

Symantec™ Desktop and Laptop Option

README

Release 7.0



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Documentation version for Symantec DLO 7.0

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Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's maintenance offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers automatic software upgrade protection
- Global support that is available 24 hours a day, 7 days a week
- Advanced features, including Account Management Services

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL: www.symantec.com/support/

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL: <http://www.symantec.com/business/support/>

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- 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
- Recent software configuration changes and network changes

Licensing and Registration

If your Symantec product requires registration or a license key, access our technical support web page at the following URL: <http://www.symantec.com/business/support/>

Customer Service

Customer service information is available at the following URL: www.symantec.com/support/

Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and maintenance contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Maintenance Agreement Resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:

Asia-Pacific and Japan customercare_apac@symantec.com

Europe, Middle-East, and Africa customercare_emean@symantec.com

North America and Latin America supportsolutions@symantec.com

Additional Enterprise Services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively.

Enterprise services that are available include the following:

Symantec Early Warning Solutions	These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.
Managed Security Services	These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.
Consulting Services	Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring, and management capabilities. Each is focused on establishing and maintaining the integrity and availability of your IT resources.
Educational Services	Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.

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DLO 7.0 Features

The following are the new features in DLO 7.0:

- Push Install Desktop Agent
- Push Install DLO Maintenance Server
- Remote DLO Database
- Symantec LiveUpdate
- Cluster Support
- Localization Support
- BackupExec (BE)-DLO Migration

Push Install Desktop Agent

DLO supports Push-Installing the DLO Agents from the Administration Console. Multiple DLO Agents can be installed simultaneously on the remote desktop machines.

For additional information, refer to the section '*Push Install Desktop Agent and Push Install DLO Maintenance Server*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

Push Install DLO Maintenance Server

DLO Supports Push-Installing the Maintenance Server to manage Storage Locations from the Administration Console.

For additional information, refer to the section '*Push Install Desktop Agent and Push Install DLO Maintenance Server*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

Remote DLO Database

DLO supports Remote DLO database installation when installing the Server components to push the DLO database into the remote SQL database server.

For additional information, refer to the section '*Remote DB Install*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

Symantec LiveUpdate

Symantec LiveUpdate helps to deliver selected patches or hotfixes from DLO 7.0 to the DLO Administration Server.

For additional information, refer to the section '*Updating Symantec DLO with LiveUpdate*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

Cluster Support

DLO Supports MSCS Clustering of DLO Administration Servers thus providing the failover capability.

For additional information, refer to the section '*About Desktop and Laptop Option and Clusters*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

Localization Support

DLO 7.0 provides Localization Support to 11 languages. The following are the supported languages:

English, Japanese, Korean, German, French, Spanish, Italian, Portuguese, Russian, Chinese Simplified, and Chinese Traditional.

BackupExec (BE)-DLO Migration

Symantec DLO 7.0 provides support for migration of BE-DLO to Symantec DLO 7.0. The following versions of BE-DLO can be migrated to Symantec DLO 7.0: 10.x, 12.0, 12.5, and 13.0 (2010, 2010 R2, 2010 R3).

For additional information, refer to the section '*BE-DLO Migration*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

Command Line Option to List DLO Desktop Agents

DLO 7.0 provides a new command-line option to list all the Desktop Agent machines that are connected to the DLO Administration Console. For additional information, refer to the section '*ListMachines command*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

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 7.0

To download DLO 7.0, perform the following:

1. Download the appropriate files into a temporary directory:

`Symantec_DLO_70_x64.zip`

`Symantec_DLO_70_x86.zip`

`NBU_DLO_6.1MP5_ET2012075_2.zip` (Required for all the existing DLO MP5 instances.)

`DLODBRegcreateU.zip` (Required for NetBackup DLO MP4, MP5A, MP6, and MP7 upgrades using the "Remote DLO Database Installation" option.)

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`.

Installing Symantec DLO 7.0

The installation package is used to install a new DLO Administration Server and other required components of Symantec DLO 7.0. For instructions, refer to the *Symantec Desktop and Laptop Option Administrator's Guide*.

Note: Only DLO 6.1 MP5 customers (but not DLO 6.1 MP5A customers) must apply the EEB NB_DLO_6.1MP5_ET2012075_2.zip before upgrading to Symantec DLO 7.0.

Upgrading the NetBackup DLO Database on Remote SQL Server

If an existing installation is DLO 6.1 MP4, MP5, MP5A, MP6, or MP7, and if the DLO database is installed on a remote SQL Server, then refer to the section “*Upgrading the DLO Database on Remote SQL Server*” in the *Symantec Desktop and Laptop Option Administrator's Guide*.

For additional information, see [ET 2603302](#)

Known Issues

This section describes the known issues in DLO 7.0. The issues are listed based on the ET number (software bug tracking number).

ET 2442680

Description: When DLO Agent/Maintenance server is installed using the **Push Agent and Maintenance Server** option, the DLO Agent repair functionality fails.

Workaround: To repair the DLO Agent or maintenance server, which was installed using the **Install Remote Agent and Maintenance Server** option from the DLO admin console GUI, browse the network share for DLO admin server computer and locate the DLO Agent or DLO maintenance server to complete the repair.

ET 2530270

Description: When DLO is unclustered, the DLO Agent fails to connect to the admin server because the DLO Agent cannot find any DB server with the virtual server name that was used while clustering. Due to this problem, the DLO client is not launched.

Workaround: Follow these steps to make the client connect to the admin server.

Before unclustering, follow these steps:

- If the storage location is on a shared disk, then move NUDF on local node.
- Issue `-ChangeDB` using DLO command-line utility: `DLOCommandu.exe`.
- Then launch all clients that are connected to the virtual server before unclustering DLO.
- Uncluster DLO.

ET 2397591

Description: Push upgrade of maintenance server from console through the **Install Agent and Maintenance Server** option fails.

Workaround: If you have older version of DLO Maintenance server on remote machines, uninstall and then use the **Push Install DLO Maintenance Server** option from the DLO administration console user interface.

ET 2553425

Description: While upgrading to Symantec DLO 7.0 in distributed environment, DLO Database is not retained in the following scenario:

Machine A is running with older version of DLO admin server and Machine B is running with DLO Database component.

While upgrading to Symantec DLO 7.0, DLO Database is not retained.

Workaround: Follow these steps to retain the data after upgrading to Symantec DLO 7.0:

1. Uninstall the existing DLO admin server.
2. Uninstall the existing database.
3. Install the DLO database component.
4. Install the DLO admin server.

ET 2592655

Description: When Backup Exec-DLO Agent is upgraded through `DLOCommandu.exe` utility, DLO Agent is not getting upgraded to the newer version.

Workaround: The DLO Agent should be upgraded by using the **Install Agents and Maintenance Services on Remote Computers** option from the DLO administration console user interface.

ET 2603302

Description: Data is lost (previous data is not retained) while upgrading from NBU-DLO to Symantec DLO 7.0 by selecting the **Remote DLO Database Installation** option.

Workaround: Follow these instructions to upgrade from NBU-DLO to Symantec DLO 7.0 with Remote DLO Database configuration:

1. Before uninstalling the older version of NBU-DLO Database component on the database machine, ensure that the correct version of the [DLODBRegcreateU.zip](#) (available in x86/x64 versions) utility is executed.

The `DLODBRegcreateU.exe` creates a registry key-value (string) in this path
`HKLM\Software\Symantec\Symantec DLO\DB\OldDLODBPath`

2. Uninstall the DLO admin server.
3. Uninstall DLO Database component.
4. Now upgrade to Symantec DLO 7.0 by selecting the **Remote DLO Database Installation** option during installation.

ET1524140

Description: DLO client crashes while backing up a PST file when DUDF shared by two users.

This problem occurs in the following scenario:

- Multiple users are assigned to a computer.
- The administrator has configured all of these users for an alternate DUDF path, instead of the normal (default) path on drive C.
- User A logs on, performs PST and other backups, and logs off.
- User B logs on to the same computer to perform backups, which causes the DLO client to crash.

DLO does not currently support sharing of the DUDF folder by multiple users.

ET1590075

Description: Deletion of mails, when the DLO client is not running, is not detected by the client after startup and even later.

When the DLO agent is not running, it does not detect if emails are deleted from the PST file. Any emails that are moved and any mail folders that are created or deleted are also not detected.

The following example describes when the problem occurs:

- Start the DLO agent and back up the PST file.
- Exit from the DLO agent.
- Delete emails from the PST file.
- Start the DLO agent and back up the PST file again. The agent scans the file for changes but it does not detect the deleted emails.
- Restore the PST file. The deleted emails still appear in the PST file.

Since the DLO agent does not detect the deleted emails, the PST folder size appears larger and therefore, uses more storage space.

ET1590732

Description: Include/Exclude considers the filters that were added earlier when moving from profile to Customized backup selections.

This problem occurs in the following scenario:

- You select Profile level backup.
- On the client, you modify the backup selection from Profile to Customized and add a filter to the Include/Exclude list.
- Select Profile backup selection. The Include/Exclude list contains all the filters that are listed for Profile backup selection.
- Select Customized backup selection and try to add the same filter as earlier. An error occurs to indicate that the filter already exists.

Workaround: To avoid this issue, follow these steps:

- When you change from **Profile** to **Customize**, on the drop-down menu, select **Use custom selection** and click **OK**.
- Open the **Customize** dialog box again and add the filters that you want.

ET2651119

Description: Under **Backup Selection** tab of **Profile Properties** window, selecting Default NSF file path for single user mode does not work if DLO Agent is running IBM Lotus Notes 8.

Workaround: Manually create a Backup Selection folder providing the default path of NSF files in IBM Lotus Notes 8.

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\NetBackupDLO\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 for the 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>

Start and Stop DLO Services

DLO provides two utilities to start and stop all server component services.

The following services can be started or stopped:

- Symantec DLO Administration Service
- Symantec DLO Maintenance Service
- SQL Server (DLO)

The utilities are available at this location: C:\Program Files\Symantec\Symantec DLO\

- To start all services, run DLOStartsvc.bat.
- To stop all services, run DLOStopsvc.bat.

For distributed server components setups, do the following:

Run these services on a remote database machine to stop the DLO SQL service and on respective machines to stop Administration and Maintenance Services.

Resolved Issues

The following are the resolved issues in Symantec DLO 7.0.

ET Number	Description
2590621	DLOCommandu causes Error/CLI crash on Windows 2008 R2.
2431314	There should be an option to stop or start DLO from command line.
2582655	Provide SQL Server 2005 Express edition SP4 with Symantec DLO 7.0.

DLO Command Line Interface Management Tools

DLO provides command-line system tools to manage the DLO server operations. For additional information, refer to the section “*DLO Command Line Interface Management Tools*” in the *Symantec Desktop and Laptop Option Administrator’s Guide*.