

# Symantec™ Desktop and Laptop Option 8.0

README



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Documentation version for Symantec DLO 8.0

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- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description
- Error messages and log files
- Troubleshooting that was performed before contacting Symantec
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|                                 |  |
|---------------------------------|--|
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| Europe, Middle-East, and Africa | <a href="mailto:customercare_emea@symantec.com">customercare_emea@symantec.com</a> |
| North America and Latin America | <a href="mailto:supportsolutions@symantec.com">supportsolutions@symantec.com</a>   |

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|                                  |  |
|----------------------------------|--|
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## DLO 8.0 New Features

This section provides a brief introduction about the new features included in this release.

### Backup Over Internet

DLO users will now be able to backup files over Internet. In case the DLO Agent machine goes out of corporate network, network backups will continue using the available internet connection.

### DLO Web Restore

This feature enables DLO users to access their backed up files using a web browser. Once the user is authenticated, the backed up data can be downloaded to desktops and laptops.

### DLO Mobile Application

DLO provides support for accessing the backed up data through DLO Mobile Application. The users no longer have to be dependent on their desktops or laptops to access their files. With the new DLO mobile app, users can get instant access to their backed up data on their Android/iOS smart phones.

### DLO Administrator Dashboard

The Dashboard is an easy to interpret, real time interface that provides a graphical visualization of the DLO environment from Operational, Deployment and Capacity Planning perspectives.

### User level Storage quota

DLO 8.0 enhances the quota functionality by providing support to DLO Administrator for configuring User level or Machine level storage quota.

### Enhanced privileges to Multi-level Administrator Groups

The administrator can add Groups with enhanced privileges.

### Criteria based Search in Administration Console

Advanced search feature allows the DLO administrator to search configured users and computers based on different criteria and operators.

### DLO Diagnostic Tool

This utility is used to scan and diagnose the status of DLO Services and accessibility of various components in DLO. It can be run on Server and Agent machines to narrow down issues in case of failures in terms of backups, restores and other connectivity failures.

### Upgrade User option in DLO Administration Console

Desktop Agents can be upgraded by selecting **Upgrade User** option from the DLO Administration Console. Users will be prompted to download and start the upgrade.



## Backup Resumptions after Hibernate and Sleep

DLO halts the backup job in case the computer is put to hibernate or Sleep and resumes the job when the computer is back from that state.

## DLO Storage on Cloud

Desktop Agents can write data to the Amazon Storage Gateway and can therefore have its storage component hosted on Amazon S3.

## Extended Support in DLO Mac Agent

Installation of DLO Mac Agent is supported in workgroups. Extended support is provided for Restore to alternate computer, Emergency Restore and VIP support for Mac users.

## Platform Compatibility Matrix

For information about the Compatibility Matrix of supported Server operating systems, Agent operating systems, Office Suites, SQL Servers, and Cluster Platforms, refer to the *Symantec Desktop and Laptop Option Compatibility Matrix* document.

## Downloading Symantec DLO

To download Symantec DLO 8.0, perform the following:

1. Download the appropriate files into a temporary directory:

`Symantec_DLO_8.0x64.zip`

`Symantec_DLO_8.0x86.zip`

2. To extract the files, double-click the `.zip` file.

This helps to create a number of files that include `x64.README`, `x86.README` and `setup.exe`.

## Prerequisites for Installing Symantec DLO

- The latest service pack should be installed to be able to install the DLO components.

The DLO Database Service requires:

- Minimum 5 GB hard disk space
- WMI service should be running
- .NET 4.0 should be installed.

<http://www.microsoft.com/en-in/download/details.aspx?id=17718>

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**Note:** On Windows 2012/ 2012 R2 Server, it is not mandatory to install .NET 4.0 since .NET 4.5 is installed by default.

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- Existing SQL Server instance (local or remote)

## User Account Privileges

The following table lists the user account privileges for various services:

| Service                                   | User Account Privilege              | Description  |
|---|-------------------------------------|--|
| Symantec DLO Administration Service       | Domain user or domain administrator | This user should have local administrator privilege on DLO admin server machine, storage server and SQL Server.  |
| Symantec DLO Maintenance Service          | Local System account                | This account has access to all local system resources.   |
| Mindtree StoreSmart Dedupe Server Service | Domain user or domain administrator | This user should have local administrator privilege on the admin server machine. This account should be the same as DLO Administration Server service account. |
| SQL Server (SQL instance)                 | Domain user or domain administrator | This user should have local administrator privilege on DLO admin Server, SQL server machine and storage server.  |
| SQL Server Browser                        | Domain user or domain administrator | This user should have local administrator privilege on the SQL server machine.   |
| Symantec DLO Edge Server Service          | Local System account                | This account has access to all local system resources.   |
| Symantec DLO Web Server Service           | Domain user or domain administrator | This user should have local administrator privilege on the admin server machine. This account should be the same as DLO Administration Server service account. |

## Installing Symantec DLO

The installation package is used to install a new DLO Administration Server and other required components of Symantec DLO 8.0. For instructions, refer to the Symantec Desktop and Laptop Option Administrator's Guide.

## Installing SQL using the utility

If the local instance of SQL Server does not exist, run the `DLOInstallSQLServerU.exe` utility provided within the DLO 8.0 Install package. This utility installs SQL 2012 Express.

### To run the SQL Server Install Utility:

1. Copy the **SqlExpress** folder available within the DLO 8.0 install package to your local machine.
2. Open the command prompt with administrator privileges.
3. Navigate to the path where SQL utility has been copied on the local machine and run the `DLOInstallSQLServerU.exe` utility depending on the server machine bitness.

**Command:** `DLOInstallSQLServerU_x64/ DLOInstallSQLServerU_x86 -I [SQL Server Instance Name] -UN [Domain Name\User Name]`

**Example:** `DLOInstallSQLServerU_x64 -I "DLO" -UN "narmada\administrator"`

4. Once the SQL Server Instance name and the User Name are provided, there will be a prompt for the password.
5. Enter the password and proceed with SQL Server Installation.
6. The Instance name and the credentials provided in the command will be taken during SQL Server Installation.

---

**Note:** Named Pipes and TCP/IP will be enabled automatically.

---

## Upgrading to Symantec DLO 8.0

DLO supports upgrades from the following previous versions:

- Symantec DLO 7.6 and 7.6 SP1
- Symantec DLO 7.5 and 7.5 SP1
- Symantec DLO 7.0
- BackupExec-DLO 2010 R3

For any existing customers with previous version of DLO, apart from the versions mentioned above, it will be a stepped upgrade support. That is, customers should first upgrade the existing version of DLO to Symantec DLO 7.0, and then upgrade to Symantec DLO 8.0.

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**Note:** It is recommended to upgrade all the DLO components to DLO 8.0.

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## Database Schema Upgrade

If you are upgrading from DLO 7.5 or 7.5 SP1, then before upgrading to DLO 8.0, it is mandatory to run the `DLODBUpgradeU.exe` utility to upgrade the Dedupe database.

In case you are upgrading from DLO 7.6 or 7.6 SP1, then it is not required to upgrade the Dedupe Database. You need not run the `DLODBUpgradeU.exe` utility and proceed with upgrade to DLO 8.0.

In case this utility is not executed, you cannot proceed with DLO upgrade.

You can use any of the following methods to perform the database schema upgrade:

### Time Mode

- In this method, the downtime is less than half compared to the Space mode.
- Upgrade is twice faster compared to the Space mode.
- The disk space required during upgrade is twice compared to the Space mode, as the old data is preserved until upgrade is successfully completed.
- This is the default method for upgrade.

## Space Mode

- There is a complete downtime during the DB schema upgrade.
- The disk space required during upgrade is half compared to the Time mode.
- During upgrade, if optimized disk space usage is desired, then select the Space mode.
- For SQL Express servers, Space mode is recommended.

## The upgrade is performed in two stages:

**Pre-install stage:** To prepare the existing data in new schema format.

- In Time mode, there is no downtime during the pre-install stage. The backups performed during this stage are captured as delta backups.
- In Space mode there will be complete downtime during this stage.

**Post-install stage:** Executed after the pre-install stage.

- The delta backups identified (only in Time mode) during the pre-install stage is converted to new schema format.
- For both Time and Space mode, there will be complete downtime during this stage.

## Failure handling

**Time Mode:** In case of any failures during pre-install stage, the administrator should run the tool again and the upgrade utility automatically takes corrective action.

In case of any failures during post-install stage, run this command: `DLODBUpgradeU.exe -Cleanup`

**Space Mode:** Manually complete these tasks in case of any failure during pre or post-install stages:

- Delete the database.
- Restore the database from backup path.

## To upgrade the database schema:

**Pre-requisite:** It is mandatory to back up the database before upgrade. You can either manually take a backup or allow the `DLODBUpgradeU.exe` to back up the database.

1. Navigate to the **DBSchemaUpgrade** folder available within the DLO installer package.
2. Copy the **Upgrade\_Scripts** folder, `DLODBUpgradeU.exe` (32-bit or 64-bit depending on the machine) file, and place them in the DLO install path on the computer where DLO Administration Server is installed.
3. Open the command prompt with administrator privileges.
4. Navigate to the DLO install path and run this command to upgrade the database:
 

```
DLODBUpgradeU.exe -upgrade <mode> [SQL Server Name]
[DLODBInstance] [DedupeDBInstance]
<mode> = TIME or SPACE
```
5. Continue with the upgrade process as explained in the next section.

### Additional command-line options

```
DLODBUpgradeU.exe -Cleanup [SQL Server Name] [DedupeDBInstance]
```

This command (applicable only for Time mode) is used to revert the pre-install changes made by the previous upgrade command.

**Use case:** In case of any failures during post-install stage the `-Cleanup` command can be used.

```
DLODBUpgradeU.exe -Status [SQL Server Name] [DedupeDBInstance]
```

This command is used to obtain the status of the DB upgrade.

**Use case:** The administrator can run this command to know the status of DB upgrade.

```
DLODBUpgradeU.exe -SetMultiUser [SQL Server Name] [DedupeDBInstance]
```

This command is used to set the Dedupe DB access to multi-user mode.

**Use case:** The Dedupe DB access is changed to single user mode when `DLODBUpgradeU.exe` is executed.

If the upgrade is abruptly terminated in the post-install stage, then restart the SQL service and run this command to set the Dedupe DB access to multi user mode.

---

**Note:** Parameters enclosed in [ ] are optional. The utility automatically retrieves these parameters from the registry. If the registry is not available, the administrator is prompted to provide these parameters.

For default SQL instance, provide only the SQL Server name.

---

### To upgrade from a previous version of DLO to Symantec DLO 8.0, follow these steps:

1. Run **setup.exe** to start the installation wizard.
2. Click **Next**.
3. Read the license agreement, and if you accept the terms, select **I accept the terms in the license agreement**.
4. Click **Next**.
5. As DLO 7.5 comes with Dedupe feature, a dialog appears, prompting you to install the Dedupe Administration Service. If required, select the check box and click **Next**.
6. As DLO 8.0 comes with new components, Edge Server and IO Server, a dialog appears, prompting you to install the **Symantec DLO Edge Server** and **Symantec DLO IO Server**. If required, select the check box and click **Next**.
7. Proceed with the installation.

---

**Note:** During the installation process, a dialog may appear indicating that the SQL services failed to start. Click **Ignore** to continue.

---

8. When the installation is completed, click **Finish**.

## Installing the Desktop Agent on Mac

Users with administrator rights can install the Desktop Agent. After the Desktop Agent is installed on a Mac desktop, anyone who logs on to that desktop can use the Desktop Agent. The logged on user will only have access to DLO backup files associated with the logged on account.

When the Mac Desktop Agent is installed on a computer that is not in a domain, and when you launch the Desktop Agent for the first time, you are prompted to enter the user name, password, and domain. Provide the domain user credentials.

### Prerequisites

Complete the following tasks before installing the Desktop Agent on a Mac machine.

1. Install and configure DLO Administration Server on a Windows server machine.
2. The DLO administrator must ensure that the TCP/IP protocol is enabled for the DB instance, and the port number is set.
3. Irrespective of the firewall state in the DB server (ON or OFF), the administrator must enter the DB port in **SQL Server Configuration Manager > SQL Server Network Configuration > “Protocols for <Instance name>” > TCP/IP Protocol Settings > TCP Port**.
4. If the firewall is ON in the DB server, then this port should also be included in the firewall exception list.
5. Also, restart the DLO DB service after providing the DB port number.

---

**Note:** The default port to communicate with DB Server is 1433. To verify the communication to DB server, use Telnet. (Example, telnet <IP> <port>.)

---

### To install the Desktop Agent on Mac

1. From the desktop on which you want to install the Desktop Agent, go to the desktop menu options, select **Finder**.
2. Select **Go > Connect to Server**.
3. In the **Server Address** field, type the network address of DLO Server using one of the following formats.
  - a. **smb://IPAddress/**
  - b. **smb://DNSname/**
4. Click **Connect**.

---

**Note:** You can also type the server address along with the share name.  
smb://IPAddress/DLOMacAgent.

---

5. From the list of shared folders, open **DLOMacAgent** folder, copy the **setup.ini** and the installer package for Mac to your local machine.
6. Double-click the file **Symantec\_DLO\_Agent.pkg**.
7. On the Welcome screen, click **Continue**.
8. Read the license agreement, and click **Continue**.
9. Click **Agree**.
10. The default installation path for Mac is: **/Applications**. To install the Desktop Agent in an alternate location, click the **Change Install Location** button, and do one of the following:
  - a. Select **Install for all users** to install Desktop Agent in the default location, OR
  - b. Select **Install on a specific disk** to install in any other disk other than the default startup disk. This option is useful when you want to install the Desktop Agent on any additional hard disks or hard drive partitions that exist on the local Mac machine.

11. Click **Continue**.
12. Click **Install**.
13. Once the installation is completed, click **Close**.

For more information about launching and configuring the Agent on Mac, refer to the *Symantec Desktop and Laptop Administrator's Guide*.

## Upgrading the Desktop Agent on Mac

To upgrade the Desktop Agent on Mac,

1. Copy **setup.ini** and the **installer package for Mac** from **DLOMacAgent** shared folder present in DLO 8.0 Server to your local machine.
2. Proceed with DLO 8.0 Mac Agent installation.

For more information on installing the Desktop Agent, refer [To install the Desktop Agent on Mac](#)

## Known Issues

This section describes the known issues in DLO 8.0. The issues are listed based on the ET number (software bug tracking number).

### ET 3763796

**Description:** Any new Certificate push from the Server does not get updated for all the Desktop Agents working in BOI mode.

**Workaround:**

To resolve this issue, follow either of the steps mentioned below:

1. Manually download the Server Certificate from Web Restore page (EdgeServer.ini and ServerCert.pem files) and copy them in the Desktop Agent install location.
2. Desktop Agents need to come online (connected to LAN) for the settings to be updated automatically,

### ET 3387185

**Description:** DLO Agent is going to disabled state when Desktop User Data Folder is on FAT32 drive.

**Explanation:** Dedupe initialization is failing in case Desktop user Data Folder is on FAT32 drive.

**Workaround:** Move Desktop User Data folder from FAT to NTFS drive.

### ET 3399304

**Description:** If the network connection is lost when a backup job is in progress, and after some time the network connection is restored while the Desktop Agent is still in Backup Interruption Tolerance (BIT) mode, the following error message is displayed: "24049 – Data written before network failure not found."

**Explanation:** Dedupe verifies the data integrity of files after the network connection is restored in BIT mode. If data that was backed up before network failure is lost due to any network errors, then this message is displayed.

**Workaround:** Backup job will be triggered again and the job will be successful.

## ET 2876260

**Description:** The Desktop Agent does not back up files immediately after the BitLocker drive is unlocked.

**Workaround:** After the BitLocker drive is unlocked, refresh the Desktop Agent so that any changes made on the BitLocker encrypted drive take effect.

## ET 2896052

**Description:** On a remote DB setup in an IPv6 environment, command-line operations on the Administration Server are failing.

**Workaround:** Run the `DLOCommandu.exe -C` by providing the host name of the remote database machine.

## ET 3378168

**Description:** MAPI backups of PST files are failing with this error message: *"The backup PST file is corrupt. This file will be discarded and the original PST will be backed up again."*

**Explanation:** This error message can be ignored because PST backup will be retrigged again.

## ET 3537591

**Description:** While upgrading DLO 7.5 SP1 in a staggered setup, if Dedupe Server is upgraded before upgrading the remaining DLO components, Mindtree Storesmart Dedupe Server service is in "stopped" state.

**Workaround:** It is recommended to upgrade the Administration Server first and then upgrade the remaining components in a staggered setup.

To resolve the above-mentioned issue, manually restart the Mindtree Storesmart Dedupe Server service.

## ET 3441283

**Description:** The sub administrator has the permission to "Add/Modify Profiles" but is unable to import profiles using the `-IOProfile` command.

**Explanation:** Sub administrator will not be able to import profiles.

## ET 3550123

**Description:** While upgrading from DLO 7.5\ 7.5 SP1 to DLO 8.0, Post-install stage might fail during Database Schema Upgrade with SPACE mode approach when the hash entries in the database is around 10 million.

**Workaround:** Increase the Batch size during upgrade and run the Upgrade command using the Batch size parameter as shown:

```
DLODBUpgradeU.exe -upgrade <mode> [SQL Server Name] [DLODBInstance]
[DedupeDBInstance] 10000000
```

<mode>=SPACE

Note: Here, 10000000 denotes Upgrade HashCount BatchSize.



## ET 3563867

**Description:** Backups are failing and files are in Retry mode in Symantec DLO 7.6 Agent on a Windows XP 64-bit machine.

**Workaround:** To resolve this issue,

1. Download the XML parser from the Microsoft website:  
<http://www.microsoft.com/en-in/download/details.aspx?id=3988>
2. Install the **msxml6\_x64.msi** file and then launch the Desktop Agent.

## ET 3565546

**Description:** Commandline upgrade/Upgrade user fails on XP/Vista machine with the error "An internal certificate chaining error has occurred".

**Workaround:** To resolve this issue,

1. Pull install the Desktop Agent by accessing the path  
`\\<servername_or_IP>\DLOAgent`

## ET 3565801

**Description:** Desktop Agent is taking long time to backup large number of small files (1kb or less).

## ET 3694286

**Description:** DLO Administration Console crashes while **Managing Dedupe Server** on Windows 2k3 machine.

**Workaround:** To resolve this issue, install the XML parser on the Windows 2k3 machine.

Download the XML parser from the Microsoft website:

<http://www.microsoft.com/en-in/download/details.aspx?id=3988>

## ET 3740609

**Description:** Desktop Agent upgrade from 7.0/7.5 to DLO 8.0 fails on Win 7/Vista/XP machines when upgraded using **Upgrade User** option in DLO Administration Console.

**Workaround:** To resolve this issue,

1. Push or pull install the Desktop Agent.
2. Download the **Update for Root Certificates for Windows XP/Vista** from the Microsoft website:  
<http://www.microsoft.com/en-in/download/details.aspx?id=42092>
3. Install the **rootsupd.exe** on XP/Vista machines and then perform upgrade.

## ET 3746675

**Description:** Support for Web Restore on IE9

**Workaround:** To resolve this issue,

1. Open the Internet Explorer browser.

2. Goto **Tools> Internet Options> Advanced**.
3. Under **Security** Settings, enable **Use SSL 3.0** and disable **Do not save encrypted pages to disk**
4. Add the Web Restore URL to the **Trusted sites**

## Known Issues in Mac Agent

### ET 3211658

**Description:** In the installer wizard, though the option "**Install for all the users**" is highlighted by default, the **Continue** button is greyed out.

**Workaround:** Double-click the "**Install for all the users**" option and proceed with the installation.

### ET 3211601

**Description:** The LUDF (.dlo and .settings) folders are not purged uninstalling the Mac Agent.

**Explanation:** The user should purge the folders manually.

### ET 3136529

**Description:** DLO Client help pages are being displayed behind the Agent user interface.

**Explanation:** This is a default behavior of Mac.

### ET 3546979

**Description:** If NUDF is deleted, DLO Mac Agent goes offline and further backup and restore jobs do not happen.

**Workaround:** Delete the user from DLO Administration console and then launch the Mac Agent.

### ET 3520357

**Description:** When the DLO Mac Agent is offline, Jobs present in the backup queue with 'Pending Network' status disappears from Agent Console at the next scheduled time.

**Explanation:** This is only an UI issue. Once the network is up, backup and restore of files work fine.

## Troubleshooting Tips

The following section describes some issues that you may experience while using the application. A clarification or a tip is provided to resolve the issue.

### Error 1321

DLO installer displays the following error message:

*"Error 1321. The installer has insufficient privileges to modify the file C:\ProgramFiles\Symantec\Symantec DLO\Data\DLO.mdf."*

## Description

This error occurs when you uninstall the DLO server and attempt to re-install it in the same location using a SQL Server 2005 database.

When you uninstall the DLO server, the database files (*DLO.mdf* and *DLO\_log.ldf*) are not deleted. When you try to re-install the DLO server, the DLO installer uses the old database files instead of installing the new versions. To use these files, you must have full rights.

Generally, the administrator has full rights to use these files. However, the error may still occur.

## Resolution

Make the following changes in each file:

1. Right-click on the file and select **Properties**.
2. On the **Security** tab, grant full rights to the Administrators group.

## PST Backup with VSS

DLO Agent is unable to take a backup of PST files using VSS, even though the VSS feature is enabled for the user.

## Resolution

Ensure that the Volume Shadow Copy service is enabled on the user's system.

If VSS service is enabled, then the PST file may reside on FAT32 drive. VSS-enabled backups are not supported on FAT32 file system.

## Change in Directory Structure in Windows Vista

Versions of Backup Exec for Windows Servers that support Windows Vista and Windows Server 2008 do not cross the %SystemDrive%\Documents and Settings junction point to backup data that resides in the %SystemDrive%\Users folder.

## Resolution

The default locations of user data have changed in Microsoft Windows Vista and Microsoft Windows Server 2008. To ensure backward compatibility with previous Windows platforms, these operating systems create special junctions. These junctions redirect access from one directory to another. For example, %SystemDrive%\Documents and Settings is now a junction that points to %SystemDrive%\Users. Additional information can be obtained at this location:

<http://www.symantec.com/docs/TECH51361>

## Desktop Agent

Empty folders will not be backed up even though a job is started on the DLO Agent UI.

## Resolved Issues

| ET Number | Description  |
|-----------|--|
| 3521552   | Search for files to restore option on Desktop Agent does not yield accurate results.   |
| 3410391   | SMTP notification "User was configured" does not work and its alert does not appear even after enabling SMTP notification for it.  |
| 3439317   | DLO Administration Service crashes intermittently during report generation.  |
| 3677885   | Desktop Agent on Mac becomes unresponsive during restores causing the machine to become unstable and generates very high CPU times.  |
| 3720780   | DLO Administration Guide 7.6 to be updated under section "Adding a Single Desktop User to DLO"   |
| 3523013   | Restore failing with error "invalid encryption key" after upgrading from the previous DLO versions to DLO 7.6  |
| 3687608   | Some buttons and settings are unavailable on DLO Administration Console after installing DLO 7.5 SP1 on Japanese Windows 2012 Server.  |
| 3644719   | DLO DedupeDB Schema upgrade fails in pre-install phase while upgrading from DLO 7.5 SP1 to DLO 8.0.  |
| 3644768   | Email Alerts are not working for "No matching automated user assignment" and "No backups for X days" alert types.  |
| 3559185   | DLOCommandu crashes unexpectedly after running the ReportInfoGen Command.  |
| 3767233   | "Notes" in Profiles does not need to be translated into Japanese.  |
| 3702807   | DLO 7.6 Desktop Agent on Mac constantly backs up certain files. After backup job completes, these files are seen again in job queue as "Pending Local" even when the files are not modified. |
| 3702757   | Desktop Mac Agent Version 1.0.0.1104 fails to restore files with an error "Failed to restore.."  |
| 3743549   | On DLO 7.6 SP1 Japanese Server, "are" and "are not" are not correctly translated under Connection Policies.  |
| 3668750   | In Chinese OS, junk characters are seen on the DLO Administration Console.   |