

# Veritas CloudPoint 2.0.2 Release Notes

Ubuntu

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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.

## Limitations on replicating and restoring assets

When you work with CloudPoint's replication feature, keep in mind the following;

- You cannot replicate any encrypted asset, including encrypted Elastic Block Store (EBS) snapshots and encrypted Amazon Machine Images (AMIs).
- You can restore an encrypted snapshot. To enable the restoring of encrypted snapshots, add a Key Management Service (KMS) policy, and grant the CloudPoint user access to KMS keys so that they can restore encrypted snapshots.

## 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).

## If you delete a snapshot manually, the snapshot policy does not work as expected (2332)

This issue was identified in the following situation:

- The user creates a snapshot policy with a retention count of 2.
- Two snapshots are retained, and before the next snapshot is created, the user manually deletes one of the snapshots.

After the snapshot is deleted, the policy behaves as if the retention count is 1.

On the next two runs, the policy shows the following unexpected behavior:

- The first time the policy runs, it does not retain two snapshots. It keeps the new snapshot and deletes the old one.
- The second time the policy runs, it deletes the new snapshot and keeps the old one.

The third time the policy runs, it behaves as expected.

## The user interface displays a restore option that does not apply (2529)

This issue occurs when you restore a disk level Oracle snapshot. One of the restore options on the user interface is to restore the snapshot to a new location. However, in most cases, this option does not apply.

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**Note:** To restore a disk level Oracle snapshot, you need to install a host agent and Oracle software in the same location. In addition, the instance should not have a disk attached. This configuration is not typical.

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**Workaround:** Even though this option is displayed on the user interface, do not use it.

## Agentless disk level and host level Oracle snapshots are not supported (2565 and 2567)

Currently, if you use CloudPoint's agentless feature, you cannot take snapshots of an Oracle application or restore them.

**Workaround:** Install an on-host agent on the instance running Oracle and take the snapshots that way. This issue will be fixed in a later release.

## Restore issues occur with disks containing multiple partitions (3487)

CloudPoint cannot do a full file system restore or application restore if the disks they use contain multiple partitions. The restore operation tries to mount the disk device instance of the relevant partitions.

**Workaround:** Perform the following operations manually:

- Mount the partitions.
- Restart the applications.

## If you have the same asset in two policies which overlap in time, the snapshot operation may fail

You can assign multiple policies to the same asset. For example, you can assign a policy to snapshot an instance each day, and another policy to snapshot it each week. However, an issue occurs if both policies are running at the same time. For example, if the daily policy is still running when the weekly policy starts, one or both snapshot operations may fail.

**Workaround:** When you create policies, schedule their run times so they do not overlap. For example, an Oracle snapshot may take 10 or more depending on the database size. If you have a daily snapshot policy set to run at 12:00 AM, schedule the weekly snapshot policy to start 15 or more minutes to avoid overlap.

## CloudPoint does not take a snapshot of a volume group attached to a Nutanix virtual machine

If a volume group (VG) is attached a Nutanix virtual machine, CloudPoint only takes a snapshot of the operating system disk and the virtual disk (vdisk) attached to it.

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**Warning:** In this case, a restore operation fails. CloudPoint writes the following message to the coordinator log:

```
OperationFailed: Please detach volume group(s) [ list of volume group  
UUIDs] from vm [virtual machine UUID] and try to RESTORE again.
```

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## The CloudPoint coffee screen shows that cloud assets are protected when they are not (2982)

When you install CloudPoint on cloud instance, the CloudPoint introductory page – also known as the coffee screen – displays that the cloud assets are protected. However, the assets are not protected until they are discovered and you create asset snapshots. For example, if you install CloudPoint on an Amazon Web Services

(AWS) instance, the coffee screen says that AWS is protected. If you install CloudPoint on Microsoft Azure, it says Azure is protected.

**Workaround:** Currently, there is no workaround. To ensure that assets are discovered, configure the plug-in for that vendor.

## A plug-in is configured, but user interface shows the job is still in progress (2339)

When you configure a CloudPoint plug-in, the user interface may indicate that the operation is still in progress. However, the plug-in is active and discovers assets. This issue was noticed with the 3PAR off-host plug-in, but may occur with other plug-ins as well.

**Workaround:** Ignore the in-progress message.

## A disk snapshot fails when the volume ID exists (2320)

This issue can occur when you use CloudPoint integrated in a NetBackup environment. A disk snapshot fails with an error similar to the following:

```
"Failure: flexsnap.GenericError: createSnapshot failed:  
22 - volume exists [src/3par/3par.py:139]"
```

This issue was observed with an HPE 3PAR, but it may also occur with other asset types.

**Workaround:** None.

## Deleting a snapshot fails if it overlaps with a scheduled snapshot time (3941239)

If a CloudPoint policy protects a large number of assets, for example 100 devices or more, it takes longer to delete snapshots. If a delete operation occurs at a scheduled snapshot time, the delete may fail.

**Workaround:** Do not associate more than 100 devices with a single policy.

## The asset count on the dashboard differs from the count on the Asset Management page (2032)

The CloudPoint dashboard displays the count of each asset category: applications, hosts, file systems, and disks. You can also click the **Manage** link within a given category to display the **Asset Management** page, and display the asset total there. However, the dashboard totals differ from the **Asset Management** page totals. The



dashboard totals represent all the assets that you can snapshot. The **Asset Management** page totals represent all the assets discovered, whether you can snapshot them or not. The different totals are by design and are not errors.

## On an HDS array, some snapshot job requests fail. (3839)

CloudPoint uses the Hitachi Data Systems (HDS) array REST API to create, restore, and delete snapshots. Some of the create or delete snapshot jobs submitted to the HDS array go into the queue and hang. Subsequent create or delete requests using the REST API fail with following error:

```
u'cause': u'The server might be temporarily busy.',  
  u'errorSource': u'/ConfigurationManager/v2/objects/storages/800000050015/  
  u'message': u'Failed to get the request.',  
  u'messageId': u'KART40042-E',  
  u'solution': u'u'Wait a few minutes and then try again. If the problem pe  
is required to determine the cause and resolve the problem. Contact custo  
troubleshooting information.'}
```

**Workaround:** Contact HDS customer support.

## Snapshot jobs fail for the assets whose plug-ins in the process of being discovered (4261)

A snapshot job may fail with the error "asset not found" when you do one of the following:

- Configure a new plug-in.
- Update a plug-in.
- Restart an agent.

**Workaround:** Wait for the plug-in (or plug-ins) to be discovered.

## An hourly policy may run multiple times per hour (5681)

If you create a snapshot policy to run hourly, and you also specify a minute interval, the policy runs at both the top of hour and at the specified minute interval. For example, if you specified 45 minutes as the interval, the policy runs as 12:00 P.M., 12:45 P.M., 1:00 P.M., 1:45 P.M., and so on.

**Workaround:** To ensure that the policy only runs once per hour, specify it as an hourly policy, but do not specify a value for the minutes.

## 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)