available: restore of the .vmdk (disk level), SFR restore (file-level recovery), SharePoint database restore, or SharePoint granular-level restore (GRT).

To protect a supported application with a VMware policy the Application State Capture (ASC) job executes after the VMware discovery job and before the snapshot job(s). This ASC job contacts the NetBackup client on the guest virtual machine. The ASC job collects and catalogs application-specific data that is needed for application recovery and granular recovery (GRT) functionality.

More information is available on the ASC job and its associated logs.

See [“Troubleshooting VMware backups and restores of SharePoint Server”](#) on page 133.

About the Symantec VSS provider for vSphere

Symantec recommends that you use the Symantec VSS provider. When the Symantec VSS provider is installed and NetBackup starts a virtual machine snapshot, VMware Tools calls the Symantec VSS provider to quiesce the VSS writers for a file-level consistent backup.

Note: The Symantec VSS provider must be installed separately.

See [“Installing the Symantec VSS provider for vSphere”](#) on page 118.

Support and requirements for VMware backups that protect SharePoint Server

The following are supported with VMware backups that protect SharePoint Server:

- ESX Server 4.0 and later
- SharePoint Server 2007 and later (x64)
- NetBackup 7.7 server software
- NetBackup 7.7 client software is installed on the virtual machine
- VMware Tools must be installed on the virtual machine

Limitations of using a VMware policy to protect SharePoint Server

The following limitations exist when you configure a VMware policy to protect SharePoint Server:

- This is not a comprehensive list of VMware policy limitations. For additional information on supported file systems for VMware backups, see the following: [Support for NetBackup 7.x in virtual environments](#)
- VMware incremental backups of SharePoint Server are not supported with this version of NetBackup. However, the use of Accelerator may increase the speed of full backups.
- Consistency checks of the SharePoint Server are not performed with VMware backups.
- SQL Servers cannot be clustered.
- The Application State Capture (ASC) job fails and the databases are not protected if you do any of the following:
 - Disable the **Virtual Machine quiesce** option.
 - Select the **Exclude data disks** option.

- Databases are cataloged and protected only if they exist in a configuration that is supported for VMware backups. As long as there are any databases that can be protected, the ASC job continues. If you select databases for backup that exist on supported and on unsupported disks, the ASC job produces a status 1 (partially successful). The ASC job detects these situations and the job details include the result of the backup operation.

SharePoint Server databases are not cataloged and backed up if they exist on the following:

- Raw device mapping (RDMs). Make sure that the SharePoint virtual machine does not use RDM as storage for databases.
- Virtual Machine Disk (vmdk) volumes that are marked as independent. Make sure that the SharePoint databases are not stored on independent disks.
- Mount point volumes.
- Virtual hard disks (VHDs).
If NetBackup detects any database objects on a VHD disk, the ASC job fails and no SharePoint content is cataloged. All objects in the backup are not cataloged, including those that do not exist on the VHD.
- RAID volumes.
- Any components that reside on a physical computer are not backed up with the VMware backup.
- An excluded Windows boot disk. The ASC job detects this type of disk and treats it like an independent disk.
The VMware backup cannot exclude for any reason the disk on which NetBackup is installed. For example, do not select the **Exclude boot disk** option if NetBackup is installed on the boot drive (typically C:).
- SharePoint configurations that have any SQL Server back-end servers that service multiple SQL Server instances for multiple SharePoint farms are not supported with SharePoint application-enabled VMware policies.

About configuring a VMware backup that protects SharePoint Server

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

Table 7-1 Configuring a VMware backup that protects SharePoint Server

Step	Action	Description
Step 1	Configure your VMware environment and NetBackup.	See the NetBackup for VMware Administrator's Guide . Install the NetBackup client software on the virtual machines that are part of a SharePoint farm.
Step 2	Install the Symantec VSS provider.	See "Installing the Symantec VSS provider for vSphere" on page 118.
Step 3	Configure the NetBackup Client Service.	See "Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint " on page 49.
Step 4	Configure the NetBackup Legacy Network Service.	See "Configuring the logon account for the NetBackup Legacy Network Service for NetBackup for SharePoint" on page 49.
Step 5	Configure the local security privileges.	See "Configuring local security privileges for the SharePoint Servers" on page 50.
Step 6	Configuring restores for multiple SharePoint Server hosts.	See "Configuring restores for a SharePoint farm with multiple servers " on page 55.
Step 7	Review the requirements granular restores.	See "Requirements for SharePoint Granular Recovery" on page 25. See "Configuring a SharePoint backup that uses Granular Recovery Technology (GRT)" on page 46.
Step 8	For Federated SharePoint configurations, configure the granular proxy on the master server.	See "Configuring the granular proxy host for Federated SharePoint configurations with VMware" on page 120.
Step 9	Configure the host properties for each SharePoint client.	See "Configuring SharePoint client host properties" on page 50.
Step 10	Create a VMware backup policy.	See "Configuring a VMware backup policy to protect SharePoint Server " on page 118.
Step 11	Test your configuration settings.	See "Performing a manual backup" on page 56.

Installing the Symantec VSS provider for vSphere

To use the Symantec 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 Symantec VSS provider

- 1 Browse to the following location:

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

- 2 Double-click on the **Symantec 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 Symantec VSS provider

- 1 In the Control Panel, open **Add or Remove Programs** or **Programs and Features**.
- 2 Double-click on **Symantec VSS provider for vSphere**.

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

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. Granular Recovery Technology (GRT) is always available with the VMware policy. For complete details on how to create a policy for SharePoint Server backups in a VMware environment, see the [NetBackup for VMware Administrator's Guide](#).

These instructions describe how to configure a VMware policy with the **Enable SharePoint Recovery** setting. Alternatively, you can also use **Enable SQL Recovery**. Do not select both recovery options. If both options are selected, the SQL snapshot preparation fails.

To configure a VMware policy to protect SharePoint Server

- 1 Create a new policy or open the policy you want to configure.
- 2 In the **Policy** dialog box, click the **Attributes** tab.
- 3 In the **Policy type** list, select **VMware**.

- 4 In the **Policy storage** box, select a disk storage unit.

If you want to use NetBackup Accelerator, select a PureDisk storage unit type (MSDP or PureDisk). The NetBackup device mapping files list all supported storage types.
- 5 To use NetBackup Accelerator, click **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.

More information on Accelerator is available, See [“About policy attributes”](#) on page 63.

See the [NetBackup Administrator's Guide](#), Volume I.
- 6 On the **Clients** tab click **Select automatically through query**.
- 7 Select **NetBackup host to perform automatic virtual machine selection** and the host you want to use.
- 8 Use the Query Builder to create a rule(s) that selects the virtual machine(s) you want to back up.

For more details on the Query Builder, see the [NetBackup for VMware Administrator's Guide](#).
- 9 Click the **Backup Selections** tab.

This tab displays the query you created on the **Clients** tab.
- 10 Click the **VMware** tab.

For details on the options in this dialog box, see the [NetBackup for VMware Administrator's Guide](#).
- 11 Check **Enable file recovery from VM backup**.

This option must be enabled for application protection of SharePoint Server.
- 12 Check **Enable SharePoint Recovery**.

This option enables recovery of the SharePoint databases or individual objects 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 SharePoint databases or objects individually.

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 master server from the NetBackup Administration Console or from the command line.

To specify the SharePoint granular restore proxy host from the NetBackup Administration Console

- 1 On the master server, open the NetBackup Administration Console.
- 2 Expand **NetBackup Management > Host Properties > Clients**.
- 3 In the right pane, right-click on the client and select **Properties**.
- 4 In the left pane, expand **Windows Client** and click **SharePoint**.
- 5 In the **SharePoint granular restore proxy host** box, type the name of the SQL back-end host.
- 6 Click **OK** to save your changes.
- 7 Repeat this configuration for all servers in the SharePoint farm.

To specify the SharePoint granular restore proxy host from the command line

- ◆ Use the following command to indicate the granular proxy host that you want to use:

```
bpclient -add -client SharePoint front-end server -granular_proxy  
SQL back-end server
```

To verify that the granular restore proxy host is set, use the following command:

```
bpclient -client SharePoint front-end server -G
```

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.

Note: NetBackup only supports full VMware backups that protect SharePoint. In a VMware environment, you cannot restore NetBackup for SharePoint (MS-SharePoint) differential restores.

To restore SharePoint data from a VMware backup

- 1 For the policy type, select **MS-SharePoint**.
- 2 For the source client, 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.
- 3 Follow the instructions for a SharePoint restore from a non-VMware environment.
See [“About restores of SharePoint Server, SharePoint Foundation, and Windows SharePoint Services”](#) on page 79.

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 2013 and SharePoint 2010 Server \(without BMR\)](#)
- [Recovering a SharePoint 2007 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 with the license for NetBackup for SharePoint Server added on the master 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 122.

See [“Recovering a SharePoint 2013 and SharePoint 2010 Server \(without BMR\)”](#) on page 123.

See [“Recovering a SharePoint 2007 Server \(without BMR\)”](#) on page 124.

Recovering a SharePoint 2013 and SharePoint 2010 Server (without BMR)

This topic describes how to recover a SharePoint 2013 and SharePoint 2010 Server installation without Bare Metal Restore (BMR).

To recover a SharePoint 2013 and SharePoint 2010 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 2013 or SharePoint 2010.

This installation includes running the SharePoint Products Configuration Wizard.
- 3 Create a new farm configuration database using the SharePoint Products Configuration Wizard.
- 4 Open your Web browser and 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 master 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 components of the SharePoint Server in the following order:
 - Web application(s), one at a time
 - Services (State Service database, metadata, and State Service Proxy)

- Shared Services databases (Service application and metadata), one at a time
- SharePoint Foundation Help Search (WSS_Search)
- InfoPath Forms Services (Metadata)
- Index files

Shared Services Proxies should not be restored. (When NetBackup restores the Service application it generates new URIs and proxies for the Service application.)

- 9 Ensure that all the SharePoint and the SQL services are restarted on the SharePoint and the SQL Server, including the IIS service.
- 10 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 you restored are accessible and were restored properly.

Recovering a SharePoint 2007 Server (without BMR)

This topic describes how to recover a SharePoint 2007 Server installation without Bare Metal Restore (BMR).

To recover a SharePoint 2007 Server (without BMR)

- 1 Configure the destination host the same as the original host.
- 2 Install SharePoint 2007 and any other required software.
- 3 Run the SharePoint Products and Technologies Configuration Wizard to create and attach new SharePoint farm configuration database.
- 4 Use the SharePoint Central Administrator to start the required search services on the newly created SharePoint farm.
- 5 Configure the NetBackup master server that has the backup images from the original host as the master server for the destination host.
- 6 Restore all the components of the SharePoint farm, except the Configuration database. Restore the components in the following order:
 - Search database
 - Web application(s)
 - Shared Service Provider, if any
 - Single Sign-on database, if any
 - Search Index Files

Troubleshooting

This chapter includes the following topics:

- [About NetBackup for SharePoint debug logging](#)
- [About NetBackup status reports](#)
- [Restores to different SharePoint service pack or different cumulative update levels](#)
- [Troubleshooting SharePoint jobs that use Granular Recovery Technology \(GRT\)](#)
- [About troubleshooting SharePoint restore operations](#)
- [About NetBackup for SharePoint and client-side deduplication](#)
- [Troubleshooting VMware backups and restores of SharePoint Server](#)

About NetBackup for SharePoint debug logging

The NetBackup master 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 [“Enabling the debug logs for a NetBackup for SharePoint client automatically”](#) on page 126.

See [“Enabling the debug logging for NetBackup for SharePoint manually”](#) on page 126.

See [“Setting the debug level on a NetBackup for SharePoint Windows client”](#) on page 127.

After you determine the cause of the problem, disable debug logging by removing the previously created debug logging directories. Details are available on the contents of these debug logs.

See the [NetBackup Troubleshooting Guide](#).

Additional information about NetBackup client logs and NetBackup master server logs is available.

See the online help for the Backup, Archive, and Restore interface.

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

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

Enabling the debug logs for a NetBackup for SharePoint client automatically

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 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 master server:

<code>beds</code>	SharePoint managed code in the SharePoint front-end server
<code>bpbkar</code>	all backups
<code>bpfis</code>	Snapshot backups, VMware backups
<code>bppfi</code>	(Pre-NetBackup 6.5.4 backup images) SharePoint individual item restore using Granular Recovery Technology (GRT) and SharePoint database restores from VMware images
<code>bpresolver</code>	all backups and restores
<code>bpbrm</code>	all restores
<code>bprd</code>	all restores

nblbc	SharePoint live browse if the backup image type is VMware
ncflbc	SharePoint individual item restore using GRT This log is for <code>nblbc.exe</code> .
ncfgre	SharePoint individual item restore using GRT This log is for <code>nbgre.exe</code> .
ncfnbcs	For ASC issues and failures with VMware backups
nbfsd	SharePoint individual item restore using GRT
spps	SharePoint managed code in the SharePoint front-end server
spsv2ra	Recovery Assistant This process uses unified logging.
tar	all restores

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 Symantec products. To view the logs that use unified logging, use `lv.exe` or `vxlogview`.

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

See ["Troubleshooting SharePoint jobs that use Granular Recovery Technology \(GRT\)"](#) on page 130.

See ["About troubleshooting SharePoint restore operations"](#) on page 132.

See ["About NetBackup for SharePoint and client-side deduplication"](#) on page 133.

Setting the debug level on a NetBackup for SharePoint 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 on a NetBackup for SharePoint 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.

Symantec VSS provider logs

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

```
\Program Files\Symantec\Symantec VSS provider\logs
```

Enabling Symantec VSS provider logging in the registry

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

To enable Symantec 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\Symantec\Backup Exec for Windows\Backup Exec\Engine\Logging
```

- 4 Create a new DWORD value named **CreateDebugLog**.
- 5 Right-click on the new value and click **Modify**.
- 6 In the **Value data** box, enter 1.
- 7 Click **OK**.

Increasing the Symantec 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 Symantec 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
```

About NetBackup status reports

NetBackup provides many standard status reports to verify the completion of backup and restore operations. In addition, users and the administrator can set up additional reports if a site requires them.

The administrator has access to operational progress reports through the NetBackup Administration Console. Reports can be generated for Status of Backups, Client Backups, Problems, All Log Entries, Media Lists, Media Contents, Images on Media, Media Logs, Media Summary, and Media Written. These reports can be generated for a specific time frame, client, or master server.

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

Progress reports on the client allow easy monitoring of user operations. When reports are created by the NetBackup client for each user-directed backup or restore operation, administrators can monitor these operations and detect any problems that may occur.

Viewing the progress report of a NetBackup for SharePoint operation

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

To view the progress report of a NetBackup for SharePoint operation

- 1 Choose **File > View Status**.
- 2 Click the task for which you want to check the progress.
- 3 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 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.

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.

Troubleshooting SharePoint jobs that use Granular Recovery Technology (GRT)

- 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 2008 R2 or SQL Server 2008 using SQL Server Native Client 10.0 or later. For SQL Server 2005, a large document SharePoint GRT restore finishes with status 0 but the document is not restored. This issue occurs because a network packet limit is reached. To avoid the issue, increase the network packet size (B) value.

To increase the network packet size (B) value, within the Microsoft Server SQL Management Studio, run the following SQL script on the instance where the SharePoint 2010 or 2013 databases are located:

```
use master
GO
sp_configure 'show advanced options', 1;
GO
RECONFIGURE;

exec sp_configure @configname = 'network packet size (B)', @configvalue =32768
reconfigure

sp_configure

sp_configure 'show advanced options', 0;
GO
RECONFIGURE;
```

This script changes the network packet size (B) from the default size of 4096 to 32768.

Or, for SharePoint 2010 or 2007, restore to the file system and upload the document into SharePoint. Or, you can use SQL’s Native Client 10.0 as the ODBC driver to increase the supported file size. Create the following registry entry:

HKLM\Software\VERITAS\NetBackup\BEDS\Engine\Logging\NEW_DRIVER with a value of 2.

[See TechNote TECH187310.](#)

- 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 2010 and 2013:

- 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.
- NetBackup does not start a GRT restore job from a UNIX NetBackup master server. Initiate the restore job from the SharePoint client under which the backup is cataloged.
- (SharePoint 2010 and 2013) If you are using a SQL 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 9-1](#).

Figure 9-1 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 and client-side deduplication

When you use the NetBackup for SharePoint 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 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 bpcr_start_proxy
with hostname:FABLE
```

Troubleshooting VMware backups and restores of SharePoint Server

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

- One Application State Capture job is created per VM, regardless of which applications are selected in policy.
- The ASC job can fail if 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 **Reuse VMselection query results for** option. See the [NetBackup for VMware Administrator's Guide](#).
- If the ASC job fails, the VMware snapshot or backup continues. Application-specific data cannot be restored. When you query the SQL Server Management Studio (SSMS), it may show that the database was backed up. In this case, though the database was skipped, the snapshot was still successful.
- The ASC job can result in status 1 (partially success). For example, if SharePoint was protected, but SQL failed to be protected.
- Failure results in the discovery job or parent job exiting with status 1.
- ASC messages are filtered to the ASC job details.
- If you enable recovery for a particular application but that application does not exist on the VM, the ASC job returns Status 0.

- Details on the ASC job can be found in the Activity monitor job details.
- `bpfis` is executed and simulates a VSS snapshot backup. This simulation is required to gain logical information of the application.
- GRT live browse error of a SharePoint application-aware VMware image
 When you perform a live browse of VMware SharePoint application-aware backups where the Primary VM identifier is not a NetBIOS name (for example, display name or UUID), a client name like `client SP2010` becomes `client%20SP2010`. The result is that the SharePoint live browse fails with database system error because `client%20SP2010` is not recognized as a valid client name.
 Use one of the following workarounds for this issue:
 In the NetBackup Administration Console, add an entry to **NetBackup Management > Host Properties > Master Servers > Distributed Application Restore Mapping**. The **Primary VM identifier** is the name of the application host. The front-end client name is the name of the component host.
 If the **Primary VM identifier** cannot be added to the Distributed Application Restore Mappings using the GUI on the master server then manually add the entry. For UNIX master servers, add the `SPS_REDIRECT_ALLOWED` entry to the `bp.conf` file. For Windows master servers, add an `SPS_REDIRECT_ALLOWED` registry entry.
- The Application State Capture job fails for SharePoint when 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.
- When you use a VMWare policy to protect SharePoint, the Application State Capture job returns an error for any SQL Servers that host multiple SharePoint farms. SharePoint configurations that have any SQL Server back-end servers that service multiple SQL Server instances for multiple SharePoint farms are not supported with SharePoint application-enabled VMware policies.

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