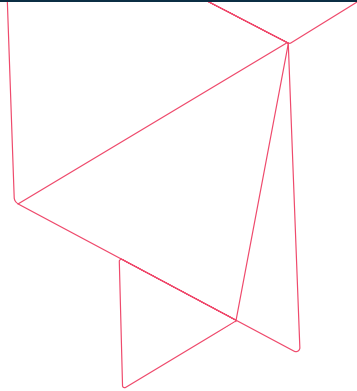


Commvault Cloud Metrics

Data collection for service provider billing



Commvault provides flexible utility-based pricing for Service Providers offering data management services to their customers. In order for Commvault to bill its Service Provider customers, daily chargeback reports are uploaded to Commvault secure cloud services. This document details the data that is communicated to Commvault cloud systems.

Cloud Metrics

Commvault Cloud Metrics provides Managed Service Providers (MSPs) with services insight via dashboards and reports constructed from data uploaded nightly to Commvault servers.

Uploads occur over HTTPS (SSL) encrypted channels and require firewall or proxy communication to:

<https://edc.commvault.com> >

Further information may be found at:

[Cloud Metrics Reporting – Frequently Asked Questions \(FAQ\)](#) >

It is a mandatory condition of Service Provider Utility agreements to upload daily ChargeBack reports to Commvault.

Configuring automated billing

For details on configuring automated billing, please consult Cloud Reporting Startup Guide (available at Commvault Partner Portal).

Upload frequency/details

Current configuration of cloud uploads may be viewed within the Admin Console > Administration. Operations > Metrics Reporting

Cloud metrics reporting [Upload now](#)

Commcell diagnostics and usage [Settings](#)

| | |
|----------------------|------------------------|
| Last collection time | Apr 4, 2018 8:34:26 AM |
| Last upload time | Apr 4, 2018 8:34:26 AM |
| Next upload time | Apr 5, 2018 7:00:00 AM |

By clicking **Settings** (General, Advanced) you can view the default data types that will be collected and uploaded to Commvault.

Health Check and **Activity** are mandatory.

Cloud metrics reporting ×

General ▾

Health check Activity
 Proactive support Upgrade Readiness
 Cloud assist

Configuration ▸

Advanced ▸

Cancel Save

Additionally, **Chargeback** is required to view Peak Usage Detail Reports within the Cloud Metrics Website (**Reports sub-section**).

Cloud metrics reporting ×

General ▸

Configuration ▸

Advanced ▾

Post upgrade check Chargeback
 Audit

Cancel Save

Upload frequency is daily and may be viewed within the **Configuration** sub-menu.

Cloud metrics reporting ×

General ▸

Configuration ▾

All client groups

Data collection time : AM

Data collection will happen within one hour from 07:00 AM

Upload frequency (in days)

Advanced ▸

Cancel Save

It should be noted that **All client groups** must be selected to enable Peak License Usage report generation. Peak usage reporting allows identification of clients or jobs that contributed to the peak license usage within the billing period.

Manually submit cloud metrics data

To manually initiate a Cloud Metrics data collection and upload:

- 1 Login to Admin Console as an Administrator
- 2 Navigate to Administration > Operations > Metrics Reporting
- 3 Click Upload now within the 'Cloud Metrics Reporting' tile

Confirm upload ×

Do you want to upload now?
 The results will be collected and uploaded in few minutes

No Yes

Request has been sent to upload metrics reports ×

Upload process

During a daily collection and upload execution, Commvault will perform the following tasks:

- 1 Open a secure connection to <https://edc.commvault.com/downloads/SQLScripts/> and download the latest collection scripts
 - a. Activity
 - b. Audit
 - c. ChargeBack
 - d. HealthCheck
- 2 Execute each report and store details for later upload
- 3 Upload results to Commvault at <https://edc.commvault.com> >

For additional details on the external hosts that Commvault requires, consult:

External URLs for Commvault Features

<http://docs.commvault.com/commvault/v11/article?p=4787.htm> >

What types of information are collected?

Data collection scripts will report the following high-level details to facilitate metering of Commvault license usage.

Default data collection includes CommCell operational information related to:

- Features that are used
- Type and number of snapshot engines
- Languages used, based on user logins

Also, the service can be set to collect additional information related to:

- Overall health of the CommCell, including SLA performance over the last month and disaster recovery backup statistics, which helps to identify the clients and policies that need to be tuned
- Job statistics including backup failures over the last week, largest clients over the last month, and top errors over the last day

Optionally, you can associate your organization with the collected data by entering contact information, such as the phone number and physical address for your organization.

Further information: <http://docs.commvault.com/commvault/v11/article?p=40610.htm> >

Information that is not collected

To protect your organization's privacy, we collect data only to gather statistics and graph data trends. For this reason, the following types of information are not collected:

- Host names and IP addresses
- File names and file paths

Identifying collection scripts

To audit the data that is collected by Commvault, the Commvault Administrator may query the **Commvault database** to obtain details of the scripts and their purpose.

- 1 Login to the Commvault CommServe as an Administrator
- 2 Open **SQL Server Management Studio**
- 3 Click **New Query** and enter the following query text

```
SELECT TOP 1000 [QueryId]
, [Name]
, [Description]
, [Details]
, [LastUpdatedTime]
, [Status]
, [CollectScriptName]
, [DataRetentionDays]
, [DataRetentionIntervalHrs]
FROM [CVCloud].[dbo].[cf_CommserveSurveyQueries]
WHERE Status = 'In Production'
```

- 4 Hit **Execute** button

You will be provided a textual description of each of the report and the **CollectScriptName** for further inspection (see example below)

| QueryId | Name | Description | Details | LastUpdatedTime | Status | CollectScriptName |
|---------|-----------------------------------|--|--|-------------------------|---------------|----------------------------|
| 1 | License Usage | Information about Total and Used Capacity Licence | Information about Total and Used Capacity Licence | 2018-03-22 20:25:18.420 | In Production | Not Applicable |
| 2 | CommServe Details | CommServe Configuration Details | CommServe Configuration Details | 2018-03-22 20:25:18.420 | In Production | CommserveSurveyQuery_2.sql |
| 3 | Agent Capacity License Usage | Capacity Usage and License Usage counts per IDA | Capacity Usage and License Usage counts per IDA | 2018-03-22 20:25:18.420 | In Production | CommserveSurveyQuery_3.sql |
| 4 | Snap Engine Usage | Snap Usage Information | Information about usage of Snapshot Engines | 2018-03-22 20:25:18.420 | In Production | CommserveSurveyQuery_4.sql |
| 5 | GUI Login Languages | Information about logged in Languages | Information about logged in Languages | 2018-03-22 20:25:18.420 | In Production | CommserveSurveyQuery_5.sql |
| 6 | Scale Statistics | Scale Statistics | Scale Statistics | 2018-03-22 20:25:18.420 | In Production | CommserveSurveyQuery_7.sql |
| 7 | Client Statistics | Clients and laptops count | Clients and laptops count | 2018-03-22 20:25:18.420 | In Production | CommserveSurveyQuery_8.sql |
| 8 | Subclient Policies Count | Number of Subclient Policies and Associated bac... | Number of Subclient Policies and Associated bac... | 2018-03-22 20:25:18.420 | In Production | CommserveSurveyQuery_9.sql |
| 9 | Version and Service Pack | CommServe installed updates and update cache i... | Report installed CS DB service pack and loose up... | 2018-03-22 20:25:18.423 | In Production | CommserveSurveyQuery_12... |
| 10 | DDB Store Usage per Media ... | Provide the Dedup Store Usage Media Agent | Health Check - Daily basis history will be stored in ... | 2018-03-22 20:25:18.423 | In Production | CommserveSurveyQuery_14... |
| 11 | Backup Job Statistics for last... | Backup Success and failure statistics | Health Check - Stats for all backup jobs will be pr... | 2018-03-22 20:25:18.423 | In Production | CommserveSurveyQuery_16... |
| 17 | Backup Failure in the Last 90 | Provides the success and failure jobs in the CS | Health Check - Stats for all restore jobs will be pr... | 2018-03-22 20:25:18.423 | In Production | CommserveSurveyQuery_17... |

Collection script location

The data collected by each script may be inspected by Security Operations teams for sensitivity.

Collection scripts are located at:

<COMMVAULT INSTALL DIR>\ContentStore\Reports\CommserveSurvey\public\downloads\SQLScripts

Each script may be inspected for key data elements.

Collection execution auditing

All activity associated with Cloud Metrics reporting is written to the Commvault **CVD.log** log file located at <COMMVAULTDIR>\ContentStore\Log Files.

All log collection and upload activity will be flagged with keyword 'Survey', for example:

```
### CommservSurvey_OnTimer() - Survey script process launched with process id [4656].

### [CVD    ] [cvsHandleRemoteExecRequest] CVD_CVSESSION_INFO: RemoteHost=127.0.0.1. Received remote exec request [cmd="E:\Program Files\Commvault\ContentStore\Base\CommServSurveyTool.exe" Instance001 0'].

### CvProcess::StartProcessUnicode() - Preparing to launch process: .../SQLScripts/HealthCheck/CommservSurveyQuery_211.sql "...\CommservSurvey\publicupload\CSS1522802360_FFFFF_7B253494-85E9-4CC0-8638-90D646541887_211.csv

### CvProcess::StartProcessUnicode() - Preparing to launch process: .../HealthCheck/CommservSurveyQuery_217.sql" "...\CommservSurvey\publicupload\CSS1522802361_FFFFF_7B253494-85E9-4CC0-8638-90D646541887_217.csv">.

### RunCommservSurvey() - CommServ Survey process completed without uploading the XML in EvCommservSurvey::upload()
```

At the time of writing (March 2018), the following collection scripts were run for a standard Service Provider Cloud Metrics upload:

- HealthCheck CommservSurveyQuery_211.sql
- HealthCheck CommservSurveyQuery_217.sql
- Audit CommservSurveyQuery_182.sql
- Audit CommservSurveyQuery_184.sql
- Chargeback CommservSurveyQuery_216.sql

Collection script execution and output

All collection execution events and output is stored in rpcSurveyLog table within the Commvault database.

The following information is recorded per Cloud Metrics daily upload:

- LogDate
- QueryId
- LogXML
- MetricsType (Private or Cloud)

Alarms may be generated within the Commvault Alerts & Notifications system to notify upstream security event systems to successful, unsuccessful data uploads.

Collection script inspection

To inspect an individual collection script, perform the following:

- 1 Determine script collection name (see above)
- 2 Login to the Commvault CommServe as Administrator
- 3 Open Explorer and navigate to the script download location
- 4 Locate the script, right-click **Open-with > SQL Server Management Studio**
- 5 (within SQL Server Management Studio) click Execute button

An example of the CommservSurveyQuery_216.sql report, which contains peak job and client information per tenant, is shown below:

| | MonthStart | PeakDate | nJobType | JobId | SPId | ClientId | AppTypeld | AppId | AppSizeMB | LicType | IsVM | CapacityFlag | Organization | OrgGUID |
|---|-------------------------|-------------------------|----------|-------|------|----------|-----------|-------|-----------|---------|------|--------------|--------------|--------------------------------------|
| 1 | 2018-04-01 00:00:00.000 | 2018-04-01 00:02:12.040 | -1 | 0 | -1 | 2 | 81 | -1 | -1 | 100027 | -1 | -1 | NULL | NULL |
| 2 | 2018-04-01 00:00:00.000 | 2018-04-01 00:02:12.040 | -1 | 0 | -1 | 17 | 22 | -1 | -1 | 100027 | -1 | -1 | flex | 58125436-E861-48FE-8020-E580C61A1CF3 |

In the example above, clientId "2" and clientId "17" (tenant name: "flex") were attributed to the peak license usage for the reporting period.

Masking sensitive data

In the event that specific data collected by daily license metering is considered sensitive and unable to be communicated. There are two methods to remediate the situation:

- 1 Individual collection scripts may be excluded from collection, using the process detailed in [Cloud Metrics – FAQ >](#)
- 2 Individual fields may be data masked using [Privacy Scrubbing Regular Expressions >](#)

Do not disable individual collection scripts without receiving guidance from Commvault support. Automated billing may cease to function if certain scripts or data is not received.

Regular expressions with masking

Commvault provides the ability to apply regular expressions to re-write extracted data and mask sensitive fields before upload to Commvault.

See the following documentation for configuration process:

[Cloud Metrics Reporting – Frequently Asked Questions \(FAQ\) >](#)

To learn more, visit [commvault.com/complete-backup >](https://www.commvault.com/complete-backup)