

1. Introduction

1.1. Get in touch

If you have questions regarding the contents of this document, or do you want to get in touch with our sales and/or support team, then we can be reached via:

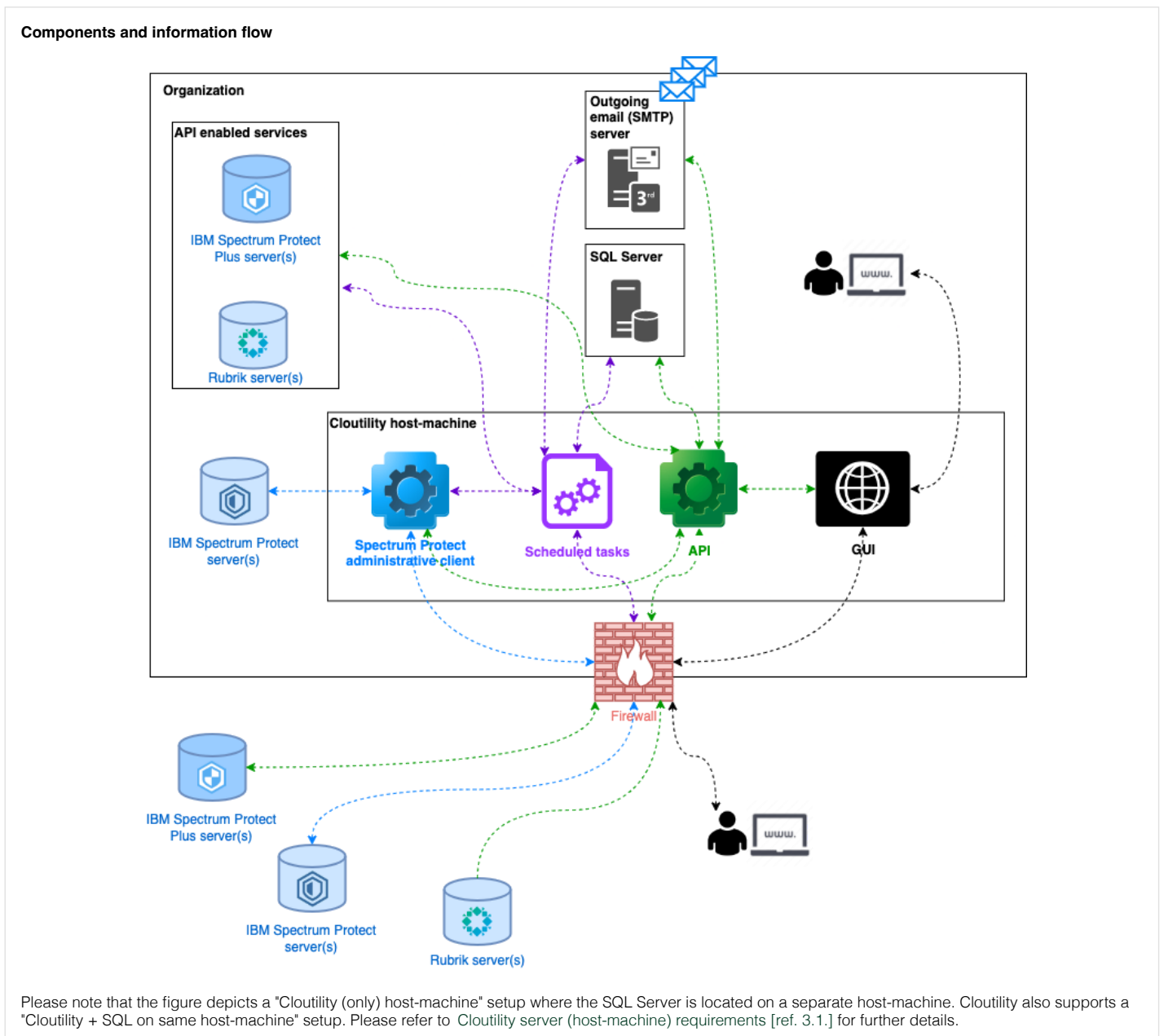
- **Web:** www.auwau.com [ref.]
- **Email:**
 - Sales: sales@auwau.com [ref.]
 - Support: support@auwau.com [ref.]
- **Phone:** (+45) 3211 2222 [ref.], open:
 - Monday-Thursday at 08:30 – 16:30 CET
 - Friday at 08:30 - 15:30 CET

1.2. System overview

From a high-level technical standpoint, Cloutility consists of the following elements:

1. **Prerequisite:** A supported backend server infrastructure (IBM Storage Protect, IBM Storage Protect Plus, Rubrik) which can be accessed from the host-machine – although this is not directly part of Cloutility.)
2. **Prerequisite:** A Microsoft SQL Server (Enterprise; Standard; or Express) which hosts the Cloutility **database** containing all of the business-layer data (the database is automatically created on the SQL Server during installation of Cloutility, but the SQL Server itself must be available in order to perform the installation).
3. **Prerequisite:** A working **outgoing email (SMTP) server** (see [Outgoing email \(SMTP\) server \[ref. 2.3.\]](#)).
4. A set of automated **scheduled tasks** (Windows services/daemons) which synchronize data between the backend servers infrastructure and the Cloutility **database**; generate various reports and billing data etc.
5. An extensive (RESTful) web **API** through which all on-demand operations can be initiated.
6. A web-based graphical user interface (**GUI**) which uses the API and allows you to e.g. model the business hierarchy; activate backup-clients; access reports and analytics etc.

The components and information flow are depicted in the figure below:



1.3. Web-browser support for GUI

The GUI supports the following web-browsers (preferred order):

1. Google Chrome, Brave or other Chromium based web-browser (Microsoft Windows/Apple macOS).
2. Apple Safari (Apple macOS).
3. Microsoft Edge (Microsoft Windows 10).
4. Microsoft Internet Explorer 11/IE11 (Microsoft Windows 7/8.1).

2. Before you begin (requirements and recommendations)

This section contains a set of requirements and recommendations for your Cloutility host-machine and its environment:

Host-machine [ref.].
Accounts [ref.].
Outgoing email (SMTP) server [ref.].
Domain name system (DNS) [ref.].
Secure Socket-Layer (SSL) certificate(s) [ref.].
HTTP-request methods [ref.].

2.1. Host-machine

We recommend using a virtual machine (VM) as the host-machine as it enables you to create "snapshots" through the process including the final state in which Cloutility is fully operational. If you're running a **Cloutility (only) host-machine** setup (refer to Cloutility server (host-machine) requirements [ref. 3.1.]) you will be able to revert to the final snapshot at any time (and update to the latest software-build) and your system will be operational (again).

For VMs, we recommend taking snapshots at the following stages:

1. When Windows Server has been fully updated.
2. When Cloutility has been installed.
3. When Cloutility has been configured to use "custom URLs" (refer to Configuring Internet Information Services (IIS) for custom URLs [ref. 9.2.]).

Snapshot #2 can probably be removed once snapshot #3 has been taken, but it's nice to be able to revert to snapshot #2 until stage #3 is reached.

2.2. Accounts

2.2.1. Windows or Active Directory user account

Cloutility can be set up to the following administrative user account configurations:

Administrative user account configuration	Scheduled tasks (author)	IIS application pools (identity)	Comment
Current (Windows or Active Directory) user account	User account	User account	Windows Authentication and SQL Server Authentication supported for database connection.
SYSTEM/LocalSystem	none (SYSTEM)	LocalSystem	SQL Server Authentication required for database connection.

The (Windows or Active Directory) user account installing Cloutility should:

1. Be a local administrator on the host-machine.
2. Have permission to execute "**scheduled tasks**" without the user being logged in (policy setting: "**log on as a batch job**"). During the installation all Cloutility's scheduled tasks are associated with the "administrative user account" (refer to Administrative user account [ref. 6.1.3.]).

Regardless of which "Administrative user account [ref. 6.1.3.]" is used, the account must have permission to execute "**scheduled tasks**" without being logged into Windows, i.e. "**log on as a batch job**".

Refer to Installation identity [ref. 6.1.1.] and onward when selecting the installation identity and choosing the administrative user account configuration.

2.2.2. SQL Server user account

The user account used to access the SQL Server must:

1. Be a member of either the **sysadmin** fixed server role, or use a login which adheres to the following settings:
 1. Server roles:
 1. **dbcreator**
 2. User mapping (role memberships):
 1. Cloutility database:
 1. **db_owner**. This role is automatically associated with the SQL Server user account used when initially creating the database. If the database ownership needs to be changed to another SQL Server user account, please refer to Changing the database owner (DBO) [ref. 12.2.4.1.].
 2. msdb*:
 1. **db_datareader**.
 2. **db_datawriter**.
 3. Securables: **Connect SQL**.

* The (databases > system databases >) "msdb" database is used to store information regarding the Cloutility database version, which is used when applying (Cloutility database) updates. The specified roles grants the account **select**, **insert** and **update** privileges to this database.

If using SQL Server Authentication, please ensure that the password for the SQL Server account doesn't contain (single or double) quotation marks, i.e. " and/or ", as the software-installer will not be able to authenticate the user account as part of the installation process.

2.3. Outgoing email (SMTP) server

An integral part of Cloutility is its ability to send emails related to e.g.:

- **User account activation** (account passwords *can* be specified manually when adding a new user, but isn't recommended).
- **Password resets.**
- **Status reports.**
- **Billing data.**

... etc., so we recommend having access to an outgoing email (SMTP) server before installing Cloutility. Refer to [Email settings \[ref. 8.4.\]](#) for configuration assistance.

Explicit SSL/TLS supported

In order for SSL/TLS connections to work, the SMTP host must support "explicit SSL/TLS", i.e. connections which are initiated unencrypted and then switch to an encrypted state. "Implicit SSL/TLS", i.e. connections which are initiated as encrypted, are currently [not supported](#).

2.4. Domain name system (DNS)

Although it's not necessary to have in place before starting to set up Cloutility, we recommend having considered and preferably set up your "domain name system" (DNS) so that the Cloutility host-machine can be reached (at least) from your internal network (and perhaps already also from the Internet). Cloutility runs the following websites which each requires its own domain:

1. **API:** The extensive RESTful API:
 1. Domain example: api.mydomain.tld
2. **App:** The web-application (GUI):
 1. Domain example: mydomain.tld, www.mydomain.tld, app.mydomain.tld, portal.mydomain.tld

If you have the DNS set up and running before you start installing Cloutility, you will quickly be able to access it from other devices on your network, instead of just from the host-machine itself.

Refer to [Configuring Internet Information Services \(IIS\) for custom URLs \[ref. 9.2.\]](#) and onward when performing the actual configuration of Internet Information Services (IIS) and Cloutility.

2.5. Secure Socket-Layer (SSL) certificate(s)

We recommend accessing Cloutility over a Secure Socket-Layer (SSL) protocol (or "HTTPS") to ensure that the communication is encrypted. Refer to [Bonus: SSL-certificates \[ref. 9.2.1.\]](#) for assistance on how to acquire and configure Internet Information Services (IIS) to use SSL-certificate(s).

2.6. HTTP-request methods

In order for Cloutility to exchange data between the API and the GUI, the Internet Information Services (IIS) instance needs to allow the following HTTP-request methods (verbs):

1. **OPTIONS:** CORS preflight (see below).
2. **POST:** Create a resource.
3. **GET:** Get a resource.
4. **PUT:** Update the entire resource.
5. **PATCH:** Update one or more specific parts of a resource.
6. **DELETE:** Delete a resource

Because Cloutility's API and the GUI run on separate domains, "cross-origin resource sharing [ref.]" (CORS) is employed when inter-communicating. Each HTTP-request for data is preceded with a CORS preflight request (using the **OPTIONS**-method) which verifies that the web-server can handle CORS-requests, before the actual request for data is sent.

3. System requirements and implementation prerequisites for on-site installations

This chapter describes the prerequisites for installing and running Cloutility in your own infrastructure, i.e. as an on-site installation.

3.1. Cloutility server (host-machine) requirements

Cloutility requires a host-machine running a (fully updated) 64-bit edition of the Microsoft Windows Server operating system, i.e. (in preferred order):

Operating system	Notes
Microsoft Windows Server 2022	The "Web Server (IIS)" feature (sometimes) needs to be enabled before proceeding with the installation of Cloutility.
Microsoft Windows Server 2019	
Microsoft Windows Server 2016	
Microsoft Windows Server 2012 R2	Rubrik version 8 is incompatible with this operating system. Attempting to connect to a Rubrik server results in the error: "The request was aborted: Could not create SSL/TLS secure channel". Use a newer operating system.
Microsoft Windows Server 2012	
Microsoft Windows Server 2008 R2 SP1	The Cloutility installer may fail on the first installation attempt. Run once, fail, reboot the host-machine and run installer again.
Microsoft Windows Server 2008 (64-bit) SP2	The Cloutility installer may fail on the first installation attempt. Run once, fail, reboot the host-machine and run installer again.

Depending on your preference, you can use a Microsoft SQL Server (SQL) which is installed either on the host-machine itself or on a remote host-machine which is accessible from the Cloutility host-machine. The minimum requirements for setups with 1000 assigned backup nodes are:

	Cloutility (only) host-machine	Cloutility + SQL on same host-machine
Processor	(modern) Intel quad core	(modern) Intel quad core
Memory (RAM)	8 GB	16 GB
Storage available for installation	15 GB*	200 GB

* Min. 1 GB disk space: Besides the installation itself the only disk space required by Cloutility is the space needed for final invoices to customers, e.g. PDF files, if you choose to let Cloutility handle their distribution via email and subsequently make them available for download via the API/GUI.

3.2. Software

The software-installer can be run on a fresh host-machine and will download and/or install; and configure most dependencies (apart from the database server). Automatically installed/configured dependencies include:

1. Microsoft Internet Information Services (IIS) 6 (or newer) with support for Microsoft .NET 4.5 applications.

The only dependencies which need be installed on the host-machine prior to installing Cloutility are:

1. Microsoft .NET framework 4.5.2 (.NET framework) or newer.
2. IBM Storage Protect Storage Manager Administrative Client version 6 or higher with "**Administrative Client Command Line files**": <http://www-01.ibm.com/support/docview.wss?uid=swg21239415> [ref. 1] (a detailed walk-through of the installation/configuration can be found in IBM Storage Protect Administrative Client (configured for English language in DSM.opt file) [ref. 4.1.]). You are able to install Cloutility without the administrative client installed on the host-machine, but you will not be able to connect to a IBM Storage Protect server before the administrative client is available.
 - Please be sure to use English for the communication language, e.g. by modifying the `C:\Program Files\Tivoli\TSM\baclient\dsm.opt` file to `language enu`, if necessary.
 - Note: If modifying the dsm.opt file, the ONLY contents of the said file can be:

`language enu`

Any other (or additional) content can prevent Cloutility from working as intended! Specifically we have experienced that using other language settings, e.g. `sv_SE.UTF-8` can result in mixed use of decimal-separators within the same result-set from the IBM Storage Protect server, i.e. some lines using "period/full stop" and others using "comma", and even mixed use of decimal-separators within the same line, e.g.:

```
HOSTNAME\SystemState\NULL\System State\SystemState NODENAME 1 0_00 22846039040 0,,00 2023-08-29
00:35:18.000000 2023-08-29 00:50:36.000000 VSS NO
```

... which creates problems when interpreting the response during reporting.

3. An IBM Storage Protect administrator's account.

1. Privilege options:

1. **Operator**: Reporting, view all values for backup nodes.
2. **Storage**: Same as "operator" with the addition of being able to generate deduplication statistics (see below).
3. **Policy**: Same as "operator" with the addition of schedule management, node group membership, retention rules, file space renaming, and deletion of backup nodes from IBM Storage Protect.
4. **System**: All privileges.

2. If you're using "logical" (reduced) storage values (i.e. settling your own users/customers according to "logical" storage values and/or if your Cloutility-license is based accordingly), and if you're managing data in container storage pools, then you need to generate "**deduplication statistics**" at regular intervals for the applicable backup nodes (or applicable storage pools) in IBM Storage Protect in order for your Cloutility-instance to reflect the said values. In order to generate the "**deduplication statistics**", you can either:

1. Run a scheduled (preferably daily) administrative script on the IBM Storage Protect server, which issues the `generate dedupstats` and subsequently `delete dedupstats` commands.
2. Use Cloutility's built-in "**DedupStatGenerator**" scheduled task, which automatically generates deduplication statistics for either each individual assigned backup node or for each applicable storage pool.
 1. Note that if relying on Cloutility for generating "**deduplication statistics**", the IBM Storage Protect account used by Cloutility must have "**system privilege**", "**unrestricted storage privilege**", or "**restricted storage privilege**" for the storage pool in order to issue the `generate dedupstats` and `delete dedupstats` (which deletes all but the latest values) commands required for generating logical data storage values.

Your license specifies the maximum validity of the "**deduplication statistics**", which by default is 7 days. In case deduplication statistics for an (assigned) backup node is determined to be invalid (i.e. older than then maximum validity specified in the license), the backup node's "reporting" (unreduced) storage value will be used instead (for reporting, billing etc.). When previously invalid "**deduplication statistics**" for a backup node are determined to be valid again, the backup node will once again display "logical" storage values (depending on the "storage base" setting on the business unit in Cloutility to which the backup node is assigned).

Besides from the above dependencies, the following prerequisites should be available prior to installing Cloutility:

- **Need to have:**

1. Network access between the backend servers servers and Cloutility host-machine.
2. An **SQL** (2022; 2019; 2017; 2016; 2014; 2012; 2008 R2; or 2008 Service Pack 2) supporting "Data-tier Application Support" (DAC) packages in order to be upgradable by our software-installer. Important things to note:
 - Cloutility supports either "**Windows Authentication**" or "**SQL Server Authentication**".
 - When using "Windows Authentication" the user account used for installing Cloutility must have access to the SQL Server.
 - Cloutility will create its own database (default name: "CloudPortal") during installation of the software, so no database needs to/should be created prior to installing Cloutility.
 - The Information regarding SQL host; database name; and user will be auto-filled when performing future upgrades Cloutility - the password must be entered upon each upgrade.
 - As a rule of thumb, each backup node requires a minimum of approx. 0.01 MB of space per day/(0.01 MB x 365 days =) 3.65 MB per year on the SQL Server, resulting in a backup node/GB ratio of approx. (1 GB = 1024 MB/3.65 =) 280 backup nodes/GB per year.
 - There is no specific requirement in terms of the "**server collation**" for the SQL Server-instance, but if in doubt you can use: "`SQL_Latin1_General_CP1_CI_AS`".
3. Access to a working **outgoing email (SMTP) server**, used for validating new users; e-mail reporting etc. You are, however, able to install the software without a working SMTP server, but will experience somewhat limited functionality until one is available to Cloutility.
4. If you want to run scheduled tasks under a user account performing the installation (as opposed to the SYSTEM account), the **local security policy** named "**Network access: Do not allow storage of passwords and credentials for network authentication**" needs to be disabled on the host-machine. To do this:
 - Open the "local security policy" application in Windows.
 - Navigate to: "Local policies > security options".
 - Locate and double-click on "Network access: Do not allow storage of passwords and credentials for network authentication".
 - Set value to "disabled".

- Click "OK".
- **Nice to have:**
 1. **Microsoft SQL Server Management Studio** (SSMS) preferably installed on the host-machine itself (for debugging purposes, optional).
 2. A **web-browser** (Google Chrome, Brave or other Chromium based web-browser recommended) which can access the GUI from the host-machine (required for initial setup, refer to Initial sign-in [ref. 7.]).

3.3. Network access

The host-machine running Cloutility should be able to communicate with the **Auwau API** located at:

- URL: <https://remote.backupportal.com> [ref.]
- IP address: 185.66.187.140

This network access is used:

1. For software updates (checked at: <https://remote.backupportal.com/v1/updates> [ref.]) when using the "check for updates" functionality for Cloutility.
2. As an endpoint for the exchange of license related meta-data regarding the use of the Cloutility installation. This information is used by Auwau for billing purposes. Depending on your Cloutility licensing model your Cloutility installation may not be required to send data to the **Auwau API** and will fully function regardless. The exchanged meta-data is the:
 1. **Cloutility software-version.**
 2. **IP address of Cloutility-instance.**
 3. **amount of data.**
 4. **number of registered consumption-instances.**
 5. **number of consumption units.**
 6. **number of business units.**
 7. **number of backend servers.**
 1. (If any, the Cloutility) **server ID and reason for each backend server which does not comply with your Cloutility licensing model.**
 8. (Optionally,) **errors encountered by the Cloutility-instance.**

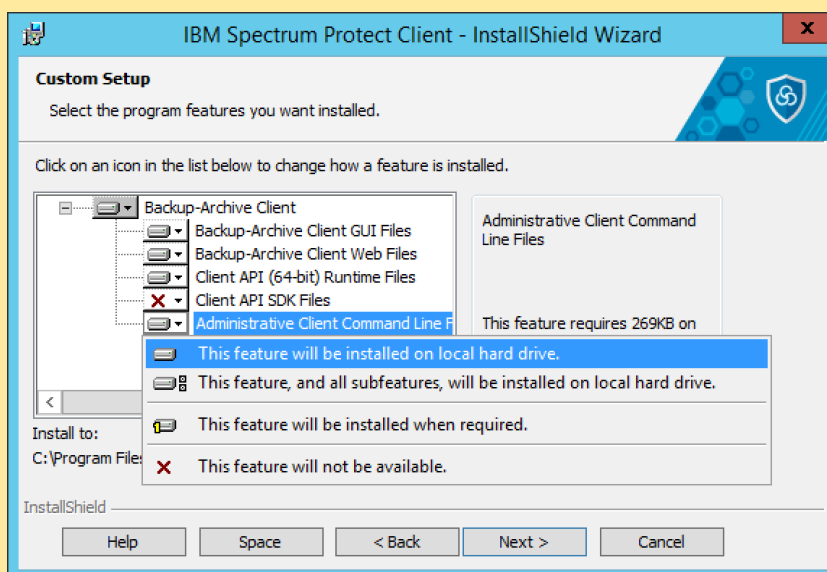
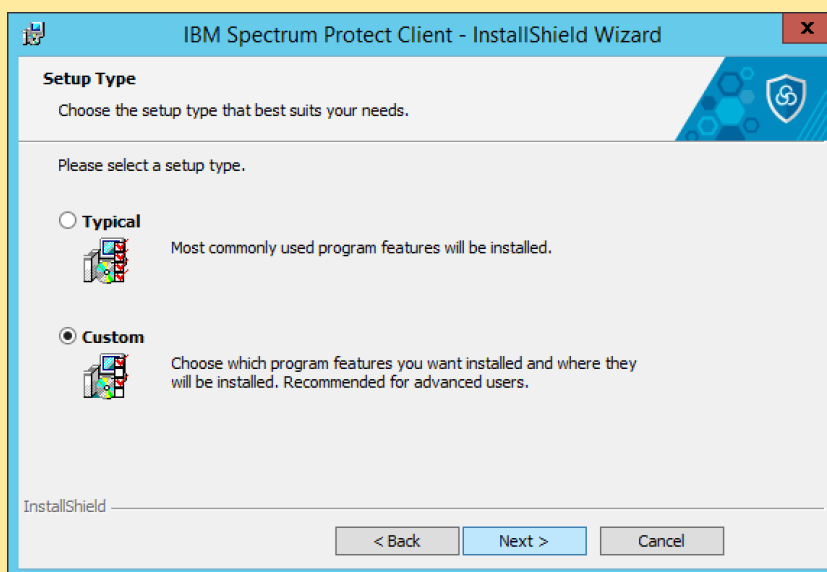
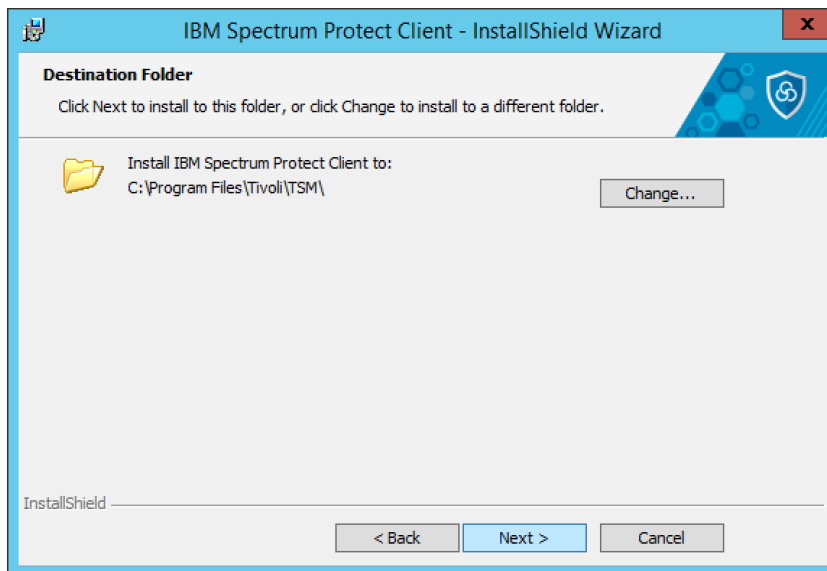
All communication with the Auwau API takes place over an SSL-encrypted network connection.

4. Installing prerequisite software

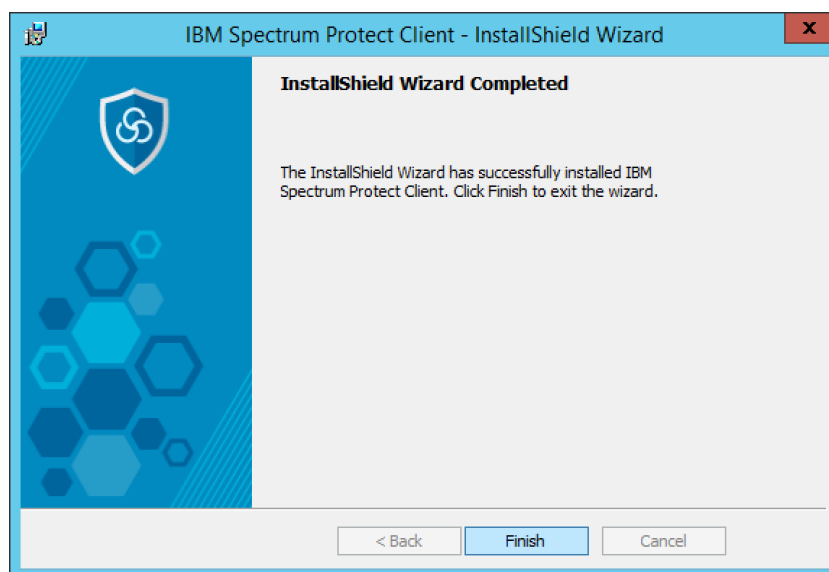
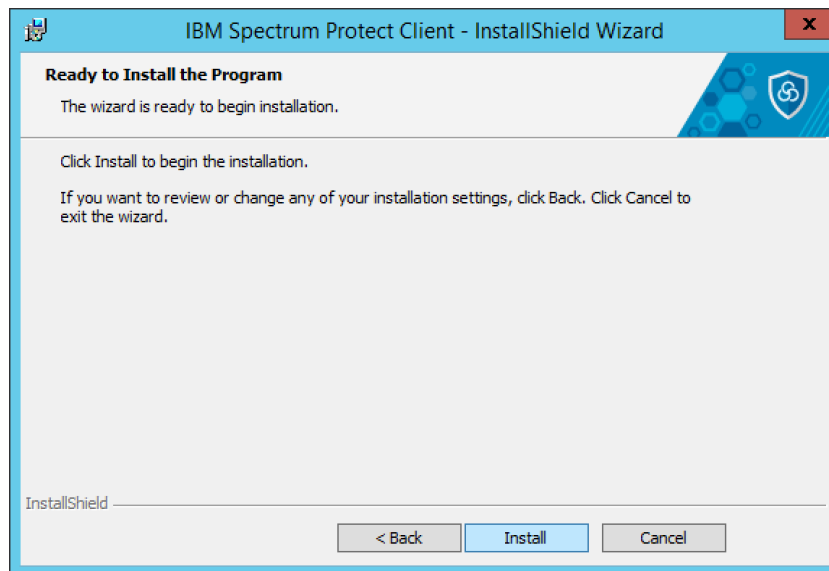
4.1. IBM Storage Protect Administrative Client (configured for English language in DSM.opt file)

The administrative client (part of the "IBM Storage Protect Client") is free and can be downloaded from IBM. Locate it by searching the web, e.g. using [google.com](https://www.google.com) [ref.], for "IBM Storage Protect Client download".





Make sure to include (i.e. choose "this feature will be installed on local hard drive") the "Administrative Client Command Line Files" as part of the IBM Storage Protect Client configuration as Clouility uses this component for communicating with IBM Storage Protect servers.



The administrative client must be using the [English language pack](#). To ensure this, please make sure that if a **dsm.opt** file exists (in **C:\Program Files\Tivoli\TSM\baclient**) on the host-machine, it should only contain the following data:

`Language enu`

Any additional information in the **dsm.opt** file, e.g. specification of `tcpserveraddress`, can cause Cloutility to malfunction, so please refrain from adding anything but the above.