

Veritas NetBackup™ Emergency Engineering Binary Guide

Release 8.0 and 8.x.x.x

Document Version 2

VERITAS™

Veritas NetBackup™ Emergency Engineering Binary Guide

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Veritas Technologies LLC
500 E Middlefield Road
Mountain View, CA 94043

<http://www.veritas.com>

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Veritas Services and Operations Readiness Tools (SORT)

Veritas Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf

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NetBackup release content listings

This chapter includes the following topics:

- [About NetBackup release content listings](#)
- [About the NetBackup "known issues" documentation conventions](#)

About NetBackup release content listings

Each release of NetBackup incorporates fixes to several known issues that affected previous versions of NetBackup. Some of these fixes are associated with the customer-specific issues that have been documented in the form of customer cases. Several of the customer-related fixes that are incorporated into each release are also made available as emergency engineering binaries (EEBs).

The *NetBackup Emergency Engineering Binary Guide* contains the following information:

- Tables that list the EEBs that were incorporated into NetBackup releases
- Release content listings of some of the known issues that were fixed in NetBackup releases

The *NetBackup Emergency Engineering Binary Guide* is published for each major release and minor (single-dot) release. The guide is then periodically updated to include the EEB and release content listings for subsequent double-dot and triple-dot releases.

Much of the information that is found in the *NetBackup Emergency Engineering Binary Guide* can also be found on the Veritas Services and Operations Readiness Tools (SORT) website using the NetBackup Hot Fix and EEB Release Auditor widget.

See ["About Veritas Services and Operations Readiness Tools"](#) on page 28.

Note: If you do not see information about an EEB or a fixed issue that you expected to see in the *NetBackup Emergency Engineering Binary Guide* or in SORT, contact Veritas Support.

About the NetBackup "known issues" documentation conventions

The following items describe the conventions used in the NetBackup known issues listings:

- **Etrack Incident**
Notes the Etrack number that targets a release
- *Associated Primary Etrack*
An additional Etrack number that exists in the incident hierarchy
- *Associated Service Request Etrack*
The Etrack that is associated with the customer support service request
- *Description*
Describes a particular issue that has been fixed in a release, as well as additional notes and workarounds (if available).
Workarounds can be used instead of applying the patch, however, Veritas recommends the best practice of operating at the latest available NetBackup release level.
- ****Description or **Etrack number**
Describes a critical issue or an issue that can lead to a potential data loss that has been fixed in this release
Please read these issue descriptions carefully. In some cases, a Tech Alert link is provided.

EEBs and other known issues resolved in NetBackup 8.0

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 8.0](#)
- [Other known issues resolved in NetBackup 8.0](#)

Previous EEBs now resolved in NetBackup 8.0

[Table 2-1](#) contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 8.0 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found using the Veritas Services and Operations Readiness Tools (SORT) website:

Table 2-1 Previous EEBs now resolved in NetBackup 8.0

Etrack Number	EEB Description
3851720	Certain versions of Apache Tomcat 6.x, 7.x, and 8.x are vulnerable to denial-of-service attacks because an HTTP response can occur before the entire request body is read.
3852373	When performing Pre-Recovery check using the NetBackup vCenter plug-in, the operation fails with Read Timed Out because the credential validation takes longer than 1 minute.
3852749	When log shipping is enabled on a SharePoint backup, the backup file read fails.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3853228	Exchange 2010 Restore to a recovery database with NetBackup 7.7 fails with status 2810.
3853873	DSR fails on Solaris 10 with an error during the creation of a ZFS pool: "failed to create ZFS file systems."
3853990	Differential backups run very slow with NetBackup Accelerator enabled, and do not meet the backup window. Differential backups run normally without Accelerator enabled.
3856290	When running an incremental backup of an appliance with accelerator enabled, the bpbkar process produces a core dump.
3857679	Backup jobs to MSDP experience intermittent delays when closing the image.
3858400	A cluster backup from NAS storage succeeds, but user data is corrupted.
3860014	Pre-recovery checks from the VMware VC web or GUI client fail after exactly 60 seconds with the message "java.net.SocketTimeoutException: Read timed out."
3862695	Backup jobs to MSDP experience intermittent delays, up to several hours, when closing the image.
3862696	After upgrading OpsCenter from 7.6.1.1 to 7.7.1, some clients no longer appear in reports. These clients received different client IDs during the upgrade.
3862715	The Java Console in NetBackup 7.7.1 does not show special characters in NDMP image names.
3862844	If bpstsinfo -imageinfo is trying to get a list of all images on a disk volume and nbdelete deletes one of those images while bpstsinfo is collecting the data, bpstsinfo will exit with a Status 190. Retries of the same command may or may not work.
3863928	Bare Metal Restore "direct VM conversion" (P2V) initiates a restore of /System_State from the oldest available image.
3864545	Restore, duplication, or verification of NDMP backup fails. The bptm log shows error 'create_ndmp_frag_info: The size of this backup image (0) (nnnn) has been modified'. The steps in TECH177654 do not solve the problem.
3866000	Pre-recovery checks from VC Web or GUI client fail after exactly 120 seconds and return error EC:0, due to a time-out in the web GUI. This occurs in large vSphere environments that result in bpVMutil running for over 2 minutes performing credential verifications.
3866205	The Backup, Archive and Restore (NBWIN) GUI crashes when restoring a VMware backup while scanning for Datastores.
3866521	NDMP restore from images that were created after migration from Windows to UNIX fails with error 2813 if the files to be restored reside at a deep directory depth.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3867164	The bmrnd process fails with a core dump, sometimes with high memory consumption and kernel panic.
3867185	The nbgre process crashes after a few minutes while performing a GRT restore of a document from any subfolder. Documents in the root of the main folder can be restored successfully.
3867780	If log shipping is enabled on a SharePoint backup, the backup exits with status 13.
3868350	A Bare Metal Restore "Direct VM conversion" queries the wrong policy and then fails with error "Full backup for the client is not available".
3868502	Unable to log in to Java console as a non-root AD user on a UNIX master server after an upgrade to NetBackup 7.7.2.
3868504	After upgrading the Master to 7.7.2, one or more media servers no longer appears under M and DM - Devices - Media Servers . These servers appear under Host Properties - Media Servers , marked as "Offline".
3868832	When saving a policy, the question mark character (?) in a query is saved as an equal sign (=) making the VIP policy return error status 200. This occurs in both the basic and advanced modes of the query editor.
3868841	OpsCenter restore fails when using the option "Restore the file using a temporary file name (Windows client only)."
3869049	During setup, user cannot configure cDOT NDMP devices using the device wizard or the tpautoconf command. Running tpautoconf -probe returns the correct devices, but tpautoconf -scan -ndmp_host and the device wizard do not.
3869080	Backup jobs to MSDP experience intermittent delays when closing the image.
3869203	The Java GUI cannot modify backup windows for calendar-based schedules.
3869332	The running SLP Status Report incorrectly displays images that are complete under "Images Not SLP Complete."
3869384	The bpbkar command on NetBackup 7.6.1.2 with a standard Linux file system hangs and consumes high CPU resources, and must be manually killed.
3869402	NDMP with Accelerator-enabled backup job fails with error code 87. This debug EEB helps to identify the root cause of this issue.
3869552	Redirected Exchange GRT restores may fail or may restore items to the original location when the redirection path contains non-English characters such as accented vowels.
3869835	OpsCenter receives incorrect disk status information from appliances during data collection, which causes OpsCenter to report false issues against the disks.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3869844	NDMP backup finishes with a partial success, but backup selection fails with error messages.
3870007	A single file restore initiated with OpsCenter 7.7.2 fails with exit status 174 or 2808.
3870264	VMware ASC backups fail with "Failed to get disk list from discovery" if the BIOS UUID is not unique in the environment.
3870321	NetBackup media server installation fails with the message: "WARNING: Master server name nbumaster and media server name node-2 map to the same machine. This is not correct for media server node-2."
3872040	When running the capacity license report, the "Last Successful Report Date" shows Failed status but the "License Data Collection Status" shows Completed status. This indicates a success even though a successful capacity license report as not returned.
3872060	NetBackup 7.6.x.x backs up only FIFO metadata by default. This EEB sets "BACKUP_FIFO_FILES = 1" in the client bp.conf file, so that FIFO files and metadata are both backed up.
3872461	Copilot backups fail on standby node of Active Data Guard, but succeed on active node.
3873176	An NDMP Restore from backup fails with partial success and error messages. Note that this EEB must be in place before you attempt the backup.
3873351	After updating to NetBackup Appliance 2.7.2, the Java GUI exits with a CORBA time-out when attempting to connect to the Master server.
3873563	OpsCenter shows incorrect client names in reports.
3873716	The bpbkar command on NetBackup 7.6.1.2 hangs and consumes high CPU resources, and must be manually killed.
3873717	The bpbkar command on NetBackup 7.6.1.2 with a standard Linux file system hangs and consumes high CPU resources, and must be manually killed.
3873740	When attempting to inventory a tape library using the Java GUI, the default device host does not default to the correct robot control host. The GUI does not populate the robot control host in the "Robot" drop-down menu.
3874426	A trailing "/" character on fsmapname causes an SFR restore to fail before calling media because the mount point is not recognized in the catalog database.
3874693	BPRD crashes during VMware file restore when attempting to restore a large number of files from a VMware backup. Most folder restores fail with error code 2820, status 185: tar did not find all the files to be restored.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3874816	Unable to duplicate an image between windows MSDP disk pools if the image has a colon (:) in the name.
3875157	Host staging is missing from the Clients monitoring view in OpsCenter, and client staging is not available to be added to views.
3875189	Cannot filter SLPs for secondary operation.
3875838	Backup jobs to MSDP experience intermittent delays, up to several hours, when closing the image. If the job is stopped and restarted, the same backup will perform normally. This can happen with no changes to the backup policy, media server, master server,
3875844	After upgrading OpsCenter to 7.7.2, virtual machine data collection fails with an Nsbl/Agent communication exception: "Data collection failed for proxy server."
3875881	When bpstsinfo -imageinfo is trying to get a list of all images on a disk volume, and nbdelete deletes one of those images while bpstsinfo is collecting the data, bpstsinfo will exit with a Status 190. Retries of the same command may or may not work.
3876011	A trailing "/" character on fsmapname causes an SFR restore to fail before calling media.
3876135	The ndmpagent process crashes when restoring a file to its original location, but succeeds when restoring the file to an alternate location.
3876181	Catalog recovery fails with the error "required or specified copy was not found (147)" if the catalog backup images were duplicated.
3876225	NDMP Accelerator backup fails with error code 84 when some ADS entries are deleted. BPTM reports a checksum error "A portion of data to be included from a previous backup has incorrect checksum".
3876390	Cannot save any OpsCenter reports after upgrading to 7.7.2. Saving a report fails with the error OpsCenter-10860: "Failed to add report to the tree."
3876407	This EEB implements incremental data collection and capacity usage reporting in nbdeployutil. This EEB targets NetBackup version 7.7.2.
3876880	Java Console updates attributes for all clients, instead of only for those clients which the user specified. The Java Console is unresponsive until all clients have been updated.
3877501	If UseNicIPAddressvalue is added to the registry, bpVMutil crashes while retrieving guest VM details.
3877869	Server runs out of available memory due to a virtual memory leak in the nbars process.
3878012	A trailing "/" character on fsmapname causes an SFR restore to fail before calling media because the mount point is not recognized in the catalog database.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3878094	NDMP restore from images that were created after migration from Windows to UNIX fails with error 2813 if the files to be restored reside at a deep directory depth.
3878368	This EEB implements incremental data collection and capacity usage reporting in nbdeployutil. This EEB targets NetBackup version 7.6.1.2.
3878369	This EEB implements incremental data collection and capacity usage reporting in nbdeployutil. This EEB targets NetBackup version 7.6.0.4.
3878371	This EEB implements incremental data collection and capacity usage reporting in nbdeployutil. This EEB targets NetBackup version 7.5.0.7.
3878377	This EEB implements incremental data collection and capacity usage reporting in nbdeployutil. This EEB targets NetBackup version 7.7.
3878426	The nbdecommission process generates a core dump when NetBackup Policy Information is not available.
3878656	If after applying hotfix VTS16-001 to a Windows admin client but not to the NetBackup masters, connections using the admin console create an excessive number of bpjava-susvc processes.
3878659	A bare metal restore fails to restore some file systems if the logical volume names match native disk partition names.
3878668	When attempting to restore from images processed with AIR, some of the images fail with error status 165: "NB image database contains no image fragments for requested backup id/copy number."
3878697	Instance recovery with nbrestorevm -vmw -ir_activate fails in target AIR domain with exit status 190: "found no images or media matching the selection criteria."
3878807	If a VMware Intelligent Policy query includes the string " and " or " or " in any of its filters, it does not appear in the Java GUI and cannot be edited.
3878881	Bare Metal Restore "direct VM conversion" (P2V) initiates a restore of /System_State from the oldest available image.
3879145	Very low deduplication rate while performing duplication of NDMP data from DataDomain to MSDP.
3879157	An NDMP backup fails with status 99 when the path of any directory called from the Backup Selections list contains at least one space character.
3879466	Load balancing does not work correctly on Solaris SPARC T5.
3879698	A trailing "/" character on fsmapname causes an SFR restore to fail before calling media because the mount point is not recognized in the catalog database.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3879787	Unable to backup or restore from cloud disk pool after an upgrade to NetBackup 7.7.2.
3879884	After installing NetBackup security patch VTS16-001 EEB 3865362 on a Windows master server running NetBackup 7.5.0.7, a Vault job does not start because, on a fork request, bpcd reports "process_requests: illegal fork attempted."
3880173	SAN client load balancing does not work on Solaris SPARC T5.
3880206	MSDP storage servers cannot be deleted on multiple media servers.
3880347	Error messages looking up local drives from the VMware backup host appear in the activity monitor when performing VMware backups.
3880370	An individual-file cluster restore with a FlashBackup-Windows policy succeeds, but produces corrupt/unreadable files and user data.
3880594	Restore operation fails when attempting to restore an image from cloud storage in which the encryption backup was taken using a weak encryption key which was recovered manually.
3880604	Restore operation fails when attempting to restore an image from cloud storage in which the encryption backup was taken using a weak encryption key which was recovered manually.
3880606	Restore operation fails when attempting to restore an image from cloud storage where the encryption backup was taken using a weak encryption key which was recovered manually.
3880607	Restore fails when attempting to restore an image from cloud storage in which the encryption backup was taken using a weak encryption key which was recovered manually.
3880646	An account whose name contains a space character cannot log in with all administrator privileges. Only the BAR console appears when logged in using the Java GUI.
3880997	Unable to generate client backup reports using the NetBackup Admin Console. The following error appears: "An error has occurred while parsing the report data. Please check the logs."
3881330	An NDMP Restore from backup fails with partial success and error messages. Note that this EEB must be in place before you attempt the backup.
3881336	A backup to an S3-compliant cloud fails if the server on the cloud side does not support the underscore character ("_") in REST headers.
3882223	The domain_jobarchive table displays multiple entries for some jobs.
3882313	All OST credentials are removed when a media server with the OST PureDisk type is removed.
3882350	An NDMP restore fails with error 91: "the size of this backup image has been modified." This EEB creates a way to duplicate a copy with bad fragment information to create a new usable copy from which restores can be made.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3883661	This EEB implements incremental data collection and capacity usage reporting in nbdeployutil. This EEB targets NetBackup version 7.7.3.
3883980	Replication traffic between storage servers does not stop when the job is cancelled until all DOs for all fragments have been returned, followed by three further checks even after the user abort request is acknowledged.
3884338	An alternate client restore of an image that has been imported to another domain, such as AIR, fails with status 165: "NB image database contains no image fragments for requested backup id/copy number."
3888559	When attempting to inventory a tape library using the Java GUI, the default device host does not default to the correct robot control host. The GUI does not populate the robot control host in the "Robot" drop-down menu.
3889308	User directed backups do not show up in a custom tabular backup report if the "client name" column is selected in the report properties.
3889309	After upgrading to 7.7.2, attempting to save any type of report returns the error "OpsCenter-10860:Failed to add report to the tree" and the report is not saved.
3889351	OpsCenter is receiving incorrect disk status information from appliances during data collection., which causes OpsCenter to report false issues against the disks.
3889657	The bpjobd process consumes an increasing amount of memory until it reaches the maximum virtual memory allowed to it.
3890058	After upgrading OpsCenter from 7.7.1 to 7.7.2, virtual machine data collection fails with "[Nbsl/Agent communication exception]: Data collection failed for proxy server."
3890212	Unable to log in to a UNIX master server as a non-root user after an upgrade to NetBackup 7.7.3.
3890255	The Java GUI does not save changes to policy schedules on exit, even though the GUI appears to save the changes. The bpplist confirms that the schedule differs until the GUI is restarted.
3890376	A Bare Metal Restore modifies the /etc/fstab file at the end of the restore. It replaces non-UUID entries with actual device names. Due to this behavior, even file system LABELS can be replaced.
3890635	Load balancing does not work if backup data streams from multiple clients go to the same target port in FT mode.
3890720	Incremental/synthetic backups do not pick up the _SharedHardlinkData_ components of system state.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3890725	When attempting to use the catalog verify section of the admin console to search for Hyper-V clients whose names contain "%20", the search fails.
3890743	OpsCenter reports false alerts for fan and temperature, even after the 7.7.3 EEB for this issue.
3891002	In OpsCenter, filtering by client name in "Views" -- "Objects not in selected view" displays results which do not actually match the search string in their client names.
3891128	NetBackup installation fails during nbatd configuration in a cloud virtual machine.
3891282	A compaction check improperly marks DO to corruption in some race conditions.
3891624	NDMP restore fails with error 2850.
3891726	Cloud Wizard does not display any Cloud Providers, instead showing the message "Could not receive response from NetBackup CloudStore Service Container (nbcssc)."
3891854	NDMP duplication fails if SMTAPE directives were added in the backup selection.
3891862	Client attributes can take up to 15 minutes to update in the Master Server Properties window after clicking OK.
3892161	Replication jobs cannot be canceled through the admin console using the bpdjobs -cancel command.
3892315	A Bare Metal Restore "direct VM conversion" (P2V) initiates a restore of /System_State from the oldest available image.
3892317	During setup, neither the device wizard nor the tpautoconf -scan -ndmp_host command find the correct devices. Running tpautoconf -probe returns the correct devices.
3892927	A single file restore initiated through OpsCenter fails with exit status 174 and job status 2808.
3892972	This EEB backports the MSDP stream handler for Isilon filers to the 7.7.3 NetBackup appliance.
3893092	OpsCenter reports false alerts for fan and temperature on Appliance 2.7.1 and NetBackup 7.7.2, even after the 7.7.3 EEB for this issue.
3893283	The domain_jobarchive table displays multiple entries for some jobs.
3893300	The Java GUI does not save changes to policy schedules on exit, even though the GUI appears to save the changes. The bpplist confirms that the schedule differs until the GUI is restarted.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3893364	Images are incorrectly marked as corrupt by data integrity checking due to disk issues, such as disk disconnection.
3893829	NetBackup installation fails during nbatd configuration in a cloud virtual machine.
3893834	When trying to connect to OpsCenter 7.7.3 from a remote host using SQL Anywhere Client, "database server connection limit exceeded" errors appear.
3894175	A successful NDMP job fails with status 806 when restarted from the activity monitor.
3894213	Folder ownership, permissions, and date are changed after a successful restore.
3894489	Unable to discover SQL instance on a NetBackup 7.7.2 client with a 7.7.3 master server.
3894633	Capacity license report generation fails because the *.base64 file path contains a space character.
3894775	A trailing "/" character in fsmapname prevents a mount point from being recognized in the catalog database.
3894964	Capacity licensing report generation fails. No report is generated, and the "Last Successful Report Date" field shows a failed status, but "License Data Collection Status" shows Completed.
3895394	NetBackup 7.7.3 does not recognize LTO7 tapes or drives in ACS robots.
3895431	Tape media are not expiring and returning to the scratch pool. Media expire and are eventually returned to the scratch pool, but it may take up to 24 hours instead of happening with the "Image cleanup interval" setting (for which the default is 12 hours).
3895803	Any attempt to modify the target_importslp field on a source master server SLP fails with exist status 144: "(Invalid command usage) - attempt to modify fixed values of existing version."
3895971	NBDB database service and all remaining replications are terminated when the replication SLP window closes.
3896654	After upgrading OpsCenter from 7.7.2 to 7.7.3 and performing a database defragmentation, some policy keywords do not appear in OpsCenter or the OpsCenter database.
3896868	The Java GUI VIP query editor saves question mark ("?") characters as an equal sign "=".
3897387	Instance recovery using nbrestorevm -vmw -ir_activate fails in target AIR domain with exit status 190: "found no images or media matching the selection criteria."
3898550	The Backup, Archive, and Restore GUI crashes intermittently when restoring a VMware backup while scanning for Datastores.

Table 2-1 Previous EEBs now resolved in NetBackup 8.0 (*continued*)

Etrack Number	EEB Description
3899037	The NetBackup authentication service on a master server crashes while connecting to a remote machine when enhanced auditing is enabled.
3899485	If a UseNicIPAddress value is added to the registry to return the NIC that is at the top of the binding order, bpVMutil crashes while retrieving guest virtual machine details.
3900187, version 1	1. The policy would not get updated when a calendar-based schedule was altered although it would appear to be changed in the GUI. 2. '?' was being replaced with '=' in VIP query string.
3901128	Redirected restore of an Exchange database fails or does not redirect if the restore is started from the Java GUI or the locale is not English.
3901250	This EEB adds support for Enterprise Vault 12 in NetBackup 7.7.3.
3901375	A trailing "/" character in fsmapname prevents a mount point from being recognized in the catalog database.
3902562	NetBackup 7.6.x.x backs up only FIFO metadata by default. This EEB sets 'BACKUP_FIFO_FILES = 1' in the client bp.conf file, so that FIFO files and metadata are both backed up.

Other known issues resolved in NetBackup 8.0

This topic contains a list of some of the known issues that were fixed and included in the NetBackup 8.0 release.

Etrack Incident: 3787362

- Associated Primary Etrack: 3787196
- Associated Service Request Etrack(s): 3787195
- Description:
SLP duplication of small backups from MSDP to tape showed "Error unlocking backupid: <backupid>, copy 2: unable to process request" in the detailed status.

Etrack Incident: 3850599

- Associated Primary Etrack: 3806950
- Associated Service Request Etrack(s): 3806948
- Description:
SharePoint GRT cataloging process slowed to a crawl on certain List objects because the physical objects resided outside the SQL Content Database.

Etrack Incident: 3856787

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
This Etrack was used to track all commits for Java GUI secure communications in Mainline.

Etrack Incident: 3859279

- Associated Primary Etrack: 3857117
- Associated Service Request Etrack(s): 3857116
- Description:
RMAN PROXY restore of an Oracle database failed because the client contained other Oracle databases which the user performing the restore did not have permission to access. The dbclient omitted the other database's files in the bplist, which caused the dbclient to throw errors when it expected to encounter them.

Etrack Incident: 3864860

- Associated Primary Etrack: 3863176
- Associated Service Request Etrack(s): 3863175
- Description:
The Windows remote admin console did not integrate well with a mixed UNIX master environment in NetBackup 7.7 and later.

Etrack Incident: 3865107

- Associated Primary Etrack: 3865062
- Associated Service Request Etrack(s): 3865060
- Description:
SQL-compressed VERIFYONLY backup jobs failed with message:
"Filemark on device 'x' is not aligned.
Re-issue the Restore statement with the same blocksize used to create the backup set: '65536' looks like a possible value. The media family on device 'x' is incorrectly formed. SQL Server cannot process this media family."

Etrack Incident: 3866300

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:

If a new, empty virtual machine was backed up using a non-accelerated policy, the restore failed. You can still use `keepvmnerror` to restore images which experienced this issue.

Etrack Incident: 3868550

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
This Etrack implemented multiple server-side GUI changes to enhance HighJobFailureRate, HighDriveDown, and HighSuspendedMedia alert policies.

Etrack Incident: 3868556

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
This Etrack implemented multiple OpsCenter GUI changes to enhance HighJobFailureRate, HighDriveDown, and HighSuspendedMedia alert policies.

Etrack Incident: 3869426

- Associated Primary Etrack: 3866757
- Associated Service Request Etrack(s): 3866756
- Description:
NBEMM generated a core dump, related to an open ODBC connection on one of its threads.

Etrack Incident: 3870150

- Associated Primary Etrack: 3868166
- Associated Service Request Etrack(s): 3868165
- Description:
The Java GUI displayed the expiration date for a permanent license key as "10/15/1582 05:30:00."

Etrack Incident: 3870947

- Associated Primary Etrack: 3864384
- Associated Service Request Etrack(s): 3864382
- Description:
Following an upgrade to 7.6.1.2, a backup of a FIFO/pipe on AIX clients failed with status 41. The backup succeeded if the file was excluded.

Etrack Incident: 3872988

- Associated Primary Etrack: 3871904
- Associated Service Request Etrack(s): 3871903
- Description:
The RAM size of VM Conversion Clients was incorrectly changed when the user changed the size unit before changing the size value.

Etrack Incident: 3873166

- Associated Primary Etrack: 3873031
- Associated Service Request Etrack(s): 3873030
- Description:
The Java console did not fully load host properties for a master server.

Etrack Incident: 3873571

- Associated Primary Etrack: 3873013
- Associated Service Request Etrack(s): 3873012
- Description:
NetBackup would not enable CBT on new virtual machines, resulting in inefficient Accelerator incremental backups. Incremental backups became full backups, unless CBT was manually enabled on the new VM or bpfis ran at log level 3 or higher.

Etrack Incident: 3873742

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
To perform an upgrade, the OpsCenter installer required free space equal to three times the database size. This was reduced to twice the database size.

Etrack Incident: 3873863

- Associated Primary Etrack: 3869885
- Associated Service Request Etrack(s): 3869884
- Description:
Bare Metal Restore Client Names were truncated to 46 characters.

Etrack Incident: 3874757

- Associated Primary Etrack: 3874660
- Associated Service Request Etrack(s): 3874659

- **Description:**
When the user selected a virtual machine manually, the check box was also selected at ESX and vCenter level. If the policy was closed and reopened, the check boxes were no longer selected.

Etrack Incident: 3874805

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**
The bpnaz process ignored the client database's DYNAMIC_ADDRESS 1 setting and used DNS to provision certificates.

Etrack Incident: 3874894

- Associated Primary Etrack: 3874622
- Associated Service Request Etrack(s): 3874621
- **Description:**
If any mount point was backed up by a NetBackup policy and the user invoked bpcovrage with the -coverage switch, the policy name appeared as garbage characters or had no value.

Etrack Incident: 3875825

- Associated Primary Etrack: 3872090
- Associated Service Request Etrack(s): 3872089
- **Description:**
NDMP Accelerator backup failed with status 99 on a Windows master server when the backup path included space characters.

Etrack Incident: 3876591

- Associated Primary Etrack: 3876395
- Associated Service Request Etrack(s): 3876394
- **Description:**
A successful conversion to a virtual machine produced a dialog box which used a caution icon ("!") instead of an information icon.

Etrack Incident: 3876813

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**

Veritas name should be printed as "Veritas" instead of "VERITAS" in the product due to UX guidelines.

Etrack Incident: 3877029

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
The bpfis log incorrectly reported that a policy was configured to back up from a passive node, when it was actually configured to back up an active node instead.

Etrack Incident: 3877589

- Associated Primary Etrack: 3877474
- Associated Service Request Etrack(s): 3877472
- Description:
The "Show all backups in the specified date range" option was grayed out for selective file or folder restores from VMware virtual machine backup images in the Java NetBackup Administration Console. The option has been enabled to allow selection of files or folders from any backup image within the specified date range.

Etrack Incident: 3878241

- Associated Primary Etrack: 3878224
- Associated Service Request Etrack(s): 3878222
- Description:
The Java GUI shows the wrong backup frequency if the backup is set to run more frequently than every hour using bpplshedrep.

Etrack Incident: 3879024

- Associated Primary Etrack: 3878943
- Associated Service Request Etrack(s): 3878942
- Description:
The **Backup Limits** fields in the NetBackup Oracle Wizard did not retain their values when they were edited after they were created.

Etrack Incident: 3880111

- Associated Primary Etrack: 3880109
- Associated Service Request Etrack(s): 3880107
- Description:

Attempting to restore a file to an alternate restore path with a Windows-style file path generated a pop-up error: "Invalid destination pathname." File restores using a UNIX-style path succeeded.

Etrack Incident: 3881071

- Associated Primary Etrack: 3879339
- Associated Service Request Etrack(s): 3879337
- Description:
Linux Media boot failed with message "ERROR: No devices listed in /proc/sys/dev/cdrom/info." This Etrack includes fixes from Etracks 2920972, 3012205, and 3853645.

Etrack Incident: 3882194

- Associated Primary Etrack: 3880086
- Associated Service Request Etrack(s): 3880085
- Description:
When executed from OpsCenter, a capacity licensing report for a NetBackup master server displayed all 0 values.

Etrack Incident: 3882347

- Associated Primary Etrack: 3871816
- Associated Service Request Etrack(s): 3871815
- Description:
NDMP Accelerator enabled backup jobs always ended with status 1.

Etrack Incident: 3888255

- Associated Primary Etrack: 3881419
- Associated Service Request Etrack(s): 3881418
- Description:
Attempting to run cat_export to export an Image Header for a single Backup ID instead exported over 600 images.

Etrack Incident: 3890059

- Associated Primary Etrack: 3878130
- Associated Service Request Etrack(s): 3878129
- Description:
A single backup stream, with multiple streams and checkpoints enabled, that previously ended with status 0 failed with status 1542 when it was restarted.

Etrack Incident: 3890966

- Associated Primary Etrack: 3890947
- Associated Service Request Etrack(s): 3890945
- Description:
An attempt to change Fibre Transport host properties in the NetBackup Administration Console failed with status 254 (the host is not defined in EMM.)

Etrack Incident: 3891457

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
The bp_servers file was not always created, leading to cp failing with "cannot stat ../bp_servers: No such file or directory" in installer output.

Etrack Incident: 3893357

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
This Etrack set the user name to "Unknown-User" to audit, get, and renew CGD certificate operations.

Etrack Incident: 3893863

- Associated Primary Etrack: 3892404
- Associated Service Request Etrack(s): 3892402
- Description:
After performing a partial database recovery on a disaster recovery server, NBDB database files could be restored into staging and FILES completed. However, when attempting to use "cat_export" and "cat_import" to populate the DR server NBDB database, errors occurred due to the randomly generated NBDB password.

Etrack Incident: 3895146

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
After expiring an AIR image, an image copy with 0 fragments remained. This deletion of the last local copy rendered the local image unrestorable.

Etrack Incident: 3895813

- Associated Primary Etrack: 3882104
- Associated Service Request Etrack(s): 3882103
- Description:
NTIO backup retry configuration prevented data corruption messages from appearing in the backup status for non- NT Windows policies.

Etrack Incident: 3897119

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
This Etrack hardened OpsCenter ciphers to provide Perfect Forward Secrecy (PFS).

Etrack Incident: 3897283

- Associated Primary Etrack: 3894669
- Associated Service Request Etrack(s): 3894668
- Description:
bpfis.exe generated an application fault when backing up a drive that contained multiple mount points whose storage resided on the same volume.

Etrack Incident: 3899297

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
The "Save WebSocket Endpoint" API saves the "Connection State" property, which prevents the WebSocket endpoint from receiving any connect messages if the connection state is set to "CONNECTED."

Etrack Incident: 3899640

- Associated Primary Etrack: 3895317
- Associated Service Request Etrack(s): 3895315
- Description:
During SwiftStack cloud storage server configuration on production servers, the compression option does not appear.

Etrack Incident: 3899875

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A

- **Description:**
The existing consistency levels for the Hyper-V WMI method are not a viable solution for customers who encounter errors when trying to take a quiesced snapshot.

Etrack Incident: 3899972

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**
During install, the user entered an incorrect password, causing the installation to fail. After exiting the installer, the active node timed out, but the install logs took up to an hour after the time-out to be copied to the allusersprofile location, which made it appear that the installation succeeded.

Etrack Incident: 3900106

- Associated Primary Etrack: 3897581
- Associated Service Request Etrack(s): 3897580
- **Description:**
When a bpdjobs report encounters an awaiting resource, it does not separate job details with commas.

Etrack Incident: 3900134

- Associated Primary Etrack: 3863844
- Associated Service Request Etrack(s): 3867093
- **Description:**
The Amount column in a cost tabular report displays too many characters after the decimal point, when it should display only two.

Etrack Incident: 3901880

- Associated Primary Etrack: 3898219
- Associated Service Request Etrack(s): 3898218
- **Description:**
Custom retention periods changed value if the user entered a retention period with the largest time unit (such as years), then selected any other retention period with a different unit.

Etrack Incident: 3903480

- Associated Primary Etrack: 3902758
- Associated Service Request Etrack(s): 3903037

- **Description:**
VMware policies created with the default Existing Snapshot Handling option would instead delete any pre-existing snapshots if the backup host was running a NetBackup version earlier than 7.7.2.

Etrack Incident: 3903615

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**
Error code 9000 was incorrectly displayed in the NetBackup GUI when NetBackup has no audit records to show.

About SORT for NetBackup Users

This appendix includes the following topics:

- [About Veritas Services and Operations Readiness Tools](#)
- [Recommended SORT procedures for new installations](#)
- [Recommended SORT procedures for upgrades](#)

About Veritas Services and Operations Readiness Tools

Veritas Services and Operations Readiness Tools (SORT) is a robust set of standalone and web-based tools that support Veritas enterprise products. For NetBackup, SORT provides the ability to collect, analyze, and report on host configurations across UNIX/Linux or Windows environments. This data is invaluable when you want to assess if your systems are ready for an initial NetBackup installation or for an upgrade.

Access SORT from the following webpage:

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

Once you get to the SORT page, more information is available as follows:

- **Installation and Upgrade Checklist**
Use this tool to create a checklist to see if your system is ready for a NetBackup installation or an upgrade. This report contains all the software and the hardware compatibility information specific to the information provided. The report also includes product installation or upgrade instructions, as well as links to other references.

- **Hot fix and EEB Release Auditor**
 Use this tool to find out whether a release that you plan to install contains the hot fixes that you need.
- **Custom Reports**
 Use this tool to get recommendations for your system and Veritas enterprise products.
- **NetBackup Future Platform and Feature Plans**
 Use this tool to get information about what items Veritas intends to replace with newer and improved functionality. The tool also provides insight about what items Veritas intends to discontinue without replacement. Some of these items include certain NetBackup features, functionality, 3rd-party product integration, Veritas product integration, applications, databases, and the OS platforms.

Help for the SORT tools is available. Click **Help** in the upper right corner of the SORT home page. You have the option to:

- Page through the contents of the help similar to a book
- Look for topics in the index
- Search the help with the search option

Recommended SORT procedures for new installations

Veritas recommends new NetBackup users perform the three procedures that are listed for an initial introduction to SORT. The tool has many other features and functions, but these serve as a good introduction to SORT. In addition, the procedures provide a helpful base of knowledge for other SORT functionality.

Table A-1

Procedure	Details
Create a Veritas Account on the SORT webpage	See “To create a Veritas Account on the SORT page” on page 30.
Create generic installation reports	See “To create a generic installation checklist” on page 30.
Create system-specific installation reports	See “To create a system-specific installation report for Windows” on page 31. See “To create a system-specific installation report for UNIX or Linux” on page 32.

To create a Veritas Account on the SORT page

- 1 In your web browser, navigate to:
<https://sort.veritas.com/netbackup>
- 2 In the upper right corner, click **Login**, then click **Register now**.
- 3 Enter the requested login and contact information:

Email address	Enter and verify your email address
Password	Enter and verify your password
First name	Enter your first name
Last name	Enter your last name
Company name	Enter your company name
Country	Enter your country
Preferred language	Select your preferred language
CAPTCHA text	Enter the displayed CAPTCHA text. If necessary, refresh the image.

- 4 Click **Submit**.
- 5 When you receive your login information, you can log into SORT and begin uploading your customized information.

To create a generic installation checklist

- 1 In your web browser, navigate to:
<https://sort.veritas.com/netbackup>
- 2 Find and select the **Installation and Upgrade Checklist** widget.

3 Specify the requested information

Product	Select the appropriate product from the drop-down menu. For NetBackup select NetBackup Enterprise Server or NetBackup Server .
Product version you are installing or upgraded to	Select the correct version of NetBackup. The most current version is always shown at the top of the list.
Platform	Select the operating system that corresponds to the checklist you want generated.
Processor	Select the correct processor type for your checklist.
Product version you are upgrading from (optional)	For new installations, do not make any selections. For upgrades, you can select the currently installed version of NetBackup.

4 Click **Generate Checklist**.

- 5** A checklist corresponding to your choices is created. You can modify your selections from this screen, and click **Generate Checklist** to create a new checklist.

You can save the resulting information as a PDF. Numerous options are available for NetBackup and many of them are covered in the generated checklist. Please spend time reviewing each section to determine if it applies to your environment.

To create a system-specific installation report for Windows

- 1** Go to the SORT website:
<https://sort.veritas.com/netbackup>
- 2** In the **Installation and Upgrade** section, select **Installation and Upgrade custom reports by SORT data collectors**.
- 3** Select the **Data Collectors** tab
- 4** Select the radio button for **Graphical user interface** and download the correct data collector for your platform.

The data collector is OS-specific. To collect information about Windows computers, you need the Windows data collector. To collect information about UNIX computers, you need the UNIX data collector.

- 5** Launch the data collector after it finishes downloading.

- 6 On the **Welcome** screen, select **NetBackup** from the product family section and click **Next**.
- 7 On the **System Selection** screen, add all computers you want analyzed. Click **Browse** to see a list of computers you can add to the analysis. Veritas recommends starting the tool with an administrator or a root account.
- 8 When all systems are selected, review the **System names** section and click **Next**.
- 9 In the **Validation Options** screen, under **Validation options**, select the version to which you plan to upgrade.
- 10 Click **Next** to continue
- 11 The utility performs the requested checks and displays the results. You can upload the report to My SORT, print the results, or save them. Veritas recommends that you upload the results to the My SORT website for ease of centralized analysis. Click **Upload** and enter your My SORT login information to upload the data to My SORT.
- 12 When you are finished, click **Finish** to close the utility.

To create a system-specific installation report for UNIX or Linux

- 1 Go to the SORT website:
<https://sort.veritas.com/netbackup>
- 2 In the **Installation and Upgrade** section, select **Installation and Upgrade custom reports by SORT data collectors**.
- 3 Select the **Data Collector** tab.
- 4 Download the appropriate data collector for your platform.

The data collector is OS-specific. To collect information about Windows computers, you need the Windows data collector. To collect information about UNIX computers, you need the UNIX data collector.
- 5 Change to directory that contains downloaded utility.
- 6 Run `./sortdc`

The utility performs checks to confirm the latest version of the utility is installed. In addition, the utility checks to see it has the latest data. The utility then lists the location of the log file for this session.
- 7 If requested, press **Enter** to continue.
- 8 Select the **NetBackup Family** at the **Main Menu**.

- 9** Select **Installation/Upgrade report** when prompted **What task do you want to accomplish?**
 You can select multiple options by separating your response with commas.
- 10** Specify the system or systems you want included in the report.
 If you previously ran a report on the specified system, you may be prompted to run the report again. Select **Yes** to re-run the report.
 The utility again lists the location of the log files for the session.
 The progress of the utility is displayed to the screen.
- 11** Specify **NetBackup** when prompted for the product you want installation or upgrade reports.
- 12** Enter the number that corresponds to the version of NetBackup you want to install.
 The utility again lists the location of the log files for the session.
 The progress of the utility is displayed to the screen.
- 13** The utility prompts you to upload the report to the SORT website if you want to review the report online. The online report provides more detailed information than the text-based on-system report.
- 14** When your tasks are finished, you can exit the utility. You have the option to provide feedback on the tool, which Veritas uses to make improvements to the tool.

Recommended SORT procedures for upgrades

Veritas recommends current NetBackup users perform the three procedures that are listed for an initial introduction to SORT. The tool has many other features and functions, but these serve as a good introduction to SORT for users who already use NetBackup. In addition, the procedures provide a helpful base of knowledge for other SORT functionality.

Table A-2

Procedure	Details
Create a Veritas Account on the SORT webpage	See "To create a Veritas Account on the SORT page" on page 30.

Table A-2 (continued)

Procedure	Details
Create a system-specific upgrade report	See "To create a system-specific installation report for Windows" on page 31. See "To create a system-specific installation report for UNIX or Linux" on page 32.
Review the future platform and feature plans. Review the hot fix and emergency engineering binary release auditor information.	See "To review future platform changes and feature plans" on page 31. See "To review hot fix and emergency engineering binary information" on page 34.

To review future platform changes and feature plans

- 1 In your web browser, navigate to:
<https://sort.veritas.com/netbackup>
- 2 Find and select the **NetBackup Future Platform and Feature Plans** widget.
- 3 Select **Display Information**.
- 4 Review the information provided
- 5 Optional - sign in to create notification - Click **Sign in and create notification**.

To review hot fix and emergency engineering binary information

- 1 In your web browser, navigate to:
<https://sort.veritas.com/netbackup>
- 2 Find and select the **NetBackup Hot Fix and EEB Release Auditor** widget.
- 3 Enter the hot fix or emergency engineering binary (EEB) information.
- 4 Click **Search**.
- 5 The new page shows a table with the following columns:

Hot fix of EEB Identifier	Shows the hot fix or EEB number that was entered on the previous screen.
Description	Displays a description of the problem that is associated with the hot fix or EEB.
Resolved in Versions	Provides the version of NetBackup where this issue is resolved.