

# NetBackup™ Emergency Engineering Binary Guide

Release 11.0 and 11.x

Document Version 11

# NetBackup™ Emergency Engineering Binary Guide

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## Cohesity Support

### Reach Cohesity Support

There are several ways to create a Cohesity support case.

- Go to [Cohesity Support](#), to search in our knowledge base; or contact us by phone - United States and Canada: 1-855-9CO-HESI (926-4374), option 2.
- Log in to the [Cohesity Support Portal](#) to create a new case.
- Click the (?) icon on the Cohesity UI and select Support Portal.

### Support/Service Assistance

First, contact the Service Provider that you have contracted for service and support. If you work directly with Cohesity and have a product warranty/entitlement, repair pricing, or technical support-related question, see your options below:

- To find solutions to your product issues or for suggestions or best practices, visit the [Cohesity Knowledge Base](#).
- Log in to the [Cohesity Support Portal](#) to create a new case.
- To monitor your open cases, log in to the portal and click the **Cases** tab on the home page. This page should have all the case statuses and updates. You can also view individual case status.

## Cohesity Software Running on Partner Hardware

For Cohesity software running on qualified third-party hardware, the following support workflow applies:

1. The customer may contact Cohesity Support first if the issue cannot be determined as a hardware issue.

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**Note:** Cohesity cannot process hardware replacement requests for partner hardware.

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2. Cohesity Support triages the issue. If it is a software issue, Cohesity Support continues to work on it.
3. If it is a hardware/firmware issue or is suspected to be a hardware/firmware issue, Cohesity provides information about the issue to the customer and requests that the customer open a support ticket with the appropriate partner.
4. If needed, Cohesity Support can join a three-way call with the partner and the customer.
5. The customer informs Cohesity Support on the progress of the partner's case.

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# NetBackup release content listings

This chapter includes the following topics:

- [About NetBackup release content listings](#)
- [About the NetBackup "known issues" documentation conventions](#)

## About NetBackup release content listings

Each release of NetBackup incorporates fixes to several known issues that affected previous versions of NetBackup. Some of these fixes are associated with the customer-specific issues that have been documented in the form of customer cases. Several of the customer-related fixes that are incorporated into each release are also made available as emergency engineering binaries (EEBs).

The *NetBackup Emergency Engineering Binary Guide* contains the following information:

- Tables that list the EEBs that were incorporated into NetBackup releases
- Release content listings of some of the known issues that were fixed in NetBackup releases

The *NetBackup Emergency Engineering Binary Guide* is published for each major release and minor (single-dot) release. The guide is then periodically updated to include the EEB and release content listings for subsequent double-dot and triple-dot releases.

Much of the information that is found in the *NetBackup Emergency Engineering Binary Guide* can also be found on the Cohesity Services and Operations Readiness Tools (SORT) website using the NetBackup Hot Fix and EEB Release Auditor widget.

See ["About Cohesity Services and Operations Readiness Tools"](#) on page 73.

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**Note:** If you do not see information about an EEB or a fixed issue that you expected to see in the *NetBackup Emergency Engineering Binary Guide* or in SORT, contact Cohesity Support.

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## About the NetBackup "known issues" documentation conventions

The following items describe the conventions used in the NetBackup known issues listings:

- **Etrack Incident**  
Notes the Etrack number that targets a release
- *Associated Primary Etrack*  
An additional Etrack number that exists in the incident hierarchy
- *Associated Service Request Etrack*  
The Etrack that is associated with the customer support service request
- *Description*  
Describes a particular issue that has been fixed in a release, as well as additional notes and workarounds (if available).  
Workarounds can be used instead of applying the patch, however, Cohesity recommends the best practice of operating at the latest available NetBackup release level.
- **\*\*Description or \*\*Etrack number**  
Describes a critical issue or an issue that can lead to a potential data loss that has been fixed in this release  
Please read these issue descriptions carefully. In some cases, a Tech Alert link is provided.

# EEBs and other known issues resolved in NetBackup 11.2

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 11.2](#)
- [Other known issues resolved in NetBackup 11.2](#)

## Previous EEBs now resolved in NetBackup 11.2

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.2 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the [Cohesity Services and Operations Readiness Tools \(SORT\)](#) website.

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2

Etrack Number	EEB Description
4171154, version 2	NetBackup VMware backup did not back up all the required VMs.
4181035	Several VMware jobs initially failed with status 200, but subsequent reruns completed successfully.
4181792, version 5	Provided security fixes. Resolved VMware restore issues and a CyberArk issue. Fixed a web UI restore problem when alternate paths contained non-ASCII characters.

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2 (*continued*)

Etrack Number	EEB Description
4189743	The Oracle Copilot backup from snapshot jobs on the WORM platform failed with status 40.
4190903	NetBackup 10.4.0.1 could not create a disk pool with Dell ECS.
4194525	Backup from snapshot failed with status code 103 for D-NAS backups.
4195453	BMR ISO creation failed on a Windows Boot server that used the French OS locale.
4196247	Fixed web UI issues for the VMware vCloud restore UI datastore selection.
4199667	The capacity report showed a much lower size for DB2 backups than what was consumed.
4199857	Data transfer issues occurred due to network lag.
4201300	Smart card authentication intermittently failed because NetBackup incorrectly identified the certificate as revoked.
4203290	Tags were not updated after discovery.
4203358	Cloud object store backups failed with error code 3642.
4203790	D-NAS NetApp backup from snapshot jobs failed with status 1542 because it could not mount the snapshot share using an IP address with Kerberos authentication.
4203910	Backup jobs with warnings in the Job Details were marked as successful.
4204085	On Kubernetes, during subsequent auto-discoveries, NetBackup marked all namespaces as deleted.
4204767	The longest retention period did not display correctly for PostgreSQL and MySQL workloads.
4204862	The msdpimgutil space report failed when the client name contained an underscore.
4205688	During a vCloud Director virtual machine restore, ESXi server names that contained a slash could not be selected.
4206192, version 1	The subscriptions table in the backup options was not searchable.
4206194	The web UI restore selection view did not display all VM subscriptions for restore.
4206544	Restore of large VMware VMs failed.
4207078	The <code>bps</code> command listed non NetBackup processes in the list.
4207435	Image cleanup jobs failed with the error - attempting to expire WORM locked images.
4207672	After upgrading NetBackup Snapshot Manager to version 11, random backup from snapshot jobs failed with error code 50 in both Azure India Central and Azure US regions.

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2 (*continued*)

Etrack Number	EEB Description
4207694	Cloud object store restore view gave errors in web UI.
4207783	The mysqldump backup output did not include user-defined stored procedures and functions.
4208329	After upgrading NBSM to version 11.0, the Flexsnap listener entered an unhealthy state.
4208452	Upgraded Spring to version 6.2.12, Commons Lang to version 3.18.0, and Reactor Netty to version 1.2.10. Implemented additional security fixes.
4208470	The <b>Yes</b> option remained disabled when users attempted to convert an image for CRS after the fast import completed successfully.
4208548	Enabled NetBackup Appliance to BYO server migration using NBServerMigrator.
4208603, version 1	SpanFS OST supported.
4208844	The web UI did not show the last successful Kubernetes backups.
4208976	NetBackup VMware (VMDK) restore of a small VM took an abnormally long time when restoring on a downed VM host.
4209204	Disk pool authentication issues occurred after the upgrade to NetBackup 11.0.0.1.
4209372	The MSDP WORM object store S3 endpoint did not appear in the NetBackup web UI after successful configuration.
4209622	VMware backups failed with status codes 13 and 42.
4209843	GCP agents went offline and caused intermittent snapshot export failures.
4209852	The Indexable flag for VMs was set to False due to a strict check on the service domain.
4209958	Failed to configure a standalone tape device using web UI.
4210080	AHV backups frequently encountered error 42 (network read failed).
4210472	Supported DirectIO for SpanFS OST.
4210732	The prdw230 process failed all backups due to a snapshot error in NetBackup 11 on Cloud Scale.
4211115	In Flex 10, spoold caused high CPU usage on the WORM instance, which resulted in replication hanging.
4211341	Unable to browse the backup images to perform SAP Hana restore.
4211777	Fixed NBServerMigrator issues in generating the server migration report.

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2 (*continued*)

Etrack Number	EEB Description
4211876	PostgreSQL WAL files were not consistently cleaned up after backups.
4212046	Granular restores failed because cata2map had issues retrieving TIR fragments.
4212086, version 1	Fixed issues for configuring tape devices in web UI.
4212972	Users could not add GCP cloud workloads to the europe-north2 region, which was newly added by GCP.
4213090	D-NAS restores did not work from web UI after vServers were relocated.
4213399	When performing Snapshot Diff for Dell EMC Isilon, the file_type parameter for deleted SnapDiff entries was reported as removed.
4214848	Backup performance degraded across multiple Flex environments after upgrading the media server and WORM instance to NetBackup 11.
4214972	EC2 Intelligent Policy Editing was not loading for East 201.
4214980	NetBackup Snapshot Manager created multiple SSD disks in GCP and did not remove them automatically.
4215063	Asset cleanup failed for Kubernetes objects.
4215073	Upgraded JRE to version 8u471.
4215154	Backup from snapshot jobs failed after upgrade to NetBackup 11.0.0.1.
4215754	Upgraded the CCJ JAR to version 4.0.0.
4215903	Upgraded MQBroker to version 6.2.0.1. This version mapped to Erlang 27.3.4.3, ERTS 15.2.7.2, and RabbitMQ 4.1.3.
4215904	Updated VDDK to version 9.0.1.0.
4215905	Upgraded SQLite to version 3.50.4.
4216094	Poor backup performance on nbuflex6rep WORM instances.
4216098	After migration, the host name in the <code>setnev</code> file was incorrect when the existing host name was a subset of the new host name.
4216104	The capacity license report under reported the size for DB2 backups.
4216121	Increased page limit from 100 to 500 for the replication-relationships API.
4216139	Upgraded the Java version to 21.0.8 for Flex systems.

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2 (*continued*)

Etrack Number	EEB Description
4216206	Audit logs were not forwarded to Microsoft Sentinel.
4216349	VMware jobs intermittently failed with status 1002.
4216376	Restore of a very large Nutanix VM failed with status 2822: configure net.ipv4.* values in containers.
4216630	Updates made to notify the NetBackup administrator when secret rotation failed for the SpanFS storage server.
4216672	Fixed issues for failed snapshot backups on Janus media server.
4216824	PAF service logon failed.
4217161, version 2, 1	Implemented a security package for NetBackup 11.0.0.1.
4217192	PostgreSQL backups failed after the database user was changed from postgres to planone.
4217503	Editing EC2 Intelligent Policy results in error in Cloud Scale.
4217833	The Oracle backup jobs failed on the RHEL IBM zLinux client.
4217971	Snapshot jobs failed and left orphan snapshots on the array.
4218171	After upgrading to NetBackup 11.1, VMware policies did not appear in the web UI.
4218184	Sending Vault report emails failed for Flex Appliance on NetBackup 11.0.0.1.
4218492	Upgraded pymongo to version 4.15.4.
4218954	Restores of virtual machines from NSS failed for datastore clusters.
4219007	Volumes remained mounted after backups completed successfully in OCI.
4219373	Upgraded OpenSSL to version 3.0.19.
4219510	During a VMware file restore from the web UI, NetBackup restored files only from the last selected backup, even when multiple backups or images were selected.
4219892, version 1	Created an API to retrieve the cache loading status for MSDP.
4219915	Malware scans failed for Linux VMs with file system errors.
4220038	Fixes for multi-stream large image deduplication.
4220122	Added extra debug messages in bpbkar data movement and fixed crash issues.
4220171	The nbwmc process crashed frequently with a java.lang.OutOfMemoryError: Java heap space.

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2 (*continued*)

Etrack Number	EEB Description
4220173	In OCI, application consistent snapshots caused application outages.
4220176	PDs created during the backup were not deleted after the backup completed successfully.
4220256	Added support for dynamic multi-streaming for Standard policies.
4220379	REST API calls took longer than usual. When executed in bulk, they caused significant delays.
4220384	NetBackup 11.1 could not create a cloud object store for Amazon GovCloud.
4220480	Newly configured Kubernetes Namespaces were listed with deletion status.
4220494	Asset cleanup failed for the Kubernetes objects.
4220740	HPE Greenlake backup from snapshot jobs failed with status 4213.
4220824	Restores from the Recovery Vault Archive failed because the images were not warmed.
4220835	Upgraded VRTSPostgres to version 16.13.1.0 to address PostgreSQL vulnerabilities.
4220971	Fixed placeholder images issues.
4220984	Incremental backups failed for snapshot-based backups.
4221064	Users could not select more than 100 clients or policy names when creating a Vault profile.
4221066	MS SQL Server backups failed, and the dbbackex.exe process crashed.
4221230	Fixed libfuse crash issues.
4221522	nbdeployutil reporting failed with the error: maxfedskey is not recognized as an internal or external command.
4221565	Backup policies did not load in the web UI after the NetBackup primary server upgrade to version 11.1.
4221616	An error occurred in Kubernetes when the web UI displayed namespaces.
4221629	The web UI failed to load the policy cache after the upgrade to NetBackup 11.1.0.2.
4221725	Upgraded PostgreSQL to version 16.13.1.0.
4221840, version 1	Fixes for SpanFS plug-in version 1.1.0.2.
4222124	Creation of new intelligent groups failed in NetBackup 11.1.
4222322	The bptm process crashed while backing up to SpanFS targets.
4222460	Fixes for the <b>Edit schedule</b> dialog in the <b>Schedules</b> tab.

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2 (*continued*)

Etrack Number	EEB Description
4222483	Credentials in CyberArk could not be added because the system expected a different use of the policyId field.
4222771	The Jobs table for queued up jobs for backup from snapshot and NetBackup Snapshot Manager was inconsistent in the UI.
4222807	Upgraded SLIC and patched POCO with libexpat version 2.7.4.
4222821	After upgrading the Primary server from version 9.1.0.1 to 10.5.0.1, media servers reported offline.
4223314	In Cloud object store backups, the parent job hung after the child jobs appeared to complete.
4223427	Backup from snapshot jobs in OCI failed due to the maximum number of attached volumes being reached.
4223712	VMware mapping-enabled backups hung indefinitely when they encountered certain XFS file systems.
4223868	MS SQL Server Intelligent Policy backups failed.
4224072	Allowed malware scans for AIR images originating from servers that did not support this capability.
4224090	LDAP authentication failed in the NetBackup web UI after upgrading to version 11.1.0.2.
4224838	Upgraded Commons IO to version 2.21 and upgraded pac4j.
4225009	Could not restore from the deep archive pools.
4225100	Enabled the UI option to edit the source client during D-NAS image restores.
4225134	Upgraded Apache Tomcat version to 10.1.54.
4225439	The VMware agentless restore failed during the pre-recovery check for SUSE Linux.
4225450	Fixed issues with the Host Properties API in NetBackup version 11.1.0.2.
4225595, version 1	Client-based scan hosts failed to validate after adding.
4225636	Fixed nbdeployutil errors that caused JSON and XLSX report files to be missing.
4225654	SLPs did not initiate either queued or active status.
4225675, version 1	Fixed multiple issues with AdvancedDisk backups.
4226060	Fixed issues with D-NAS multi-host backups using VCT.

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2 (*continued*)

Etrack Number	EEB Description
4228467	The image expiration job hung, which led to a buildup of snapshots created by NetBackup Snapshot Manager.
4228638	Unable to connect to media servers or clients after upgrading the NetBackup primary server to version 11.1.0.2.

## Other known issues resolved in NetBackup 11.2

### **Etrack Incident: 4125638**

- Associated Primary Etrack: 4111263
- Associated Service Request Etrack(s): 4111262
- Description:  
Error handling improved for nbwmc.

### **Etrack Incident: 4199707**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixed misdirected credentials APIs.

### **Etrack Incident: 4200564**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
MPA emails were sent every six hours even when there were no pending or rejected tickets.

### **Etrack Incident: 4204859**

- Associated Primary Etrack: 4204385
- Associated Service Request Etrack(s): 4204384
- Description:  
Log on failed in the NetBackup Administration Console if the username contains special characters.

### **Etrack Incident: 4206781**

- Associated Primary Etrack: 4206396

- Associated Service Request Etrack(s): 4206395
- Description:  
Datamover container failed to start due to the missing `secret flexsnap-dm-secret-tar.`

**Etrack Incident: 4207829**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Improved file and directory ownership with better permission handling.

**Etrack Incident: 4208640**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Supported print peer certificate chain information used during SecureComm.

**Etrack Incident: 4209613**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Read the `nbwebservice.bcfks` file only when certificates are renewed.

**Etrack Incident: 4209614**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixed repeated retrieval of the primary server name.

**Etrack Incident: 4209615**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixed slow API calls in Cloud Scale 11.0.

**Etrack Incident: 4210600**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A

- Description:  
Set NFS *nconnect* to 4, to avoid connectivity issues with NFS resources.

**Etrack Incident: 4210940**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Disabled OpenSSL hardware modules that dynamically loaded modules.

**Etrack Incident: 4211173**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixed excessive buffer logging in the `bprd` log.

**Etrack Incident: 4211174**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixed user validation failures during inter-process communication.

**Etrack Incident: 4211346**

- Associated Primary Etrack: 4188418
- Associated Service Request Etrack(s): 4188417
- Description:  
The upgrade from NetBackup 10.3.0.1 to 10.5 failed on inactive nodes and disaster recovery sites.

**Etrack Incident: 4211651**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
SQLite to DOTF conversion failed with a “read failed” error and did not provide enough details to debug.

**Etrack Incident: 4212213**

- Associated Primary Etrack: 4200205
- Associated Service Request Etrack(s): 4200204

- Description:  
Accelerator-based VMware incremental backups reported incorrect kilobyte values in the job details.

**Etrack Incident: 4212239**

- Associated Primary Etrack: 4209830
- Associated Service Request Etrack(s): 4209829
- Description:  
The `bptestbpcd` commands between hosts took 9–16 seconds to return.

**Etrack Incident: 4212277**

- Associated Primary Etrack: 4208473
- Associated Service Request Etrack(s): 4208472
- Description:  
Improved notifications for system anomalies detected by NetBackup.

**Etrack Incident: 4212420**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Improved performance and Isilon memory consumption issues for Accelerator backups with VCT.

**Etrack Incident: 4212982**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fork lock release appeared delayed over NFS.

**Etrack Incident: 4213176**

- Associated Primary Etrack: 4212929
- Associated Service Request Etrack(s): 4212928
- Description:  
The listener got stuck in a loop after the upgrade when stale datamover objects remained in a failed state.

**Etrack Incident: 4213301**

- Associated Primary Etrack: 4211135

- Associated Service Request Etrack(s): 4211134
- Description:  
An authentication error occurred when logging on to the NetBackup Client Plug-in through vCenter.

**Etrack Incident: 4213337**

- Associated Primary Etrack: 4206482
- Associated Service Request Etrack(s): 4206481
- Description:  
Snapshots from Snapshot Manager hung and were not created in GCP.

**Etrack Incident: 4213539**

- Associated Primary Etrack: 4212953
- Associated Service Request Etrack(s): 4212952
- Description:  
Upgrades from NetBackup version 10.1.1 deleted the BEDS registry key "BescLargeDiscBlock".

**Etrack Incident: 4214949**

- Associated Primary Etrack: 4212586
- Associated Service Request Etrack(s): 4212585
- Description:  
The image cleanup jobs that removed expired snapshots entered a hung state.

**Etrack Incident: 4215249**

- Associated Primary Etrack: 4199221
- Associated Service Request Etrack(s): 4199220
- Description:  
The WORM unlock time sometimes expired before the parent job for D-NAS multi-stream backups finished.

**Etrack Incident: 4215518**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Added a prompt in `tag_push_images.sh` to determine which user should load and push images to the container registry.

**Etrack Incident: 4215581**

- Associated Primary Etrack: 4207831
- Associated Service Request Etrack(s): 4207830
- Description:  
When backing up multiple databases on the same host using Snapshot Manager, the jobs failed with Status 134.

**Etrack Incident: 4215584**

- Associated Primary Etrack: 4207831
- Associated Service Request Etrack(s): 4207830
- Description:  
The activity jobs did not display the retry error before creating a new retry task.

**Etrack Incident: 4216374**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Updated web services to reread the credentials keystore only when it changed.

**Etrack Incident: 4216744**

- Associated Primary Etrack: 4213165
- Associated Service Request Etrack(s): 4213164
- Description:  
Updated bpbm to prevent checkpoint cleanup for validated copies.

**Etrack Incident: 4216964**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixed an internal vulnerability in BMR.

**Etrack Incident: 4217315**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixed fips.so conflicts in the nbartifactory-ubi-9 and nbartifactory-rocky-9 repositories.

**Etrack Incident: 4217604**

- Associated Primary Etrack: 4212998
- Associated Service Request Etrack(s): 4212997
- Description:  
The bpbkar process could not read files with special characters, which caused the backups to fail.

**Etrack Incident: 4217766**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixed PostgreSQL vulnerabilities on the instances.

**Etrack Incident: 4218712**

- Associated Primary Etrack: 4218117
- Associated Service Request Etrack(s): 4218116
- Description:  
Backup hosts hung with 100% memory usage and produced excessive log output.

**Etrack Incident: 4221026**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Active Directory users could not log on after restarting Flex appliance instances.

**Etrack Incident: 4221317**

- Associated Primary Etrack: 4221282
- Associated Service Request Etrack(s): 4221281
- Description:  
Could not restore from MSDP Cloud AWS archive storage due to error code 83.

**Etrack Incident: 4221344**

- Associated Primary Etrack: 4221337
- Associated Service Request Etrack(s): 4221336
- Description:  
Incomplete or failed agent deployments blocked the creation of new deployments in NetBackup.

**Etrack Incident: 4221736**

- Associated Primary Etrack: 4221537
- Associated Service Request Etrack(s): 4221536
- Description:  
In NetBackup 11.1, backup from snapshot on Azure VMs did not progress.

**Etrack Incident: 4222023**

- Associated Primary Etrack: 4221713
- Associated Service Request Etrack(s): 4221712
- Description:  
Replication SLP retention incompatible with WORM lock duration settings led to error in applying WORM locks on target storage.

**Etrack Incident: 4224165**

- Associated Primary Etrack: 4223733
- Associated Service Request Etrack(s): 4223732
- Description:  
The VM restore failed in OCI with an error indicating that the image did not exist.

**Etrack Incident: 4226017**

- Associated Primary Etrack: 4224047
- Associated Service Request Etrack(s): 4224046
- Description:  
Backup and restore operations failed after upgrading the primary server from version 10.5 to 11.1.0.2.

**Etrack Incident: 4226650**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
In VM workloads, persistent volumes created for datamover jobs were not being cleaned up after job completion.

**Etrack Incident: 4215346**

- Associated Primary Etrack: 4196149
- Associated Service Request Etrack(s): 4196148
- Description:

Updated the `vpfs_config.sh` script to run with the `--configure_byo` option only on BYO setups.

**Etrack Incident: 4224185**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixed a vulnerability where hard-coded credentials were present in the WORM container.

# EEBs and other known issues resolved in NetBackup 11.1.0.2

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 11.1.0.2](#)
- [Other known issues resolved in NetBackup 11.1.0.2](#)

## Previous EEBs now resolved in NetBackup 11.1.0.2

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.1.0.2 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the [Cohesity Services and Operations Readiness Tools \(SORT\)](#) website.

**Table 3-1** Previous EEBs now resolved in NetBackup 11.1.0.2

Etrack Number	EEB Description
4197690	Malware scans hung due to an SSH error.
4199667	The capacity report showed a much lower size for DB2 backups than what was consumed.
4200701	Oracle database cloning through the UI failed with Status 5462.

**Table 3-1** Previous EEBs now resolved in NetBackup 11.1.0.2 (*continued*)

Etrack Number	EEB Description
4202932	The retention period could not be set beyond 30 years.
4203306	Malware scan stability improved for Flex Appliance 10.4.
4206842	Issues occurred while creating and editing intelligent policies in EC2.
4207830	When backing up more than one database on the same host using Snapshot Manager, the jobs failed with Status 134.
4209025	Could not create backup host pools for D-NAS backups in NetBackup UI.
4211087	Restores for AWS instances failed with the error: Waiter InstanceStatusOk failed: Max attempts exceeded.
4211152	Search did not provide correct results on the Use backup history page when searching by the policy name in NetBackup 10.4.
4211934	Cloud object store backups failed when the limit for jobs per policy was assigned.
4213063	Incremental PostgreSQL EnterpriseDB backups were not working.
4213524	Multiple backup jobs completed as partially successful in VMware.
4214850	On Windows clients the exclusion list took effect for full file backups but did not apply to incremental backups.
4215063	Asset cleanup failed for Kubernetes objects.
4215515	Malware scan jobs appeared hung in the Activity monitor when all scan hosts in the scan host pool were deactivated.
4215899	Users were not able to restore data from AWS Glacier after upgrading NetBackup from 10.2 to 11.0.0.1.
4216363	D-NAS backups of PureStorage FlashBlade failed due to missing LIF information.
4216388	Incremental backups took the same amount of time as a full backup.
4216712	NetBackup Snapshot Manager created multiple SSD disks in GCP and did not remove them automatically.
4216783	Backup jobs hung during a patch or upgrade process on the Janus cluster.
4217011	Not all tags were available when creating an intelligent group in NetBackup for OCI; only freeform tags appeared.
4217444	Snapshot Manager removed host permissions after a backup.

**Table 3-1** Previous EEBs now resolved in NetBackup 11.1.0.2 (*continued*)

Etrack Number	EEB Description
4217473	Encountered issues while upgrading Snapshot Manager from version 10.3.0.1 to 10.5.0.1.
4217812	For D-NAS backups, backup from snapshot jobs consistently failed after the snapshot jobs succeeded.
4218072	Users could not filter VMs using an intelligent group query that used defined tags in OCI.
4218425	Upgraded Log4j to version 2.25.3, and Angular to version 19.2.18 to mitigate vulnerabilities in the OWASP HTML Sanitizer.
4219375	Upgraded OpenSSL from version 3.0.13 to 3.0.19.
4219510	While restoring VMware files in the web UI, even though multiple backups and images are selected, only the files from the last backup were restored.

## Other known issues resolved in NetBackup 11.1.0.2

### Etrack Incident: 4211804

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
BMR processes were attempting to load a non-existent `vxul_root.res` file.

### Etrack Incident: 4215582

- Associated Primary Etrack: 4207831
- Associated Service Request Etrack(s): 4207830
- Description:  
Database-level snapshots conflicted with each other and caused Status 134 errors.

### Etrack Incident: 4216784

- Associated Primary Etrack: 4213165
- Associated Service Request Etrack(s): 4213164
- Description:  
The `bpbm` process allowed checkpoint cleanup for validated copies.

### Etrack Incident: 4216943

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The nbkmscmd API calls failed with an HTTP 409 error in Cloud Scale 11.0.

**Etrack Incident: 4216945**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
A performance issue was observed in the web services for Cloud Scale 11.

**Etrack Incident: 4216946**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The `nbwebservice.bcfs` file was read even when the certificates were not renewed.

**Etrack Incident: 4216947**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The credentials keystore was re-read even when there were no changes to it.

**Etrack Incident: 4216948**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The nb-operator made excessive API calls to fetch the MSDP server's `bp.conf` settings.

**Etrack Incident: 4216950**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Web services frequently accessed the `advanced_setmqenv` file, which slowed the service.

**Etrack Incident: 4217318**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Resolved conflicts for fips.so for CloudScale images.

**Etrack Incident: 4217591**

- Associated Primary Etrack: 4212988
- Associated Service Request Etrack(s): 4212987
- Description:  
Resolved security vulnerabilities in NetBackup for Kubernetes OpenShift.

**Etrack Incident: 4217752**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Issues occurred while performing the create snapshot diff operation for multiple NAS arrays.

**Etrack Incident: 4218042**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Vulnerabilities on PostgreSQL instances were fixed.

**Etrack Incident: 4218711**

- Associated Primary Etrack: 4218117
- Associated Service Request Etrack(s): 4218116
- Description:  
Backup hosts hung with 100% memory usage and excessive output logs.

**Etrack Incident: 4209656**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Backup jobs hung indefinitely when the EKMS server was down.

# EEBs and other known issues resolved in NetBackup 11.1

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 11.1](#)
- [Other known issues resolved in NetBackup 11.1](#)

## Previous EEBs now resolved in NetBackup 11.1

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.1 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the [Cohesity Services and Operations Readiness Tools \(SORT\)](#) website.

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1

Etrack Number	EEB Description
4139778	Enabled NetBackup FlexScale to support Data Domain OST for deduplication.
4157593	AIR failed to import BMR backup data of a Windows client on the target Red Hat primary server in NetBackup 10.2, after the AIR replication job completed successfully.
4165860	The <code>bp.conf</code> file did not update on a passive node.

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1 (*continued*)

Etrack Number	EEB Description
4168514	Oracle RAC backups failed on NetBackup version 10.4.0.1.
4168822	Duplication from tape runs from the Java Administration Console failed with a certificate/key mismatch when NetBackup CA was enabled.
4169378	Encountered issues while transferring data during server migration. Unable to skip failing modules and proceed.
4171154, version 2	NetBackup VMware backup did not back up all the required machines.
4175079	Could not configure BMR point in time configuration.
4176083	Could not import images from cloud LSU.
4177880, version 3, 2	For Oracle databases, the database type changed automatically from RAC to Single Instance after each backup.
4178930, version 2	Could find files to restore from a VMware differential backup.
4179877	Fixed issues when creating a Kubernetes protection plan where replication retention was based on the snapshot instead of the backup.
4181340	Backups to OST storage failed, the bptm process reported Error 27 and core dumps.
4181637	Windows file restores from the web UI failed.
4181792, version 4	Provided security fixes, resolved VMware restore issues, and fixed a web UI restore problem when alternate paths contain non-ASCII characters.
4182906	Restore of granular files failed when file names contained square brackets ([ ]).
4183285	Backups for the PaaS Azure SQL database failed with Status 3854.
4184134	Backup from snapshot failed with error 11, for Azure VMs.
4184158	When using <code>nbstlutil</code> with the <code>-destination</code> parameter, the command does not consider the <code>-before</code> or <code>-after</code> time filters.
4184657	Mitigated abnormal memory usage and sudden instance restarts in VMware backups.
4185826	The EMC Unity plug-in failed to export the job in NetBackup 10.3.0.1.
4185911	Azure Files plug-in discovery failed in NetBackup Snapshot Manager.
4186408	Some recovery points were missing from the web UI after the user backed up MySQL with a protection plan and set retention to two weeks.

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1 (*continued*)

Etrack Number	EEB Description
4187771	Could not browse files for granular restore from VMware backups with Exchange ASC, with: Database system error.
4187845	Advanced disk capacity was not displayed correctly in the web UI after adding a mount.
4188059	Mitigated the Cloud object store policy creation issue and resolved the problem of not being able to view all accounts in the web UI.
4188986	Oracle CoPilot WORM storage backup from snapshot jobs failed with error code 40.
4189048	Resolved Cloud object store policy creation issue and fixed the problem where all accounts were not visible in the web UI.
4189143	Applied MSDP-related fixes for files that existed only in container images.
4189444	Distributed application restore mapping did not update on the inactive node.
4189856	Some characters appeared garbled in Job Details in the Java Administrator Console after applying the 10.5 Japanese Language Pack.
4190105, version 1	Fixed web UI issue for anomaly detection.
4190369	Some images may not show up while browsing D-NAS backups.
4190452	When Throttle Bandwidth was set for an RHEL client, the throughput was lower than expected.
4191912	Reports from nbdeployutil 10.3.0.1 were missing information after the upgrade. The Summary tab was empty.
4191929	Implemented a fix for NBFS upgrade and rollback failure.
4192352	Fixed security issues in URLs that contained sensitive information.
4193069	Added pagination support for the Cloud object store accounts list in policy.
4193233	<code>tar.exe</code> crashed after the upgrade to NetBackup 10.3.0.1.
4193255	Some settings were not restored when recovering a VM on Oracle Linux KVM.
4193378	Vault eject failed for multiple libraries with EC12 due to a missing <code>detail.log</code> file in the session subdirectory.
4193437	The <code>bprd</code> process crashed during a restore from a NAS data protection backup image when the Japanese Language Pack was installed.
4194054	D-NAS backup did not clean snapshots on the NetApp array.

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1 (*continued*)

Etrack Number	EEB Description
4194684	After upgrading NetBackup 10.1 to 10.4 in Flex, abnormal memory usage occurs with periodic container restarts or hangs.
4195037	PostgreSQL incremental backups failed to detect previous full backups.
4195188, version 1	Mitigated Oracle RAC backup delays caused by oratab entries.
4195303	Oracle archive log backups failed with Status 5457.
4195465	Backup and snapshot operations hung due to an incorrect plug-in configured in NetBackup Snapshot Manager.
4195737	Host names were not properly updated in <b>Distributed application restore Mapping</b> under <b>Host properties</b> , in the web UI after editing and saving an existing record.
4196237	The nbhealthchecker process generated core file on Solaris 11.1.
4196333	VMware jobs failed with Status 200.
4196337	Accelerator differential jobs failed with Status 44.
4196383	Added dynamic multi-streaming support for tape storage with multiplexing.
4196401	PostgreSQL redirected restore failed with the statuses 2816 and 58.
4196534	Backup failed for the Microsoft SQL Servers that had special characters (carriage return and line feed) in the logical file name.
4196561	PostgreSQL incremental backups did not delete the <code>archive_wal</code> files after the backup.
4196649	Hyper-V backups failed with Error 6 on VMs migrated from VMware to Hyper-V or Azure Stack.
4196689	The KB Written column of NDMP jobs intermittently showed inexplicably high values in the <code>bpdbjobs</code> output.
4196711	Performed incorrect point-in-time (PIT) restore for multiple PostgreSQL instances.
4196786	A utility was provided to help restore corrupt MS SQL transaction logs.
4196826	After generating SAML certificates, got the error: Unable to connect to server.
4196865	Discovery failed for Cloud object store when using a proxy.
4196909	Encountered an error while running the Client Backups report from NetBackup versions 10.5 and 10.5.0.1 in the Java Admin Console.
4196925	Multiple fixes for SAML SSO possible security issues.

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1 (*continued*)

Etrack Number	EEB Description
4197162	Fixed the error: Database has invalid, non UTF-8 characters.
4197323, version 1	Connection timed out while creating a Kubernetes protection plan. Replication retention was set based on the snapshot instead of the backup.
4197369	The <code>cacontrol</code> command did not accept a minimum segment size less than 16K.
4197425	After upgrade to NetBackup 10.3.0.1 the <code>spad</code> process frequently crashed.
4197509	SQL backup jobs reported Error 230.
4197840, version 1	AIR import of BMR backup data for a Windows client failed on the target Red Hat primary server after the AIR replication job completed successfully.
4197842	BMR failed to import the configuration file when the policy ran backups for multiple clients.
4197858	Improved Oracle and MS SQL threat detection in NetBackup 10.5.0.1.
4198633	Hyper-V backups on Azure Local Host failed with Status 6.
4198709	Allowed read-only, non-archive log mode databases to work with OIP in NetBackup 10.3.0.1.
4198798	Security fixes for SAML SSO-related issues in NetBackup database.
4198860	When attempting to allow an IP address in Universal Share, encountered the error: Invalid input host name.
4199131	Dynamic multi-streaming jobs for Cloud object storage failed in CloudScale.
4199451	BMR failed with Status 2800 when a Linux client had a read-only file system.
4199658	Windows Server 2025 for BMR is supported in NetBackup 10.5.0.1.
4199670	S3 backups failed when dynamic multi-streaming was enabled and the policy storage was set to a storage unit group.
4199844	Hyper-V backup failed with status 156.
4200120, version 1	Some characters appeared garbled in Job Details in the NetBackup Administration Console after applying the Japanese Language Pack. Intermittent connectivity errors occurred in the NetBackup Java Administration Console. Unable to change policy attributes.
4200682	Upgraded MQbroker to version 6.2.0.0. MQbroker 6.2.0.0 mapped to Erlang 27.3.3, ERTS version 15.2.6, and RabbitMQ 4.0.5.
4200750	Provided clarification to support the latest Java and NetBackup 10.5.0.1 Flex primary server.
4200823	Backup failed with error 13 after enabling accelerator with file hashing.

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1 (*continued*)

Etrack Number	EEB Description
4200943, version 1	Cluster client host mappings were not auto-approved due to conflicts and required manual approval.
4200990	Azure VM restores failed with error 2824.
4201342	After upgrading from NetBackup 10.4.0.1 to 10.5.0.1, OIP with an assigned RMAN Catalog failed.
4201362	The restore of an Azure VM to a VMware environment failed with status 5 because of duplicate requests to create the VM.
4201556	Granular restore was blocked with an error related to the GW API. Additionally, granular restore of a file from boot disk to boot disk did not display the correct error.
4201558	The gateway IP was not in a valid format or was not allowed.
4201609	Duplication of Kubernetes backups from MSDP-C to tape storage failed.
4201912	Mitigated slow AIR replication performance.
4202230	dbbackup.exe crashed when browsing user databases on a specific Microsoft SQL Server Availability Group.
4202468	Updated httpclient5 to version 5.4.4 and httpcore5 to version 5.3.4. Also updated Reactor Netty to version 1.2.3 and Reactor Test to version 3.7.3 for the web service.
4202734	bpVMutil crashed during the pre-recovery check for a VMware VM.
4203022	The NetBackup version string was not parsed when adding a malware host.
4203430	Added an option to change the Azure VM size during restore.
4203880	VMware restores of a virtual disk to a different provisioning from the original failed with status 2820.
4203909	Implemented a fix for disaster recovery issues on Windows Server 2025.
4204176	NetBackup became inoperable due to a file descriptor leak when nbemm could not connect to MQbroker.
4204301	Created a deployment policy to apply the fix for error 7206: Failed to transfer a file to the remote host.
4204519	Upgraded JRE version to 8u461.
4204895	Failed to generate the SRT for Windows after Microsoft updated the ADK 10 bundle to version 10.0.14393.8069.

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1 (*continued*)

Etrack Number	EEB Description
4205098	When MYSQL_BACKUP_DUMP_DIRECTORY was configured to point to a directory on a non-OS disk, system commands and files were unexpectedly deleted after the NetBackup backup job finished.
4205455	Updated Python to version 3.11.13 for the Sheltered Harbor utility.
4205459	Updated Python from version 3.9.19 to 3.13.5 for Cassandra.
4205463	Upgraded SQLite to version 3.49.2 for NetBackup 10.5.0.1.
4205477	Upgraded libxml binaries used by NetApp to version 2.13.8.
4205505	Upgraded the Oracle Instant Client to version 23.7.
4205573, version 3, 2, 1	On NetBackup 10.5.0.1: Enabled Oracle and Microsoft SQL threat detection. Updated Reactor Netty to version 1.2.3 and Reactor Test to version 3.7.3. Added Windows 2025 support for BMR. Solved: Recurring days schedule in the policy was not saved after edit.
4205583	Azure Managed SQL database backup failed with the error: Cannot complete the requested operation.
4205589	During a SQL Server backup, dbbackex.exe crashed due to an error running the sp_spaceused command for the database.
4205670	Windows Server 2025 was supported for BMR on NetBackup 10.5.0.1.
4205934	The libc++.rte package was missing during the NetBackup AIX client installation for NetBackup 10.3.0.1.
4206646	After the upgrade, multiple pods were stuck in the creating or pending state in NetBackup Snapshot Manager with the Azure Kubernetes extension.
4206684, version 2, 1	Applied security updates for NetBackup version 10.5.0.1
4206947	Fixed the hasPassthroughDisk filter during Hyper-V policy creation from the web UI.
4207146	Failed to import VMs to vCloud vApp.
4207190	Azure Kubernetes Server data pool returned the error: Exception: Cluster Scale Out.
4207390	NetBackup Snapshot Manager backups failed or were interrupted due to Error 41: Network connection timed out.
4207585	Upgraded VRTSPostgres to version 16.10.1.0 to address PostgreSQL vulnerabilities.
4207756	Upgraded Apache Tomcat to 10.1.44
4208072	ITA data collections failed on Audit log data.

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1 (*continued*)

Etrack Number	EEB Description
4208308	An incorrect modified date of 1998 appeared when browsing individual items from a VMware backup of a Rocky Linux 9 client.
4208573	Updated the Windows VxUpdate package to correct false-positive reports of a trojan in <code>nbcheck.exe</code> .
4209263, version 2	Fixed a <code>tar32.exe</code> crash that caused Windows 2025 restore failures.
4209490	ARG with ADLS supported for Azure for Cloud object store protection.
4209526	Added Managed Identity support for ADLS in the Cloud object store API.
4209832	Upgraded libcurl from version 8.12.1 to 8.15.0.
4211624	Oracle RAC instance registration failed with the error: The target database was not registered in the RMAN catalog.
4211682	Duplication from SLP for Kubernetes backups to tape failed.
4212325	ITA/Aptare agents getting the exception: <code>com.fasterxml.jackson.core.JsonParseException: Unrecognized token 'nbcmdrun' in NBEvent probe.</code>
4213417	The files for granular restore were grayed out and could not be selected from Isilon D-NAS backups.

## Other known issues resolved in NetBackup 11.1

### Etrack Incident: 4179326

- Associated Primary Etrack: 4179041
- Associated Service Request Etrack(s): 4179040
- Description:  
Copying backups from staging to tape storage was failing.

### Etrack Incident: 4186097

- Associated Primary Etrack: 4173541
- Associated Service Request Etrack(s): 4173540
- Description:  
MQBroker on the Windows cluster faulted due to a disk space monitoring error.

### Etrack Incident: 4187070

- Associated Primary Etrack: 4186790

- Associated Service Request Etrack(s): 4186789
- Description:  
The `yekcndwssap` file encountered file-lock errors.

**Etrack Incident: 4190196**

- Associated Primary Etrack: 4188875
- Associated Service Request Etrack(s): 4188874
- Description:  
The pre-install script did not validate the minimum required permissions and user-level access on the `/cloudpoint` folder.

**Etrack Incident: 4190920**

- Associated Primary Etrack: 4184989
- Associated Service Request Etrack(s): 4191426
- Description:  
The Java (nbwmc) worker threads entered an infinite loop when the `CacheControlHeader` was null on the Cloud Asset Listing API.

**Etrack Incident: 4191800**

- Associated Primary Etrack: 4189861
- Associated Service Request Etrack(s): 4189860
- Description:  
In an ECA-only setup, the NetBackup upgrade from version 10.1.1 to 10.4.0.1 prompted for the PEM passphrase multiple times during the upgrade.

**Etrack Incident: 4192747**

- Associated Primary Etrack: 4190961
- Associated Service Request Etrack(s): 4190960
- Description:  
NetBackup Snapshot Manager attempted to locate an asset across all plug-ins in an agent instead of searching within the specific plug-in to which the asset belonged.

**Etrack Incident: 4195356**

- Associated Primary Etrack: 4193782
- Associated Service Request Etrack(s): 4193781
- Description:

The NetBackup service unit definition did not work on SLES15SP6, preventing the automated start of NetBackup services during system startup.

**Etrack Incident: 4195529**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The error message was misleading when the user attempted to restore to a non-existing container in a Cloud object store workload.

**Etrack Incident: 4197252**

- Associated Primary Etrack: 4197201
- Associated Service Request Etrack(s): 4197200
- Description:  
The backup copy of an application-consistent snapshot was not displayed as application-consistent with a green tick in NetBackup web UI.

**Etrack Incident: 4197429**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The NetBackup service unit definition did not work on SLES15SP6, preventing the automated start of PBX services during system startup.

**Etrack Incident: 4197486**

- Associated Primary Etrack: 4192984
- Associated Service Request Etrack(s): 4192983
- Description:  
Could not create custom private Google Cloud instances.

**Etrack Incident: 4198034**

- Associated Primary Etrack: 4197579
- Associated Service Request Etrack(s): 4197578
- Description:  
Could not add a second root certificate with the same common name.

**Etrack Incident: 4198213**

- Associated Primary Etrack: 4198061

- Associated Service Request Etrack(s): 4198060
- Description:  
Improved logging for the HNAS plug-in.

**Etrack Incident: 4198390**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Activity Monitor jobs did not show malware scan progress.

**Etrack Incident: 4198469**

- Associated Primary Etrack: 4191805
- Associated Service Request Etrack(s): 4191804
- Description:  
The `/cloudpoint/.failed` file was not removed after uninstallation.

**Etrack Incident: 4198470**

- Associated Primary Etrack: 4191805
- Associated Service Request Etrack(s): 4191804
- Description:  
NetBackup Snapshot Manager did not collect the `/cloudpoint/.failed` file during log gathering.

**Etrack Incident: 4198727**

- Associated Primary Etrack: 4197985
- Associated Service Request Etrack(s): 4197984
- Description:  
The `bind-utils` package was missing on NetBackup 11 running on Flex instances, which included the send mail application.

**Etrack Incident: 4199222**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Server entries were not updated based on the domain hint.

**Etrack Incident: 4199278**

- Associated Primary Etrack: 4198551

- Associated Service Request Etrack(s): 4198550
- Description:  
After the successful upgrade of the Windows primary server from 10.1.1 to 10.4.0.1, the storage servers were inaccessible.

**Etrack Incident: 4199432**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The Activity monitor tree view started with all jobs collapsed instead of expanded.

**Etrack Incident: 4199475**

- Associated Primary Etrack: 4195266
- Associated Service Request Etrack(s): 4195265
- Description:  
The environment name was not validated to prevent the use of reserved words such as "netbackup," "media," "msdp," or "cpserver".

**Etrack Incident: 4199714**

- Associated Primary Etrack: 4198031
- Associated Service Request Etrack(s): 4198030
- Description:  
Excluding folders did not work correctly when folder names contained Turkish characters on Windows clients.

**Etrack Incident: 4199715**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Postgres and MySQL nbdisco update calls were not skipped when they were unnecessary.

**Etrack Incident: 4200076**

- Associated Primary Etrack: 4188384
- Associated Service Request Etrack(s): 4188383
- Description:  
After an upgrade, the Sybase BMRDB files were deleted even when the migration to PostgreSQL was unsuccessful.

**Etrack Incident: 4200086**

- Associated Primary Etrack: 4197985
- Associated Service Request Etrack(s): 4197984
- Description:  
Allowed switching from mailx to s-nail for the email package in NetBackup 11.0 and later.

**Etrack Incident: 4200118**

- Associated Primary Etrack: 4200070
- Associated Service Request Etrack(s): 4200069
- Description:  
The health-check script in NetBackup 11 on Flex instances incorrectly reported services as down.

**Etrack Incident: 4200260**

- Associated Primary Etrack: 4198571
- Associated Service Request Etrack(s): 4198570
- Description:  
Expired images were still listed in bpimagelist or the catalog.

**Etrack Incident: 4200731**

- Associated Primary Etrack: 4200563
- Associated Service Request Etrack(s): 4200562
- Description:  
NBSM\_CERTIFICATE\_CA was incorrectly detected as ECA even though it was configured as NBCA.

**Etrack Incident: 4201000**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
/frontenddata APIs for SAP were misdirected to the primary server.

**Etrack Incident: 4201406**

- Associated Primary Etrack: 4201173
- Associated Service Request Etrack(s): 4201172
- Description:

SSSD failed to start in Flex instances.

**Etrack Incident: 4201577**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
nbcmdrun failed to execute Perl-based executables when /tmp was mounted with the noexec option.

**Etrack Incident: 4202257**

- Associated Primary Etrack: 4199221
- Associated Service Request Etrack(s): 4199220
- Description:  
The WORM unlock time might have expired before the parent job of D-NAS multi-stream backups finished.

**Etrack Incident: 4202551**

- Associated Primary Etrack: 4202412
- Associated Service Request Etrack(s): 4202411
- Description:  
During NetBackup Snapshot Manager deployment, serverinfo command responses were not logged.

**Etrack Incident: 4203111**

- Associated Primary Etrack: 4196211
- Associated Service Request Etrack(s): 4196210
- Description:  
The snapshots were not cleaned up on the cloud when the listener was stuck in the restarting state.

**Etrack Incident: 4204225**

- Associated Primary Etrack: 4202745
- Associated Service Request Etrack(s): 4202744
- Description:  
Could not add an ECA when the SAN name contained uppercase characters.

**Etrack Incident: 4205027**

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:  
Privilege escalation risks were present in binaries and daemons from the VRTSnbclibs and VRTSnbjava RPMs.

**Etrack Incident: 4205035**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The restore operation failed to restore extensions due to a permissions issue with the IAM user.

**Etrack Incident: 4205229**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Updated permissions to mitigate privilege escalation risks.

**Etrack Incident: 4205398**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Displayed clearer warning messages to caution about data loss.

**Etrack Incident: 4206075**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Mitigated privilege escalation risks associated with binaries and daemons packaged in VRTSnetbp.

**Etrack Incident: 4206375**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Mitigated privilege escalation risks associated with binaries and daemons packaged in VRTSnbprimary.

**Etrack Incident: 4206693**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Ensured that the VMD had the correct permissions for execution under the service user account.

**Etrack Incident: 4206877**

- Associated Primary Etrack: 4199434
- Associated Service Request Etrack(s): 4199433
- Description:  
bpdm generated excessive unnecessary logs in NetBackup Snapshot Manager.

**Etrack Incident: 4207538**

- Associated Primary Etrack: 4206460
- Associated Service Request Etrack(s): 4206459
- Description:  
NetBackup CloudScale could not back up Azure VM of approximately 8.5 TB.

**Etrack Incident: 4207676**

- Associated Primary Etrack: 4206109
- Associated Service Request Etrack(s): 4206108
- Description:  
The option **Send disaster recovery email** was selected in the web UI even though it was not specified in the policy.

**Etrack Incident: 4208537**

- Associated Primary Etrack: 4188418
- Associated Service Request Etrack(s): 4188417
- Description:  
The upgrade from NetBackup 10.3.0.1 to 10.5 failed on inactive nodes at a disaster recovery site.

**Etrack Incident: 4209902**

- Associated Primary Etrack: 4209830
- Associated Service Request Etrack(s): 4209829
- Description:  
bptestbpcd returned consistent delays of approximately 9–16 seconds due to its attempts to update the local host database cache.

**Etrack Incident: 4209993**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The bprd log files contained excessively verbose logging.

**Etrack Incident: 4210176**

- Associated Primary Etrack: 4111263
- Associated Service Request Etrack(s): 4111262
- Description:  
Added error handling in nbwmc to improve supportability.

**Etrack Incident: 4210443**

- Associated Primary Etrack: 4209535
- Associated Service Request Etrack(s): 4209534
- Description:  
Catalog backup failed with error code 144 after manual ECA certificate rotation.

**Etrack Incident: 4210542**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
User validation failed during inter-process communication due to an overload of calls and delays.

**Etrack Incident: 4210933**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Set NFS nconnect=4 to prevent connection issues.

**Etrack Incident: 4210942**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Disabled OpenSSL hardware modules that dynamically loaded modules.

**Etrack Incident: 4211569**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Failed to create a changelist on Dell EMC Isilon due to a 4 GB size limit error from the Isilon SDK API.

**Etrack Incident: 4211653**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Changed the owner of the scripts and services to the root user.

**Etrack Incident: 4211911**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Conversion of SQLite to dotf failed with a read failed error, without sufficient details to debug.

**Etrack Incident: 4212319**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Improved performance and resolved Isilon memory consumption issues for Accelerator backups using VCT.

**Etrack Incident: 4212470**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Added the ability to print the peer certificate chain information used during SecureComm.

**Etrack Incident: 4213129**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The release of locked files in NFS was delayed.

# EEBs and other known issues resolved in NetBackup 11.0.0.1

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 11.0.0.1](#)
- [Other known issues resolved in NetBackup 11.0.0.1](#)

## Previous EEBs now resolved in NetBackup 11.0.0.1

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.0.0.1 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the [Cohesity Services and Operations Readiness Tools \(SORT\)](#) website.

**Table 5-1** Previous EEBs now resolved in NetBackup 11.0.0.1

Etrack Number	EEB Description
4178930, version 2	Could not find individual files for granular restore from a VMware differential incremental backup.
4179736	Some images did not show up while browsing the D-NAS backups.

**Table 5-1** Previous EEBs now resolved in NetBackup 11.0.0.1 (*continued*)

Etrack Number	EEB Description
4184134	Backup from snapshot failed with Error 11.
4184158	When using <code>nbstlutil</code> with the <code>-destination</code> parameter, the command did not consider the <code>-before</code> or <code>-after</code> time filters.
4184657	Flex Appliance 5350 often hanged, also all container instances shut down unexpectedly.
4185237	OCI left behind obsolete volumes and snapshots after backup from snapshot.
4188787	Backup from snapshot failed with Status 50 for D-NAS backups.
4190369	Some images did not show up while browsing D-NAS backups.
4191261	Azure VM restore failed with Error 2824.
4191493	Could not restore VMs in OCI, with the error: Request failed unexpectedly.
4192949	BMR created unnecessary database connections to PostgreSQL.
4193279	NetBackup Snapshot Manager 11 skipped instances during discovery in OCI.
4193349	Accelerator align guide files remained in the <code>/usr/openv/tmp</code> folder after a successful backup.
4194451	Restore failed in Kubernetes with MariaDB.
4194684	After upgrading NetBackup 10.1 to 10.4 in Flex, abnormal memory usage occurred with periodic container restarts or hangs.
4195126	Azure NetApp files plug-in discovery failed.
4195220	After upgrade from version 10.2 to 10.4.0.1, NetBackup took over 20 minutes to start on Flex instances.
4196470	Web UI could send email using TLS.
4196602	Restored folder was empty for Azure Cloud object store backups, after upgrading NetBackup to version 10.4.0.1.
4196791	<code>nbhealthchecker</code> created core file on Solaris.
4197071	The <code>DeleteOnTermination</code> parameter for the root disk was changing when restoring AWS-based VMs.
4197307	Could not upgrade from an embedded Postgres database to a containerized Postgres database.
4197456	Updated Cryptography to 44.0.2 and Python to 3.9.22 for NetBackup Snapshot Manager.

**Table 5-1** Previous EEBs now resolved in NetBackup 11.0.0.1 (*continued*)

Etrack Number	EEB Description
4197992	BMR did not recover the partition type as expected.
4198429	The files and folder restore option was not available after backup from snapshot, on AWS instances.
4198798	Security fixes for SAML SSO-related issues in NetBackup database.
4199177	NetBackup 10.5.0.1 took up to 20 minutes to start on Flex instances.
4199321	Backup from snapshot failed with status 103, for D-NAS.
4199804	NetBackup upgrade to 10.5.0.1 failed on UNIX clients.
4200162	Windows Server 2025 support for BMR on NetBackup 10.5.0.1 for DHL.
4200682	Upgraded erlang to 27.3.3 and rabbitmq to 4.0.5.
4201876	Upgraded libxml related binaries, used by NetApp, to version 2.13.8.
4202189	Could not browse inside the Snapshot Manager backup images for granular files and folders restore.
4202381	Shared Resource Tree (SRT) creation failed with Windows ADK-related errors.
4202415	Upgraded httpclient5 to 5.4.4 and httpcore5 to 5.3.4 for wmc.
4202501	Malware scans did not work for more than 10 streams for D-NAS multi-stream backups.
4202712	Backup from snapshot failed with error 11.
4202819	Upgraded httpclient5 to 5.4.4 and httpcore5 to 5.3.4.
4203097	Upgraded Apache Tomcat version to 10.1.43.
4203209	Needed option to change Azure VM size during restore.
4203342	Security updates for NetBackup 11.
4203558	Fixed Windows Server 2025 disaster recovery issue.
4203618	Flex Appliance 5350 often hanged, also all container instances shut down unexpectedly.
4204578	Fixed local privilege issues and DLL hijacking for NetBackup 10.4.0.1, Windows clients.
4204580	D-NAS backups in Dell arrays failed with errors related to Vendor Change Tracking (VCT).
4204682	Upgraded httpclient5 to 5.4.4 and httpcore5 to 5.3.4 for Java UI.
4204747	Azure NetApp Files (ANF) plug-in discovery failed after upgrade to NetBackup 11.

**Table 5-1** Previous EEBs now resolved in NetBackup 11.0.0.1 (*continued*)

Etrack Number	EEB Description
4204884	Shared Resource Tree (SRT) creation on a Windows BMR boot server failed.

## Other known issues resolved in NetBackup 11.0.0.1

### **Etrack Incident: 4197354**

- Associated Primary Etrack: 4191805
- Associated Service Request Etrack(s): 4191804
- Description:  
The `/cloudpoint/.failed` file was not cleaned up after uninstallation, and the next installation failed.

### **Etrack Incident: 4197355**

- Associated Primary Etrack: 4191805
- Associated Service Request Etrack(s): 4191804
- Description:  
NetBackup Snapshot Manager logs did not consider the `/cloudpoint/.failed` file.

### **Etrack Incident: 4197899**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
NetBackup Snapshot Manager version sometimes did not get updated after an upgrade.

### **Etrack Incident: 4197920**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The Activity Monitor tree view did not start with all jobs collapsed.

### **Etrack Incident: 4198006**

- Associated Primary Etrack: 4190961

- Associated Service Request Etrack(s): 4190960
- Description:  
NetBackup Snapshot Manager was trying to find an asset using all plug-ins in an agent, instead of using the specific plug-in to which that asset belongs.

**Etrack Incident: 4198273**

- Associated Primary Etrack: 4197201
- Associated Service Request Etrack(s): 4197200
- Description:  
The backup copy of an application consistent snapshot was not shown as application consistent, with a green tick-mark in the NetBackup UI.

**Etrack Incident: 4198345**

- Associated Primary Etrack: 4195287
- Associated Etrack(s): 4195286
- Description:  
Single file recovery was not working in OCI, using NetBackup 10.5.

**Etrack Incident: 4198346**

- Associated Primary Etrack: 4194482
- Associated Service Request Etrack(s): 4194481
- Description:  
The snapshot operation failed in AWS with Status 156.

**Etrack Incident: 4198353**

- Associated Primary Etrack: 4190532
- Associated Service Request Etrack(s): 4190531
- Description:  
Backup from snapshot failed with Error 6, in AWS.

**Etrack Incident: 4198355**

- Associated Primary Etrack: 4186127
- Associated Service Request Etrack(s): 4186126
- Description:  
After NetBackup Snapshot Manager upgrade to 10.4.0.1.3013, discovery from the primary server failed in AWS.

**Etrack Incident: 4198728**

- Associated Primary Etrack: 4197985
- Associated Service Request Etrack(s): 4197984
- Description:  
Could not send catalog recovery email using NetBackup 11 in Flex.

**Etrack Incident: 4198819**

- Associated Primary Etrack: 4179041
- Associated Service Request Etrack(s): 4179040
- Description:  
Copy from Staging to Tape was not working in NetBackup 10.4.0.1.

**Etrack Incident: 4199218**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Asset-service was getting duplicate API calls.

**Etrack Incident: 4199543**

- Associated Primary Etrack: 4186790
- Associated Service Request Etrack(s): 4186789
- Description:  
Issues with NetBackup CloudScale catalog recovery.

**Etrack Incident: 4199716**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The `/frontenddata` APIs were misdirected to the sacrificial primary.

**Etrack Incident: 4200117**

- Associated Primary Etrack: 4200070
- Associated Service Request Etrack(s): 4200069
- Description:  
For NetBackup 11 in Flex, the health-check script was erroneously detecting that the NetBackup services are down.

**Etrack Incident: 4202061**

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:  
Restore of inconsistent objects in Cloud object store backups were not skipped.

**Etrack Incident: 4202332**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The `bperroR` process was erroneously reporting errors about data from a previous copy attempts.

**Etrack Incident: 4204954**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Restore operation failed in restoring extensions PostgreSQL RDS, due to permissions issue with IAM user.

**Etrack Incident: 4205092**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Updated permissions to reduce privilege escalation risk.

**Etrack Incident: 4202371**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
In NetBackup 10.3.0.1, increased the capacity limit of MSDP Cloud beyond 8 PB.

**Etrack Incident: 4199766**

- Associated Primary Etrack: 4198662
- Associated Service Request Etrack(s): 4198661
- Description:  
NetBackup deduplication provision filesystem could not start in media server.

**Etrack Incident: 4200796**

- Associated Primary Etrack: 4200556
- Associated Service Request Etrack(s): 4200555
- Description:  
Error during file hashing configuration in the primary server.

# EEBs and other known issues resolved in NetBackup 11.0

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 11.0](#)
- [Other known issues resolved in NetBackup 11.0](#)

## Previous EEBs now resolved in NetBackup 11.0

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.0 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the [Cohesity Services and Operations Readiness Tools \(SORT\)](#) website.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0

Etrack Number	EEB Description
4019635	vCloud Director queries fail with Status 1, whenever the VCD integration option is selected in a policy.
4020022, version 1	VMware redirected restores are not populating the ESX field in NetBackup UI.
4021634, version 7, 6, 5, 4, 3, 2, 1	Fixes for MSDP issues on NetBackup 9.0.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0 (*continued*)

Etrack Number	EEB Description
4063857, version 1	Adds support for using the Subject Common Name (CN) as the identifier for external certificates in NetBackup and also included the log4j 2.17.1 JARs.
4079016, version 17	Fixes for MSDP Direct Cloud Tiering issues on NetBackup 10.0.0.1.
4098866	Capacity licensing reports fail in the NetBackup OpsCenter.
4124797, version 8	Fixes for MSDP Direct Cloud Tiering issues on NetBackup 10.2.0.1.
4139015	Backup images of Windows Data Deduplication volume do not appear in the BAR interface with the <b>Optimized Backups</b> option enabled.
4156054	OneUI library versions updated to v1.0.11 and NBFS help link updated.
4156710	Addressing scale issues where NetBackup Continuous Data Protection, protects multiple numbers of disks in VMs.
4158148	Oracle backup shows partial completion status, with child jobs successful, but parent job shows error in the end: Oracle metadata collection has failed with error - 5458.
4159376	NetBackup client services become unresponsive on startup due to 'hastatus -summary' query - Solaris zones.
4162354	The summary page in the deployutil capacity report is blank.
4162775	Pure Storage discovery failure: Error - Failed to fetch protection group.
4163508	The nbcomponentupdate.exe operation failed to replace binaries on a localized Windows server.
4164080	Antimalware scans failed on images on an MSDP WORM 19.0.1 on FLEX, backups run fine.
4164845	Malware scans show failed status if paths containing Japanese characters are skipped.
4165557	Postgres backups fail with the error: Failed to enumerate the path. Status 50.
4165719	Backups to AWS disk pool fail with the STS error: 2060019, cURL error: 56, multi cURL error: 0, HTTP return value: 206 (status code 84).
4165891	PostgreSQL databases are not discovered in the web UI when the port number is set with single quotes in the <code>postgresql.conf</code> file.
4166370	Upgraded TPIP RHEL to 8.10.
4166850	Unable to send notification mail when configured and used from web UI.
4167366	After upgrade to NetBackup 10.4, client backup of Microsoft SQL Servers failed.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0 (*continued*)

Etrack Number	EEB Description
4167520	MSDP S3 server cannot create a policy for Elastic Search integration.
4168310	Snapshots report disk sizing errors after upgrade to NetBackup Snapshot Manager 10.4.0.1.
4168408	Provided support to back up ADE enabled VMs.
4168779	The LVM Snapshot of MySQL INCR cannot detect the binlog objects.
4168949	NetApp plug-in discovery and backup from snapshot failures in NetBackup 10.4.0.1.
4169356	Upgrades Apache Tomcat to 9.0.91 for NetBackup 10.2.0.1.
4169394	The bpdbsbora process takes up a large amount of system memory, causing the Oracle applications to crash.
4169973	MS Sentinel certificate validation fails.
4171300	Upgraded JRE version to 8u421.
4171396	For GCP restores, Pre-recovery checks fail with the error: Unable to retrieve the keys.
4171428	The NetBackup Snapshot Manager policy container is unable to start due to missing executing permission.
4172048	Cannot eject tape media from NetBackup web UI.
4172055	Restore fails for the RDS PostgreSQL databases containing CAST objects.
4172075	Universal share self-service recovery fails with system error, if the backup copy 1 is not found.
4172174, version 1	Security updates for NetBackup.
4172189	Ms SQL backups fail if the number of instances exceed 29.
4172214	Instant Access single file restore fails for Ubuntu 22 clients with LVM running.
4172230	IMDSv2 VMs that are restored to AWS, are restored as IMDSv1.
4172680	Image cleanup does not delete snapshots on storage after the snapshot image expires.
4173264	NetApp export policy gets modified during D-NAS snapshot or backup.
4173795	In NetBackup 10.2, the configuration file <code>initSAP.utl</code> was not present on <code>PlinuxR</code> , in the path <code>/usr/openv/netbackup/ext/db_ext/sap/scripts/sap_oracle</code> .
4174093	Cannot add AWS Intelligent groups to Protection plans.
4174153	D-NAS policies for SMB shares show success status for backups that have access-denied files.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0 (*continued*)

Etrack Number	EEB Description
4174251	In NetBackup 10.3.0.1, for SQL instances, incorrect OS version was displayed in NetBackup Administration Console and web UI.
4174307	PaaS DB backups for the GCP replica database instance, fail with Error 3802.
4174672	Restore fails for the RDS PostgreSQL databases that contain CAST objects.
4174698	Upgraded the libxml related binaries used by NetApp.
4174845	INCR backups fail for non-Postgres user for bsa_AssignObjDesc check.
4175320	During SQL backups, the dbbackex.exe process consumes excessive amounts of memory.
4175343	Cannot backup /VM/Hyper-V using host name, when the VM is not a part of the domain.
4175469	Enabled auto detection of Postgres and MySQL bin path and autodiscovery of EDB deployed PostgreSQL instances.
4175502	NetBackup Policy Execution Manager (nbpem) crashes when a backed-up VM has a blank UUID.
4175826	Intermittent backup failures with status 25, after upgrade to 10.2.0.1.
4175905	Unable to start restore of Microsoft SQL Server database with move template.
4176059	Agentless VMware restores to Linux Guest VM fails if the /tmp partition is NOEXEC.
4176208	The netbackup script becomes unresponsive when trying to start or stop NetBackup.
4176217	VMDK disk restores not working for VMware policy for NetBackup Snapshot Manager for Data Center replication type. Error: Cannot perform specified media operation 174.
4176353, version 2, 1	The nbdeployutil utility usage report does not include archive backups.
4176358, 4177068, 4179306, 4180268	Security vulnerability fixes.
4176436	During Azure VM restore, NetBackup Snapshot Manager, creates a Network Security Group (NSG), even when <b>None</b> is selected.
4176451, version 1	Cannot add Root or Intermediate CA for Smartcard Authentication. If the CA cert does not contain CN in the subject, it fails.
4176859	If the <b>Throttle Bandwidth</b> option is set, the backup job throughput does not exceed after a certain limit.
4177118	Oracle backups intermittently fail when they continue for more than a day.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0 (*continued*)

Etrack Number	EEB Description
4177256	Optimized the Catalog collection queries used by Opscenter, to prevent Postgres memory spike.
4177332	Adding cloud assets to Protection plans fails with the error: Unable to create subscriptions. Asset validation failed.
4177432	The bmrsavecfg.exe process fails on Windows clients.
4177539	In NetBackup 10.1.1, issues with vpfsc, df -h becomes unresponsive, backups fail with status 87.
4177619	Clone Oracle database fails with status 5462, using Oracle instant recovery in web UI.
4177880, version 1	For Oracle databases: The database type changes automatically from RAC to Single Instance after every backup.
4177994	Back up from snapshot fails with FTL: Cannot retrieve the list of changed blocks from Azure US West.
4178083	The msdpcldut11 update live process fails with an access-denied error, for AWS S3 bucket on Recovery Vault.
4178151	NetBackup Server Migrator fails while migrating from Windows primary server to Linux primary server.
4178270	Cloud object store creation fails with the error: Service URL must exist in any one of the specified regions.
4178470	Upgraded Spring version to 5.3.39 for NetBackup 10.4.0.1.
4178607	In NetBackup version 10.1, malware scanning fails to find operating system information.
4178612	During the cleanup operation of K8s Assets the NetBackup Web Management Console service (nbwmc) is causing high CPU utilization.
4178623	Disk space is full on the WORM access storage server and cannot delete orphaned images.
4178713	Disk pool creation fails in for Private Cloud Storage (NetApp StorageGRID Webscale Object Storage - LAN).
4178720	Error during Oracle clone restore: ORA-01180: Cannot create datafile 1.
4178785	Poor backup performance after migration to 5360 Flex HA appliances due to GCP Bucket lock configure checking.
4178788	NBSL logging errors in the NetBackup Administration Console.
4178833	D-NAS backups are not cleaning old snapshots on the NetApp arrays.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0 (*continued*)

Etrack Number	EEB Description
4178992	The ADD INDEX query from the OpsCenter causes a Postgres memory spike.
4179019	Cannot add the Dell Power Store plug-in.
4179022	PostgreSQL using backup type of pg_basebackup fails, but reported in NetBackup as successful.
4179130	Unable to browse the mailboxes after successful GRT backup. Error: Database system error.
4179181	On NetBackup 10.2.0.1, primary server, VRTSPostgres 14.13.1.0 upgraded to mitigate existing vulnerability.
4179294	Cannot run NetBackup commands from CLI and cannot log on to the web UI using the root user.
4179313	VM restores fail because the Azure account has a policy requiring the OS and data disks to be encrypted with a customer-managed key.
4179335	Restores taking over one hour, fails with the error: CloudSnapioResiliency: Retry exhausted for error 403.
4179337, version 1	Catalog backup jobs are failing with status 21: Socket open failed.
4179554	NBServerMigrator fails migration job.
4179564	Ms SQL Server restore using the web UI, fails if the role access is granted using a group account rather than an individual account.
4179576	VMware incremental backups and restores may fail. Backups jobs end with status 84.
4179845	Unable to restore multiple SQL databases in a single restore script.
4179867	Error while restoring Cyrillic character file names on Windows clients.
4179932	For NetBackup version 10.4.0.1, pre-recovery checks fail during GCP restore. Cannot retrieve the disk encryption key.
4180158	Fix for the filtering errors in the: /security/anomaly-extension, and the /security/anomaly-extension-details APIs. The issue is specific to filters containing date fields.
4180423, version 1	Upgraded Spring to 5.3.39 and upgraded sqlite-jdbc JAR version from 3.46.0.0. Fixed cloned JWT group access.
4180427	Malware scanning fails when using a service account, but succeeds when using an AD user account.
4180515	Jobs taking longer than expected. Unable to launch web UI.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0 (*continued*)

Etrack Number	EEB Description
4180516	NBServer Migrator is reporting wrong migration type.
4180829	With NetBackup RBAC enabled on primary, the SLP Job Details probe data collection required more permissions to be granted than actually needed.
4180833	A one-time script was created to address a specific condition.
4180931	Cannot modify policies from NetBackup Administration Console, after upgrade to NetBackup 10.5 (Error: 25).
4181070	While restoring NDMP backup from web UI, NetBackup only restores data from one image, even though multiple images are selected.
4181227	Cannot retrieve the Class_att_defs information: Intermittent connectivity lost with the server.
4181338	Asset validation for cloud workloads fails if assets service domain is ALL_ACCOUNT or more than 10 asset service domain are present.
4181791	NFS mounts fail with version 4.
4181792, version 3, 2, 1	Provided security fixes, resolved VMware restore issues, and fixed a web UI restore problem when alternate paths contain non-ASCII characters.
4182356	VMware incremental backups and restores may fail. Typically, backup jobs end with status 84. Full backups work.
4182560	Teradata policy functionality tested successfully for NetBackup version 10.4.0.1.
4182640	NetApp ONTAP OnPrem S3 bucket fails during Cloud object store policy configuration.
4182681	Implemented the <code>-Fc</code> option in the Postgres <code>pg_dump</code> feature.
4182851, version 2	External KMS operations fail with invalid command parameter error after upgrade to NetBackup 10.3.
4182934	NetBackup is not sending notification emails when configured and used from the web UI.
4182943	In NetBackup 10.4.0.1, cannot complete a full backup of a CIFS share hosted in Hitachi HNAS, using NAS-Data-Protection policy.
4182996	The log clearing process does not clean the logs stored in the <code>/user_ops/mssql</code> folder.
4183081	NetBackup 10.4.0.1: Python Library Certifi upgraded to 2024.07.04.
4183087	The <b>Yes</b> option is not present in the confirmation window, when trying to convert an MSDP Image Sharing image.
4183188	The Intelligent Group Query edit becomes unresponsive.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0 (*continued*)

Etrack Number	EEB Description
4183397	RBAC error, while performing restore of VMware backup to client agent.
4183418	D-NAS performance issues in NetBackup 10.3.0.1, when using multiple CIFS servers on HNAS arrays.
4183482	VMware incremental backups and restores fail. The backup jobs end with the status 84.
4183497	Upgraded Apache Tomcat version to 9.0.98 for NetBackup version 10.0.0.1.
4183613	Secure communications to BYO Malware Scan host using NetBackup.
4183707	BMR support for Linux and Windows AWS instances in local zone with multiple NICs.
4183907	Provided Postgres pg_dump backup support for databases over 1 TB.
4183933	Autodiscovery of Oracle Exadata databases from NetBackup primary server fails.
4183969	The command <code>nbrestorevm</code> does not work with the <code>-e</code> option when used with <code>#nbcmdrun</code> on Appliance 5240 MR2 5.3.0.1.
4184481	BMR recovery support for Linux and Windows VMs with Multi-NIC, in AWS cloud.
4184556	NetBackup Snapshot Manager support for NIC discovery for Windows BMR Recovery workflow on AWS in NetBackup 10.5.
4184630	During the cleanup operation of K8's Assets the NetBackup Web Management Console service ( <code>nbwmc</code> ) is causing high CPU utilization.
4184806	Enabled users to check the <code>msdpcheck</code> progress from CLISH.
4184869	NetBackup Administration Console cannot connect to NBSL.
4184903	After upgrading the primary server from NetBackup version 10.3.0.1 to 10.4.0.1, the audit logs are not forwarded to Microsoft Sentinel.
4184967	Failed to configure the plug-in instance in Snapshot Manager for Data Center.
4185388	The Protobuf library updated to 3.21.7.
4185834	Upgraded the Python module <code>cryptography</code> to 43.0.3.
4185928	To avoid expired token errors for the Open Cloud Storage Daemon (OSCD) in the Recovery Vault, refresh the Recovery Vault SAS URL every 20 minutes.
4185957	Client backup reports give errors in the NetBackup Administration Console.
4186037	Upgraded the Python module <code>pyOpenSSL</code> to 24.2.1.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0 (*continued*)

Etrack Number	EEB Description
4186450, version 1	Catalog backups fail with the status: 21: socket open failed.
4186740	Upgraded the Python Library Certifi to 2024.07.04, for NetBackup 10.3.0.1.
4186908	The clone Oracle database operation is failing with status 5462.
4187376	SQL AG instances disappear after successful backup, the original computer name and NetBackup client name remains the same on all nodes.
4187882	The <code>bptestbpcd</code> command takes longer to run with a 10.2.0.1 Windows client, compared to a similar connection with a 8.2 Windows client.
4188012	Update Apache Tomcat version to 9.0.98 for NetBackup 10.3.0.1 version.
4188015	Update Apache Tomcat version to 9.0.98 for NetBackup 10.4.0.1 version.
4188029	Snapshot Manager failed to complete discovery in specific conditions.
4188139	Restore of malware-affected VMware recovery point becomes unresponsive.
4188162, version 2, 1	Backups using the NAS-Data-Protection policy are encountering a failure with status 50.
4188210	Backup from snapshot job fails with the error: unable to update data mover image.
4188485	Updates to NetBackup space check to more accurately validate the required space for installing.
4188625	Update Apache Tomcat version to 9.0.98 for NetBackup 10.1.1 version.
4188988	Cannot add Nutanix Files under NetBackup Snapshot manager plug-in.
4189007, version 1	Upgraded Netty to 1.1.15, Jackson databind to 2.15.3, PostgreSQL JDBC driver to 42.7.2, Spring to 5.3.39, and vCloud Datastore API to return child Datastores in a Datastore cluster.
4189597	A large number of <code>***</code> are written to the file <code>bpstart_notify_stdout.txt</code> after MySQL backup jobs fail.
4189794	Error when logging on to the NetBackup 10.5 Administration Console.
4189840	Protection plans do not show all subscriptions, limited to 100.
4189850	Excluded the <code>openssl.cnf.log</code> file from the DR package. Due to the increase size of DR package, DR package is not getting sent over email due to size constraints.
4189990	For Oracle databases, the Database type changes from RAC to Single Instance after every backup.
4190529	Fixes to retry fetching of policy attributes and tokenization.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0 (*continued*)

Etrack Number	EEB Description
4190671	Upgraded Apache Tomcat version to 9.0.98 for NetBackup 10.4.
4190898, version 1	Fixes to address library conflict.
4190900	The Intelligent Group Query edit becomes unresponsive.
4190916	The NetBackup DR file grows in size and cannot be emailed.
4191867	Microsoft Sentinel Integration stopped working after upgrade to NetBackup version 10.5 from 10.2.
4192375	Error when logging on to the NetBackup 10.4.0.1 Administration Console.
4192993	Unable to add more than 50 Oracle databases to a policy in the web UI.
4193151	Intermittent connectivity error in the NetBackup Administration Console. Notable to change policy attributes.
4193277	Client Backups reports giving errors in the NetBackup Administration Console.
4193596	NetBackup 10.3.0.1, backup failure for Big Share files, for Qumulo.
4195065	Backups to AWS disk pool fail with STS error: 2060019, cURL error: 56, multi cURL error: 0, HTTP return value: 206 (status code 84).

## Other known issues resolved in NetBackup 11.0

### **Etrack Incident: 4094503**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Convert the PEM\_USE\_SAME\_HOST\_BY\_NAME environment variable to a bp.conf setting after upgrade to 10.x.

### **Etrack Incident: 4155843**

- Associated Primary Etrack: 4119930
- Associated Service Request Etrack(s): 4119929
- Description:  
Cannot browse granular Active Directory images in the web UI.

### **Etrack Incident: 4166646**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
A host certificate renewal code must check if the primary server is configured as ECA only, and it is ECA only, it should skip renew operation without generating a notification.

**Etrack Incident: 4168967**

- Associated Primary Etrack: 4166736
- Associated Service Request Etrack(s): 4166735
- Description:  
NBPEM fails when performing failover on a Microsoft cluster, on NetBackup 10.0.0.1.

**Etrack Incident: 4173899**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
NetBackup Flex Scale 3.1 upgraded from NetBackup Flex Scale 3.1 to 3.2, NetBackup 10.1.1 to 10.3.0.1.

**Etrack Incident: 4176457**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Upgrade fails and NetBackup is not usable when the password for NBDB contains the "%" character, and cannot change the password afterwards.

**Etrack Incident: 4176693**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The nbtelagent binaries are not using the cluster directory on the Windows servers to find the `nbdeployutilconfig.txt`.

**Etrack Incident: 4177384**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A

- Description:  
Cannot edit storage for OpenStack protection plans.

**Etrack Incident: 4177490**

- Associated Primary Etrack: 4175311
- Associated Service Request Etrack(s): 4175310
- Description:  
Post upgrade from 10.3 to version 10.4, the Oracle database backups in RAC fail.

**Etrack Incident: 4178479**

- Associated Primary Etrack: 4176233
- Associated Service Request Etrack(s): 4176232
- Description:  
Issues while creating MSDPC to ONTAP S3 provider.

**Etrack Incident: 4178509**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Setting user permissions after EEB installation takes up to 54 minutes.

**Etrack Incident: 4178746**

- Associated Primary Etrack: 4179457
- Associated Service Request Etrack(s): 4179458
- Description:  
Reduce optimized duplication delays in bpdm.

**Etrack Incident: 4179187**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Disable the edit storage options for the OpenStack protection plans.

**Etrack Incident: 4179440**

- Associated Primary Etrack: 4176973
- Associated Service Request Etrack(s): 4176972
- Description:

Cannot access the DTE settings in web UI host properties, if accessed using the client name.

**Etrack Incident: 4179484**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The `pg_ctl` command times out after 60 seconds if the database needs recovery and the `nbdbms_start_stop` service exits with return value 1.

**Etrack Incident: 4179989**

- Associated Primary Etrack: 4179957
- Associated Service Request Etrack(s): 4179956
- Description:  
The command `create_nbdb -drop calls create_pgnbdb with -data C:\Program Files\Veritas\NetBackupDB\data`, fails without quotes.

**Etrack Incident: 4180493**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Support AWS clients with multiple network interfaces.

**Etrack Incident: 4180498**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Update namespace to delete if not present in K8s.

**Etrack Incident: 4180680**

- Associated Primary Etrack: 4180620
- Associated Service Request Etrack(s): 4180680
- Description:  
Critical and high CVEs with known fixes in NetBackup Snapshot Manager 10.5.

**Etrack Incident: 4180925**

- Associated Primary Etrack: 4180422
- Associated Service Request Etrack(s): 4180421

- Description:  
After upgrading to NetBackup 10.3.0.1, cannot perform VMware GRT restore from NSS, due to RBAC issues.

**Etrack Incident: 4181615**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Improve indexing speed on AWS for time and cost implications.

**Etrack Incident: 4181802**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
In K8S, some namespaces and assets related to those namespaces are not getting deleted, during the asset clean-up cycle.

**Etrack Incident: 4182203**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Expose the required APIs to list ECA certificate details.

**Etrack Incident: 4183641**

- Associated Primary Etrack: 4163355
- Associated Service Request Etrack(s): 4163354
- Description:  
After NSS 10.4 upgrade, all servers are not appearing in the Usage report.

**Etrack Incident: 4183792**

- Associated Primary Etrack: 4182269
- Associated Service Request Etrack(s): 4182268
- Description:  
Silent client installation in Windows server fails while reading the `installdir`.

**Etrack Incident: 4183968**

- Associated Primary Etrack: 4174790
- Associated Service Request Etrack(s): 4174789

- **Description:**  
NetBackup DB recovery using bprecover or web UI changes file and folder ownerships, and causes the recovery to fail, leading to an unresponsive NetBackup DB.

**Etrack Incident: 4183996**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**  
When upgrading NetBackup from pre-10.2 to 10.2 or later, the database or logs directory may contain many large files causing disk space issue.

**Etrack Incident: 4184531**

- Associated Primary Etrack: 4183655
- Associated Service Request Etrack(s): 4183654
- **Description:**  
Web services do not work with Arabic locale.

**Etrack Incident: 4184567**

- Associated Primary Etrack: 4168880
- Associated Service Request Etrack(s): 4168879
- **Description:**  
The nbwmc service does not start after a Flex instance upgrade, because the nbwmc script is not upgraded.

**Etrack Incident: 4185596**

- Associated Primary Etrack: 4180620
- Associated Service Request Etrack(s): 4180680
- **Description:**  
Updated Python to 3.9.20 in NetBackup Snapshot Manager v10.5.

**Etrack Incident: 4186115**

- Associated Primary Etrack: 4184437
- Associated Service Request Etrack(s): 4184436
- **Description:**  
When using `bpplinfo -set` command to set the VMware policy type, the default values for the policy parameters are not set.

**Etrack Incident: 4186472**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Issues with **nb\_license\_check\_critical**, while handling B2B and reinstalls scenarios.

**Etrack Incident: 4186473**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Usability improvements for the SLIC license key.

**Etrack Incident: 4187656**

- Associated Primary Etrack: 4182958
- Associated Service Request Etrack(s): 4182957
- Description:  
Flex REST API upgrade from 10.0.0.1 to 10.4.0.1, fails due to an incomplete `veritas_customer_registration_key.json` file.

**Etrack Incident: 4189034**

- Associated Primary Etrack: 4188384
- Associated Service Request Etrack(s): 4188383
- Description:  
After upgrade, Sybase BMRDB files get deleted even if the migration to Postgre is not successful.

**Etrack Incident: 4189103**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Improvements to AWS multi-NIC environment.

**Etrack Incident: 4190799**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The `configureMQ` command fails when the `/tmp` directory is mounted using the `noexec` mode.

**Etrack Incident: 4192347**

- Associated Primary Etrack: 4173541
- Associated Service Request Etrack(s): 4173540
- Description:  
MQBroker on a Windows cluster gives an error concerning disk space monitoring.

**Etrack Incident: 4192641**

- Associated Primary Etrack: 4189861
- Associated Service Request Etrack(s): 4189860
- Description:  
In an ECA only setup, NetBackup upgrade from version 10.1.1 to 10.4.0.1, prompts to enter the PEM passphrase multiple times during the upgrade.

**Etrack Incident: 4193219**

- Associated Primary Etrack: 4192353
- Associated Service Request Etrack(s): 4192352
- Description:  
Issues with transmission of trusted data within the URL, for API calls.

**Etrack Incident: 4193854**

- Associated Primary Etrack: 4181418
- Associated Service Request Etrack(s): 4181385
- Description:  
In NetBackup 10.5, upon restart of the instance, the PBX service automatically starts as UID 1112, causing other NetBackup services to fail.

**Etrack Incident: 4157539**

- Associated Primary Etrack: 4154931
- Associated Service Request Etrack(s): 4154930
- Description:  
Accelerator backups fail if it includes an image from a different LSU.

**Etrack Incident: 4178651**

- Associated Primary Etrack: 4178287
- Associated Service Request Etrack(s): 4178286
- Description:

Add a hidden option for nbapiutil to dump a NetBackup web token authorization context.

**Etrack Incident: 4185100**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Enable progress monitoring while msdpcheck runs.

**Etrack Incident: 4189098**

- Associated Primary Etrack: 4188581
- Associated Service Request Etrack(s): 4188580
- Description:  
Critical and high CVEs with known fixes in NetBackup 10.5 Kubernetes extension.

# About SORT for NetBackup Users

This appendix includes the following topics:

- [About Cohesity Services and Operations Readiness Tools](#)

## About Cohesity Services and Operations Readiness Tools

Cohesity Services and Operations Readiness Tools (SORT) is a robust set of standalone and web-based tools that support enterprise products. For NetBackup, SORT provides the ability to collect, analyze, and report on host configurations across UNIX/Linux or Windows environments. This data is invaluable when you want to assess if your systems are ready for an initial NetBackup installation or for an upgrade.

Access SORT from the following webpage:

<https://sort.veritas.com/netbackup>

Once you get to the SORT page, more information is available as follows:

- **Installation and Upgrade Checklist**  
Use this tool to create a checklist to see if your system is ready for a NetBackup installation or an upgrade. This report contains all the software and the hardware compatibility information specific to the information provided. The report also includes product installation or upgrade instructions, as well as links to other references.
- **Hot fix and EEB Release Auditor**  
Use this tool to find out whether a release that you plan to install contains the hot fixes that you need.

- **Custom Reports**

Use this tool to get recommendations for your system.

- **NetBackup Future Platform and Feature Plans**

Use this tool to determine what items you can expect to see replaced with newer and improved functionality. The tool also provides insight about what items you can expect to see discontinued without replacement. Some of these items include certain NetBackup features, functionality, 3rd-party product integration, other product integration, applications, databases, and the OS platforms.

Help for the SORT tools is available. Click **Help** in the upper right corner of the SORT home page. You have the option to:

- Page through the contents of the help similar to a book
- Look for topics in the index
- Search the help with the search option