

Veritas™ Usage Insights Server Administrator's Guide

VERITAS™

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Veritas Technologies LLC
2625 Augustine Drive
Santa Clara, CA 95054
<http://www.veritas.com>

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Veritas Services and Operations Readiness Tools (SORT)

Veritas Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf

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Overview of Usage Insights server

This chapter includes the following topics:

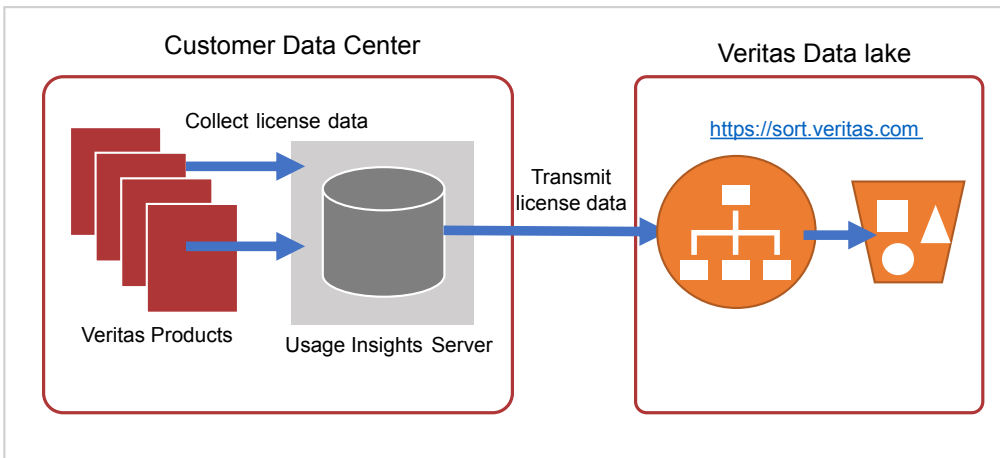
- [Introduction](#)
- [System requirements](#)

Introduction

Veritas Usage Insights server is a free on-premises service used to collect license management data. The collected data does not contain any personal information and only includes generic information about the product, its licensing, operating system, and hardware.

Usage Insights server simplifies the tasks of collecting license data for Veritas products, especially when multiple Veritas products are deployed. The Veritas endpoint for receiving license data is located at the <https://sort.veritas.com> site

The Usage Insights server works in both online and offline mode. When in online mode the collected license information is uploaded to Veritas endpoint automatically every day and does not require any user intervention. In the offline mode, data is not sent to the Veritas endpoint.



Note: Usage Insights server is delivered as a template of Virtual Machine in OVA (Open Virtual Appliance) format.

System requirements

Usage Insights server is delivered as a template of Virtual Machine in OVA (Open Virtual Appliance) format and can be imported as a virtual machine in the following environments:

Table 1-1 Environments Supported by Usage Insights server

vSphere Version	Deploy directly to Standalone vSphere server	Deploy through vCenter
6.5	Supported (6.5U2 and greater)	Supported
6.7	Supported	Supported
7.0	Supported	Supported

Recommended configuration for Usage Insights virtual server:

Table 1-2 Usage Insights Virtual server configuration

Disk space	Processors	Memory
80 GB with Thin Provision	2 CPU	8 GB

Note the following recommendations to ensure that correct data is captured through Usage Insights server:

- The Usage Insights server OVA file is created with VMware vSphere, it is recommended to import OVA through vCenter to launch Usage Insights server. Importing OVA through other tools may not work.
- A port must be opened on your firewall to allow Usage Insights server to transmit usage through HTTPS traffic. The default port for HTTPS traffic is port 443.
- Usage Insights server simplifies the tasks of collecting licensing data for Veritas products, especially when multiple Veritas products deployed. The Veritas endpoint for receiving licensing data is located at the <https://sort.veritas.com> site.

Setting up Usage Insights server in your environment

This chapter includes the following topics:

- [Deploying Usage Insights server through vCenter](#)
- [Connecting to Usage Insights server and modifying its configuration](#)
- [Registering Usage Insights server](#)

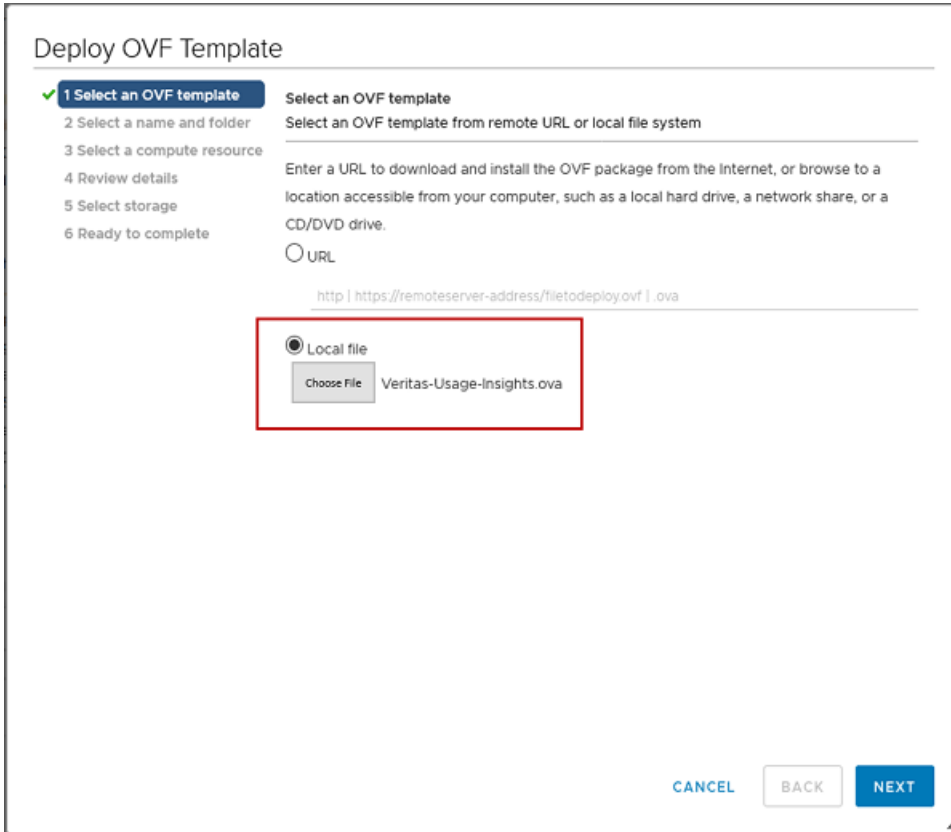
Deploying Usage Insights server through vCenter

Perform the following steps, to deploy Usage Insights server through vCenter:

- 1 From the Veritas SORT site, download and save the Usage Insights server OVA file to your local file system. You can download the OVA file from the https://sort.veritas.com/usage_insights site.
- 2 Open your **vSphere Client** and connect to **vCenter**.
- 3 From the menu, click **Hosts and Clusters**.

- 4 Right-click on a host in the left navigation panel. From the menu option, click **Deploy OVF template**.

The **Deploy OVF Template** wizard is displayed that is used to select and deploy the **Usage Insights server OVA** template.



- 5 Select the **Local file** option to browse and select the **Usage Insights server OVA** template that you downloaded to your local file system. Click **Next** to proceed.

Note: You can also choose the **URL** option to download and install the package from the Veritas SORT site. However, it is advised to download the template to your local storage for a faster deployment

- 6 Enter a unique name and select the location at which you want to deploy the virtual machine. Click **Next** to proceed.

Deploy OVF Template

- ✓ 1 Select an OVF template
- 2 Select a name and folder
- 3 Select a compute resource
- 4 Review details
- 5 Select storage
- 6 Ready to complete

Select a name and folder

Specify a unique name and target location

Virtual machine name:

Select a location for the virtual machine.

- comcenter.cdc.veritas.com
 - Datacenter

CANCEL BACK NEXT

- 7 Select the host where you want to deploy the Virtual Machine for the **Usage Insights** server. A compatibility test is run to ensure that the computer is right for deploying the Virtual Machine. Once the compatibility selects succeed, click **Next** to proceed.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- 3 Select a compute resource**
- 4 Review details
- 5 Select storage
- 6 Ready to complete

Select a compute resource
Select the destination compute resource for this operation

- ▼ Datacenter
 - > 10.200.59.77

Compatibility

✓ Compatibility checks succeeded.

CANCEL BACK NEXT

- 8 Review the template details including publisher, product, version, vendor information along with the download size of the template. Click **Next** to proceed or click **Back** to change the location details for deploying the Usage Insights virtual server.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- 4 Review details
- 5 Select storage
- 6 Select networks
- 7 Customize template
- 8 Ready to complete

Review details
Verify the template details.

⚠ The OVF package contains advanced configuration options, which might pose a security risk. Review the advanced configuration options below. Click next to accept the advanced configuration options.

Publisher	No certificate present
Product	Veritas Usage Insights
Vendor	Veritas Technologies LLC
Download size	4.2 GB
Size on disk	5.9 GB (thin provisioned)
	80.0 GB (thick provisioned)
Extra configuration	nvram = Veritas-Usage-Insights.nvram

CANCEL
BACK
NEXT

- 9 Select the storage to configure the virtual machine. Select the recommended virtual disk format from the drop-down list as **Thin Provision** and the **VM Storage Policy** as **Datastore Default**.

A compatibility test is run to ensure that the storage type is suitable for deploying the Virtual Machine. Once the compatibility checks are complete, click **Next** to proceed.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- 5 Select storage
- 6 Select networks
- 7 Customize template
- 8 Ready to complete

Select storage
 Select the storage for the configuration and disk files

Encrypt this virtual machine (Requires Key Management Server)

Select virtual disk format: Thin Provision ▾

VM Storage Policy: Datastore Default ▾

Name	Capacity	Provisioned	Free	Ty
80DS1	135.5 GB	8.29 GB	127.21 GB	VI ^
80DS2	136.5 GB	2.44 GB	134.06 GB	VI
80DS3	136.5 GB	567 MB	135.95 GB	VI
80DS4	279.25 GB	566 MB	278.7 GB	VI
80DS5	279.25 GB	566 MB	278.7 GB	VI

Compatibility

✓ Compatibility checks succeeded.

CANCEL BACK NEXT

10 Select the network for connecting to the virtual machine. Click **Next** to proceed.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- ✓ 5 Select storage
- 6 Select networks**
- 7 Customize template
- 8 Ready to complete

Select networks
Select a destination network for each source network.

Source Network	Destination Network
VM Network	VM Network

1 items

IP Allocation Settings

IP allocation: Static - Manual

IP protocol: IPv4

CANCEL BACK NEXT

- 11 Enter the custom Network and Time zone specific to your Virtual machine. Under **User Settings**, enter the following information:

Field	Description
Password for account "admin"	Set the password for the default user role - admin . Note: You must provide the same password while using the admin account to log into Usage Insights server through SSH or console.
Credential Type	Select the Credential Type as either Account ID or Entitlement ID and more details on Credential Type can be found on the Veritas Entitlement Management Service (VEMS) website.
Credential Value	To help the Usage Insights server correctly report early versions of InfoScale/Storage Foundation products, fill in the Credential Value corresponding to the selected Credential Type .

12 Once all the information is correctly filled, click **Next** to proceed.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- ✓ 5 Select storage
- ✓ 6 Select networks
- 7 Customize template**
- 8 Ready to complete

Customize template
Customize the deployment properties of this software solution.

Network Settings		7 settings
Internet Protocol Version	<input type="text" value="IPv4"/>	
IP	<input type="text"/>	
Subnet prefix length	<input type="text" value="24"/>	
Gateway	<input type="text"/>	
DNS Server	<input type="text"/>	
Hostname	<input type="text"/>	
Internal Service Subnet	"172.17.0.1/24" will be used for internal bridge. Please input a new value if it conflicts with host network. <input type="text"/>	

Timezone		1 settings
Timezone	<input type="text" value="UTC"/>	

User Settings		3 settings
Password for account "admin"	Password	<input type="password" value="*****"/>
	Confirm Password	<input type="password"/>
Credential Type	<input type="text" value="Account ID"/>	
Credential Value	<input type="text"/>	

[CANCEL](#) [BACK](#) [NEXT](#)

- 13** Finally, review all the information and click **Finish** to start the deployment process.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- ✓ 5 Select storage
- ✓ 6 Select networks
- ✓ 7 Customize template
- 8 Ready to complete**

Ready to complete
Click Finish to start creation.

Provisioning type	Deploy from template
Name	Veritas-Usage-Insights
Template name	Veritas-Usage-Insights
Download size	4.2 GB
Size on disk	5.9 GB
Folder	Datacenter
Resource	192.168.10.80
Storage mapping	1
All disks	Datastore: 80DS1; Format: Thin provision
Network mapping	1
VM Network	VM Network
IP allocation settings	
IP protocol	IPv4
IP allocation	Static - Manual

CANCEL BACK FINISH

- 14** Wait for the deployment process to complete.

Once the deployment process is completed, turn on the virtual machine and the Usage Insights server is automatically started.

Connecting to Usage Insights server and modifying its configuration

Once Usage Insights server is deployed on your network, you can change its configuration using the administrative interface.

Perform the following steps, to connect and modify Usage Insights server configuration:

- 1 Connect to Usage Insights server administrative interface using the following URL:

https://<usage_insights_host>



- 2 Enter the credentials for the **admin** user role. These values are set during the deployment of a Usage Insights server virtual machine.

- 3 On the admin UI, navigate to the **Configuration** page you can set the following general settings:

Field

Description

General Configuration

Provide values that are required to configure usage data transmission in the following fields:

Transmission

Select the **Enabled** check box to start transmitting usage data.

Transmit Data To

Enter the URL of the Usage Insights server that will be used to send the usage data from the current server. You can use the following site as a default <https://sort.veritas.com>.

Usage Insight Service Port

Enter the port number to transmit usage data. The default port number is set to 443.

Field	Description
Proxy Settings	
Provide values in the following fields if the Usage Insights server needs to access the internet by using a proxy server:	
Proxy	Select this check box to enable the proxy settings.
Type	Select the protocol used by the proxy server.
Proxy Server	Enter the hostname or IP address of the proxy server.
Proxy Port	Enter the TCP/IP port used by the proxy server.
Proxy Tunnel	Check or uncheck to enable or disable proxy tunnel.
Auth	Select the authentication type of proxy server.
Username and Password	Enter the credentials used for Usage Insights server to authenticate the access using the proxy server.

- 4 Click **Submit** to confirm changes made to the configuration.

Registering Usage Insights server

Some Veritas products may require Usage Insights server to be registered with Veritas. If your Usage Insights server has access to the internet, the registration process is automatic and performed in the background. Otherwise, use the **Registration** page to register your Usage Insights server, so that such Veritas products can continue to work as expected.

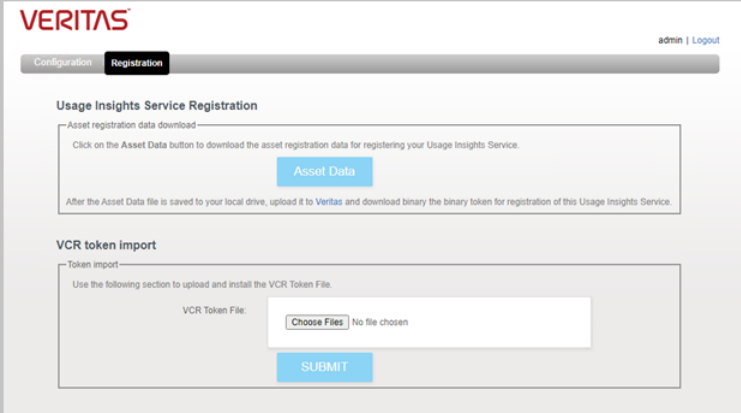
To register your Usage Insights server, you need to access the following locations:

- The **Usage Insights Adminweb** administrative interface at <https://UsageInsightsHostName>.
- The **NetInsights Console** at <https://netinsights.veritas.com/>

Note: Use your **Veritas Account Manager (VAM)** credentials. If you do not have a VAM account, click **REGISTER NOW** to create it. A VAM account also gives you access to MyVeritas, MySupport, Customer Care, and other Veritas web portals.

To register the Usage Insights server with Veritas

- 1 Sign in to **Usage Insights Adminweb** by using the **admin** user credentials. These credentials are configured during the Usage Insights server deployment.
- 2 The Usage Insights server Configuration tab appears by default; open the **Registration** tab.



The screenshot shows the Veritas Usage Insights Service Registration page. At the top, the Veritas logo is on the left, and 'admin | Logout' is on the right. Below the logo, there are two tabs: 'Configuration' and 'Registration', with 'Registration' being the active tab. The main content area is divided into two sections:

- Usage Insights Service Registration:** This section has a sub-header 'Asset registration data download'. Below it, there is a text box with instructions: 'Click on the Asset Data button to download the asset registration data for registering your Usage Insights Service.' A blue 'Asset Data' button is positioned to the right of this text. Below the text box, there is another line of text: 'After the Asset Data file is saved to your local drive, upload it to Veritas and download binary the binary token for registration of this Usage Insights Service.'
- VCR token import:** This section has a sub-header 'Token import'. Below it, there is a text box with instructions: 'Use the following section to upload and install the VCR Token File.' Below this text box, there is a label 'VCR Token File:' followed by a file selection area containing a 'Choose Files' button and the text 'No file chosen'. A blue 'SUBMIT' button is located below the file selection area.

- 3 Click **Asset Data** to download the `usage_insights_registration.json` file for your current Usage Insights server.
- 4 Click the **Veritas** hyperlink to sign in to **Veritas Cloud Receiver (VCR)**.
- 5 Sign in to **NetInsights Console** <https://netinsights.veritas.com/> by using your VAM credentials.
- 6 Click the **Usage Insights** card.
- 7 From the drop-down at the top of the **Usage Insights** console, select **InfoScale**.
- 8 From the navigation menu on the left, click **Registration and downloads**.
- 9 The **Registration** tab appears by default; click **Upload registration file**.

- 10** Select the `usage_insights_registration.json` file that is downloaded from **Usage Insights Adminweb**.

The **Usage Insights servers** section displays details of the Usage Insights servers from your environment that are already registered. When the operation is successful, the following pop-up message appears at the top of the page: **Asset import is done successfully.**

- 11** Click **Download Token** to download the `usage_insights_token.bin` token file.
- 12** On the **Usage Insights Adminweb > Registration** tab, click **Choose Files** in the **VCR token import** section.
- 13** Select the `usage_insights_token.bin` token file that you downloaded, and click **SUBMIT** to import it. When the operation is successful, the following message is displayed: **Usage Insights server was updated successfully.**

Note: The Veritas-issued token file contains all the Usage Insights data that is uploaded by using the VAM account to sign in to VCR. Use the same procedure to import the token file on all the Usage Insights server instances in your environment. Then, manually register them by using your VAM account.

Managing Usage Insights server

This chapter includes the following topics:

- [Upgrading Usage Insights server](#)
- [Upgrading Usage Insights server coefficient data](#)
- [Changing the Usage Insights server host name](#)
- [Changing the Usage Insights server time zone](#)
- [Using CA-issued SSL certificates on Usage Insights server](#)
- [Commands to manage Usage Insights server](#)

Upgrading Usage Insights server

You can upgrade your Usage Insights server to the latest version online, by directly connecting to the internet or offline by downloading the latest upgrade file:

Performing an online upgrade

To upgrade your Usage Insights server online, please make sure that your server has an internet connection. From the command line interface use the following command:

```
# sudo usageservice upgrade
```

Performing an offline upgrade

Perform the following steps to upgrade Usage Insights server offline:

1. Download the latest upgrade file from https://sort.veritas.com/usage_insights.
2. Place the upgrade file into the same location as the Usage Insights server.
3. Extract the upgrade file from the command line interface using the following command:

```
tar xf usage-insights-repo.tar
```

4. Upgrade the Usage Insights server using the following command:

```
sudo usageservice upgrade --dir usage_insights
```

Upgrading Usage Insights server coefficient data

You can upgrade the coefficient data to the latest version online, by directly connecting to the internet or offline by downloading the latest upgrade file:

Performing an online upgrade of coefficient data

To upgrade the coefficient data online, please make sure that your Usage Insights server has an internet connection. From the command line interface use the following command:

```
sudo usageservice coefficient --update --online
```

Performing an offline upgrade of coefficient data

Perform the following steps to upgrade Usage Insights offline:

1. Download the latest Usage Insights server coefficient data file from <https://netinsights.veritas.com/>.
2. Place the coefficient data file into the same location as the Usage Insights server.
3. Update the coefficient data from the command line interface, using the following command:

```
sudo usageservice coefficient --update --file  
InfoScale_CorePlus_Coefficients.json
```

4. Upgrade coefficient data with Usage Insights upgrade. The coefficient data will be updated when the Usage Insights is upgraded.

Changing the Usage Insights server host name

Usage Insights server communicates with the deployed host name products over HTTPS protocol and uses the default self-issued certificate. You can use the following command to change the hostname:

```
sudo hostnamectl set-hostname NEW-HOST-NAME
```

You must restart the Usage Insights server after changing the host name of the Usage Insights server.

```
sudo usageservice restart
```

To refresh the SSL certificate make sure the Usage Insights server works with the new host name. To refresh the self-signed certificate, use `--refreshcert` option in the above command.

Changing the Usage Insights server time zone

You can change the time zone of the Usage Insights server to match your region, using the following command:

```
sudo timedatectl set-timezone TIMEZONE-NAME
```

For example, to set the time zone as `America/Los_Angeles`, use the following command `sudo timedatectl set-timezone America/Los_Angeles`

To view the list of all the available time zones use the following command:

```
sudo timedatectl list-timezones
```

Note: You must restart the Usage Insights server after you change the time zone or time.

```
sudo usageservice restart
```

Using CA-issued SSL certificates on Usage Insights server

Usage Insights server communicates with Veritas products over HTTPS and uses the default, self-signed certificate. You can upload a CA issued SSL certificate to replace the self-signed certificate on the Usage Insights server.

Perform the following steps to update the SSL certificate

1. Log on to Usage Insights server using “admin” account, place your CA issued SSL certificate and private key file under following folder:

```
/admin/ssl/
```

2. The file name of SSL certificate must be `server.key` and the file name for private key file must be `server.crt`. This results in two files under `/admin/ssl` folder:

- `/admin/ssl/server.key`

- `/admin/ssl/server.crt`

3. Once these files are in place, restart the Usage Insights server to use the new SSL certificate:

```
sudo usageservice restart
```

Commands to manage Usage Insights server

The Usage Insights server instance on your local virtual host receives usage from Veritas products that are deployed in your local environment, then sends licensing data out to Veritas usage server <https://sort.veritas.com> site. You can manage the Usage Insights server instance running on your local virtual machine by using the `usageservice` command with superuser privilege. You can use the following list of commands to manage the Usage Insights server:

Table 3-1 Commands that are used to manage the Usage Insights server:

Command used	Description
<code>sudo usageservice config</code>	<p>Use this command to configure the Usage Insights server.</p> <p>For example, to set the transmission time of Usage Insights server at 1AM and set the retention time to keep licensing data on the local Usage Insights server for 30 days use the following command:</p> <pre>sudo usageservice config -t "01:00"</pre> <p>Restart the Usage Insights server to reflect changes made to the configuration.</p>

Table 3-1 Commands that are used to manage the Usage Insights server:
(continued)

Command used	Description
<code>sudo usageservice logs</code>	Use this command to collect Usage Insights server logs. Logs are packaged into a <code>tar.gz</code> file under <code>/tmp/</code> directory.
<code>sudo usageservice ping</code>	Use this command to Test connection to the URL for Transmitting Data.
<code>sudo usageservice restart</code>	Use this command to restart the Usage Insights server.
<code>sudo usageservice start</code>	Use this command to start the Usage Insights server.
<code>sudo usageservice stop</code>	Use this command to stop the Usage Insights server.
<code>sudo usageservice status</code>	Use this command to display server status.
<code>sudo usageservice version</code>	Use this command to display version information.
<code>sudo usageservice help</code>	Use this command to view the command-line usage.
Usage Report Commands:	
<code>sudo usageservice coefficient</code>	Use this command to update the CPU coefficient data for the Usage Insights server.
<code>sudo usageservice report</code>	Use this command to generate the Core Report.
Management Commands:	
<code>sudo usageservice cleanup</code>	Use this command to cleanup the Usage Insights server.

Table 3-1 Commands that are used to manage the Usage Insights server:
(continued)

Command used	Description
<pre>sudo usageservice database <options> <values></pre>	<p>Use this command to Backup a file to the database.</p> <p><code>-b --backup</code> - Backs up the database for Usage Insights server. For example, <code>usageservice database -b</code></p> <p>For example, <code>usageservice database -r /tmp/database-dump.tar.gz</code></p> <p>This example does a database backup into a <code>tar.gz</code> format file under the <code>/tmp/</code> directory</p> <pre>sudo usageservice database -b</pre>
<pre>sudo usageservice database <options> <values></pre>	<p>Use this command to restore a file from the database.</p> <p><code>-r --restore</code> - Restores the database for Usage Insights server.</p> <p>This example restores the Usage Insights server database from a previously saved backup:</p> <pre>usageservice database -r local /tmp/database-dump.tar.gz</pre>
<pre>sudo usageservice export</pre>	<p>Use this command to export the latest licensing data on your Usage Insights server.</p>
<pre>sudo usageservice dump</pre>	<p>Use this command to export all the data on your Usage Insights server.</p>
<pre>sudo usageservice load</pre>	<p>Use this command to import all the Usage Insights server images.</p>
<pre>sudo usageservice setenv</pre>	<p>Use this command to Set up the environment for Usage Insights server.</p>
<pre>sudo usageservice upgrade</pre>	<p>Use this command to upgrade Usage Insights server to the latest version.</p> <p>This command requires a network connection to access the https://sort.veritas.com site to fetch upgrade packages.</p>

Table 3-1 Commands that are used to manage the Usage Insights server:
(continued)

Command used	Description
<code>sudo usageservice update</code>	Use this command to update Usage Insights server to the latest version.

Information privacy with Usage Insights server

This chapter includes the following topics:

- [How does Veritas ensure that your private information stays private?](#)
- [How does Veritas secure the data in transit?](#)
- [How is the data maintained securely at Veritas?](#)
- [What are the Data protection, privacy, and security standards followed by Veritas?](#)

How does Veritas ensure that your private information stays private?

Usage Insights server does not collect user or business data. Usage Insights server does not collect any data that describes files, databases, and other proprietary information. Usage Insights server obscures the information collected from your local computers using a hash algorithm and then transmits it to the Veritas Data Lake.

How does Veritas secure the data in transit?

After the data is collected, the unique customer information is obscured, and the data is transmitted securely to Veritas using industry standard encryption methods. Usage Insights server uses the HTTPS protocol to secure the data in transit. You must configure your firewall to allow HTTPS traffic out of your network to take advantage of Usage Insights server. All data is maintained securely on Veritas servers in accordance with Veritas' privacy standards.

Veritas uses the following standards to protect the data that is sent using Usage Insights server:

- SHA256 is the hashing algorithm used for obfuscating customer information.
- HTTPS (SSL/TLS encrypted) is used for data transmission.

How is the data maintained securely at Veritas?

After obfuscation on-site and secure transmission to Veritas, the data is stored in the Amazon S3 cloud. The S3 data is encrypted with AES-256.

What are the Data protection, privacy, and security standards followed by Veritas?

Veritas is committed to your privacy and your data security. Usage Insights server does not collect any personally identifiable information and business data. Veritas adheres to the European GDPR rules and regulations. For more information about how Veritas manages customer privacy and our commitment to GDPR refer to the following site:

<https://www.veritas.com/about/privacy/>