

Veritas™ Services and Operations Readiness Tools (SORT)

<https://sort.veritas.com/>

Overview

Veritas™ Services and Operations Readiness Tools (SORT) helps optimize the end to end experience for Veritas products. SORT helps system and backup administrators ease installation and upgrade, identify risks in their data centers, and increase operational efficiency.

SORT is a web-based application that offers reporting on the current state of the environment, alignment to best practices, and hardware and software compatibility for Veritas InfoScale, NetBackup, Backup Exec, access to appliance compatibility list, leading server operating systems, and storage arrays.

SORT increases the overall value of InfoScale, NetBackup, Backup Exec, Appliances, and other products that assist operations teams in managing the complexity typically associated with data center architectures and scale.

Key Benefits

Understand Products

Enable looking up the operating systems supported by Veritas products and the versions by Products and Platforms Lookup;

Offer product feature lists and feature support histories, and provide capability to compare the features among different versions;

Glance of End of Support Life and release dates for products.

Ease Installation and Upgrade

Pre-check servers in your environment to ensure trouble-free installations and upgrades for InfoScale and NetBackup;

Centralize the hardware and software compatibility lists for InfoScale, NetBackup and Backup Exec

Improve Operational Efficiency

Determine current deployment and usage of Veritas InfoScale related licenses and products;

Enable quick self-service for many issues that traditionally require contacting support;

Expedite root cause analysis for increased debugging efficiencies for InfoScale, InfoScale for Kubernetes

Align To Best Practices

Compare system configurations against best practices;
Recommend server and stack optimizations to increase operations performance;

Tune environmental and product parameters to increase performance, availability, and utilization;

Manage Proactively

Get real-time notifications with server specific recommendations and actions;

Stay up-to-date on the most recent product, and array support updates;

Reduce downtime by quickly finding solutions to errors;

Help plan for the upcoming changes to the support status of the platforms and features in Veritas InfoScale and NetBackup.

Service Offerings

Appliance Compatibility List

Compatibility list for NetBackup Appliances, Access Appliance, Flex Appliance, NetBackup Flex Scale

Compatibility List Central and Checkers

Hardware and software compatibility checker to find the support status for hardware and software, appliance compatibility list

Supported products: Backup Exec, InfoScale, NetBackup

Deployment Analysis

Assessment and reporting on licenses and products deployed and used.

Supported products: InfoScale

Documents

Online documentation service to download and view all released product documentation in PDF and HTML, easy view for product API documentation

Supported products: all Veritas products

Product EOSL

Search for product lifecycle information. Filter EOSL information by product and product version.

Error Code Lookup

Unique message identification code look up service to find descriptions and solutions of error codes related to InfoScale, Storage Foundation Windows, Storage Foundation, and Veritas Cluster Server

Future Platforms and Feature Plans

Product roadmap for the support status of the platforms, features, databases of Veritas products and subscription for it.

Supported products: NetBackup

Hotfix and EEB Release Auditor

Online auditor to help you find out the product versions that a hot fix or EEB has been included for NetBackup

Installation and Upgrade Assessment

Pre-installation and upgrade assessment service to ensure server readiness

Supported products: InfoScale, NetBackup

Kernel/SRU/TL Lookup

Centralized page to display the supported kernel/SRU/TL for InfoScale;

Provide a way to request the kernel if it's not qualified yet.

Log Collections

Log collections for debugging and troubleshooting and integration of case creation for simplifying reporting an issue to Veritas Support

Supported products: InfoScale, InfoScale for Kubernetes

Notifications

Email notifications to send real time alerts about either general environments or based on specific server configurations;

Be able to subscribe notifications for different resources on SORT and specific tech articles so that you can be notified timely.

Pricing meter transition

Compliance analysis and calculator for the pricing model of the Veritas InfoScale product family.

Products and Platforms Lookup

View available products and versions by the selected platform, or view the supported platforms by the selected products and versions.

Supported products: InfoScale, NetBackup, NetBackup Appliance, etc.

Product Feature List

Feature lists for products and versions for identifying and comparing the features.

Supported products: InfoScale

Report/Configuration Management

Track, manage, and share server configurations and environmental parameters for problem resolutions

Supported products: InfoScale, NetBackup

Risk Assessment

Configuration assessment service to update environmental parameters thereby increasing performance, availability, and utilization, and aligning to best practice

Supported products: InfoScale, NetBackup

Tools or Utilities

SORT Data Collectors provide the capability for pre-installation/upgrade, risk assessment reporting for InfoScale and NetBackup.

NetBackup UTF-8 Checker Tool helps identify if there are any invalid UTF-8 characters in the NetBackup database before migration to the new database in NetBackup 10.2.

Utility for Flex Appliance can copy the contents of the MIB file to your SNMP manager.

About Veritas

Veritas Technologies is a leader in multi-cloud data management. Over 80,000 customers—including 95 percent of the Fortune 100—rely on Veritas to help ensure the protection, recoverability, and compliance of their data. Veritas has a reputation for reliability at scale, which delivers the resilience its customers need against the disruptions threatened by cyberattacks, like ransomware. No other vendor is able to match the ability of Veritas to execute, with support for 800+ data sources, 100+ operating systems, 1,400+ storage targets, and 60+ clouds through a single, unified approach. Powered by Cloud Scale Technology, Veritas is delivering today on its strategy for Autonomous Data Management that reduces operational overhead while delivering greater value. Learn more at [veritas.com](https://www.veritas.com). Follow us on Twitter at @veritastechllc.

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