

# Symantec™ Desktop and Laptop Option 7.6 SP1

README



The software described in this document is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Documentation version for Symantec DLO 7.6 SP1

## Legal Notice

Copyright © 2015 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, and NetBackup are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

This Symantec product may contain third party software for which Symantec is required to provide attribution to the third party ("Third Party Programs"). Some of the Third Party Programs are available under open source or free software licenses. The License Agreement accompanying the Software does not alter any rights or obligations you may have under those open source or free software licenses. Please see the Third Party Legal Notice Appendix to this Documentation or TPIP ReadMe File accompanying this Symantec product for more information on the Third Party Programs.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Symantec Corporation

350 Ellis Street

Mountain View, CA 94043

<http://www.symantec.com>

## 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/](http://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/](http://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	<a href="mailto:customercare_apac@symantec.com">customercare_apac@symantec.com</a>
Europe, Middle-East, and Africa	<a href="mailto:customercare_emea@symantec.com">customercare_emea@symantec.com</a>
North America and Latin America	<a href="mailto:supportsolutions@symantec.com">supportsolutions@symantec.com</a>

## 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](http://www.symantec.com)

Select your country or language from the site index.

# Contents

<b>Technical Support</b> .....	<b>3</b>
Contacting Technical Support.....	3
Licensing and Registration .....	4
Customer Service .....	4
Maintenance Agreement Resources.....	4
Additional Enterprise Services.....	5
<b>DLO 7.6 SP1 New Features</b> .....	<b>8</b>
<b>Platform Compatibility Matrix</b> .....	<b>8</b>
<b>Downloading Symantec DLO</b> .....	<b>8</b>
<b>Prerequisites for Installing Symantec DLO</b> .....	<b>8</b>
User Account Privileges.....	9
<b>Installing Symantec DLO</b> .....	<b>9</b>
Installing SQL using the utility.....	9
Upgrading to Symantec DLO 7.6 SP1 .....	10
Upgrading the NetBackup DLO Database on Remote SQL Server .....	12
<b>Installing the Desktop Agent on Mac</b> .....	<b>12</b>
<b>Upgrading the Desktop Agent on Mac</b> .....	<b>13</b>
<b>Known Issues</b> .....	<b>14</b>
ET 3387185 .....	14
ET 3399304 .....	14
ET 2876260 .....	14
ET 2896052 .....	14
ET 3378168 .....	14
ET 3537591 .....	15
ET 3441283 .....	15
ET 3550123 .....	15
ET 3563867 .....	15
ET 3565546 .....	15
ET 3565801 .....	16
ET 3694286 .....	16
<b>Known Issues in Mac Agent</b> .....	<b>16</b>
ET 3211658 .....	16
ET 3211601 .....	16
ET 3136529 .....	16
ET 3546979 .....	16
ET 3520357 .....	16
<b>Troubleshooting Tips</b> .....	<b>16</b>

Error 1321 ..... 17

PST Backup with VSS ..... 17

Change in Directory Structure in Windows Vista ..... 17

Start and Stop DLO Services..... 18

Desktop Agent ..... 18

**Resolved Issues ..... 18**

## DLO 7.6 SP1 New Features

This release mainly contains defect fixes for the stability and security of the product.

## 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 SP1, perform the following:

1. Download the appropriate files into a temporary directory:

`Symantec_DLO_76_SP1x64.zip`

`Symantec_DLO_76_SP1x86.zip`

`DL0DBRegcreateU.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 SP1. 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 SP1 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 SP1 install package to your local machine.
2. Open the command prompt with administrator privileges.
3. Navigate to the path where SQL utility has been copied on the local machine and run the `DLOInstallSQLServerU.exe` utility depending on the server machine bitness.

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

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

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

---

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

---

## Upgrading to Symantec DLO 7.6 SP1

DLO supports upgrades from the following previous versions:

- Symantec DLO 7.6
- Symantec DLO 7.5 and 7.5 SP1
- Symantec DLO 7.0
- 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 SP1.

---

**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 SP1, 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.

---

**Note:** In case you are upgrading from DLO 7.6, then it is not required to run the DLODBUpgradeU.exe utility.

---

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 SP1, 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 SP1 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

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

---

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

---

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

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

## Upgrading the Desktop Agent on Mac

To upgrade the Desktop Agent on Mac, first uninstall DLO 7.6 Desktop Agent and then proceed with the installation of DLO 7.6 SP1 Agent. The steps are explained below:

1. Navigate to the path where the Desktop Agent is installed(example:/Applications)
2. Right-click the application **SymantecDLO.app** and click **Move to Trash**.
3. Open **Finder**.
4. Select **Go > Go to Folder**.
5. Navigate to the path: /users/<username>/ .Applications/Symantec/DLO
6. Select **DLO** folder and **Move to Trash**.
7. Proceed with DLO 7.6 SP1 Mac Agent installation.

---

**NOTE:** Please ensure that the new installer package for Mac has been copied along with the **setup.ini** from **DLOMacAgent** shared folder present in DLO 7.6 SP1 Server.

---

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

## Known Issues

This section describes the known issues in DLO 7.6 SP1. The issues are listed based on the ET number (software bug tracking number).

### ET 3387185

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

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

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

### ET 3399304

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

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

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

### ET 2876260

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

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

### ET 2896052

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

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

### ET 3378168

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

**Explanation:** This error message can be ignored because PST backup will be 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/Vista 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/Vista** from the Microsoft website:  
<http://www.microsoft.com/en-in/download/details.aspx?id=42092>
2. Install the **rootsupd.exe** on XP/Vista machines and then perform upgrade.

## ET 3565801

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

## ET 3694286

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

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

Download the XML parser from the Microsoft website:

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

## Known Issues in Mac Agent

### ET 3211658

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

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

### ET 3211601

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

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

### ET 3136529

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

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

### ET 3546979

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

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

### ET 3520357

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

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

## Troubleshooting Tips



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

## Error 1321

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

### Description

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

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

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

### Resolution

Make the following changes in each file:

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

## PST Backup with VSS

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

### Resolution

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

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

## Change in Directory Structure in Windows Vista

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

### Resolution

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

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

## 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
3523013	Restore failing with error "invalid encryption key" after upgrading from the previous DLO versions to DLO 7.6
3644738	Security vulnerabilities detected with Apache Tomcat version 7.0.40 in DLO 7.6
3644742	Upgrade from DLO 7.5 SP1 to 7.6 fails with an error "No dedupeDB found".
3687608	Some buttons and settings are unavailable on DLO Administration Console after installing DLO 7.5 SP1 on Japanese Windows 2012 Server.
3644719	DLO DedupeDB Schema upgrade fails in pre-install phase while upgrading from DLO 7.5 SP1 to DLO 7.6
3644768	Email Alerts are not working for "No matching automated user assignment" and "No backups for X days" alert types.
3559185	DLOCommandu crashes unexpectedly after running the ReportInfoGen Command.
3644741	On Windows Server 2003 x64bit machine, upgrade from DLO 7.5 SP1 to DLO 7.6 fails with error "Unknown error 0x800A0EA9".

