Veritas CloudPoint 2.1.2 Release Notes

Linux

VERITAS™

Veritas CloudPoint Release Notes

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CloudPoint release notes

This document includes the following topics:

- Software limitations
- Known issues
- Fixed Issues

Software limitations

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

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

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

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

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

You cannot delete snapshots created by an Amazon snapshot policy

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

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

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

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

Note: This issue does not affect snapshot functionality.

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

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

Known issues

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

Azure instance image cleanup failed (7253)

Azure operations (snapshot creation, snapshot deletion) fail intermittently with http status codes 429, 502, or 503.

The http status codes are returned from the Azure portal and then you need to retry the operation again.

Agent services restarting continuously (8030)

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

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

CloudPoint does not support 'Overwrite existing' restore option for file system and application's host-level snapshot (8924)

CloudPoint UI shows restore option **Overwrite existing** for application and file system snapshots, but it is not supported in this release. The operation will fail if triggered.

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

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

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

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

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

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

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

Some errors are logged in the nginx_error.log file (6593)

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

```
using uninitialized "csrfcookie" variable

using uninitialized "authcookieexists" variable

using uninitialized "csrfmismatch" variable
```

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

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

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

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

When a replicated snapshot is restored to another region than the source, it fails if the following prerequisite is not met:

■ Prerequisite: Create a key-pair with the same name as that on the source or import the key pair from the source to the target region.

Perform the following task after the restore operation is successful:

■ Change the security group of the instance post restore of a replicated snapshot.

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

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

This occurs sometimes. As a workaround, log out and refresh the page and then log on again as admin user.

Issue with the CloudPoint Windows on-host agent on Google Cloud Platform (12357)

When you configure the CloudPoint on-host agent for Windows, the file system is displayed correctly in the CloudPoint user interface (UI). But you cannot perform snapshot operations on those file system assets. As a result, the Microsoft SQL plug-in will not work as no operations are enabled for the plug-in.

CloudPoint incorrectly allows snapshot operations on operating system native file systems (12285)

CloudPoint discovers operating system native file systems as assets and the user interface displays the `Snapshotable` parameter as "`Yes`" for those assets, which means that you can perform snapshot operations on those native file system assets.

For example,

■ XFS file system `/` (root)

■ XFS file system configuration file `/etc/hosts`

Do not perform any snapshot or other operations on the native file system objects that appear as assets in CloudPoint.

MongoDB database application snapshot creation might fail (12286)

MongoDB application snapshot creation might fail in the following scenario:

Create a MongoDB database and then take a disk-level application snapshot. Now restore that snapshot back to the original location. After the restore is successful, try to create another snapshot of the application. The task fails with an error that contains the following messages:

```
ERROR - run: failed to load flow
ERROR - Request failed unexpectedly
```

Workaround:

1. Kill all the existing `flexsnap-agent` processes that are running on the host.

2. Restart the `flexsnap-agent` service using the following command:

```
# systemctl start flexsnap-agent
```

Fixed Issues

The following issues are fixed in this release. If you contact Veritas about any of these issues, use the incident number as a reference.

Table 1-1   CloudPoint fixed issues

Incident #	Description
2339	An issue related to the user interface indicating that the operation is still in progress, when you configure a CloudPoint plug-in, is now resolved.
2320	An issue related to a disk snapshot failing when the volume ID exists is now resolved.
3941239	If a CloudPoint policy protects a large number of assets, for example 100 devices or more, it takes longer to delete snapshots. If a delete operation occurs at a scheduled snapshot time, the delete may fail. This issue is now resolved.
8250	After restoring an instance on AWS, tags are not restored. This issue is now resolved.
6274	An issue related to role API returning 500 Internal Server Error when an incorrect role ID is provided is now resolved.
6098	The support for replication and restore of encrypted snapshots when using Customer Managed Keys is now added.
5286, 5611	An issue related to snapshot replication through policy not getting triggered is now resolved.
4604	An issue related to anonymous relay for SMTP is now resolved.
4427	An error is generated when GCP host is restored from one zone to another. This issue is now resolved.
5623	An issue related to replication of replicated snapshot caused an exception "`TypeError: cannot concatenate 'str' and 'list' objects`". This issue is now resolved.
4604	An issue related to Anonymous relay for SMTP is now resolved.
3210	An issue about not being able to find the server at www.googleapis.com was resolved.
9519, 5495	An LDAP integration error in the CloudPoint UI "`Error updating LDAP`". The issue is resolved. CloudPoint now supports LDAP over Secure Sockets Layer (SSL).

Table 1-1 CloudPoint fixed issues *(continued)*

Incident #	Description
8291	After restoring a host-level snapshot, the instance name appeared blank in the AWS console. This issue is now resolved.
6128, 10335	CloudPoint did not provide an option to suspend a policy. This issue is now resolved. An option to disable a policy is now available.