

# Veritas CloudPoint 2.1 Release Notes

Linux

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# CloudPoint release notes

This document includes the following topics:

- [Software limitations](#)
- [Known issues](#)
- [Fixed issues](#)

## Software limitations

This section documents software limitations. Software limitations are the result of design decisions in the CloudPoint product. They are intended behavior and not product issues. If you communicate with Veritas about any of these limitations, refer to the incident number (if any) in parentheses.

### If two snapshot operations are performed on an instance at the same time, the second one fails

If a snapshot operation is in progress and a second one is triggered on the same application or cluster, the second snapshot fails.

The failure occurs because the instance or cluster must be in the available state for it to be snapshot. If it is not available, the snapshot operation fails.

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**Note:** The CloudPoint user interface does not display whether an instance or application is available.

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### You cannot delete snapshots created by an Amazon snapshot policy

CloudPoint not only displays the snapshots you create, but also the snapshots created outside CloudPoint by an Amazon snapshot policy. You cannot delete

Amazon-created snapshots using the CloudPoint **Delete Snapshot** operation. You can only delete a snapshot created from within CloudPoint.

## An error message occurs for a snapshot using a policy until the retention count is reached (3931139)

A CloudPoint snapshot policy includes a retention level that determines how many snapshots that are created by the policy are preserved. For example, if the retention level is 4, when the policy creates new snapshots, it deletes older snapshots until a total of four snapshots remain. This limitation occurs when there are fewer snapshots than specified in the retention policy. For example, if the retention policy is 4, the first time the policy takes a snapshot, there are no snapshots to delete. CloudPoint writes an error message to the log. In this example, the error message displays after each snapshot operation until CloudPoint needs to delete a snapshot to implement the retention policy.

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**Note:** This issue does not affect snapshot functionality.

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## CloudPoint cannot snapshot LUNs which are under a consistency group for Dell EMC Unity arrays (3977)

If you use CloudPoint with Dell EMC Unity arrays, be aware that you cannot snapshot LUNs which are under a consistency group. The reason for this limitation is that to restore a single LUN snapshot restores the entire consistency group.

## Known issues

This section documents CloudPoint known issues. If you contact Veritas about one of these issues, refer to the incident number in parentheses (if any).

### Azure instance image cleanup failed (7253)

Azure operation (snapshot creation \ snapshot deletion ) fails intermittently with http status code 429, 502, 503

The http status codes are return from azure portal and the user needs to retry the operation again.

### Agent services restarting continuously (8030)

The agent services keep restarting continuously due to insufficient memory for CloudPoint processes.

Sometimes agent services restart continuously due to high memory pressure generated by large numbers of workload. In this situation some of services fail to work due to memory crunch and are not able to recover. This leads to agent continuously restarting for a healthy communication. As some of services do not respond, agent continuously retries to establish a connection. CloudPoint services need to be restarted to recover to normal state.

## Currently, CloudPoint does not support 'Overwrite existing' restore option for filesystem and application's 'host' level snapshot (8924)

CloudPointUI shows restore option **Overwrite existing** for application and filesystem snapshots, but it is not supported in this release, so operation would fail if triggered.

## If a snapshot creation policy is run in parallel with in-place restore, the policy may fail. When the policy is run again, it succeeds (8142)

This occurs when in-place restore and the policy were ran at the same time. In-place restore deletes currently attached volume to the instance at the same time when the policy to take snapshot is triggered.

The attached volumes of the previously started policy are not detached from the instance. Hence, those volumes are counted to take snapshot are deleted. By the time create\_snapshot called, source volumes got deleted. Hence snapshot creation fails.

## Run policy task status shows successful even if one disk snapshot creation failed (7643)

When policy runs, CloudPoint task for policy does not fail if not all snapshots of an asset fails. Policy task fails only in the case of all asset snapshot creation fails. Policy task shows as a success even if one snapshot fails.

## When AWS is configured with different regions in parallel, stacks are added in the logs (7481)

This is a known issue. When an agent is created dynamically, stack are added in the logs but it does not impact any functionality.

## Some errors are logged in the nginx\_error.log file (6593)

Some error related to variables are logged in the `nginx_error.log` file. The following errors are logged in the `nginx_error.log` file.

```
using uninitialized "csrfcookie" variable  
using uninitialized "authcookieexists" variable  
using uninitialized "csrfmismatch" variable
```

## CloudPoint is not able to find Google cloud network configuration (3254)

If CloudPoint host networking is configured using network manager before installing the docker then CloudPoint is unable to find Google cloud network configuration.

This is a known issue and the workaround can be found at <https://gist.github.com/JPvRiel/dcb9e2866a9d0aa19042028cca3306c7>

## Cannot connect to the instance created by restore of a replicated host snapshot (3010)

When a replicated snapshot is restored to another region than the source, it fails.

As a workaround:

- Prerequisite: Create key-pair with the same name as the source or import the key pair from the source to the target region .
- Post-restore task: Change the security group of the instance post restore of a replicated snapshot.

## Signing out from a non-admin account and signing in as an admin gives limited access (2862)

If you sign out of a non-admin CloudPoint account and then sign in as an admin, the user interface does not give you access to admin functions. For example, on the Administration tab, the links for Clouds/Arrays, Policies, and Users say Need access?. They should say Manage.

This occurs sometimes. As a workaround, logout and refresh the page and login again as admin user.

## Configuring mssql plug-in from user interfaces fails (2240)

When you configure on-host agent for Windows, file system is displayed correctly in the CloudPointuser interface. But when mssql plug-in is configured from user interface, an error is generated.

This is an known issue as CloudPoint does not support MSSQL on GCP.

## Fixed issues

This release fixes the following issues. If you contact Veritas about one of these issues, refer to the incident number in parentheses.

- CloudPoint now restores Azure VM snapshots with networks properly. (4630)
- CloudPoint is now able to load PureStorage asset by using Purity firmware 5.0.1. (3526)
- CloudPoint now scans assets in a region even if an HTTP 404 error is received. (3497)
- An issue related to flexsnap-agent is failing due to "KeyError: 'serviceAccounts'" (instances missing serviceAccounts) has been resolved. (3485)
- After configuring Azure credentials, scanning Azure assets fails if the source is to be a blob and not a managed disk. Blobs or unmanaged disks are not supported in 2.0.2 (3441)
- An issue in CloudPoint to handle the Google Cloud network configuration is now resolved. You can now see Google Cloud Platform (GCP) cloud assets without an error. (3261)
- An issue unable to find the server at [www.googleapis.com](http://www.googleapis.com) was resolved. (3210)
- When you restore an instance, labels, metadata, and tags are copied to the new instance. (4529)