

Veritas™ Desktop and Laptop Option 9.1

README

Veritas Desktop and Laptop Option: README

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Technical Support

Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within the company to answer your questions in a timely fashion.

Our support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about our support offerings, you can visit our website at the following URL:

www.veritas.com/support

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.veritas.com/support

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
- Error messages and log files
- Troubleshooting that was performed before contacting Technical Support
- Recent software configuration changes and network changes

Licensing and registration

If your product requires registration or a license key, access our technical support Web page at the following URL:

www.veritas.com/support

Customer Service

Customer service information is available at the following URL:

www.veritas.com/support

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Advice about technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support Agreement Resources

If you want to contact us regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Worldwide (except Japan)

CustomerCare@veritas.com

Japan

CustomerCare_Japan@veritas.com

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DLO 9.1 New Features

This section provides a brief introduction about the new features included in this release. This release also focuses on the stability of the product.

Rollback Window

DLO now provides the administrator with the ability to configure a rollback window for maintaining day-wise revisions to restore from, in case of ransomware attacks. For more information, see [Rollback Capabilities](#).

Rollback Restore

DLO now provides the administrator with the ability to perform a point in time restore of the backed up data within the defined rollback window. For more information, see [Rollback Capabilities](#).

Enhanced Restore Experience

Simplified restore UI for better restore experience to administrators.

Restore Reporting

Detailed reporting of restore activities that are closely integrated with the alerts and notifications for better visibility into restore operations.

Scheduled Database Backup

DLO now provides the administrator with the capability to schedule regular database backups of the DLO and Dedupe database files.

Enhanced Backup Status Report

DLO now includes the information for MAC endpoints in the backup status report.

Rollback Capabilities

The Rollback capabilities have been provided considering the rise in ransomware attacks that are impacting the endpoints in the organizations. From a ransomware protection strategy perspective, the rollback capabilities consist of two parts - first being the backup strategy in order to be prepared for the ransomware attack and next, the restore capabilities in case an actual attack occurs.

In terms of the backup strategy, DLO's scheduled backup capability and revision control policy can be leveraged to create multiple revisions that the customer can restore from. For maintaining day-wise revisions, a certain number of days can be configured as the Rollback Window by the administrator. The latest revision of the respective days will be maintained in the network user data folder.

In case of an attack, the files may get encrypted resulting in a file change that will be backed up. Hence the administrator may want to prevent further backups before proceeding with restores, for which the Disable options can be used.

For restore capabilities, in addition to a simplified restore UI, a point in time restore of the backed up data can be initiated by selecting a date from the restore dialog, to restore the latest revision of the file on that particular date. Once the restore activities are completed, the detailed summary can be viewed.

Note: Rollback capabilities are not supported for Windows and Mac endpoints with DLO versions prior to 9.1. Configuring Rollback Window is not supported on Mac endpoints.

Downloading Veritas DLO

To download Veritas DLO 9.1, perform the following:

1. Download the appropriate files into a temporary directory:

`Veritas_Desktop_and_Laptop_Option_9.1_xxxxxx_32-bit.zip`

`Veritas_Desktop_and_Laptop_Option_9.1_xxxxxx_64-bit.zip`

where, xxxxxx is the build number.

2. To extract the files, double-click the `.zip` file.

This helps to create a number of files that include `x64.README`, `x86.README` and `setup.exe`.

Prerequisites for Installing Veritas DLO

- The latest service pack should be installed to be able to install the DLO components.
- The DLO Database Service requires minimum 6 GB hard disk space.
- WMI service should be running.
- .NET 4.0 or above full version should be installed.

<http://www.microsoft.com/en-in/download/details.aspx?id=17718>

Note: On Windows 2012/ 2012 R2 /2016 Server, it is not mandatory to install .NET 4.0 since .NET 4.5 is installed by default in Windows 2012/2012 R2 Server and .NET 4.6 is installed by default in Windows 2016 Server.

User Account Privileges

The following table lists the user account privileges for various services:

| Service | User Account Privilege | Description |
|---|-------------------------------------|--|
| Veritas DLO Administration Service | Domain user or domain administrator | This user should have local administrator privilege on DLO admin server machine, storage server and SQL Server. |
| Veritas DLO Maintenance Service | Local System account | This account has access to all local system resources. |
| Mindtree StoreSmart Dedupe Server Service | Domain user or domain administrator | This user should have local administrator privilege on the admin server machine. This account should be the same as DLO Administration Server service account. |

| Service | User Account Privilege | Description |
|---------------------------------|-------------------------------------|--|
| SQL Server (SQL instance) | Domain user or domain administrator | This user should have local administrator privilege on DLO admin Server, SQL server machine and storage server. |
| SQL Server Browser | Domain user or domain administrator | This user should have local administrator privilege on the SQL server machine. |
| Veritas DLO Edge Server Service | Local System account | This account has access to all local system resources. |
| Veritas DLO Web Server Service | Domain user or domain administrator | This user should have local administrator privilege on the admin server machine. This account should be the same as DLO Administration Server service account. |

Installing Veritas DLO

The installation package is used to install a new DLO Administration Server and other required components of Veritas DLO 9.1. For instructions, refer to the *Veritas Desktop and Laptop Option Administrator's Guide*.

Upgrading to Veritas DLO 9.1

DLO supports upgrades from the following previous versions:

- Veritas DLO 9.0, 9.0 SP1
- Symantec DLO 8.0, Symantec DLO 8.0 SP1, Symantec DLO 8.0 SP2, Symantec DLO 8.0 SP3, and Symantec DLO 8.0 SP4
- Symantec DLO 7.6 and Symantec 7.6 SP1

For any existing customers with previous version of DLO (DLO Backup Exec 2010 R3, DLO 7.0, DLO 7.5, DLO 7.5 SP1), it will be a stepped upgrade support. That is, customers should first upgrade the existing version of DLO to Symantec DLO 7.6, and then upgrade to Veritas DLO 9.1.

To upgrade from a supported version of DLO to Veritas DLO 9.1, follow these steps:

1. Run **setup.exe** to start the installation wizard.
2. Click **Next**.
3. Read the license agreement, and if you accept the terms, select **I accept the terms in the license agreement**.
4. Click **Next**.
5. Proceed with the installation.
6. When the installation is completed, click **Finish**.

Installing the Desktop Agent on Mac

Users with administrator rights can install the Desktop Agent. After the Desktop Agent is installed on a Mac desktop, anyone who logs on to that desktop can use the Desktop Agent. The logged on user will only have access to DLO backup files associated with the logged on account.

When the Mac Desktop Agent is installed on a computer that is not in a domain, and when you launch the Desktop Agent for the first time, you are prompted to enter the user name, password, and domain. Provide the domain user credentials.

Prerequisites

Complete the following tasks before installing the Desktop Agent on a Mac machine.

1. Install and configure DLO Administration Server on a Windows server machine.
2. The DLO administrator must ensure that the TCP/IP protocol is enabled for the DB instance, and the port number is set.
3. Irrespective of the firewall state in the DB server (ON or OFF), the administrator must enter the DB port in **SQL Server Configuration Manager > SQL Server Network Configuration > “Protocols for <Instance name>” > TCP/IP Protocol Settings > TCP Port**.
4. If the firewall is ON in the DB server, then this port should also be included in the firewall exception list.

Also, restart the DLO DB service after providing the DB port number.

Note: The default port to communicate with DB Server is 1433. To verify the communication to DB server, use Telnet. (Example, telnet <IP> <port>.)

To install the Desktop Agent on Mac:

1. From the desktop on which you want to install the Desktop Agent, go to the desktop menu options, select **Finder**.
2. Select **Go > Connect to Server**.
3. In the **Server Address** field, type the network address of DLO Server using one of the following formats.
 - a. **smb://IPAddress/**
 - b. **smb://DNSname/**
4. Click **Connect**.

Note: You can also type the server address along with the share name.
smb://IPAddress/DLOMacAgent.

5. From the list of shared folders, open **DLOMacAgent** folder, copy the **setup.ini** and the installer package for Mac to your local machine.
6. Double-click the file **Veritas_DLO_Agent.pkg**.
7. On the Welcome screen, click **Continue**.
8. Read the license agreement, and click **Continue**.
9. Click **Agree**.
10. The default installation path for Mac is: **/Applications**. To install the Desktop Agent in an alternate location, click the **Change Install Location** button, and do one of the following:
 - a. Select **Install for all users** to install Desktop Agent in the default location, OR
 - b. Select **Install on a specific disk** to install in any other disk other than the default startup disk. This option is useful when you want to install the Desktop Agent on any additional hard disks or hard drive partitions that exist on the local Mac machine.

11. Click **Continue**.
12. Click **Install**.
13. Once the installation is completed, click **Close**.

For more information about launching and configuring the Agent on Mac, refer to the *Veritas Desktop and Laptop Administrator's Guide*.

Upgrading the Desktop Agent on Mac

To upgrade the Desktop Agent on Mac:

1. Copy **setup.ini** and the **installer package for Mac** from **DLOMacAgent** shared folder present in DLO 9.1 Server to your local machine.
2. Proceed with DLO 9.1 Mac Agent installation.

For more information on installing the Desktop Agent, refer [To install the Desktop Agent on Mac](#).

Known Issues

This section describes the known issues in DLO 9.1. The issues are listed based on the ET number (software bug tracking number).

| ET Number | Description | Workaround |
|-----------|---|---|
| 3899658 | During uninstallation of DLO in an environment where NetBackup exists, the Files in Use dialog box appears with a message that NetBackup file is in use. | In the Files in Use dialog box, click Ignore and continue with uninstallation of DLO. |
| 3898325 | Edge service gets deleted after DLO Server is upgraded from DLO 8.0 SP3 to DLO 8.0 SP4 and then to DLO 9.0. | Re-install the Edge Server component after upgrading to DLO 9.0. |
| 3901312 | After failover DLO cluster, the Startup Type of Mindtree StoreSmart Dedupe Service, SQL Service and DLO Administration Service are changing from Automatic to Manual . | Not Applicable |
| 3903787 | Notification Properties window is seen in Japanese even after changing the language to English with the Change Language option on Japanese OS | Not Applicable |
| 3901307 | DLO Desktop Agent does not work in BOI mode if the DLO Server is configured in clustered environment. | Not Applicable |
| 3897900 | When DLO Log Gather Utility or DLO Server Consolidation Utility is run on remote database machine, MSVCR100.dll missing prompt is displayed. | Install Microsoft VC 2010 Redistributables based on database machine bitness. |

| ET Number | Description | Workaround |
|-----------|---|--|
| 3763796 | Any new Certificate push from the Server does not get updated for all the Desktop Agents working in BOI mode | <p>To resolve this issue, follow either of the steps mentioned below:</p> <ol style="list-style-type: none"> 1. Manually download the Server Certificate from Web Restore page (EdgeServer.ini and ServerCert.pem files) and copy them in the Desktop Agent install location. 2. Desktop Agents need to come online (connected to LAN) for the settings to be updated automatically. |
| 3387185 | DLO Agent is going to disabled state when Desktop User Data Folder is on FAT32 drive. | <p><i>Reason:</i> Dedupe initialization is failing in case Desktop user Data Folder is on FAT32 drive.</p> <p>Move Desktop User Data folder from FAT to NTFS drive</p> |
| 3399304 | If the network connection is lost when a backup job is in progress, and after some time the network connection is restored while the Desktop Agent is still in Backup Interruption Tolerance (BIT) mode, the following error message is displayed: "24049 – Data written before network failure not found." | <p><i>Reason:</i> Dedupe verifies the data integrity of files after the network connection is restored in BIT mode. If data that was backed up before network failure is lost due to any network errors, then this message is displayed.</p> <p>Backup job will be triggered again and the job will be successful.</p> |
| 2896052 | On a remote DB setup in an IPv6 environment, command-line operations on the Administration Server are failing | Run the DLOCommandu.exe -C by providing the host name of the remote database machine. |
| 3378168 | MAPI backups of PST files are failing with this error message: "The backup PST file is corrupt. This file will be discarded and the original PST will be backed up again." | This error message can be ignored because PST backup will be retrIGGERED again. |
| 3537591 | While upgrading DLO 7.5 SP1 in a staggered setup, if Dedupe Server is upgraded before upgrading the remaining DLO components, Mindtree Storesmart Dedupe Server service is in "stopped" state. | <p>It is recommended to upgrade the Administration Server first and then upgrade the remaining components in a staggered setup.</p> <p>To resolve the above-mentioned issue, manually restart the Mindtree Storesmart Dedupe Server service.</p> |
| 3441283 | The sub administrator has the permission to "Add/Modify Profiles" but is unable to import profiles using the -IOProfile command. | Sub administrator will not be able to import profiles. |

| ET Number | Description | Workaround |
|-----------|---|---|
| 3565801 | Desktop Agent is taking long time to backup large number of small files (1kb or less). | Not Applicable |
| 3740609 | Desktop Agent upgrade from 7.0/7.5 to DLO 8.0 fails on Win 7/Vista/XP machines when upgraded using Upgrade User option in DLO Administration Console. | <p>To resolve this issue:</p> <ol style="list-style-type: none"> 1. Push or pull install the Desktop Agent. 2. Download the Update for Root Certificates for Windows XP/Vista from the Microsoft website: http://www.microsoft.com/en-in/download/details.aspx?id=42092 3. Install the rootsupd.exe on XP/Vista machines and then perform upgrade. |
| 3746675 | Support for Web Restore on IE9 | <p>Workaround: To resolve this issue:</p> <ol style="list-style-type: none"> 1. Open the Internet Explorer browser. 2. Go to Tools> Internet Options> Advanced. 3. Under Security Settings, enable Use SSL 3.0 and disable Do not save encrypted pages to disk. 4. Add the Web Restore URL to the Trusted sites. |
| 3859170 | Backup of configured PST files are failing on Desktop Agent machines installed with Microsoft Outlook 2016. | <p>To resolve this issue:</p> <ul style="list-style-type: none"> • Install Visual C++ Redistributable 2015 (64 bit). |
| 3851038 | When a configured Outlook PST file is placed in a bit locked drive and on unlocking the locked drive, Microsoft Outlook and the Desktop Agent stops responding. | <p>To resolve this issue:</p> <p>Exit and launch the Microsoft Outlook and DLO Desktop Agent.</p> |
| 3916644 | The option to move the contents of the NUDF to an alternate location is greyed out. | The contents of NUDF can be moved only to an existing storage location. To move the contents of NUDF to a desired location, configure the location as a storage location. |
| 3921934 | Post upgrade of DLO Server to a higher version, the lower version agents are in a disabled state. | To resolve this issue, manually upgrade the agents to the latest Server version. |
| 3927346 | In DLO Console when the root folder is selected and restores are performed, the count and size of the restored files in restore summary is more than the actual selected files for restore. | Not Applicable |

Known Issues in Mac Agent

| ET Number | Description | Workaround/Explanation |
|-----------|--|--|
| 3898178 | After Server Consolidation, DLO 7.6 and DLO 8.0 version Mac Agents pointing to source server will be in Offline state. | Not Applicable. |
| 3211658 | In the installer wizard, though the option " Install for all the users " is highlighted by default, the Continue button is greyed out. | Double-click the " Install for all the users " option and proceed with the installation. |
| 3211601 | The LUDF (.dlo and .settings) folders are not purged uninstalling the Mac Agent. | The user should purge the folders manually. |
| 3136529 | DLO Client help pages are being displayed behind the Agent user interface. | This is a default behavior of Mac. |
| 3546979 | If NUDF is deleted, DLO Mac Agent goes offline and further backup and restore jobs do not happen. | Delete the user from DLO Administration console and then launch the Mac Agent. |
| 3520357 | When the DLO Mac Agent is offline, Jobs present in the backup queue with 'Pending Network' status disappears from Agent Console at the next scheduled time. | This is only an UI issue. Once the network is up, backup and restore of files work fine. |
| 3931685 | In DLO 9.1, Staging operation with Rollback Restore option enabled will not be honored for unregistered Mac machines. | For successful staging with Rollback Restore option enabled, ensure the destination Mac machine is registered with the DLO server before initiating staging operation. |
| 3923286 | When the backup and maintenance cycle run simultaneously, the backup status report shows incorrect value for Backup Completion column in the Backup Status Report. | This will be automatically corrected in the next maintenance cycle and updates the Backup Completion column in the Backup Status Report. |

Troubleshooting Tips

The following section describes some issues that you may experience while using the application. A clarification or a tip is provided to resolve the issue.

Error 1321

DLO installer displays the following error message:

"Error 1321. The installer has insufficient privileges to modify the file C:\ProgramFiles\Veritas\Veritas DLO\Data\DLO.mdf."

Description

This error occurs when you uninstall the DLO server and attempt to re-install it in the same location using a SQL Server 2005 database.

When you uninstall the DLO server, the database files (*DLO.mdf* and *DLO_log.ldf*) are not deleted. When you try to re-install the DLO server, the DLO installer uses the old database files instead of installing the new versions. To use these files, you must have full rights.

Generally, the administrator has full rights to use these files. However, the error may still occur.

Resolution

Make the following changes in each file:

1. Right-click on the file and select **Properties**.
2. On the **Security** tab, grant full rights to the Administrators group.

PST Backup with VSS

DLO Agent is unable to take a backup of PST files using VSS, even though the VSS feature is enabled for the user.

Resolution

Ensure that the Volume Shadow Copy service is enabled on the user's system.

If VSS service is enabled, then the PST file may reside on FAT32 drive. VSS-enabled backups are not supported on FAT32 file system.

Change in Directory Structure in Windows Vista

Versions of Backup Exec for Windows Servers that support Windows Vista and Windows Server 2008 do not cross the `%SystemDrive%\Documents and Settings` junction point to backup data that resides in the `%SystemDrive%\Users` folder.

Resolution

The default locations of user data have changed in Microsoft Windows Vista and Microsoft Windows Server 2008. To ensure backward compatibility with previous Windows platforms, these operating systems create special junctions. These junctions redirect access from one directory to another. For example, `%SystemDrive%\Documents and Settings` is now a junction that points to `%SystemDrive%\Users`.

Desktop Agent

Empty folders will not be backed up even though a job is started on the DLO Agent UI.

Resolved Issues

| ET Number | Description |
|-----------|---|
| 3904698 | Login fails if any character other than "\" is entered in the Username field of DLO Mobile App and Webrestore login page. |
| 3904007 | The scheduling details for auto generation of DLO Reports are not saved after changing the console language using Change Language option. |
| 3916479 | Post upgrade to DLO 9.0 SP1, the DLO Agent downloaded from the web restore page is of size 1KB. |