



# Bocada Enterprise Release Notes

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The following features and enhancements are now available with the release of Bocada Enterprise 24.3.12. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### **Bocada Servers: Ability to Assign Zones**

Customers can now assign a single zone to each Bocada Server so that its data can be more easily organized when viewing, filtering, and distributing storage reports. For MSP workflows, this feature streamlines customer onboarding by enabling zone configuration when adding each customer server.

## Enhancements

### **NetAPP ONTAP: Storage Device Reporting**

Customers who use NetAPP ONTAP will now be able to report on data capacity and utilization collected via a secure REST API connection. Initial storage reporting focuses on the consumption of the entire appliance; aggregates (including root aggregates) and volumes; utilization trends; growth over time; encryption; and immutability.

### **Scheduled Report Distribution: Export to UNC network path using Email Blocs**

Users can now configure Email Blocs to distribute targeted data based on Bocada Zones to UNC network paths in addition to email.

### **Veeam Backup Repository Report**

Bocada added data fields for *Description* and *Membership* and moved that data from existing fields to better distill the Veeam storage repository configuration.

### **Commvault: Policy Reporting & Version Information**

- Added Policy information from Commvault for all VMs, even those without remote data collection agents installed.
- Added the full details of the Commvault software version that Bocada Enterprise is connected to, along with service pack and hotfix information.

### **Zone Assignment to Users**

Added the capability to include all zones or exclude specific zones when assigning data visibility to users. Additionally resolved an issue with zone assignment which prevented the assignment of multiple zones to a user profile.

## Resolved Issues

### **HYCU**

Corrected and added mining and reporting of additional HYCU data, including client names, target names, and byte count.

The following features and enhancements were made available with the release of Bocada Enterprise 24.3.11. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### **New Connector: Cohesity Helios**

Bocada added a new connector to monitor and report on data collected from Cohesity Helios, a cloud-based solution from Cohesity that manages data from both their Data Protect (on-premises) and Data Protect as a Service (SaaS) applications. Customers will now be able to report on all their Cohesity infrastructure through a single connection directly into Cohesity Helios.

### **AWS Backup: Collection support for Organizations with Delegated Administrator**

Customers using AWS Backup will be able to create a delegated administrator to extract the Organization hierarchy and add server properties to collect data. The process will collect all the accounts in the Organizational Units with permissions so that customers won't need to change a policy every time they create a new account.

### **Commvault: New Audit Report**

Created a new report in the Audit section to report on maintenance jobs, data aging and DDB verification jobs, among other data points.

## Enhancements

### **Cohesity: Storage Device Reporting**

The Cohesity connector now supports storage device data collection and reporting, including data points such as Encryption (enabled/disabled), Immutability (COH per policy/Protection group), Free and Used GBs, and Deduplication Ratios.

### **Commvault: Immutable Backup & Encrypted Data Reporting**

Extended this new cyber resilience feature to enable the mining and reporting of Commvault backup data that is immutable or encrypted. This report will help customers identify how well backups are protected from cyberattacks such as ransomware.

### **Avamar: Audit Report**

A new report was added to the Audit section that reports on space reclamation for expired backups.

### **Veeam Backup & Replication Improvements**

Added a new long term retention field for COPY jobs, as well as improved the display of Veeam backup job status.

### **ConnectWise integration improvement**

Improved company information assignment to tickets in ConnectWise using zone-based assignments.

## Resolved Issues

### **Remote Data Collector (RDC)**

The issue with the installer getting hung on new RDC/CDC machines is now resolved. The installation and upgrade of RDC and CDC on servers now runs more smoothly and reliably.

### **Zone Assignment**

Resolved issue with zone assignment to clients when cardinality is set to “Only one zone per client.”

### **HYCU**

Improved data accuracy in the Protected Bytes report.

The following features and enhancements were made available with the release of Bocada Enterprise 24.3.10. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### Dell EMC Unity – Storage Device Reporting

Bocada has added support for Dell EMC Unity to collect, monitor and report on storage device data. This is in addition to storage device reporting for Dell PowerScale OneFS (Isilon), Dell Data Domain and Microsoft Azure.

## Enhancements

### Ignore Clients from Alerting/Ticketing

Customers occasionally perform maintenance activities on backup clients, and a certain number of backup job failures are expected during that period. Bocada now provides the option to pause alerting for a specific date range to avoid unnecessary tickets. Customers will be able to select which clients they want to “ignore” and prevent a ticket from being created for a specific date range. This is in addition to the existing ability to ignore specific clients from reports, and the UI of this feature has also been updated to improve the user experience.

### Report Performance Improvements

We continue our investment in application and report performance to ensure data in the UI loads quickly, especially for customers with large data sets. In this release, users will be able to perform actions on reports (such as exporting a report or scheduling report distribution) without the report being automatically re-run unnecessarily, saving compute resources and users’ time.

### Storage Reporting

Bocada added criteria and reporting fields to the *Storage Device > Utilization Details* report to identify storage growth over a chosen number of days and daily rate of change.

### Data Domain

Added data points and statistics for the following information:

- Appliance model number
- Appliance serial number
- Software version

### Avamar

Added data points for “Backup Type” such as VSS, Filesystem, NAS, SQL Agent, Oracle, etc. to identify what types of backups are performed and ensure all backup requirements are met.

### Cohesity

Updated the connector to support data collection when session authentication has been enabled on the cluster. Also added data points for “Backup Type” such as VSS, Filesystem, NAS, SQL Agent, Oracle, etc. to identify what types of backups are performed and ensure all backup requirements are met.

### **ConnectWise**

Enhanced the ticketing integration with ConnectWise to automatically close a ticket once a backup for the affected resource has completed successfully.

### **Remote Data Collector (RDC)**

Improved functionality to better support and automate deployments leveraging Remote Data Collection functionality at scale:

- Added a notification and direction to push upgrades to RDCs once the central system has been upgraded to help ensure RDCs stay in sync.
- Added a feature to automatically push upgrades to multiple RDC servers with a single action from the DCS Management report.
- Added functionality to download capture and log files to assist with support issues related to data collections run on RDC systems. This can now be done directly from the application UI without requiring direct remote desktop access to the RDC running collections.

### **Client Protection Summary Report**

This new report summarizes the most recent backup activity for each backup client, including:

- Backup server performing the backup
- Backup client protected, backup level (full, incremental, etc.)
- Type of backup (e.g. VMware image, MSSQL, Filesystem, etc.) when available
- Date of Backup
- Start Date/Time backup
- Byte count of backup
- Additional details and data points can be made available based on customer feedback.

## **Resolved Issues**

### **Consecutive Days of Failure Report Alerting**

Resolved the issue associated with the alerting based on the consecutive days of failure using the *Consecutive Failures (Days)* report.

### **HYCU**

Updated the HYCU connector to improve collection and reporting of data points related to the job policy, schedule, byte count and target.

### **Microsoft DPM**

Updated the Microsoft DPM connector to properly report on "DiskRec" points for all clients which were previously not collected.

The following features and enhancements were made available with the release of Bocada 24.3.09. This version is a Long Term Supported (LTS) release and will be supported in accordance with the [Support Terms](#).

## New Features

### **Immutable Backup & Encrypted Data Reporting (Veeam)**

Bocada Enterprise now provides additional cyber resilience capabilities by mining and reporting on backup data that is immutable and/or encrypted. The first version of this new report is specific to data backed up by Veeam Backup & Replication and will be extended to other supported backup applications in subsequent releases. This new report will help customers identify how well backups are protected from cyberattacks such as ransomware.

## Enhancements

### **Data Domain: Immutability/Retention Lock**

Extended the Rest API-based data collection to report on Mtree Immutability and Encryption attributes for storage device reporting.

### **Bocada Service Account No Longer Requires Admin Privileges**

Previously, the service account used to install and run the Bocada Enterprise application required local administrative privileges. However, this was an installation barrier for some customers. Therefore, that requirement was changed from required to optional.

### **Bocada REST API**

The filtering functionality in the Bocada Enterprise REST API has been updated for users to be able to add data to specific clients and date ranges.

### **Avamar**

The Avamar connector now collects additional client data such as client version, client type and canonical client type for Media Inventory and Policy Collection reporting.

### **Cohesity**

The Backup clients report now includes additional data from the Cohesity connector including client version and client platform.

### **Veritas NetBackup**

Bocada Enterprise now collects additional data points from NetBackup, including "File List" & "Keyword" for improved policy reporting.

### **Rubrik**

Improved the performance of the Rubrik connector by up to 50% when collecting data against extremely large environments.

### **Remote Data Collector (RDC)**

The Remote Data Collector (RDC) installer service has been improved to streamline push updates.

## **Resolved Issues**

### **Executive Summary**

Fixed filtering issue when running the Executive Summary report with modified Backup Level criteria.

### **Connectors**

- **AWS:** Enhanced data collection to leverage a separate API for AWS Backup secondary copy jobs so the results of the original backup and its copy are more accurately reported.
- **Commvault:** Resolved data inconsistencies between the MSSQL & API collection methods within the Commvault connector.
- **Commvault Metallic:** Fixed issues related to the REST API collection method where jobs with errors were incorrectly reported as successful instead of Partially Successful. Additionally, clients with multiple targets are no longer reported as multiple clients.
- **Veeam:** Resolved an issue where archival jobs were incorrectly reported as multiple backup clients in Bocada by adding additional tracking of the object related to the job.

### **Bocada Installer security**

Additional password masking has been added into the installer logs during installation-time or run-time to ensure greater privacy.



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The following features and enhancements were made available with the release of Bocada 24.2.08. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### Export Reports & Dashboards to SharePoint

Bocada Enterprise has added an integration with Microsoft SharePoint to enable users to automatically export Bocada reports and dashboards to a Microsoft SharePoint folder. This new option has been added to the “Schedule Report” and “Schedule Dashboard” features which currently support automated distribution via email.

## Enhancements

### Cohesity Data Collection

The Cohesity connector can now collect data from Cohesity clusters through API keys. This enhancement supports customers who have multi-factor authentication (MFA) requirements for their user accounts.

### Data Domain: Data Collection via REST API

The Data Domain connector has been enhanced to collect storage device data via the REST API for customers who can't use the PuTTY method of data collection. This new API-based data collection also leverages the new and extensible storage reporting framework.

### ConnectWise Integration Improvements

Bocada's integration with ConnectWise for automated ticketing has been updated to show the possible values for the priority field, as well as a single override for default priority. Additionally, users will be able to set zone-based assignments when tickets are created, which is often used by MSP customers to map their Bocada customer zones to the ConnectWise company field.

### Remote Data Collector (RDC)

Bocada is investing in its Remote Data Collector (RDC) architecture. In this release, the RDC installer now automatically installs the upgraded package into the CDC package location so users can push out to RDC without reliance on support. Additionally, users can now add many RDC entries at once into the DCS Management report.

### Closing Potential Vulnerabilities

Bocada has upgraded to the latest ODBC and .NET runtime versions to address potential security vulnerabilities that could exist with older versions of these tools.

### UI/UX Enhancements

This release includes an improved user experience when adding rules and further standardization of UI components for greater consistency and usability across the application.

## Resolved Issues

### Zone assignments

Clients without zone assignments will be assigned to appropriate zones based on configured rules.

### Connectors

- Acronis – fixed missing data issue during data collection.
- Commvault – resolved backup job byte collection issue, and updated connector to support new Commvault version 11.36.
- Microsoft DPM – resolved duplicate backup jobs displaying in UI.
- NetBackup – policy collection issue resolved.

### Schedule Report & Dashboard Distribution

- Added a new field that will help users select an existing schedule group.
- Fixed the issue with the Schedule Dashboard function so it will automatically distribute enhanced dashboards.

### Executive Summary with Email blocs

Fixed an issue so that the Executive Summary report will only include data from the zone that was requested or tagged in the email bloc configuration.

The following features and enhancements are now available with the release of Bocada 24.2.07. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### Storage Device and Backup Media Reporting

Bocada's new storage reporting framework that differentiates Storage Device reporting from Backup Media reporting is now visible in the UI for all customers who install this release. This was made available in the June 24.2.06 release to customers who wanted to enable it in their environments. Starting in July with this release, these reports will be visible in the UI for all customers.

1. In the new Storage Device module on the left navigation menu, customers will see three standard reports that show graphical views of current storage device utilization, trends, and details of data consumption across multiple devices for the device or primary storage location. This release includes reporting for two storage devices: **Dell PowerScale OneFS** and **Azure Storage Accounts**.
2. The existing storage device reports specific to AWS, Data Domain, VAST, StoreOnce and Google Cloud will display as they do today. These will be migrated onto the new framework and included in the three new standard reports in upcoming releases throughout the rest of 2024.

The Backup Media module on the left navigation menu will include the existing storage reports that display the storage view of Backup Media as tracked through each backup system.

### Commvault Metallic

Taking advantage of newly exposed Commvault REST APIs, Bocada has converted data collection for the Commvault Metallic connector to vastly simplify, modernize and improve the quality of data collection.

## Enhancements

### Remote Data Collector (RDC)

Bocada is investing in its Remote Data Collector (RDC) architecture. In this release the RDC installation was enhanced to enable command-line installation of the RDC and all prerequisites, making it fully scriptable by any RMM tool and automating large scale MSP customer deployments.

### Commvault Reporting

Bocada's connector to Commvault will now collect additional data points related to Copy jobs, including Retention, Expiration Date, and Last Success Backup Date.

### **UI/UX Enhancements**

This release includes an improved UI and user experience when adding multiple backup servers in bulk using a CSV template.

### **Resolved Issues**

#### **Remote Data Collector (RDC)**

Fixes were implemented to address a folder permissions issue that was preventing successful upgrades.

The following features and enhancements were made available with the release of Bocada 24.2.06. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### **Storage Device and Backup Media Reporting**

Bocada designed and implemented a new storage reporting framework that improves how storage data is collected and reported in Bocada Enterprise. This new framework differentiates storage consumption on Storage Devices from the view of Backup Media through the backup systems. Reporting from the storage device gives admins a layered view of utilization, trends, prediction and other functionality across the entire enterprise including cloud and on-prem, regardless of whether they are used as a destination for backup data.

This new framework differentiates Storage Device reporting from Backup Media reporting, providing a clearer picture of consumption and trends.

New features and functionality includes:

1. Support for Dell PowerScale OneFS (Isilon) and Azure storage devices.
2. Three new reports show graphical views of current utilization, detailed views of data consumption at the primary storage locations, and trends of utilization across multiple devices.
3. The storage module in the left navigation menu has been redesigned to better distinguish between the two types of storage reporting – Backup Media and Storage Device.

This new product offering is currently available to customers at no additional charge who want to take advantage of it by installing the 24.2.06 release and working with our Customer Success team to enable it in their environment(s).

### **NetBackup: Server Audit Reporting**

Customers who have connected to Veritas NetBackup systems can now view NetBackup user activity in Bocada Enterprise through a new System Event Audit report.

### **Integration with Moogsoft**

Bocada is supporting AI-powered IT operations through an integration with Moogsoft that enables customers to configure alerts that automatically create incidents in any ticketing system connected to the Moogsoft platform.

## Enhancements

### Performance Improvements

- Improved the load speed of reports that use zone-based criteria.
- Customers with very large data sets can choose to disable auto-loading of the default reports when selected from the left navigation menu. This can save time for users who will not have to wait for a large report to load before opening a saved report or configuring a new one by editing report criteria.

### UI/UX Enhancements

Improved UI and user experience for the following functions: Backup Client Properties, Backup Client Rules, Administration of Users, Administration Rules, and Data Collection Get Logs & Capture Files.

### Datto SaaS Protection

Improved data mapping for clients, targets and other key data points in the Datto SaaS Protection connector.

## Resolved Issues

### Commvault Connector

Added data fields to Bocada reports to maximize the data retrieved through the Commvault REST API.

### Dashboard

Addressed issues with drill-down functionality, and the right click option now opens the selected dashboard in a new tab.

### Veeam Storage Reporting

Veeam Storage Reporting now accurately mines and captures the information regarding Total Volume capacity and free space for all backup media pools.

### Veeam Backup Data Collection

The backup data collection transaction logs more accurately capture the details of successful backup jobs with added filters.

The following features and enhancements are now available with the release of Bocada 24.2.05. This version is a Long-Term Supported Release and will be supported in accordance with the [Support Terms](#).

## New Features

### Dell Power Protect Cloud Snapshot Manager

Added support for Dell Power Protect Cloud Snapshot Manager to report on backup activity & policy configuration.

### Synology Hyper Backup Connector

Added support for Synology Hyper Backup to report on backup activity.

### Report Exporting in Excel Format

Expanded the ability for distribution of Bocada reports in Microsoft Excel (.xlsx) format to include sending via email and existing scheduled report distribution mechanisms.

## Enhancements

### Veeam Backup Repositories Report

Added report to provide media repository details such as Type, Host, and Path to assist with identification of media and audit submission.

### Performance Improvements

Improved load time for reports such as Job Trends, Consecutive Failures, Failure Trends, and Backup Trends.

### Bocada Installation

Removed requirement for .NET runtime 6.0.9 as it was superseded by the .NET 8.0.12 runtime that is already required and installed automatically.

### Remote Data Collector (RDC)

Added centralized directories for logging related to RDC Installations:

- On the Central Data Collector (CDC): ... \Bocada\Application\Log
- On the RDC: ... \Bocada\DataCollection\Log

### UI/UX Enhancements

Improved UI and user experience for Data Collection Alerts, Storage Alerts, Rules configuration.

## Resolved Issues

### Dashboard Improvements

Improved various aspects of the Bocada Dashboards:

- Improved the “add new widget” functionality
- Improved report load times within the dashboard
- Added option to open each dashboard in a new tab upon right-clicking

- “Send by email” is now working as expected

**AWS Backup**

Added Amazon Document DB as a Client Type. Improved reporting around S3 buckets which were only reported when snapshots were taken to add to the Inventory data collection and identify unprotected S3 Buckets.

**Report Data Clarity**

Changed the field name for Job ID and other reference(s) from *Description* in reports to *Job Reference* to better reflect the intent of the data.



The following features and enhancements are now available with the release of Bocada 24.1.04. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### **Bocada User Audit**

Added auditing capabilities to track changes made within the Bocada application, including the following modules:

- Scheduled Report Configurations
- DCS Management
- Backup Server Groups
- Backup Client Properties
- Add/Remove Users
- Saved Reports/Criteria
- Ticketing Instance Configuration (ITSM)
- Tag Management

### **Bocada Report Export Format**

Added the option to download Bocada reports in Microsoft Excel (.xlsx) format.

## Enhancements

### **Asset Inventory**

- Added data collection for Azure and AWS tags along with the inventory data collection.
- Added inventory data collection for Azure Managed File shares to identify file shares without backup in addition to those already reported.

### **Asset Inventory: Tag Zoning**

Added the ability to map native tags (from AWS, Azure, vCenter, etc.) to Bocada Zones for inventory assets. This was previously only available for resources with backup activity. The new automation increases visibility for unprotected resources.

### **Reports Performance Improvement**

- Improved load times for reports using free-form filters in the criteria (dependent on the size of the data set). Report load times have decreased from minutes to a few seconds in some cases.
- Removed the Zones column (Including Zones criteria) from saved reports to improve load time performance.
- Job Activity Report performance has been improved significantly.

### **Create Case**

Improved this feature by prompting the user to create a case via email when attempting to create a case without a valid Bocada Support Account ID. In this case, the support ticket can be created via email, but the customer should reach out to Bocada Support for a valid Account ID.

## Resolved Issues

### Remote Data Collection (RDC)

Fixed and improved various components of the Remote Data Collection architecture:

- Consolidated and centralized logging within the Bocada installation directories for Remote Data Collection installation and configuration, improving troubleshooting capabilities.
- Fixed an issue where version stamp on RDC entries in the DCS Management report was not updated properly to reflect the new version.

### Installation & Upgrade

Fixed issue where newer versions of .NET Runtime 6.0.9 were not recognized, prompting installation of a later version, causing unnecessary steps and errors.

### Schedule Report Dialog

Updated the Scheduled Report dialog to remove some restrictions:

- Updated it to ALLOW the creation of a scheduled report configuration using a report set as the Global Default behavior. The dialog will continue to block creation from the default Template and prompt user to save the current report.
- Email address, subject, and scheduled configuration are no longer required when Email Blocs are being configured.

The following features and enhancements were made available with the release of Bocada 24.1.03. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### Datto Connector

Added support for Datto data collection and backup reporting.

### New Audit Module

The Audit module will have multiple categories and subcategories with links to different types of audit reports, making it easy for users to find the reports and data they require.

### Bocada User Audit

Added auditing capabilities for Bocada Alerts & Backup Server configuration creation and changes.

## Enhancements

### vCenter Inventory

Enhanced inventory data mining to include additional data for Resource Type, Power State, and IP Address, improving visibility and filtering when automating identification of protected and unprotected resources.

### AWS Inventory – Account ID

Added a field to the inventory reports to identify the *AWS Account ID* in addition to a concatenated field that includes the *Account Name – Account ID*.

## Resolved Issues

### AWS S3 Bucket Reporting

Addressed reporting gaps in backup data mining for AWS S3 Buckets, including mining tags associated with the S3 buckets, bytes protected (to identify size), and setting client type to S3 rather than “other”. Also improved inventory mining to include S3 Buckets as inventory resources to enable identification of unprotected buckets.

### Executive Summary – Improved Performance

Improved the time to render report data for all cases but even more substantially in large-scale environments where the report previously would time-out after an hour of waiting.

### Saved Report Scheduling

Added an alert in the Schedule Report dialog to prevent users from scheduling saved reports set as the “Global Default”. Disabling the scheduling of global default reports helps prevent users from inadvertently changing saved report criteria of reports previously scheduled for distribution.

The following features and enhancements were made available with the release of Bocada 24.1.02. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### **Bocada Auditability**

Configuration changes made by users in Bocada are now logged and can be seen in an audit report. The report shows changes made including additions, updates, and deletions, and identifies who made each change, when it was made, and includes the old and new values. Audited Bocada features include zones, zone types, rules, rule groups, schedules, user error categories, user error category items, prune options, product keys, and email blocs.

### **Veeam Restore Audit Report**

Added a report that details all Veeam restores and relevant information including the backup server, original date of backup that was restored, restore date, restored resource (client) status, reason, and user who initiated the restore activity.

## Enhancements

### **Improved Reports Performance**

Updated Job Trends, Consecutive Failures, Failure Trends, and Executive summary reports to run significantly faster, especially in large scale environments.

### **Enhanced Dashboard**

The new enhanced dashboard can now be dynamically filtered to instantly rotate through different data sets leveraging Bocada zones. Additionally, email blocs functionality has now been integrated into the dashboard to automate distribution of targeted datasets via email.

### **Scheduling Reports**

The scheduled report mechanism has been redesigned to reduce complexity and streamline the workflow when configuring report distribution. Additionally, reports can now be distributed on a quarterly schedule.

### **NetWorker Rest API**

Improved reporting using the new REST API method, including mapping of Differential backups, improved reporting of job messages including detailed failure information, and simplification of the Backup Server properties when adding a connection to a new NetWorker server.

### **Power Protect Data Manager (PPDM)**

Improved reporting of VMs backed up within a single VMware backup job so they can be reported individually as Bocada backup clients. Additionally, improved the accuracy of data in the Bocada Job Group field to reflect the policy and vCenter server in those cases.



The following features and enhancements were made available with the release of Bocada 24.1.01. This version is a Long Term Supported (LTS) release and will be supported in accordance with the [Support Terms](#).

## New Features

### ServiceNow Ticketing

Added an option in the incident auto-close feature to link the backup level of successful jobs to the backup level of the failed jobs that originally opened the incident. For example, only a successful full backup can close a ticket opened for a full backup failure.

## Enhancements

### Enhanced Dashboard

Implemented style updates, including new icons to improve discoverability and usability.

### Inventory Analysis Reports

Updated Veeam and AWS connectors to prevent creation of new backup clients without backup activity. This change improves the accuracy of the Protected and Unprotected Inventory reports by preventing correlation between inventory and backup resources when backups have not been attempted.

### Executive Summary Report

Added a column to identify the backup server when the report is summarized by backup client.

### Commvault

Added mining of "Media Type" during backup activity data collection to identify the type of media each backup is written to (tape, disk, cloud, etc.).

### Druva Phoenix

Added data mining of the vCenter information for VMware workloads for reporting in the *Job Group* field in Bocada reports.

## Resolved Issues

### Inventory Data Collection (CMDB)

Fixed an issue where inventory clients were not being assigned to zones created during CMDB data collection.

### Storage Protect (aka Spectrum Protect or TSM)

- Corrected status for multi-VM backup jobs so that failed or partial backup of one VM does not impact the status of the backup for other VMs backed up successfully within the same job.
- Fixed issue where Transaction Log backups were reported with the level of *Partial* instead of *Transaction Log*.
- Removed certain verbose logging from UI presentation.

The following features and enhancements were made available with the release of Bocada 23.3.12. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### **vCenter Tags**

Integrated vCenter tags into data collection and added tag data into Bocada reports. vCenter tags often classify resources and govern backup activities in data protection tools like Veeam and can now be leveraged in Bocada to provide visibility and automatically tag or zone resources for data segmentation and access control.

### **NetApp: REST API**

Updated the NetApp connector to support data collection using the NetApp REST API. While previous collection methods only supported the ONTAP API with admin user access, this new collection method supports access and data collection using credentials with read-only permissions.

## Enhancements

### **Enhanced Dashboard**

Improved usability of the scheduled/manual dashboard emails across different email clients and improved responsiveness of dashboard reports when resizing the browser window. Now that the Enhanced Dashboard has more functionality than the original dashboard, the original dashboard has been decommissioned and removed from the left navigation pane.

### **Azure Cloud Recovery Services Vault**

Added data points for the Recovery Services Vault in the Job Group and Media Destination columns of backup reports to assist with identification of the resource backup configuration within a customer's Azure infrastructure.

### **Azure Cloud Resource Type**

Added "Client Type" data in backup reports and Asset Inventory reports to distinguish between different types of resources within Azure, such as VM backups, SQL Database backups, Cosmos DBs, and others.

### **Zerto Disaster Recovery**

Extended data collection to support Zerto running on Linux platforms.

### **Asset Inventory Reports**

Added criteria to exclude backup clients/resources from the Asset Inventory reports.

### **Veeam**

Updated data collection to correctly identify client type and added a data collection property to collect Health Check jobs if desired.

## Resolved Issues

### Remote Data Collection (RDC)

Improved the installation process for Remote Data Collectors (RDCs) and communication between the RDCs and Central Data Collector (CDC):

- Added identification and instructions in the RDC installer when 64-bit .NET components are installed rather than the required 32-bit .NET components.
- Made improvements to prevent connection failure and improve data transfer success in slow ping situations.

### Storage Protect (Spectrum Protect/TSM)

Fixed Spectrum Protect Tapes storage report to address situations that resulted in an empty report.

### Criteria Performance

Improved Criteria panel load times, which was especially noticeable for larger reports.

### Commvault

Updated data collection to correctly capture Media Type as the destination (e.g., Disk, Tape, Cloud, etc.).

### Veeam for M365

Fixed data collection parsing that was causing error strings to be reported as backup clients. Updated data collection to correctly identify client type.



The following features and enhancements were made available with the release of Bocada 23.3.11. This version is a Feature Release and will be supported in accordance with the [Support Terms](#).

## New Features

### REST API Endpoints for Automated Password Rotation

Added the ability to rotate passwords for various credentials stored in Bocada, including for connections to backup products, email user accounts, and SQL server connections. This new API endpoint enables customers using frequent password rotation to automate and sync passwords stored in Bocada with their password management system.

### Automated Zoning Based on Tags

Added automation to assign resources to Bocada Zones based on tags applied to the resources in AWS, Azure, and Commvault. This feature further streamlines the segmentation of data within Bocada, enabling focused distribution of specific data sets to the relevant data owners. This capability will be extended to additional Bocada connectors in upcoming releases.

### Enhanced Dashboard: Scheduled Distribution

Added the option to schedule the new Enhanced Dashboard to be sent daily, weekly, or monthly. Chosen recipients can view the dashboard in an email with an attached PDF file at the frequency and time chosen.

## Enhancements

### Metallic Connector

Improved the Metallic connector to automatically download the data sent via mail by Metallic. This step was previously performed by a PowerShell script provided by Bocada and scheduled manually in the customer environment but will be completely managed by Bocada data collection moving forward.

### ServiceNow Ticketing Automation

Various improvements to the ServiceNow ticketing automation, including:

- Provided ability to limit GET requests via REST API to ServiceNow.
- Added a user setting to specify retry and wait behavior when hitting request rate-limiting in the ServiceNow incident API. This setting governs create, update, and close requests.
- Removed previously added special characters from the ServiceNow Work notes section.
- Updated the format of the Short Description for incidents created by Bocada. The new order specifies the CI (Bocada Client) → Backup Server → Target (backup details)

### Azure Cloud

Added a data point for Recovery Services Vault for backups which are configured via the Recovery Services Vault, including Azure VM, SQL in Azure VM, SAP HANA in Azure VM, Azure Files, Azure Backup Server, Azure backup Agent (MABS), and others.

### **Backup Type**

Backup Type criteria allows excluding or only including desired backup types. E.g. Database log files can be excluded, or only VMs can be reported on. column added for Rubrik, Commvault, NetApp  
Added data point for “Backup Type” and report criteria to filter on the data. This data point identifies different types of backup jobs that may be running for the same Resource or Backup Client, like VM Image, Filesystem, SQL Agent, and others. This data has been added for Rubrik, Commvault, and NetApp, and future releases will contain this data for additional connectors.

Additionally, Backup Type filters have been added to reports like Job Trends, Consecutive Failures, Job Activity, and other backup job-focused reports.

### **AWS Cloud Data Mapping**

Improved data mapping from AWS in Bocada reports to improve reporting consistency and visibility across different AWS services and achieve better normalization with other backup products.

### **Veeam Restore Point Report**

Added Media Type data point to the Veeam Restore Point report to differentiate between different media types (e.g., tape).

### **DCS Management**

Added hyperlink to the Status field to better highlight that Remote Data Collectors (RDC) can be stopped or started from this report.

## **Resolved Issues**

### **NetBackup**

Addressed reporting incorrect pathnames for SQL backup by introducing new server property on Advanced tab with name "Consolidate MS SQL \*.bak targets".

### **Commvault**

- Fixed the client and target names for restore jobs to accurately reflect what was restored.
- Added byte counts and file counts for certain backup types which previously were unknown.
- Improved mining via Commvault API to include Group Session and Backup Type data points.

### **Microsoft DPM**

Updated Media Type data point from “Tape” to the appropriate cloud vendor (e.g., AzureCloud) for Online Recovery Points.

### **Remote Data Collection (RDC)**

- Fixed an issue where an incorrect RDC was being set when adding a server from the DCS Management view.
- Added functionality to delete RDC entries from the DCS Management view when all servers have been reassigned to a different RDC.

The following features and enhancements are now available with the release of Bocada 23.3.10. This version is a Feature release and will be supported in accordance with the [Support Terms](#).

## New Features

### Bocada REST API

Added capability to retrieve report data for any saved Bocada report via a secure REST API built on OAuth 2.0 authorization protocol. Future releases will enable more ways to consume and distribute Bocada's consolidated backup, storage, and inventory data, and include security features such as automated password rotation

### Metallic Connector

Added support for Commvault Metallic data collection and backup reporting.

## Enhancements

### ServiceNow Ticketing Automation

Added enhancements to ServiceNow ticketing to further enable customization and support unique customer ServiceNow workflows and integrations:

- Added tracking for all Bocada *backup\_id* values for jobs that impact opening, updating, and closing of ServiceNow incidents.
- Added incident updates for partially successful jobs.
- Improved incident opening, updating, and closing behavior based on the specific target, or backup details (e.g., C:\program Files, All Local Drives, System state, etc.).
- Added *Target information* details in the resolution notes for a successful job.
- Added capability to pull and update incident status report with *Resolution Code* and *Resolution Notes* custom ServiceNow fields.
- Added option to use custom field instead of standard Description field (ex: Work Notes) and publish that data in the Bocada reports.

### Azure Cloud

Enhanced scalability when collecting data from multiple subscriptions within an Azure Tenant.

- Addressed issues caused by request limitations imposed on Azure APIs.
- Improved visibility of root failure cause
- Added configurability to work around limitations built into the Azure APIs.

### Enhanced Dashboard

Added multiple improvements to the new Enhanced Dashboard:

- Added functionality to export/download dashboard in PDF format.
- Added functionality to send dashboard via email in PDF format.
- Improved placement and re-sizing of dashboard widgets.

### Druva Phoenix

Added data mining of the Druva "Backup Set" for each job. This data will be displayed in the Job Group column of Bocada reports.

#### **Executive Summary**

- Added grouping by Backup Product to identify success rates across different products.
- Added filtering on Zone Type when grouped by Zones, to more efficiently filter data presented to stakeholders.

## **Resolved Issues**

#### **Unprotected Inventory Report**

Resolved an issue where resources protected with a backup were reported in the Unprotected Inventory report for a short period of time depending on the order of data collection processes.

#### **Data Collection Summary (AWS)**

Resolved an issue where the report was displaying a failure message when the collection status was successful.

#### **Spectrum Protect**

Resolved an issue where Bocada was creating a client-named action from ANR0422W messages in the TSM Actlog based on the message containing a string indicating a session was refused for "node ACTION".

#### **Data Domain**

Addressed a collection failure caused by file paths/names that were beyond the 255 character limit specified in the Bocada database. We have increased the max value for the field, however it is important to note that the root cause of the issue appears to be repeated directories within the file path, possibly caused by unintended recursion by the system creating the files on the Data Domain filesystem.

#### **Backup Server Properties Report**

Resolved an issue where report was displaying duplicate backup server entries.

#### **Acronis Cyber Protect**

Resolved an issue where jobs created from certain Replication Plans were not reported correctly.

The following features and enhancements are now available with the release of Bocada 23.3.09. This version is a Long-Term Supported (LTS) release and will be supported in accordance with the [Support Terms](#).

## New Features

### Support Case Button

Added a button within the application that integrates directly with the Bocada Support portal to open a case directly from the product. The ability to automatically generate a case from the application streamlines the process, enabling users to create a case immediately when an issue arises, and relevant data is still on their screen.

## Enhancements

### ServiceNow Ticketing Automation

Added enhancements to ServiceNow ticketing to enable more customization and support unique customer workflows:

- Added capability to assign data to incident fields when automatically resolving/closing.
- Added resolution code options when automatically resolving or closing incidents.
- Streamlined querying in ServiceNow of tickets opened from Bocada data.

### AWS Backup: Data Collection

Improved data collection to identify and ignore ephemeral resources present for a brief period of time during a backup process. These resources were previously reported as Backup Clients in the reporting.

### AWS Data Collection Details Report

Added a report to summarize the AWS data collection process and detail the AWS accounts, regions, and any errors encountered. Bocada automates collection and reporting on multiple AWS accounts with a single connection, and this functionality will streamline visibility into that complex process.

### Enhanced Dashboard

Added functionality to set a default dashboard to be displayed upon login to the Bocada application.

## Resolved Issues

### Commvault Reporting

Added the option to report on backup clients by the “Display Name” in Commvault instead of the “Name,” addressing cases in Commvault where the actual client name contains “\_1” appended.

### Spectrum Protect

Adjusted data collection to prevent the creation of invalid backup clients in Bocada from ANR0422W messages in the TSM ACTLOG.

**Veeam Restore Points/Restores**

Addressed missing restore points and restore jobs. Improved accuracy of evolving restore point retentions.

The following features and enhancements were made available with the release of Bocada 23.2.08. This version is a Feature release and will be supported in accordance with the [Support Terms](#).

## New Features

### HYCU Storage Reporting

Added support for storage data mining and reporting.

## Enhancements

### Enhanced Dashboard

Added drill-down functionality to enable deep dives into each reporting widget. Additionally implemented various improvements based on early feedback:

- Improved tooltip placement and consistency.
- Improved label display and placement for various graph types.
- Adjusted accessibility rules to enable Bocada Administrators to view dashboards made accessible to users in the Operator role.

### Commvault

- Added data collection via the CommVault REST API interface, enhancing supportability and removing reliance on direct read-access to the CommServe DB.
- Enhanced data mining to include the Commvault *Client Computer Group* name directly as a *tag* for additional visibility and flexibility within Bocada reports and automation.

### Zerto DR

Added data points to the Zerto RPO VPG History report to pinpoint Minimum RPO, Maximum RPO, and Average RPO (seconds) per VPG.

### ServiceNow Ticketing Integration

Introduced new integration options to automated ServiceNow Incident management:

- The option to leverage a proxy API endpoint
- The option to omit additional READ permissions.

### Cohesity

Improved differentiation between clients in a Failover Protection Group (DR Cluster) from the main protection group by including in the Bocada *Description* field: *Replicated from <cluster name> (<job Id>)*.

## Resolved Issues

### Azure Cloud

Fixed issue where SQL backups were reported under different Bocada client names depending on the backup method, for example differential versus transaction log. The updated behavior will include the *SQLServer\Instance* as the Bocada client with each *Database* as individual targets.

## **Rubrik**

Overhauled data collection for Rubrik appliances to better support scaled out deployments.

## **Acronis**

Updated data collection to fix successful jobs reported as partially successful due to status messages containing “*Backup completed with status ok*” being identified as errors.

## **Microsoft DPM**

- Fixed issue where DPM Recovery Point Status report shows data is expired when a new set has already completed.
- Added data to the “*Media Type*” field withing Bocada reports to identify the destination media type for backups (e.g.: Disk, tape, cloud).
- Updated documentation to clarify the difference between jobs with “*Recovery Point*” and “” levels in Bocada:
  - Recovery Point: Job that transfers most recent data from the source to DPM, in order to later do a recovery point.
  - Disk RecPoint and Online RecPoint: Jobs that create a preserved Recovery Point in DPM.

## **NetBackup**

Closed reporting gap where failed VMware Snapshot Backups were not being reported.

## **Spectrum Protect File Spaces Report**

Fixed issue preventing users from downloading or emailing the report.

## **Email Configuration**

Removed validation that was preventing authentication without requiring the format of *username@company.com*.

## **Report Performance**

- Improved load times and performance of various reports, including DR: State History report, Job Trends, Executive Summary, and others. In some cases, load times were reduced from over a minute to near instant.
- Improved report criteria load times.



The following features and enhancements were made available with the release of Bocada 23.2.07. This version is a Feature release and will be supported in accordance with the [Support Terms](#).

## New Features

### Enhanced Dashboards

Added new capability to create multiple dynamic and highly configurable dashboards, including the ability to view data from multiple perspectives on the same screen. Please contact Bocada Support to enable this feature.

### Dell Apex

Added reporting for Dell Apex Backup Services data collection and backup reporting.

### HYCU

Added backup reporting for HYCU data collection and backup reporting.

### Veeam Restore Point Report

Added reporting for Veeam Restore Points. This report highlights the available restore points, storage location, retention, and other details for each VM or resource being protected. Available in a single report for any resource protected by Veeam, this report streamlines restore activity and audit response.

## Enhancements

### AWS

Added capability to bulk-add AWS accounts into Bocada via a pre-configured CSV file and limit regions from which Bocada is collecting data to expedite data collection.

### Zerto DR

Added data collection, reporting, and trending for RPO and SLA history.

### Report Performance

Improved overall performance of the Job Trends, Consecutive Failures, and Failure Trends reports, especially in large environments.

### Remote Data Collection (RDC)

- Provided additional support to use default ports SSL ports of 443 for both RDC API and Bocada UI simultaneously.
- Added capability for customer to set custom hostname for both Bocada Site and DataMover Api Site inside IIS.

## Resolved Issues

### Ticketing Auto-Closure

Fixed an issue where ServiceNow Incidents were not automatically closed after a successful backup for certain types of backup clients.

**Azure**

Improved reporting on Microsoft SQL resources to show the Server\Instance as the Backup Client with each database as the target detail. Previously, certain backups were reporting with the database name as the Backup Client.

The following features and enhancements were made available with the release of Bocada 23.2.06. This version is a Feature release and will be supported in accordance with the [Support Terms](#).

## New Features

### Oracle Enterprise Manager (OEM) Connector

Added reporting for OEM to provide an overarching view of the Oracle environment from a single integration point within Bocada.

### Azure Tags

Integrated Azure tags into data collection and added tag data to Bocada reports, enhancing visibility and configurability of Bocada automation.

## Enhancements

### Azure and Druva Phoenix Remediation Links

Improved the “Go to Resource” link functionality within backup failure reports for Azure and Druva Phoenix backups, taking users directly to the failed job or snapshot instead of stopping at the Azure resource.

### Disaster Recovery and Zerto

Restructured data collection for Disaster Recovery implementations, including new reports and improved scalability and performance.

### Ticketing Automation

Added functionality to enable data consumers and automation tools (like Splunk) to integrate directly with Bocada Incident Management using Bocada data and functionality. This new capability gives customers the flexibility to use their existing automation tools to open, update, and close tickets (based on Bocada’s robust alerting and event intelligence) directly in ITIL systems like ServiceNow.

### Rubrik

Streamlined data collection to better support large-scale Rubrik appliances.

### Executive Summary Report

Added formatting options to display “Backed up” size in units besides GB, such as MB, TB, and PB.

## Resolved Issues

### Automatic Closing for ServiceNow Incidents

Updated so the Resolution note field is correctly populated when auto closing ServiceNow incidents.

### Asset Inventory CMDB

Direct loading of Asset Inventory CMDB now can assign backup clients to multiple zones within the same zone type.

The following features and enhancements were made available with the release of Bocada 23.2.05. This version is a Long-Term Supported (LTS) release and will be supported in accordance with the [Support Terms](#).

## New Features

### AWS Tags

Integrated AWS tags data to leverage native AWS data in Bocada reports, enhancing visibility and configurability of Bocada reports and automation.

### Cloud Storage: Azure & Alerting

Added storage utilization and trends reporting for Azure Storage Account to the existing multi-cloud storage reporting (alongside AWS S3 Buckets and Google Cloud Containers), providing visibility into usage across clouds, accounts, tenants, and subscriptions in a single view. The new multi-cloud reporting now also includes alerting when Storage Accounts, Buckets, or Containers reach configurable consumption or growth thresholds.

### Veeam Policy Auditing

Policy change records are now mined from Veeam servers and stored indefinitely. The results can be presented in a new report that provides easy sorting, grouping, and searching by auditors.

### CMDB Asset Inventory

Added the capability to load a CSV file directly into Bocada for immediate asset inventory protection assessment, bypassing a previously required configuration step (of leveraging the Microsoft Access Text ODBC driver).

## Enhancements

### AWS Resource Links

Improved the link to “Go to Resource” within backup failure reports for AWS backups to take users directly to the failed job or snapshot instead of stopping at the AWS resource.

### Data Collection Alerting

Further improved alerting on failed backup server communication with the option to alert only when data collection has failed consecutive attempts.

### Standard Users Report Scheduling

Added the option to allow standard users to schedule, export, or email their privately created reports.

### NetBackup Storage Lifecycle Policy (SLP)

Added a job message to convert Epoch time to a standard date and time format for SLP jobs with target name in format, e.g., targetname\_1683653847. Message example: *Original backup done at 1679615753 epoch time which is 2023-03-23 16:53:53 PDT.*

The following features and enhancements were made available with the release of Bocada 23.1.04. This version is a Feature release and will be supported in accordance with the [Support Terms](#).

## New Features

### **Nutanix**

Added reporting on virtual machine infrastructure managed by Nutanix to automate asset reconciliation, identify unprotected assets, provide visibility into data protection, and monitor storage consumption.

### **Cloud Storage Alerting**

Added alerting for consumption of AWS S3 buckets and Google Cloud Containers. Alert parameters include total consumption and percent growth over time.

### **ServiceNow CMDB**

Added ServiceNow REST API as an option to collect CMDB inventory directly, providing an alternative to collecting through the ServiceNow ODBC driver. Added support for collecting data from multiple tables using dot-walking.

### **Spectrum Protect: MAGS Backup**

Improved reporting around file backups using MAGS backup for Spectrum Protect, including visibility of total files, files protected, and failed file backups for each filespace.

### **Veeam**

Added data collection support for Veeam Backup & Replication servers using a PostgreSQL database, mirroring new functionality added by Veeam in Version 12.

## Enhancements

### **Azure Cloud**

Further improved Azure SQL reporting to prepend the SQL instance to the database name.

### **Rubrik**

Improved data collection to support connection via tokens with MFA enabled.

### **Druva Phoenix**

Added support for data collection through a proxy.

### **Report Navigation**

Consolidated Alerting and Ticketing configuration and reporting into a single section to simplify discovery and workflow.

### **Bocada Zoning using CMDB Data**

Added ability to assign clients into multiple zones within the same Zone type from mined CMDB data.

The following features and enhancements were made available with the release of Bocada 23.1.03. This version is a Feature release and will be supported in accordance with the [Support Terms](#).

## New Features

### Google Cloud

Continued to build out reporting for Google Cloud to include backup of Google Kubernetes Engine (GKE). Added reporting on storage utilization from Google Buckets, including total utilization, utilization trends, and storage details across buckets, regions, and Google projects.

### AWS

Added reporting for AWS S3 buckets, including replication activity and total utilization, utilization trends, and storage details across buckets, regions, and AWS Accounts. Enhancements

### Zones View Redesigned

Further improved the presentation and management of Bocada Zones.

### CMDB Inventory from ServiceNow available via REST API

The ServiceNow REST API has been added as an option to collect CMDB inventory.

## Resolved Issues

### Veeam for AWS Restore Jobs

Restored items now display correctly in Veeam for AWS as well as in standard Veeam.

### Certain scheduled reports failing with *the given key is not present in the dictionary*

This is resolved in this release and available as a hotfix for Bocada 23.1.2.

The following features and enhancements were made available with the release of Bocada 23.1.02. This version is a Long-Term Supported (LTS) release and will be supported in accordance with the [Support Terms](#).

## New Features

### Google Cloud

Added monitoring and reporting for automatic Spanner Database "export backups" to S3 Buckets, providing visibility into long term backup and archiving as well as point-in-time database recoverability.

### Direct Links to Resources with Backup Failures

Added a link to "Go to Resource" within backup failure reports. This will take users directly to the resource with the failure, automating the first critical remediation step. This feature is available for AWS, Azure, Druva Phoenix, Druva inSync, and Acronis Cyber Cloud. Additional products will be supported in future releases.

### Asset Inventory Reports

Completed the migration of all distinct Asset Inventory reports into four consolidated reports. In-report filters allow users to compare inventory data sets collected from AWS, Azure, Google Cloud, Microsoft SQL Server (DBs), VMware vCenter, and any "CMDB" or spreadsheet data set.

### Microsoft DPM

Re-structured DPM backup data so that DPM details can be reviewed in the Bytes Protected report. Bytes Protected is defined in Bocada as the client footprint, or size of the resource being protected. Data summaries include: Maximum (default), Average, and Most Recent.

### Pre-Built Schedule Configurations

Pre-configured schedule options are now available when scheduling data collection and report distribution, in addition to Bocada's already-available custom schedule configurations. These new pre-configured schedules let users easily select hourly, daily, or monthly cadences.

## Enhancements

### Commvault

Improved reporting to identify client footprint on storage and other billable data points like *Bytes Protected*.

### General Settings

Updated the General Settings view to let users more easily review and update Bocada product settings.

### Zones View Redesigned

Redesigned Zones view to improve presentation and management.

The following features and enhancements were made available with the release of Bocada 22.3.13. This version is a Feature release and will be supported in accordance with the [Support Terms](#).

## New Features

### Google Cloud

Added incremental monitoring and reporting for Cloud SQL including Managed SQL Server, MySQL and PostgreSQL.

### Spectrum Protect

Added new reports for Spectrum Protect, including Maintenance activities, Admin Jobs, and other backup server health check items.

Reporting for Spectrum Protect (SP) Admin jobs includes:

- Migration: Offload primary copy data from Disk to tape to free up disk for next backup cycle.
- Protect Stg: Sync Container Storage pools between 2 servers.
- Tiering: Tiering data from on-prem stgpool to cloud stgpool (part of Protect Stg.)
- Backup Stg: Create secondary copy of data. Backup Primary storage pools to tape.
- Spectrum Protect DB Backup: Backup of SP Database.
- Expire Inventory: Remove pointers from SP database of expired data to free up media.
- Reclamation: Reuse tapes by emptying those with low utilization.

Other Health Check additions highlight Log Utilization, Scratch Tape availability, and Spectrum Protect Database Utilization.

## Enhancements

### Commvault

Agent information is now available in the Group Session field which can be used for identification in backup reports such as Job Activity or Backup Failures or can drive grouping in Job Trends and Consecutive Failures.

Additional support for Commvault V2 Indexing has also been added in this release.

### GAP Connector

Improved import data forgiveness when job start times are missing seconds or hours from the datetime. In those cases job start time will be floored to 00 hours or 00 seconds dependent on the missing values.



# Technical Support

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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://www.bocada.com/support/>

On the web you will find:

- Online knowledge base
- Product documentation
- You can open a support ticket if you have been added to the portal

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