

Symantec™ Desktop and Laptop Option 7.6

README



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Documentation version for Symantec DLO 7.6

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Europe, Middle-East, and Africa	customercare_emea@symantec.com
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DLO 7.6 New Features

Symantec DLO is an integrated backup solution that has source-side deduplication capability.

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

DLO Agent Support for Mac

DLO provides support for Mac operating systems (OS). DLO Agents can be deployed on desktops and laptops that are installed with Mac OS.

Backup Interruption Tolerance

DLO has a new feature that halts the backup job in case of a network failure, and then resumes the job when the network is restored within the time set for backup interruption tolerance.

Open File Backup

DLO provides support for backing up files that are opened for editing and then saved, but continues to be open.

Multi-level Administrators

The administrator can create multiple sub administrators and grant or deny some privileges.

VIP User Support

This feature restricts the administrator from viewing and restoring backed up data of users (such as CEO, executives, directors, officers) belonging to the VIP profile. However, the administrator can restore the data (in case of an emergency restore) with the approval of the VIP user.

CPU Priority

The CPU priority can be set to control the performance of the Desktop Agent so that backup jobs are performed without interrupting other applications.

Sending Alert Notifications to Users

Users along with administrators can now receive alert notifications that provide information about backup and restore operations.

Automatic Integrity Checker

The Automatic Integrity Checker (AIC) feature validates the integrity of deduped data and takes corrective action in case of any invalid data.

New Reports

The following new reports are available in this version of DLO.

- **Storage Statistics:** This report shows the storage savings after deduplication in a specified interval of time
- **Garbage Collection History:** This report provides information about when the garbage collection process was run and the amount of disk space reclaimed in a specified interval of time.
- **Last Successful Backup Time:** This report shows the last successful backup time and the number of files pending for network and local backup after the recent successful backup.

Lotus Notes 9.x Support

DLO extends support to Lotus Notes 9.x versions.

Windows 2012 R2 Support

DLO extends support to Windows 2012 R2 version.

Desktop Agent Resilience

The Desktop Agent restarts automatically in case of any crashes eliminating disruptions in backup.

Automatic Restart of DLO Services

DLO services are configured to restart automatically on any failures.

Change in Naming Convention of Folders in Dedupe Storage Location

The folder names in Dedupe Storage Location are being encoded to make sure that these folders are not perceived as user folder by the Administrator.

Remote Log Gather Command-line Option

The Administrator can collect logs from the Agent machines remotely by running the `RemoteExecute` command on the Administration Server machine.

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 7.6, perform the following:

1. Download the appropriate files into a temporary directory:

`Symantec_DLO_76x64.zip`

Symantec_DLO_76x86.zip

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.

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 3.5 SP1 should be installed. <http://www.microsoft.com/en-in/download/details.aspx?id=22>
 - 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 both the admin server machine and storage 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 SQL Server service account.
SQL Server (SQL instance)	Domain user or domain administrator	This user should have local administrator privilege on both the 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.

Installing Symantec DLO

The installation package is used to install a new DLO Administration Server and other required components of Symantec DLO 7.6. 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 7.6 Install package. This utility installs SQL 2012 Express.

To run the SQL Server Install Utility:

1. Copy the **SqlExpress** folder available within the DLO 7.6 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 "SQL" -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 7.6

DLO supports upgrades from the following previous versions:

- Symantec DLO 7.0
- Symantec DLO 7.5 and 7.5 SP1
- BackupExec-DLO 2010 R3
- NetBackup DLO 6.1 MP7

For any existing customers with previous release of DLO (NetBackup DLO or BackupExec 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 7.6.

Note: It is recommended to upgrade all the DLO components from one version to another, so that all features work properly.

Database Schema Upgrade

If you are upgrading from DLO 7.5 or 7.5 SP1, then before upgrading to DLO 7.6, it is mandatory to run the DLODBUpgradeU.exe utility to upgrade the Dedupe database.

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 7.6, 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 7.6 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. 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.

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

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*.

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.

DLO requires domain accounts. Every Desktop Agent user must log in to DLO using a domain account.

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, follow these steps:

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*.

Known Issues

This section describes the known issues in DLO 7.6. The issues are listed based on the ET number (software bug tracking number).

ET3399304

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 retrIGGERED 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 7.6, 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 fails on XP machine with the error "An internal certificate chaining error has occurred".

Workaround: To resolve this issue,

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

ET 3565801

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

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 3552664

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>

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)
- SQL Server (Dedupe)
- Mindtree Storesmart Dedupe Service

The utilities are available at the installation 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.

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
2694457	On both Windows 7 and Windows Vista, Network Throttling not working as per the values set on the Throttling tab within the DLO Administration Console.
2798595	Agent operations are performed with administrator account instead of the logged in user account.
2949047	Customized backup selections are not retained when Agent is upgraded from MP7 to DLO 7.5.
3111153	After successful backup, local user data folder size is utilized even if LUDF revision is set to zero.
3222318	Data displayed in the Usage details window is not appropriate after migrating the user's storage location.
3384437	In the DLO Agent, the status is displayed as " <i>Jobs are running according to schedule</i> " instead of actual date and time.
3444021	Backup jobs are not running as per schedule when the DLO Agent is refreshed or relaunched.
3260397	"Storage Consumption Per User" report displays only NUDF data size.

ET Number	Description
3207678	Alerts and Notifications are sent without summary and subject line to users.
3517724	PST files cannot be opened after they are restored.
3443784	DLO 7.5 SP1 Administration Console will throw an error " <i>error V-138-57364-18, Unhandled Exception</i> " when viewing History Logs of users backups.
3443777	DLO Agent is disabled and the following error message is displayed: " <i>Dedupe engine initialization failed. Please contact your system administrator</i> ".
3331723	A few Chinese characters are displayed in the DLO 7.5 Japanese GUI.
3443766	In DLO 7.5, backup job halts with the status as " <i>Network pending</i> ". Memory utilization is high for the <i>DLOAdminsvcu</i> process.
3503814	<code>Keytest</code> command includes additional switches.