



Release Notes

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Version 22.3.09

September 14, 2022

The following features and enhancements are now available with the release of Bocada 22.3.09. This version is a Major Release and will be supported in accordance with the [Support Terms](#).

New Features

Favorite Reports

Added a new mechanism to mark saved reports as “Favorite” so frequently accessed reports can be quickly and easily run from the new Favorites drop down menu bar. There is also a new "Favorites" view in the "Home" block on the left navigation menu that lists out favorited reports in tabular format.

Enhancements

NetBackup

Improved data collection and reporting for NetBackup version 10.0.1 and added support for version 10.1.

Veeam

Various updates to improve the data reported from Veeam, including an additional data point that pulls the "Reason Failed" from the Veeam database.

ServiceNow: Description Field Limitations

Added a limitation to prevent the Description field of a ServiceNow incident from growing beyond a manageable character size, especially key when Bocada updates existing tickets with subsequent backup failures. After the limitation is met, Bocada will increment the number of failures within the description.

Navigation

Left navigation menu group will now auto-collapse when selecting a new group.

Price Management menu option hidden by default

Price Management option is now hidden by default. This option can be enabled by changing settings.

Resolved Issues

NetBackup

Improved data collection to handle new cases from NetBackup version 10.0.0.1 and 10.1.

vCenter

Released database space usage in vevent table.

The following features and enhancements are now available with the release of Bocada 22.2.08. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Spectrum Protect Licensing Report

Added a new Spectrum Protect Storage Report showing capacity usage in primary pools to anticipate upcoming IBM licensing costs for Spectrum Protect (TSM) deployments.

Intelligent Identification of Missed Backups

Consecutive Failures and Job Trends Reports can now show when an expected backup did not run with a blue icon in the job status field. The new blue status icon highlights when a backup job didn't run on a day when it was expected based on the weekly backup history.

Automatic Zoning on Backup Server Time Zone

Added capability to automatically create Bocada Zones, and assign backup clients to those Zones, based on a backup server's time zone, providing more automation and flexibility within report criteria.

Email Reports: Multiple Reports in a Single Attachment

Added an option to receive multiple reports in a single HTML document attachment.

Enhancements

Executive Summary

Added new column options to the Executive Summary Report, including % Target Success as well as including/excluding partial successes as successful job runs.

Veeam

Improved reports in Veeam for host backup levels *Synthetic Full* and *Copy*.

Druva Phoenix

Improved visibility over SQL Servers protection status for those servers within multiple Availability Groups that have the same name, an addition possible with newly released Druva Phoenix API updates.

Resolved Issues

Consecutive Failures Report

Report Criteria Option "Show All Targets for Backup Clients with Consecutive Failures" now shows the intended results.

Scheduled Emails: Compressed Email Attachments

Updated the default size to compress attachments from *Always* to *5 GB* and moved menu next to other email controls.

The following features and enhancements were made available with the release of Bocada 22.2.07. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Azure App Services

Added support for Azure App Services data collection and backup reporting.

Azure Cosmos DB

Added support for Azure Cosmos DB data collection and backup reporting.

Enhancements

AWS Snapshots Report

- Improved the way snapshot aggregation works through the report criteria selector. This allows for better quantification of storage utilization by snapshots of unknown sizes across different groups like AWS Region, Service, Account, and Resource.
- Introduced manual snapshot grouping to improve report flexibility. Expired and orphaned snapshots can now be more easily identified for cleanup.

Azure Cloud Backup

Added functionality to collect data from multiple subscriptions within an Azure Tenant. This streamlines data collection from Azure Cloud and gives enterprises the option to automatically scale Bocada as their Azure subscriptions grow.

Druva Phoenix

Proactively adjusted our data collection protocols to handle recent changes Druva made to its public API endpoints. This adjustment supports new customer regions and a “new staggered deployment model.”

Microsoft SQL Backup

Mapped transaction log backups to the Bocada Level of *Transaction Log* as opposed to its previous mapping to *Other*, allowing them to be used in report filtering criteria.

NetWorker

Data Collection optimized for faster collections, especially improving speed for large NetWorker servers.

Veeam improvements

Added multiple Veeam updates to enhance data precision and accuracy:

- Data on completed backup jobs that are part of running Veeam Job Sessions is now available. Previously these were reported as In Progress until the entire Veeam Job Session completed.
- Added option to automatically map warnings in Veeam to an error so that jobs with warnings can be reported as Partially Successful. Default behavior is that warnings are not reported as errors, enabling backups with warnings to be considered successful.
- Improved Job Error code recognition and categorization

Rules: Improved Pattern Matching

Improved the pattern matching capability in Rules so that backup clients can be assigned to Bocada zones based on multiple patterns within the same Rule using comma separation. This streamlines the number of rules required to deliver tailored reports for specific data owners and managers.

Server Decommission

Added an option at the Bocada Server level to disable manual data collection updates. This enables customers to keep all data for a decommissioned backup server in the Bocada history without unintentionally running a manual data collection and impacting reports and licensing.

Ticketing/Incident Troubleshooting

Added email alerting and reporting for cases where Bocada attempted to create an incident or ticket in an ITSM system but failed. The reporting is available as an additional column in the Job Activity and Backup Failures reports as well as the *Failed Incidents* report in the *Operations --> Advanced Config* section.

Resolved Issues

Consecutive Failures CSV Export

Corrected a duplicative row issue appearing only on Consecutive Failures report CSV exports.

Edit Servers

Fixed the data collection run issues caused by editing a backup server's connection properties and choosing to perform data collection immediately after finishing the setup wizard.

License Report

Addressed an issue where the licensed units and total units consumed were not summed properly in the exported PDF or HTML report versions.

Upgrade Robustness

Fixed upgrade-related issues where corrupted registry entries would cause the upgrade or uninstall to stall or fail.

Version 22.2.06

June 8, 2022

The following features and enhancements were made available with the release of Bocada 22.2.06. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

Improvements

Veeam improvements

Several changes in Veeam Data Collection around Transaction Log backups, Error Code handling, backup level assignments, and backup job success/failure assessment.

Redstor improvements

Discover Tenants will now do zones creation and collection filter based on "Selected Tenants" in server properties.

Resolved Issues

Networker backup: Time out and performance issues

Networker backup collection was failing with "Skipping job save job-NNNNNNNN: invalid start date" and time out errors. Also, made performance improvements

The following features and enhancements were made available with the release of Bocada 22.2.05. This version is a Major Release and will be supported in accordance with the [Support Terms](#).

New Features

Cherwell Incident Ticketing integration

Added functionality to use criteria-based rules to automate incident ticket creation in Cherwell. Incident tickets are dynamically updated if multiple failures occur in the same object, eliminating redundant tickets.

New Asset Inventory reports

Built four new reports in the Asset Inventory section to replace the existing three reports from the “CMDB” section. These reports highlight the same *Protected*, *Unprotected*, and *Non-Inventoried* assets with additional data points and improved filtering. The fourth report added is an *All Assets* report which provides a view into the entire inventory data set in a single place.

The current set of new reports is phase-1 of three phases, and future releases will also consolidate inventory data from AWS, Azure, VMware, and other sources into these four reports.

Enhancements

Storage Alerting

Added automated alerting to signal storage usage approaching a percentage of total capacity.

AWS Availability Zone

Added AWS Availability Zone information to backup job region data when applicable to an AWS Service, e.g.: EC2 instances.

Resolved Issues

This release resolves customer reported issues. The most critical fixes are documented below.

Saved Reports

Enabled renaming of saved reports from the Saved Reports interface.

The following features and enhancements were made available with the release of Bocada 22.1.04. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Dell PowerProtect Data Manager (PPDM)

Added support for PPDM backup and restore activity reporting. This includes reporting on job activities as well as failure alerting & ticketing.

Druva Phoenix Oracle Backup Job Reporting

Added reporting for Oracle database backups using *Phoenix Backup Store (PBS)* process.

Emailed Reports: Compression of Large Reports

Added functionality to send reports as a single, compressed zip file when the size exceeds a user-configurable maximum size.

Emailed Reports: Multiple Report Attachments

Added functionality to aggregate multiple scheduled reports and send all the reports in a single email as zipped or standalone attachments.

MSSQL Plugin: Bulk upload SQL Instances using CSV

Automated adding multiple SQL Server instances to Bocada for data collection via CSV. This enables ingesting multiple SQL Servers with different properties (e.g.: server name, instance name, authentication method and user) into Bocada via one step.

Enhancements

Druva Phoenix: SQL Availability Group (AG)

Improved reporting and visibility by appending the primary server of the AG cluster to the Bocada Client name, which previously contained only the Availability Group Resource Name.

NetBackup Policy Data Collection: REST API Support

Added REST API (including RBAC) support to report on the policy configurations.

Spectrum Protect: Discrete Database Backup Reporting

Improved database-level reporting by splitting multi-database backups into individual targets, allowing for database specific auditing.

Ticketing: Added Criteria to Filter by Ticketing Instance

Added criteria to select specific ticketing system instances in the *Backup Failures* and *Job Activity* reports.

Commvault: Backup Media Destination Metrics

Added data collection and reporting for *Media Destination*, *Media Server*, and *Media Library* for each successful Commvault backup.

vCenter Plugin: Host Clusters Visibility

Added data collection and reporting for VMware Host Clusters in the VMware Asset Inventory reports.

Discontinued Features

Assign Data Domain Function

This function assigned backup policies to the Data Domain “Media Type” within Bocada for backup products which write backups to Data Domain as a standard file server (e.g.: TSM). Product feedback indicated that this feature is not used.

Resolved Issues

This release resolves customer reported issues; the most critical fixes are documented below.

Bocada Installer Fails with Error 0x80070666 (Case 10179)

This failure occurred when a newer version of the Microsoft C++ redistributable already installed on the system. The updated behavior will be to skip installation of the C++ redistributable when a newer version is detected.

Data Domain: Collection Shows as Successful Without Data Collected (d547)

This issue occurred when Data Domain usernames or passwords were invalid or expired. The updated behavior in this release shows the data collection as failed with the appropriate messaging.

Version 22.1.03

March 10, 2022

The following features and enhancements were made available with the release of Bocada 22.1.03. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Automatic Zone Assignment Based on CMDB Asset Inventory

Added automated zoning based on CMDB data for both Bocada and CMDB Asset Inventory client data.

Druva Phoenix Oracle Backup Job Reporting

Added reporting for Druva Phoenix *Direct to Cloud* backup of Oracle databases.

Export Job Details

Individual job detail data now exportable from the Job Trends, Consecutive Failures, Failure Trends, Job Activity, and Backup Failures reports after clicking on the green, yellow, or red icons.

Spectrum Protect Storage Pools Report

New report created for Spectrum Protect (TSM) for Storage Pools related report including Tape Libraries and Stgpools.

Enhancements

Bocada Upgrade Configuration

Added functionality for the Bocada installer to change database or user configuration during an upgrade.

NetBackup Data Collection

Added data collection support for NetBackup Linux servers through SSH using the root user and password instead of standard user with sudo.

Resolved Issues

This release resolves customer reported issues; the most important ones are documented below.

Spectrum Protect Backup Storm Resolution

Added more robust handling of some backup session storms. For example, when repeated attempts to communicate with the Spectrum Protect server are denied due to licensing issues.

Version 22.1.02

February 9, 2022

The following features and enhancements were made available with the release of Bocada 22.1.02. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

AWS Backup Auto Zone Assignment

Built upon existing AWS Role-based data collection to now enable auto-creation and assignment of AWS clients into Bocada zones

Enhancements

Commvault

Added data collection to mine the internal static hostname given to backup clients within Commvault.

Scheduled Report Management

Updated the Run Report icon to a Refresh icon to differentiate between refreshing the data in the report and running the Scheduled Report Configuration.

Performance

Improvements to report and data collection speeds.

Redstor

Added capture & playback, improved collection performance, and improved reporting on some successful backup jobs.

Price List

Updated the styling and functionality of the Price List configuration dialog.

Resolved Issues

This release resolves customer reported issues; the most important ones are documented below.

Spectrum Protect

Added more robust handling of client backup session storms for cases, an example being when repeated attempts to communicate with the Spectrum Protect server are denied due to licensing issues.

Data Protector

Improved localization support for data collection.

Orphaned Clients Report

Removed legacy report in favor of the Backup Clients report which provides a more configurable view of resources that may be orphaned.

Version 22.1.01

January 12, 2021

The following features and enhancements were made available with the release of Bocada 22.1.01. This version was a Major Release and will be supported in accordance with the [Support Terms](#).

New Features

Acronis Cyber Protect

Added support for Acronis Cyber Protect's backup and in progress jobs. This includes reporting on job activity and trends as well as failure alerting & ticketing.

NetBackup Storage Configurations

Added REST API (including RBAC) support to report on the following storage configurations: disk pools, storage servers, storage units, and cloud-based storage support for Azure.

Enhancements

AWS Roles

Added a feature option to enable data collection against AWS spoke accounts when the Role used for authentication does not have permission to collect data against the AWS Hub account.

Scheduled Report Management

Added report level ownership (Global Default & My Default) to Scheduled Report Management so customers can identify when default reports are scheduled for distribution.

AD User validation

Added a flexible configuration to skip AD user verification via cross-domain checks to enable successful email distribution of reports.

Data Collection

Provided a self-service option to remove obsolete Bocada DCS entries to help streamline diagnosis of data collection related problems.

Resolved Issues

This release resolves customer reported issues; the most important ones are documented below.

Spectrum Protect (TSM)

- Addressed a storage data collection failure with Error 545: Data source failed: Command is valid, but one or more parameters were not specified correctly ExecuteCommand failed: RC(3) EC(0).
- Fixed an issue with VM backups reporting with an incorrect VM Client name for Mode: DataMover backups

Azure Cloud Recovery

Fixed the SQL Client name for transaction log backups which were sometimes shown as a GUID string.

Azure Backup Server (DPM)

Storage trends chart for DMP 2016 now shows valid data following a successful storage collection.

Storage Servers Report

Update report to remove duplicate entries and better focus on storage repository utilization.

The following features and enhancements were made available with the release of Bocada 21.3.12. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

ServiceNow Incident Auto-Closure

Added support for native integration with ServiceNow to automatically close opened incidents via rule-based actions. Allows customers to specify open and close states based on default or custom ServiceNow configurations.

AWS IAM Role Authentication

Added support to collect data at scale from multiple AWS accounts through IAM Roles. The addition of IAM Role authentication to IAM user authentication allows customers with multiple, and dynamically created AWS accounts to report on all their data through a single Bocada configuration.

Enhancements

Veeam

Added support for *Veeam Backup for AWS* reporting for AWS EC2 instances protected by Veeam Backup & Replication.

Commvault

- Enhanced the identification of unique errors and limited extraneous alerting and ticket generation by improving VM backup error recognition.

General Reporting

- Added support to display dates in international formats in the Job Trends, Consecutive Failures, and Failure Trends reports exported or emailed as CSV.
- Improved default sorting behavior in dynamically grouped tabular reports.

Resolved Issues

This release resolves several customer reported issues; the most important ones are documented below.

Spectrum Protect (TSM)

- Fixed the incorrect reporting on backup targets as Restore jobs when they should show up as Backup jobs.

N2WS

- Improved data collection to better capture and report on long running jobs

The following features and enhancements were made available with the release of Bocada 21.3.11. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

Enhancements

Spectrum Protect (TSM)

- Improved performance & scalability of the plugin to better support large Spectrum Protect Server deployments.
- Enhanced data integrity by addressing failed VM backups reported as successes and incorrect byte counts reported in certain backup jobs.

Rubrik RBS Agent Reporting

Enhanced the Rubrik plugin to report on RBS agent versions, supporting audits requiring file-level backup use-case scenarios.

Commvault Disaster Recovery

Enhanced the Commvault plugin to include reporting on disaster recovery backups.

Zone Creation & Assignment

Provided a mechanism to automate Zone creation and the assignment of backup clients to Zones based on a CSV, text, or a similar dataset.

Protected Asset Reporting

Updated CMDB Protection analysis reports to exclude vCenter inventory and snapshots when assessing asset protection levels.

Scheduled Report Management

Added a column to display time zone to easily correlate the scheduled reports with the correct time zones.

Version 21.3.10

October 13, 2021

The following features and enhancements were made available with the release of Bocada 21.3.10. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

ServiceNow Customer Service Management (CSM)

Added support for ServiceNow Customer Service Management which provides customers with a flexible configuration to create, monitor, and report on CSM cases within the Bocada UI. Also includes an automated journal to record all Bocada-created CSM cases.

Google Cloud Platform (GCP)

Added support for Google Cloud Platform backup and storage. This includes reporting on job activities as well as failure alerting & ticketing.

Enhancements

AWS Snapshot Groupings

Enhanced the reporting criteria for the AWS Snapshots Report to allow aggregation by Snapshot, Clients, Servers, Regions and AWS Service Type (EC2, RDS, etc.).

Improved License Management

Improved managing license workflows and functionality. UI enhancements also included.

Version 21.3.09

September 9, 2021

The following features and enhancements were made available with the release of Bocada 21.3.09. This version is a Major Release and will be supported in accordance with the [Support Terms](#).

New Features

NetBackup RBAC Support

Added support for NetBackup RBAC (Roll Based Access Control) to better support secure data collection via the NetBackup API. Bocada data collection can be configured for NetBackup 8.3 and later to leverage an API key rather than username and password for enhanced security protocols.

Enhancements

Rubrik 6.0 Support

Updated the Rubrik plugin to be compatible with newly released Rubrik 6.0.

Report Actions and Server Property Improvements

Improved workflows and streamlined functionality around data collection configuration and report actions.

Version 21.2.8

August 11, 2021

The following features and enhancements were made available with the release of Bocada 21.2.8. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Redstor

Added support for Redstor backup monitoring, including backup job activity reporting as well as backup-restore failure alerting. Additionally, automated tenant discovery to identify all MSP tenants supported by Redstor.

Consecutive Failures Client Analysis

Enabled display of all targets for each client. This includes displaying lines for trend history of both successful and failed targets.

Enhancements

Custom SQL Reporting Anchored on Backup Day

Allow customers to create custom reports based on the backup day rather than the midnight following a backup.

Server Property Configuration

Improved data collection configuration for storage & backup reporting on the following backup products: NetBackup, NetApp, Networker, Data Protector.

Commvault Error Code Mapping

Improved categorization and identification of Commvault error codes by mapping codes in Bocada to what is reported in the Commvault UI console.

Rubrik REST API Update

Upgraded Rubrik plugin to be compatible with version 5.2.x.

NetBackup

Added support for NetBackup 9.1, featuring improved storage collection reporting.

Version 21.2.7

July 14, 2021

The following features and enhancements were made available with the release of Bocada 21.2.7. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Azure SQL Transaction Log Backups

Added reporting for Azure SQL Transaction Log backups, providing visibility into backup performance metrics not currently visible via the Azure Portal.

ServiceNow Integration with OAuth 2.0

Integration with ServiceNow REST APIs using OAuth 2.0 is now available to automate ticketing generation and management.

HPE StoreOnce Gen 4

Added storage capacity and utilization reporting for Gen 4 versions of HPE StoreOnce, consolidating all StoreOnce reporting regardless of StoreOnce generation.

Enhancements

Veeam Expiration and Retention

Improved retention and expiration data for Veeam backups, replications, and backup copies, including long term retention using GFS.

Commvault Copy Job Recognition

Improved copy job recognition to better distinguish and isolate copy jobs from other backup job types for reporting and ticketing.

Improved Job Trends Report Performance

Improved performance of the Job Trends, Consecutive Failures, and Failure Trends reports which now run on the scale of 10x faster.

Improved Actions & Export Menus

Consolidated Action and Export menus and improved the styling to provide a simpler, more intuitive workflow.

FIPS Compliance for PDF Reports Exports

Built FIPS compliance into the PDF exported reports capability.

Version 21.2.6

June 09, 2021

The following features and enhancements were made available with the release of Bocada 21.2.6. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

NetApp SnapCenter

Added reporting for NetApp SnapCenter backups of resources including database instances, Microsoft SQL Server availability groups, Oracle databases, Oracle RAC databases, Windows file systems, a group of custom applications, VMs, and datastores.

Azure Active Directory

Added support for running Bocada and communicating with Azure SQL databases with Azure Active Directory (AAD) users.

Enhancements

Email Support for Mimecast or any SMTP using STARTTLS

Added checkbox option in Bocada email configuration settings to use STARTTLS email protocol. Note that STARTTLS is not compatible with FIPS. SSL or default connectivity should be used instead.

Alerts & Ticketing

Updated alerting and ticketing to allow more precise, targeted criteria to trigger ticket generation. For example, tickets can now be generated based on specific error codes or messages in addition to existing criteria like consecutive failed attempts, groups or resources, or job types.

Charting Export & Email

Updated the chart export and email functionality to ensure that charts preserve their improved look and feel when being distributed outside of the Bocada application.

NetBackup

Added support for NetBackup 8.3.

Version 21.2.5

May 12, 2021

The following features and enhancements were made available with the release of Bocada 21.2.5. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Azure SQL PaaS Database Reporting

Added reporting for backups of SQL PaaS Azure including Azure SQL Database and Azure Managed Instance Databases.

Specialized Encryption

Added the ability to use a specific encryption key for all passwords stored within the Bocada database. The key used can be changed at any time, at which all passwords will be re-encrypted.

Enhancements

Acronis Cyber Cloud

Automated Acronis Cyber Cloud tenant discovery and creation within the Bocada Application. This new feature identifies all MSP tenants within the Acronis account and mirrors the existing tenant infrastructure within the Bocada application to streamline customer reporting.

NetBackup - IPV6

Added support for data collection with NetBackup configured for IPV6.

Executive Summary

Target Days column added that sums the number of targets that ran on each of the days over the time.

Performance

Improved speed and performance throughout the Bocada application.

The following features and enhancements were made available with the release of Bocada 21.2.4. This version is a Major Release and will be supported in accordance with the [Support Terms](#).

New Features

BMC Helix (Remedy) Ticketing Integration

Added functionality to use criteria-based rules to automate Helix ticket creation. Tickets are dynamically updated if multiple failures occur in the same object, eliminating redundant tickets. The Incident History Report can also be used to identify ticket status and any changes made to tickets in Helix, including assignment, state, urgency, severity, resolution, and other attributes.

Enhancements

NetBackup Auto Image Replication (AIR)

Improved identification and categorization of NetBackup (AIR) jobs so replications can better be identified and tracked through the lifecycle of the data.

Veeam Service Provider Console (VSPC)

Improved byte count details for each VM backup including VM size, bytes backed up as well as compression and deduplication statistics when data is available in VSPC for the restore points.

Veeam Backup & Replication

Implemented various improvements to data and reporting, including:

- Added data to track Veeam backup retentions and expirations
- Updated the Veeam plugin to better support changes made in Veeam 11

Commvault Reporting

Implemented various improvements to data and reporting, including:

- Added “Agent Type” to the Bocada job group field
- Added data to the Bocada job group field where previously it was blank, including Agent Type, policy, and other information about the backup job.
- Improved VM identification for Hypervisor backups
- Added information about SQL Transaction Log backups to the Bocada level field

Cohesity Reporting

Implemented various improvements to data and reporting, including:

- Added support for collection against Cohesity nodes running in Azure Cloud
- Improved error mapping to specific error codes within Bocada so selective errors can be ignored or amplified
- Improved reporting of Cloud Archive jobs in the Bocada level field

The following features and enhancements were made available with the release of Bocada 21.1.3. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Zerto

Added Zerto replication data collection and reporting. This includes historical success and failure performance metrics.

CMDB Ingest and Asset

Users can now query and ingest data from any CMDB inventory list or system with an ODBC connection, allowing for queries from simple CSV files to complex cloud ITSM systems. The inventoried data is then automatically compared against backup data in Bocada to highlight:

- Data for clients found in the CMDB but not reported in Bocada, exposing unprotected resources.
- Data for clients reported in Bocada but not found in the CMDB, exposing potential gaps or holes in the CMDB.
- Data for clients found in both sources, enabling management, and tracking of data protection across enterprise environments.

AWS RDS

Added support for running the Bocada database on AWS RDS for SQL server, increasing cloud deployment flexibility.

Azure SQL Managed Instance

Added support for running the Bocada database on Azure SQL managed instances, increasing cloud deployment flexibility.

Enhancements

Azure Backup

Updated the Azure Cloud Recovery plugin to enter and collect data from the Azure subscription level rather than the Recovery Services Vault. This simplifies configuring data collection for Azure Backup and enhances the inventory data set used to identify Azure unprotected assets.

Details about the changes and behavior after upgrade to Bocada 21.1.3 can be found in the Bocada Knowledge Base: <https://bocada-support.force.com/s/article/Q-A-for-Azure-Cloud-Recovery-plugin-change-on-Bocada-21-1-3-and-later-versions>

Custom SQL Report Criteria

Added '\$' variable support to simplify using criteria with Custom SQL reports. For example, to include the Backup Server criterion in a Bocada Custom SQL report:

```
SELECT * FROM servers
WHERE serverfqname in ($Servers)
```

Backup Trends Details

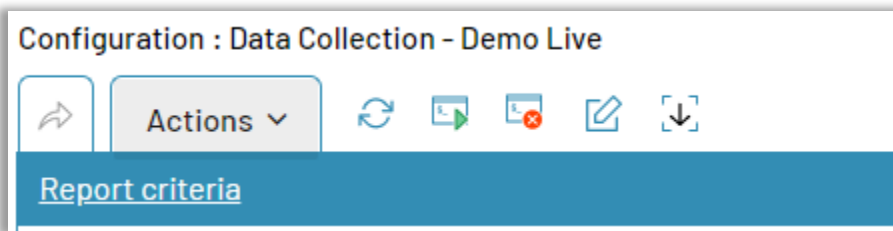
Added metrics of total change in data backed up over an entire date range to augment the change per time unit (day, week, or month).

Storage Trends Details

Added summary of change in data usage over the entire report date range to augment the change per time unit (day, week, or month).

User Experience Improvements

All Bocada reports now feature the action panel in the center of their Bocada dashboard. Further, all action icons are now fully updated.



Version 21.1.2

February 10, 2021

The following features and enhancements were made available with the release of Bocada 21.1.2. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

ConnectWise Ticketing Integration

Added functionality to use criteria-based rules to automate ConnectWise ticket creation. Tickets are dynamically updated if multiple failures occur in the same object, eliminating redundant tickets. The Incident History Report can also be used to identify ticket status and any changes made to tickets in ConnectWise, including assignment, state, urgency, severity, resolution, and other attributes.

Acronis Cyber Cloud

Added data collection and reporting for Acronis Cyber Cloud, a tool used by Managed Service Providers (MSPs) to manage backups for their end customers.

Enhancements

Backup Trends Details

Added change in data backed up by the day, week, or month depending on date grouping selected.

Storage Trends Details

Added change in data usage by the day, week, or month depending on date grouping selected.

Backup Clients Criteria

Improved performance to reduce loading time for report criteria and advanced criteria controls.

Version 21.1.1

January 13, 2021

The following features and enhancements were made available with the release of Bocada 21.1.1. This version is a Major Release and will be supported in accordance with the [Support Terms](#).

New Features

Veeam Service Provider Console

Added data collection and reporting for Veeam Service Provider Console (VSPC), a tool used by Managed Service Providers (MSPs) to manage Veeam backups for their end customers. When adding a Veeam Service Provider Console to Bocada, an MSP can enable automated, centralized backup reporting and monitoring at the customer level, mirroring the existing tenant infrastructure.

Jira Ticketing Integration

Added functionality to use criteria-based rules to automate Jira ticket creation. Incidents are dynamically updated if multiple failures occur in the same object, eliminating redundant tickets. The Incident History Report can also be used to identify ticket status and any changes made to tickets in Jira, including assignment, state, urgency, severity, resolution, and other attributes.

Enhancements

Improved Dynamic Charting

Improved charting look and feel, as well as usability, with increased interactivity. This release includes improved charting for not yet updated reports, including Storage Trends, all Data Domain reports (Utilization, Utilization Trends, and MTree Trends), all StoreOnce reports, and the Dashboard.

Criteria Builder

Continued user experience improvements by rolling out the new criteria builder across the Job Trends, Consecutive Failure, and Failure Trends reports.

Veeam Backup & Replication

Added capability to capture additional backup and restore job types such as Guest File Restores.

Commvault

Added specific categorization for index restore jobs to allow for exclusion, if desired.

The following features and enhancements were made available with the release of Bocada 20.3.12. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

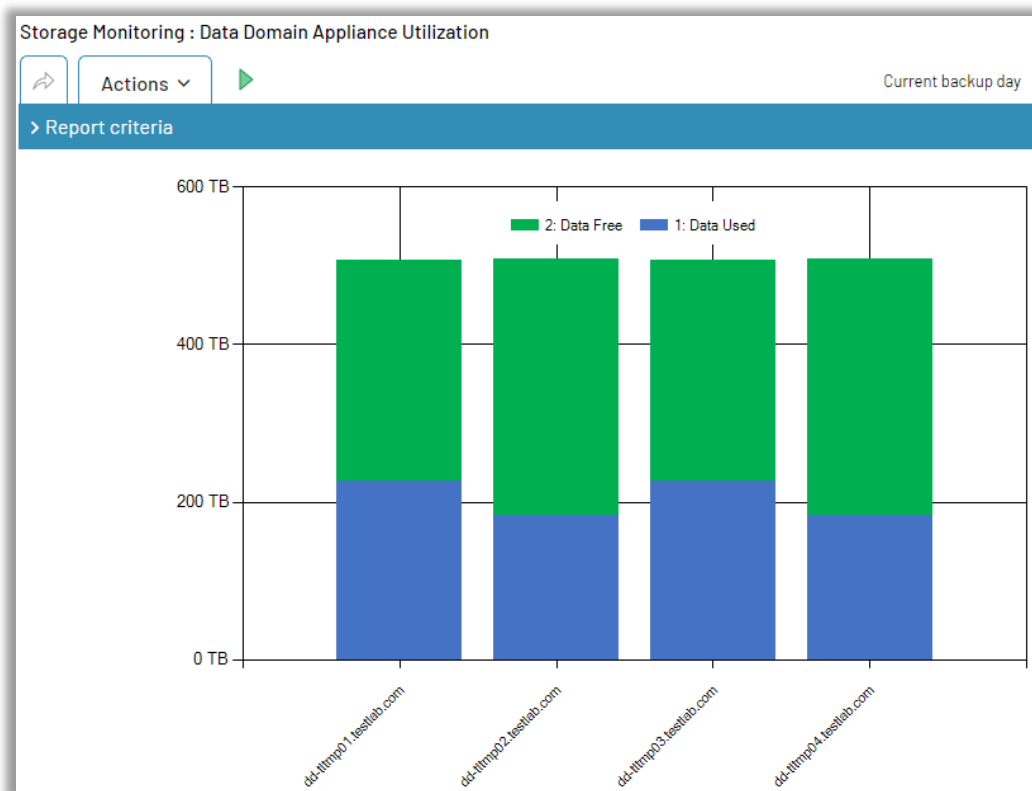
New Features

Micro Focus Service Manager Ticketing Integration

Added functionality to generate incidents in Service Manager using criteria-based automation. Incidents are dynamically updated if multiple failures occur in the same object, removing the need for multiple tickets. The Incident History report can also be used to identify ticket status and any changes made to tickets in Server Manager, including assignment, state, urgency, severity, resolution, and other attributes.

Data Domain Appliance Utilization

Added a bar chart to highlight Data Domain storage usage including total capacity and utilization for each specified appliance, including a drill-down with details such as percent used and cleanable space.



Data Domain Appliance Utilization

Storage Monitoring : Data Domain Appliance Utilization Tabular

Actions ▾

> Report criteria

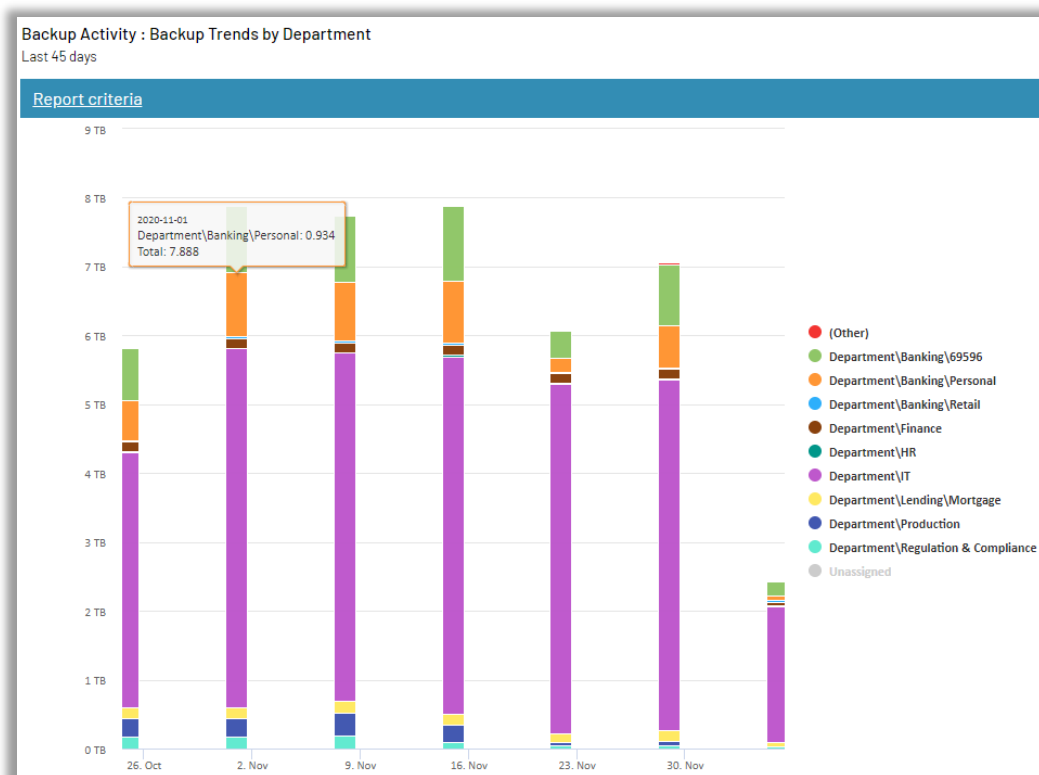
Appliance	Pct. Used	Pct. Free	Pct. Cleanable	Capacity (TB)	Used (TB)	Free (TB)	Cleanable (TB)
dd-tltmp03.testlab.com (11/22/2020)	44.69	55.31	3.56	507.4966	226.7970	280.6996	18.0696
dd-tltmp01.testlab.com (11/22/2020)	44.68	55.32	3.52	507.3341	226.7015	280.6326	17.8478
dd-tltmp02.testlab.com (11/22/2020)	36.21	63.79	2.85	507.9202	183.9392	323.9811	14.4776
dd-tltmp04.testlab.com (11/22/2020)	36.19	63.81	2.88	507.9202	183.8352	324.0851	14.6330

Data Domain Utilization Details

Enhancements

Improved Dynamic Charting

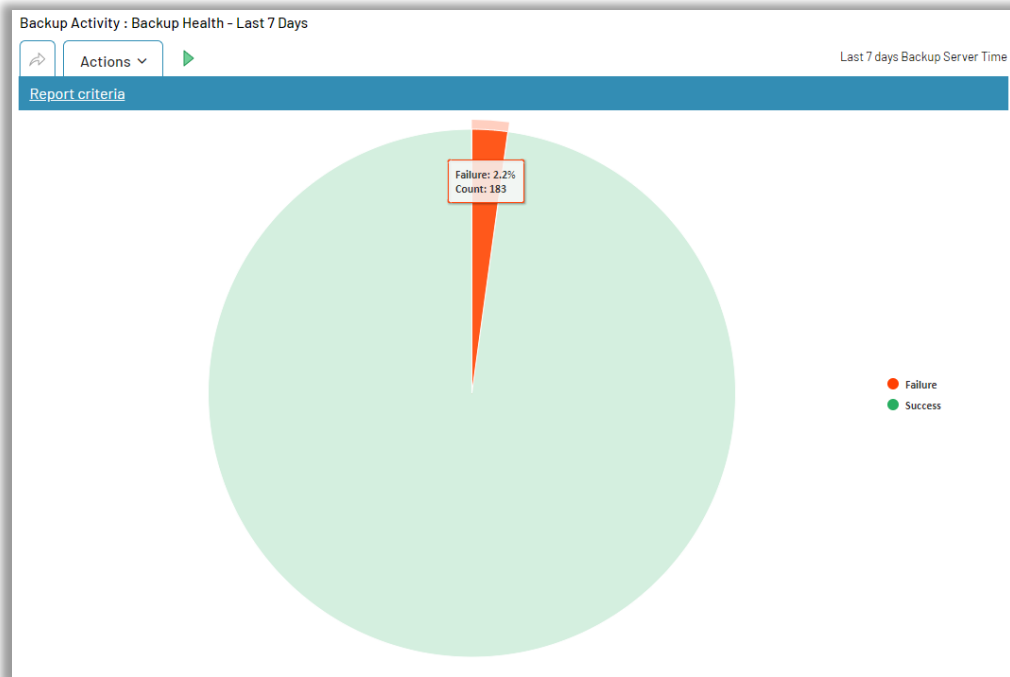
Greatly improved look and feel of reports that use charts as well as added increased interactivity. This release contains new charts for Backup Activity related reporting including Backup Health, Backup Health Trends, Backup Trends, Backup Duration Trends and Restore Health. More charts throughout the platform will be updated in subsequent releases.



Backup Trends



Backup Health Trends



Backup Health

Backup Client Classification for Endpoints
 Added the ability to identify clients as endpoints.

ServiceNow Incidents Column Added to Reports

A column has been added to several reports that shows ServiceNow identifiers in plain text format. This allows exported report to show the TT Number and/or the TT Link.

Version 20.3.11

November 19, 2020

The following features and enhancements were made available with the release of Bocada 20.3.11. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Dynamic Report Distribution (Email Blocs)

Added ability to send a single report to multiple audiences with content customized by audience. By inserting a dynamic module or “email bloc” within the report, senders can leverage a single report configuration. Each email bloc is set to show information that is only relevant to users or audiences assigned to unique zones (e.g., MSP customer, geography, application, business unit, etc.). Upon sending the report, recipients will receive a report featuring data associated only with their zone.

Email blocs streamlines the report creation and configuration process, enabling the development of a single report template that can be leveraged across users, independent of their permissions access.

Enhancements

Exported and Emailed Reports

Improved look and feel of inline and attached HTML exports.

AWS and Azure Protection Analysis Reports

Added columns for “Last Inventoried Days” and “Days Unprotected” to help filter out resources that are no longer present in AWS or Azure and better identify and highlight active, unprotected cloud resources.

Version 20.3.10

October 13, 2020

The following features and enhancements were made available with the release of Bocada 20.3.10. This version is a Major Release and will be supported in accordance with the [Support Terms](#).

New Features

Veeam for Office 365 Reporting

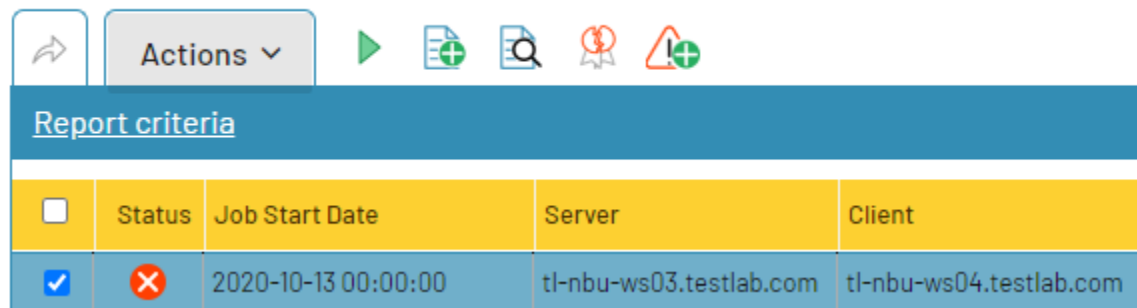
Added reporting for Veeam for Office 365 backups including data about the Office 365 Organization, users, and their resources (mailbox, OneDrive, and site), and media destination type.

Enhancements

User Experience Improvements

Updated report action icons and placement for Job Activity, Backup Failures, Restore Activity, Byte Variance, the Saved Reports view, and several other reports.

Backup Activity : Backup Job Activity - Default



<input type="checkbox"/>	Status	Job Start Date	Server	Client
<input checked="" type="checkbox"/>		2020-10-13 00:00:00	tl-nbu-ws03.testlab.com	tl-nbu-ws04.testlab.com

Druva Phoenix

Improved Druva Phoenix reporting to collect and report on additional data points including specific error codes, messages, description, and solution steps recommended by Druva.

NetWorker Backup Data Collection

Enhanced data collection process to better support large scale NetWorker server implementations.

Scheduled Actions

Added ability to manually run scheduled Bocada actions on demand to verify configuration of automated processes such as newly created backup failure alerts.

Version 20.2.9

September 10, 2020

The following features and enhancements were made available with the release of Bocada 20.2.9. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

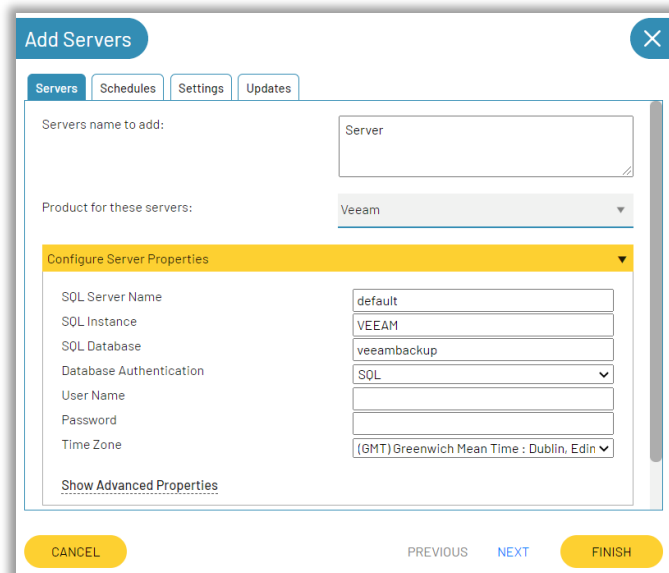
Druva inSync Endpoint Reporting

Added reporting for Druva inSync endpoint backups, including user devices, Gmail, Google Drive, Exchange Online and OneDrive.

Enhancements

User Experience Improvements

Updated the look and feel for the server properties dialog box when adding or editing backup server properties.



Druva Phoenix

Improved Druva Phoenix reporting to collect and report on additional data points including byte counts and file counts.

Bocada Application Server

Added support for running multiple Bocada Application Servers in parallel on a single Bocada database.

The following features and enhancements were made available with the release of Bocada 20.2.8. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

HPE StoreOnce Reporting

Added storage capacity and utilization reporting for StoreOnce appliances including support for Gen3 single and multi-node devices.

Enhancements

CMDB Functionality

Added ability to manually map CMDB clients that have backups to Bocada clients. Added capability to mark specific clients as “disregarded” so they do not appear in reports when they are known exceptions.

Enhancements to Icon Mouseovers

Enhanced job details available in backup status icon mouseovers, including byte count, number of represented jobs, and any associated job errors.

Executive Summary Report

Added the ability to filter by Backup Product in the report criteria.

Installer/upgrade

Removed unnecessary warning prompt (e.g., Cancel, Retry, or Ignore) to streamline the process.

Improved Application Performance

Streamlined SQL report queries, SQL processes, and automated reporting schedules, reducing stress on the system and improving overall application performance.

Job Trends, Consecutive Failures, & Failure Trends

Added the ability to assign a custom backup status icon to a set of backup errors. Allows for differentiation from Bocada’s default red, yellow, and green standards. The default custom icon’s color is blue.

Time Zones

Converted date and time data to the Global Reporting Time Zone to clarify the date and time at which events occurred in the Rules Audit and Incident History (e.g., ticketing) reports.

Version 20.2.7

July 8, 2020

The following features and enhancements were made available with the release of Bocada 20.2.7. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features & Enhancements

Azure Cloud Data Collection

Added a new method to collect data from Azure Cloud tenants that:

- Streamlines configuration, leveraging Resource Groups and Recovery Services Vaults rather than Storage Accounts
- Adds reporting for Azure Storage Backups (Azure File share)
- Enhances job message detail
- Enhances visibility into job type
- Adds visibility into “Files and Folders” protected to cloud from on-prem Azure Backup Server (MABS)

Asset Protection Reports

AWS, Azure, and VMware Protection Analysis reports have been split into three distinct reports to segment *Unprotected*, *Protected*, and *All* assets, enabling one-click identification of protected versus unprotected resources.

VMware VM Mapping for Inventory Protection Analysis

Improved the matching algorithm to identify protected / unprotected VMware inventory.

Data Collection Alerting

Released option to be alerted only when collection has failed *and* data has not been collected, accounting for cases where failure may be expected to reduce failure noise.

The following features and enhancements were made available with the release of Bocada 20.2.6. This version is a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features & Enhancements

ServiceNow Incident Integration

Added capability to include backup job information in the *Work Notes* section of incidents created and updated by Bocada. Any Bocada data associated with the failure can be included, including policy, schedule, backup level, job duration, job group, backup job ID, and more.

Backup Activity Reports

For Bocada-generated service tickets pushed to ITSM tools, a link will be assigned to the listed backup failure within Bocada to take users directly to the ticket within the system, optimizing ticket management.

CMDB Inventory Assessment

Added new columns to the CMDB Inventory Assessment Reports, including customer/account and secondary CI names, to pull and display incremental data from CMDBs. Additionally, existing report column names were improved for greater clarity.

Executive Summary Report

New columns have been added to the Executive Summary report including file count and count of total jobs during the specified time range.

AWS Snapshot Report

Added a summation of the *Capacity* column to show relative usage by AWS VM Instance or Region.

Data Protector

Added information to restore jobs, including byte count and restored file details.

Azure Cloud Storage

Improved the accuracy of the Storage Clients report by detailing data allocated for Azure VM backups.

Version 20.2.5

May 13, 2020

The following features and enhancements were made available with the release of Bocada 20.2.5. This version was a Major Release and will be supported in accordance with the [Support Terms](#).

New Features

Azure Protection Analysis Report

Added new report to highlight the entire Azure VM inventory, with and without recent snapshot protection, automating the identification of potentially unprotected Azure resources.

AWS Backup: FSx

Expanded reporting for AWS manual and automated snapshot protection to include Amazon FSx and storage utilization of FSx snapshots.

Enhancements

ServiceNow Incident Integration

Improved multiple aspects of the automated incident creation functionality and overall process visibility, including: the addition of enhanced incident data with standard Bocada reports, enhanced visibility of deleted incidents, and general improvements to the user experience.

CMDB Inventory Assessment

Improved reporting to better distinguish between Bocada client data and CMDB CI (Configuration Item) data to identify data protection gaps more easily.

Data Protector

Implemented various improvements, including data collection performance, failure detection, policy (Data Protector specification) information, and restore reporting.

The following features and enhancements were made available with the release of Bocada 20.1.4. This version was a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

Executive Summary: Backup Server and Backup Client Level Reporting

Expanded executive reporting options within the Executive Summary report by adding capability to show the high-level backup statistics at the backup server and backup client levels. This report previously only supported viewing data by zone.

AWS Protection Analysis Report

Added new report to highlight the entire AWS inventory with and without recent snapshot protection, automating the identification of potentially unprotected AWS resources.

Microsoft SQL

Added media destination for each database backup to data mining and reporting, available in the *Media Destination* field.

Enhancements

AWS Backup

Improved data collection and report visibility for easier EC2 Instance name and ID identification. Previously, name and ID were affixed to the client's name. The separation of these components allows for cleaner visibility.

Bytes Protected in Backup Reports

Updated the reports to display an empty value for bytes Protected when the data is unknown. Previously, this was reported as a zero value for some backup products.

CMDB Reports Renamed

Renamed the CMDB focused reports to better encapsulate what the data identifies.

Current Report Name	Report Description	Previous Report Name
Unprotected Assets	Identifies asset data from CMDB that is not identified as protected in Bocada Reporting	CMDB Only
Non-Inventoried Assets	Identifies where Bocada reporting data does not match any assets within the CMDB inventory	Bocada Only
Protected Assets	Identifies the overlap where CMDB assets contain a backup within Bocada Reporting	Bocada & CMDB Overlap

Media Destination in Storage Reports

Renamed *Media Device* to *Media Destination* for clarity of what the data represents.

Avamar

Improved data and reporting by removing the generic string that Avamar appends to the end of client name for VM client replications.

Data Protector

Improved data collection and job failure detection to prevent identification of certain messages as job failures when they were successful:

Error Message	Reason Successful
Could not find related full backup of the object	Full backup was not detected so backup switched from incremental to full.
Clearing Archive flags is not applicable with Volume Shadow Copy backup	Informational message

Version 20.1.3

March 16, 2020

The following features and enhancements were made available with the release of Bocada 20.1.3. This version was a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

AWS Redshift Snapshot Reporting

Expanded reporting for AWS manual and automated snapshot protection to include Amazon Redshift data warehouse and storage utilization of Redshift snapshots.

NetApp Storage

Expanded NetApp storage reporting, providing visibility into aggregated and replicated volumes as well as insight into data trends, storage utilization, and storage alerting.

Enhancements

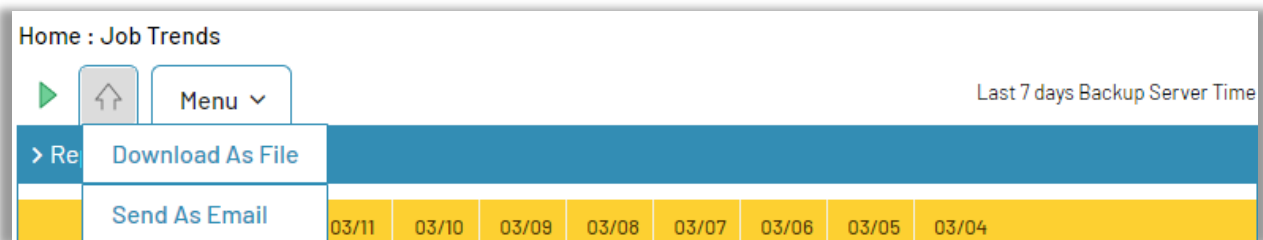
UX Improvement: Streamlined Action Row

Continued to improve user experience by creating a new 'Action Row' at the top of reports. Previously, user actions were placed in a panel at the far right of the screen. The commands have been grouped together and conveniently placed closer to the report itself, an update made across over 40 reports. Bocada will continue to roll out this improvement across more reports in subsequent releases.

Old Behavior



Modern Behavior



RPO Data Points

Added a *time since last successful backup* data point to the Job Activity, Byte Variance, and Backup Failures reports, providing the time since the last available recovery point.

Microsoft SQL Server Backup

Added reporting of backups configured and performed natively by Microsoft SQL Server, specifically *SQL Server 2005*.

Executive Summary

Added criteria options to include or exclude backup levels (e.g., Full, Incremental, Replication, Restore) allowing for detailed specification of success rates across different categories of backups.

Streamlined Criteria Builder

Continued to improve user experience by rolling out the new criteria builder across 15 additional reports.

Veeam v10 Support

Added support for reporting against Veeam version 10 Backup & Recovery servers.

Microsoft Windows/SQL Server 2019

Added official support for running the Bocada system on Microsoft Windows Server 2019 and Microsoft SQL Server 2019.

The following features and enhancements were made available with the release of Bocada 20.1.2. This version was a Minor Release and will be supported in accordance with the [Support Terms](#).

New Features

LiveVault Enterprise Cloud Backup

Expanded visibility into cloud backup with LiveVault backup and storage reporting, providing visibility and insight into backup status, storage utilization and trends, consumption forecasting, and capacity alerting.

ServiceNow Incident Integration

Expanded capabilities to allow automated population of any incident field present in the ServiceNow instance, including backup error messages, assignment groups, affected assets and other information to further automate the ticket management workflow.

Enhancements

Commvault Client Computer Group Support

Added *Commvault Client Computer Group* to the Bocada data field, "Job Group" to better identify jobs in reports and enhance automation when assigning client to zones via rules.

Commvault Storage Policy Support

Added *Commvault Storage Policy Name* to the Bocada data field, "Job Group" to better identify jobs in reports and enhance automation when assigning client to zones via rules.

Avamar Policy Name Support

Added *Avamar Policy Name* to the Bocada data field, "Job Group" to better identify jobs in reports and enhance automation when assigning clients to zones via rules.

Avamar Contact and Zoning with Contact Rules

Avamar Contact information is now collected with backup metadata and presented in backup and client reports alongside jobs. Additionally, the contact filter in Bocada Rules enables clients to be assigned to zones based on names or partial names of contacts.

Streamlined Criteria Builder

Continued to improve user experience by rolling out the new criteria builder in an additional 23 reports.

Regional Date Settings for Trends Reports

Added capability to view the Job Trends, Consecutive Failures, and Failure Trends reports as DD/MM in addition to the default MM/DD format.

Scheduled Report Email

Added the capability to specify an email subject and message text for reports scheduled for automated email distribution.

Microsoft SQL Server Backup

Added visibility into each file backed up during the database backup by splitting out each file into separate jobs, as reported in MSSQL.

Failure Trends

Improved the report by ignoring no attempts on current day when considering failure. Because the day is typically not complete, this previously introduced unwanted noise.

Version 20.1.1

January 9, 2020

The following features and enhancements were made available with the release of Bocada 20.1.1. This version was a Major Release and will be supported in accordance with the [Support Terms](#).

New Features

Backup Byte Variance Report

Added a report to highlight when bytes backed up by a job are outliers. This is configurable by percentage of bytes over or under the norm, calculation window, or other attributes.

Enhancements

Exported Report Criteria Options

Added the option to exclude report criteria from reports that are exported as a one-time email or on a schedule.

Avamar Backup Data Collection Bytes

Added support for “Bytes Protected” to Avamar backup data collection. This field enables reporting on the size of the resources under protection and is often used by MSPs for customer billing models.

Technical Support

For technical support or if you would like a copy of our standard support agreement, please contact us.

E-mail: support@bocada.com
Web: <https://bocada-support.force.com>
Phone: 425-898-2400

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Protected by U.S. patents 6,640,217; 6,708,188; 6,745,210; 7,457,833; 7,469,264; 7,496,614; 8,407,227

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