

NetBackup™ Self Service Release Notes

Release: 11.1

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Cohesity Support

21 September 2025

Reach Cohesity Support

There are several ways to create a Cohesity support case.

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

Support/Service Assistance

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

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

Cohesity Software Running on Partner Hardware

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

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

Cohesity cannot process hardware replacement requests for partner hardware.

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

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NetBackup Self Service Release Notes

This chapter includes the following topics:

- [About NetBackup Self Service 11.1](#)

About NetBackup Self Service 11.1

NetBackup Self Service 11.1 empowers users to self-serve common backup and restore requests while providing automation and control to IT.

Self Service's multi-tenant, role-based access, and dashboard features provide visibility over what's protected and ongoing backup usage. Self Service's request forms put complex policy management tasks safely in the hands of users who are not trained in the complexities of NetBackup administration.

For Enterprises

Managing backups and restores for many thousands of endpoints across multiple locations and data centers is a task that typically requires a team of specialists. Effecting changes to policies can be a time consuming, error prone, manual activity that can leave vital resources unprotected.

Enabling an intuitive self-service portal reduces complexity and errors, and automates a significant number of manual policy change activities. It also enables non-backup specialists to carry out backup and recovery-related tasks in a controlled and audited environment.

For Service providers

Providing backup and restore services to multiple tenants across mixed platforms is a challenge for many service providers. Service providers can enable self-service

and automate tenant requests for backups and restores. This action puts the tenant in control and significantly reduces provisioning costs.

NetBackup Self Service allows multiple tenants to access a tailored, self-service portal through which requests to back up and restore infrastructure are made intuitively. The status of their protected environments is tracked and reported.

Service providers gain from automation while ensuring strict separation and security between tenant environments. Tenants gain control and visibility over what is protected.

Installation

For details of how to install NetBackup Self Service, please refer to the *NetBackup Self Service 11.1 Installation Guide*.

New features & enhancements - 11.1

This chapter includes the following topics:

- [New features and enhancements](#)
- [Known issues](#)
- [Bugs fixed](#)
- [Upgrade from previous versions](#)

New features and enhancements

- **Bulk Expiration of Images**
Tenant users and tenant administrators can view and expire backup images for their own tenants and system administrators can view and expire backup images across all tenants. With this feature you can expire multiple backup images in a single operation, which helps to improve operational efficiency.
- **Tenant Lockout Enhancement**
When a tenant exceeds the contracted quota, NetBackup Self Service automatically disables all associated backup policies on the respective NetBackup master server, preventing scheduled backups and new protection operations. After the tenant is compliant and the lockout is reset, the system automatically enables the policies again.
- **Audit Log Feature – Enhanced Filtering Capabilities**
There are improvements to the audit log system with advanced filtering options to streamline activity tracking and monitoring. NetBackup Self Service administrators can now refine their search results with filters such as Tenant, Date Range, Message Search, and Action Type. There is an additional option

to differentiate between System Admin and Non-System Admin activities. The new filters enable simplified pinpointing of specific events and monitoring actions that lead to efficient and effective audits.

- **Workflow Update for Tenant Restore**
There are improvements to the tenant restore process by giving administrators more control over restore requests, with configurable options tailored to customer needs. The goal is to create a centralized approval workflow for tenant-initiated restore requests, ensuring better control and oversight. The new approval layer applies to multiple restore types, including Register VM, Agent-based Restore VMware VM, Disk, File and Restore Files to Alternate Host, as well as VMware agentless File Restore and Restore Files to Alternate Host. Every tenant restore request requires an administrator approval before execution. Status updates are communicated to both tenants and administrators, ensuring compliance, traceability, and reducing the risk of accidental restores.
- **.NET upgrade**
NetBackup Self Service is upgraded to .NET 8 and all supporting components now target .NET 8 compatible runtime and compatible third-party components. The .NET 8 hosting bundle is installed, which installs the .NET 8 runtime, the Windows Desktop Runtime for .NET 8, and the IIS run-time support for .NET 8.0 (ASP.NET Core Module v2). During installation, it is recommended that you upgrade the server to the latest available version of the .NET 8 hosting bundle.
- **UAC Enabled Feature**
NetBackup Self Service has added UAC-enabled support for the restore operations on Windows-based asset types. This capability is supported by NetBackup.
- **Validate Alternative vApp Restore**
NetBackup Self Service has added enhanced validation for alternative vApp restore workflows along with related bug fixes.

Known issues

Note the following issues:

- **SQL Server workload usage not calculated:** SQL Server workload usage is currently not calculated or reflected in NetBackup Self Service usage metrics.
- **VCD import may fail after upgrading to NetBackup Self Service 11.1:** After upgrading to NetBackup Self Service 11.1, the vCloud import might fail with the following error:

```
vCloud Import 'vCloud Import vcdImport' failed  
Response status code does not indicate success: 401 (Unauthorized) -
```

```
{"minorErrorCode": "UNAUTHORIZED", "message":  
"Unauthorized", "stackTrace": null}
```

This issue may occur even when the configured credentials are valid.

As a workaround, restart the NetBackup Self Service Windows service and re-enter the credentials in the VCD import configuration.

- When using AIR replication, the VCloud import sometimes fails with a lookup failure in certain cases. This is a known issue and occurs if both the source and target domains are added to the same NSS instance

Bugs fixed

- Kubernetes duplicate images fix:
With the Kubernetes workload, NetBackup Self Service retrieves backup images from the NetBackup Catalog API. The API sends two images for a single backup where only one of them is an actual recovery point. In earlier versions of NetBackup Self Service, the restore screen backup selection listed all the imported images. Starting with 11.1, NetBackup Self Service performs a secondary lookup with the Recovery Point API on the NetBackup primary server and only recoverable images are displayed in the list.

Upgrade from previous versions

If you currently use SQL Server 2016 or later, you can upgrade to this version of NetBackup Self Service from the following earlier versions: All versions from 7.7 through 10.34.

For more compatibility details, see the NetBackup Software Compatibility List.

Silent upgrades are supported only from versions 9.1, 10.0, 10.1, 10.1.1, 10.3, 10.4, 10.4.0.1, 10.5, 10.5.0.1, and 11.0.

You can find further information in the *NetBackup Self Service Installation Guide*. Read the "Prerequisites" section carefully to ensure that your environment can support NetBackup Self Service 11.1.