

# Symantec™ Desktop and Laptop Option

## README

Release 7.5 SP1



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Documentation version for Symantec DLO 7.5 SP1

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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/](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.

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## DLO 7.5 SP1 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.

### Improved Backup Performance

- Three times faster backups for VSS PSTs as compared to previous DLO versions
- Enhanced performance of deduped backup for large file sets

### Microsoft Office 2013 Support

DLO extends support to Microsoft Office 2013.

### New Command to Collect Report Information

DLO provides a new command '-ReportInfoGen' to collect the latest information before generating specific reports. For additional information, refer to the section '*-ReportInfoGen command*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

### New DLO Reports

The following are the new reports added in this release:

- **Percentage Backup:** This report shows the percentage of backups completed.
- **File Type Usage:** This report shows the storage consumption for each file type that is backed up.
- **Backup Job History:** This report shows the status of backup jobs for a user in a specified duration.
- **User Status by Profile:** This report shows the status (active or inactive) of users assigned to a specific profile.

## 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 7.5 SP1

To download Symantec DLO 7.5 SP1, perform the following:

1. Download the appropriate files into a temporary directory:

Symantec\_DLO\_75\_SP1x64.zip

Symantec\_DLO\_75\_SP1x86.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`.

## Installing Symantec DLO 7.5 SP1

The installation package is used to install a new DLO Administration Server and other required components of Symantec DLO 7.5 SP1. For instructions, refer to the *Symantec Desktop and Laptop Option Administrator's Guide*.

## Upgrading to Symantec DLO 7.5

DLO supports upgrades from the following previous versions:

- 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 7.5.

To upgrade from a previous version of DLO to Symantec DLO 7.5, follow these steps:

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

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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*.



## Known Issues

This section describes the known issues in DLO 7.5 SP1. The issues are listed based on the ET number (software bug tracking number).

### ET 2821098

**Description:** Emergency Restore does not happen to a Destination with Space Gap.

**Workaround:** For the Emergency Restore to take place to a destination folder containing space gap; enclose the restore path within double quotes in DOS.

**Example:** `DLOCommandu -EmergencyRestore "\\Comp1\StorageLocation\Domain1-User1" -W "Welcome123" -AP "\\172.28.16.159\New Folder"`

### 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 2694457

**Description:** On Windows 7 and Windows 8 machines, Network Throttling feature does not work according to the values set in the 'Throttling' tab in the DLO Admin Console.

### ET 3055835

**Description:** A MAPI-based PST backup is run, and the LUDF copy is retained. Later, the option is changed to VSS enabled PST backup, and the LUDF revision is set to "0". Now, when the VSS enabled PST backup is completed, the older LUDF copy of the PST file (MAPI based PST file) is still retained.

**Workaround:** Manually delete the [000000000000000000000000] Mailbox.pst from the DUDF.

### ET 3240620

**Description:** After a PST file is backed up 100%, the same PST file backup is retrIGGERED.

### ET 3248259

**Description:** The 'Limited Restore' feature does not work if user is added to the DLO admin group.

## ET 3252883

**Description:** The reports “File Type Usage” and “User Status by Profile” are generated only in .csv format.

## ET 3260397

**Description:** The report "Storage Consumption per User" displays only NUDF data size.

## ET 3260006

**Description:** After uninstalling the DLO server in some scenarios, Dedupe folder is not purged, which will result in configuration issues of Dedupe Server.

### Workaround:

Case 1:

After uninstalling the DLO server, stop the “Mindtree Storesmart Dedupe Server service” and delete the Symantec DLO folder.

Case 2:

1. After uninstalling the DLO server, if the product is re-installed, then stop the “Mindtree Storesmart Dedupe Server service.
2. Rename the folder ‘Dedupe Server’ located at C:\Program Files\Symantec DLO\Dedupe\Tomcat\ to ‘Dedupe Server2.’
3. Update the file C:\Program Files\Symantec DLO\Dedupe\Tomcat\Dedupe Server\context.xml with the database server name and Dedupe instance.
4. Start the service.

## ET 3260144

**Description:** While installing the DLO components except DB, user is prompted to enter the SQL server details. If the user has entered incorrect details, then an error message appears. The user navigates back to the DLO Feature selection screen, chooses the DB component, and proceeds with the installation by selecting the local SQL instance.

In this scenario, installation succeeds but DLO points to the incorrect SQL server entered initially. Due to this reason, Dedupe Server and storage locations cannot be configured.

**Workaround:** To resolve this issue, follow these steps:

1. Change the following registry keys:
  - In HKLM\Symantec\Symantec DLO\ AdminService, update the DBInstance and DBServer keys.
  - In HKLM\Symantec\Symantec DLO\ DB, update the DedupeDBInstance, DBInstance, and DBName keys
2. Open the command prompt and run this command:

```
osql.exe -E -l 60 -S .\DLO -d master -n -i "C:\Program Files\Symantec\Symantec DLO\DL0DBInstallXSP.sql" - o "%TEMP%\DL0DBInstallXSP.log" "
```

3. Stop the "Mindtree Storesmart Dedupe Server Service," or stop the `tomcat7.exe` process from the Task Manager.
4. Navigate to the folder `C:\Program Files\Symantec\Symantec DLO\Dedupe\Tomcat\webapps\DedupeServer\META-INF\`
5. In the `context.xml` file, replace the `serverName=some_server` entry with your system hostname.  
Example: `serverName=WIN-EUJB7KON6MJ`
6. Navigate to the folder `C:\Program Files\Symantec\Symantec DLO\DLOAgent\.`
7. In the `setup.ini` file, replace the `DEFAULTDATABASESERVER="Some_Server"` entry with your local machine hostname.
8. Start the "Mindtree Storesmart Dedupe Server Service" and make sure that all the DLO services are running; if not start it manually.

## ET 3270412

**Description:** While configuring a multimode environment, and if the local SQL instance option is selected, then the DLO Admin services do not start.

**Recommendation:** To **avoid** this issue, we recommend that you install SQL and choose Existing DB instance or Install SQL on remote machine and choose remote DB option.

## 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
3126792	Authentication issues when the Agent machine and the Media Server are in two different domains.
3113035	History view shows more than one user that has used a machine, but there is no data in the NUDF for other users.
3040015	The message "PST file in use by another application and will be retried" appears at the time of backup; however, jobs are reported as successful.
3083433	Even though scheduled job settings are selected, they are not applied when Agent is logged off and re-launched.
3027305	Symantec DLO 7.0 was installed in F drive; after upgrading it to Symantec DLO 7.5, the product is installed in C drive.
3039981	Slow backup performance for PST backups using VSS and overall performance degradation of the system at the time of backup.
3127093	LUDF copy of PST files using MAPI based backups are not reclaimed when the backup mode is changed to 'VSS enabled' and 0 revision is kept on LUDF.

## 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*.