

Symantec NetBackup™ 5200 Release Notes

1.1.0.2



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New Features

This chapter includes the following topics:

- [About the NetBackup 5200 1.1.0.2 Release Update and new features](#)
- [About support for multiple networks, NICs, and 10GB Ethernet](#)
- [About support for multiple bonds and all bond modes](#)
- [About support for multi-homed and clustered NetBackup master server environments](#)
- [About additional checks for master server validation and firewall checks](#)
- [About the MegaRAID Storage Manager \(MSM\) upgrade](#)
- [About rollback support](#)

About the NetBackup 5200 1.1.0.2 Release Update and new features

This release update (SYMC_NB5200_update-1.1.0.2-SLES10.x86_64.rpm) can be used to upgrade the following NetBackup 5200 appliance versions:

- Appliance version 1.1.0.0
- Appliance version 1.1.0.1

The following topics provide a brief description of the new features in version 1.1.0.2. For more information, see the *NetBackup 5200 Administrator's Guide*.

See [“About support for multiple networks, NICs, and 10GB Ethernet”](#) on page 10.

See [“About support for multiple bonds and all bond modes”](#) on page 10.

See [“About support for multi-homed and clustered NetBackup master server environments”](#) on page 11.

See [“About additional checks for master server validation and firewall checks”](#) on page 11.

See [“About the MegaRAID Storage Manager \(MSM\) upgrade”](#) on page 11.

About support for multiple networks, NICs, and 10GB Ethernet

The following describes the new connectivity support:

- **Multiple network support**
This release lets you configure the appliance to communicate with multiple networks. You can specify multiple networks during the initial appliance configuration or you can add more networks later.
- **Multiple NIC support**
This release adds support for multiple NIC cards. The appliance includes two NIC cards.
- **10GB Ethernet support**
This release includes two 10GB PCIe NIC Ethernet ports. Previous releases did not support 10G Ethernet.

About support for multiple bonds and all bond modes

This release adds support for bonding multiple network interfaces.

The following describes the available bond modes:

- **balance-rr**
- **active-backup**
- **balance-xor**
- **broadcast**
- **802.3ad**
- **balance-tlb**
- **balance-alb**

Some modes may require additional configuration at the switch or router.

For more information about bond modes, see the *NetBackup 5200 Administrator's Guide* for version 1.1.0.2..

About support for multi-homed and clustered NetBackup master server environments

This release lets you configure the appliance to communicate with multi-homed master servers, where the master server has more than one host name. Support has also been added for configuration with multiple clustered NetBackup master servers.

When you add multiple master server names to the appliance configuration, you must enter a comma as the delimiter between each host name.

About additional checks for master server validation and firewall checks

This release provides additional checks to validate the master server during the media server setup, and also to check the connectivity. Additional checks are also performed on the ports to make sure that the correct exceptions are made when a firewall is set up.

About the MegaRAID Storage Manager (MSM) upgrade

This release includes the latest available version of the MegaRAID MSM (version 8.16.01). This version uses the latest service management enhancements to help resolve any startup issues after a reboot.

About rollback support

This version adds rollback capability after patch installation.

For example, if you upgraded from version 1.1.0.0 to 1.1.0.2, you can roll back to version 1.1.0.0. In addition, if you upgraded from 1.1.0.1 to 1.1.0.2, then you can roll back to version 1.1.0.1. You cannot, however, roll back to version 1.1.0.0.

Rollback must be performed from the command-line interface.

For more information about the rollback feature, see the *NetBackup 5200 Administrator's Guide*.

About NetBackup 5200

1.1.0.2 known issues

This chapter includes the following topics:

- [About known installation and configuration issues](#)
- [About NetBackup 5200 storage resize issues](#)
- [About NetBackup 5200 factory reset](#)
- [About NetBackup 5200 configuration issues](#)

About known installation and configuration issues

The following topics contain information about the known issues that relate to the installation and configuration of the appliance.

About cluster names during the initial configuration

When multiple master server entries and a cluster name(s) are entered as input to the media server role configuration, a forward and a reverse name lookup is done on each entry in the list. The lookup continues until a valid master server is found. Subsequent entries only have a ping check run on them.

If the next entry after a valid master name has a DNS name that is not resolvable and cannot be checked, the storage unit creation can fail. That occurs because the appliance is not able to communicate with the cluster. The following error appears in the `app_debug.log`.

```
stderr: Failed to create storage server nbapp32, cannot connect on
socket
```

The DNS name of the cluster name should be resolvable. In addition, the cluster name must be entered first in a multi-entry media role configuration list.

If you encounter this issue, make sure that you enter a cluster name that is DNS resolvable. Then run the `media` command again and specify the `cluster_name` first in the entry list.

Appliance role setup may fail

When you set the role during the configuration process, make sure that you use a DNS resolvable cluster name and master names. If you use a cluster name and multiple master names that are not DNS resolvable, the configuration process reports that the cluster name lookup check failed and it continues to look for a valid master name. If a valid master is found, the unresolvable cluster name is still used for the storage unit processing and causes a failure.

An error similar to the following appears:

```
Name lookup check          ..... :[FAILED]
ERROR: Name lookup failed.
```

```
Valid master checks...
```

```
*** Using nbsolc1v1 as master server
```

```
role setup fails:
```

```
Failed to create Deduplication disk storage unit 'stu_disk_nbapp32'.
Please check the error messages and try again.
Validation failed. Correct the above errors and try again.
Restarting command interface...
```

The following appears in the `/log/app_debug.log` log file:

```
[18/01/2011 21:59:59] [10056]
cmd:" /usr/opensv/netbackup/bin/admincmd/nbdevconfig -creatests -storage_server
nbapp32 -media_server nbapp32 -stype PureDisk -st 9" ( 25 )
stderr: Failed to create storage server nbapp32, cannot connect on socket
```

To resolve this issue, correct the DNS for your cluster name so that it is resolvable. Then run the `media` command again.

About DNS server entries listed in the wrong order

DNS nameserver entries that are not listed in the `/etc/resolv.conf` file in the order in which they were provided can cause DNS resolvability problems in a closed network.

If you encounter this issue, open the `/etc/resolv.conf` file to list the nameserver entries in the desired order. Perform the `/etc/resolv.conf` file:

To edit the `/etc/resolv.conf` file

- 1 Log on to the appliance as root.
- 2 Use an editing tool such as VI Editor to open the `/etc/resolv.conf` file.
- 3 Change the order of the nameserver entries to the order that reflects the way you entered them during the initial configuration process.

Duplicated initial configuration progress information

During the initial configuration, some progress information appears multiple times. That can lead to some confusion as to what the installation is doing. These messages do not affect the installation.

Configuration fails when the appliance is connected to multiple networks and Link Aggregation is enabled

If you configure your appliance as a media server and the appliance is connected to at least two Ethernet cables that are connected to two independent networks, and you want to enable Link Aggregation, the configuration can fail. For Link Aggregation to work properly, you must connect all of the Ethernet cables to the same network.

If the configuration fails for this reason, the following error message is displayed during the initial configuration.

```
cannot ping master xyz
```

If you intend to configure the appliance with Link Aggregation option enabled, make sure that the Ethernet cables are cabled correctly to the same network.

About NetBackup 5200 storage resize issues

The following topics describe known issues with the NetBackup5200 storage resize feature.

The resize function of the file system may hang

The resize function of the file system may hang if a previous resize operation failed.

The resize function may hang for the following reasons:

- If you attempt to resize a disk to a value that is less than the amount that is currently being used, an error occurs. This error is expected and correct. However, if you now attempt to resize the disk to an amount that is within parameters, the resize operation hangs.

If you encounter either of these issues, reboot your computer.

Inaccurate display of the storage size in OpsCenter

After the storage size has been changed in the OpsCenter user interface, the page should refresh to display the new storage value. The page does not refresh correctly. You can view the new storage values from the command-line interface.

About how storage size is displayed

Storage size is displayed in gigabytes and when you resize the storage, the calculated new value is displayed to the nearest percent. If you resize the storage of either the AdvancedDisk volume or the Deduplication volume to a value that is less than one percent of the total disk pool size, then the resized value appears as 0%. The following example explains how the percentage of a resized storage is calculated and displayed.

```
Deduplication volume size:    3722 GB [ 50%]   Used:  1 GB [  0%]  
AdvancedDisk volume size:    3722 GB [ 50%]   Used:  3 GB [  0%]  
Total Storage Disk Pool size: 7443 GB [100%]   Used:  4 GB [  0%]
```

The total size of the storage disk pool is 7443GB. One percent of this total is equal to 74GB. If you resize the AdvancedDisk storage volume to one of the following three values, the percentage of storage is shown:

- If the storage is resized to 10GB (0.1%), then the displayed percentage is 0% .
- If the storage is resized to 100GB (1.35% or 74GB), then the displayed percentage is 1% .
- If the storage is resized to 112GB (1.5% or 144GB), then the displayed percentage is 2% .

You should remember that there is used space in the /cat and /disk folders. If the AdvancedDisk storage volume is specified for 0%, the used space in the /cat folder is calculated and shown as the new size.

About NetBackup 5200 factory reset

The following topics describe known issues with the factory reset command-line capability.

The factory reset function does not warn you if the master is not available

If you attempt to perform a factory reset on the MSO appliance while the master server was unavailable, the reset finishes correctly. However, image fragments from the media server are not cleaned up properly.

About NetBackup 5200 configuration issues

The topics in this section describe the issues that relate to NetBackup configuration features, such as the following:

- Link aggregation
- Domain name
- Storage sizes

The storage sizes displayed can differ

The storage size that is displayed on the appliance is not equal to the storage size that is displayed on the master server. For example, the storage size on the media server appliance may indicate that the total Deduplication volume size is 21TB (approximate) and used is 0TB. However, the storage size on the master server may indicate that the available size is 19TB (approximate), used is 2.1TB, and the raw size is 21TB (approximate).

NetBackup 5200 and NetBackup master server do not display the same appliance disk pool size

The disk storage unit size that is shown on the appliance does not map or transfer correctly to the NetBackup master server.

This issue is scheduled to be addressed in the next software revision for the appliance.

For an accurate estimate of the disk storage unit size, use the numbers that appear in the OpsCenter interface on the appliance.

NetBackup 5200 configuration field label changed

The **NTP Server** field name was changed to **NTP Server IP Address** in the initial configuration and the Reconfiguration pages.

About NetBackup 5200 1.1.0.2 release content

This chapter includes the following topics:

- [About the 1.1.0.2 Release Update content](#)

About the 1.1.0.2 Release Update content

(ET2223070) - A change has been made to the NetBackup 5200 to support a clustered master server where `ANY_CLUSTER_INTERFACE` is set.

(ET2167719) - An enhancement was made to support multiple networks and multiple bonds on the appliance.

(ET2181546) - A change was made to ensure that the master server ports are opened during the pre-requisite checking phase of the configuration.

(ET2228606) - An enhancement was made to add rollback capabilities in the 1.1.0.2 Release Update.

(ET2220087) - Correct an issue that caused the upgrade process to fail when an attempt was made to upgrade to the 1.1.0.2 Release Update.

(ET2142828) - A fix was added to address an issue that caused the storage units to be not available to use after an attempt to resize the AdvancedDisk volume.

(ET2212090) - A change was made to disable the disable bond mode selection if only one NIC is entered.

(ET2134664) - Changes were made to allow bonding for 10G ports and a separate IP for 1G ports.

(ET2138788) - A fix was made to ensure that the Appliance user interface prepopulates the screens with the appropriate network and DNS information for multi-network configurations.

(ET2134548) - A change was made to address an issue that prohibited a connection to the MSM service on media server. An upgrade to the latest MegaRAID MSM version (8.16.01) helped resolve the issue.