

# Veritas NetBackup™ Release Notes

Release 8.0

Document Version 2

**VERITAS™**

# Veritas NetBackup™ Release Notes

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## Veritas Services and Operations Readiness Tools (SORT)

Veritas Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

[https://sort.veritas.com/data/support/SORT\\_Data\\_Sheet.pdf](https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf)

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# About NetBackup 8.0

This chapter includes the following topics:

- [About the NetBackup 8.0 release](#)
- [About NetBackup Late Breaking News](#)
- [About NetBackup third-party legal notices](#)
- [About NetBackup third-party components](#)

## About the NetBackup 8.0 release

The *NetBackup Release Notes* document is meant to act as a snapshot of information about a version of NetBackup at the time of its release. Old information and any information that no longer applies to a release is either removed from the release notes or migrated elsewhere in the NetBackup documentation set.

See [“About new enhancements and changes in NetBackup”](#) on page 14.

### About EEBs and release content

NetBackup 8.0 incorporates fixes to many of the known issues that affected customers in previous versions of NetBackup. Some of these fixes are associated with the customer-specific issues that have been documented in the form of Titan or Salesforce.com (SFDC) cases. Several of the customer-related fixes that were incorporated into this release were also made available as emergency engineering binaries (EEBs).

Listings of the EEBs and Etracks that document the known issues that have been fixed in NetBackup 8.0 can be found on the Veritas Operations Readiness Tools (SORT) website and in the [NetBackup Emergency Engineering Binary Guide](#).

See [“About Veritas Services and Operations Readiness Tools”](#) on page 69.

## About NetBackup appliance releases

The NetBackup appliances run a software package that includes a preconfigured version of NetBackup. When a new appliance software release is developed, the latest version of NetBackup is used as a basis on which the appliance code is built. For example, NetBackup Appliance 3.0 is based on NetBackup 8.0. This development model ensures that all applicable features, enhancements, and fixes that were released within NetBackup are included in the latest release of the appliance.

The NetBackup appliance software is released at the same time as the NetBackup release upon which it is based, or soon thereafter. If you are a NetBackup appliance customer, make sure to review the *NetBackup Release Notes* that correspond to the NetBackup appliance version that you plan to run.

Appliance-specific documentation is available at the following location:

<http://www.veritas.com/docs/000002217>

## About NetBackup Late Breaking News

For the most recent NetBackup news and announcements, visit the NetBackup Late Breaking News website at the following location:

<http://www.veritas.com/docs/000040237>

Other NetBackup-specific information can be found at the following location:

[https://www.veritas.com/support/en\\_US/15143.html](https://www.veritas.com/support/en_US/15143.html)

## About NetBackup third-party legal notices

NetBackup products may contain third-party software for which Veritas is required to provide attribution. Some of the third-party programs are available under open source or free software licenses. The license agreement accompanying NetBackup does not alter any rights or obligations that you may have under those open source or free software licenses.

The proprietary notices and the licenses for these third-party programs are documented in the *NetBackup Third-party Legal Notices* document, which is available at the following website:

<https://www.veritas.com/about/legal/license-agreements>

# About NetBackup third-party components

The following table lists some of the most well-known third-party components which are installed by NetBackup 8.0:

**Table 1-1** Third-party components in NetBackup 8.0

Third party	Version
Java Runtime Environment (JRE)	<ul style="list-style-type: none"><li data-bbox="642 479 917 505">■ IBM AIX (rs6000) 8.0.3.0</li><li data-bbox="642 513 857 539">■ IBM zLinux 8.0.3.0</li><li data-bbox="642 548 901 574">■ HP-UX (hpie64) 8.0.0.6</li><li data-bbox="642 583 888 635">■ Linux (RedHat, SuSE) 8u101</li><li data-bbox="642 644 917 670">■ Solaris (sparc, x86) 8u101</li><li data-bbox="642 678 917 699">■ Microsoft Windows 8u101</li></ul>

# New features, enhancements, and changes

This chapter includes the following topics:

- [About new enhancements and changes in NetBackup](#)
- [NetBackup 8.0 new features, enhancements, and changes](#)

## About new enhancements and changes in NetBackup

In addition to new features and product fixes, NetBackup releases often contain new customer-facing enhancements and changes. Examples of common enhancements include new platform support, upgraded internal software components, interface changes, and expanded feature support. Most new enhancements and changes are documented in the *NetBackup Release Notes* and the NetBackup compatibility lists.

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**Note:** The *NetBackup Release Notes* only lists the new platform support that begins at a particular NetBackup version level at the time of its release. However, Veritas routinely backdates platform support to previous versions of NetBackup. You should refer to the NetBackup compatibility lists for the most up-to-date platform support listings.

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See [“About the NetBackup 8.0 release”](#) on page 11.

See [“About NetBackup compatibility lists and information”](#) on page 84.

# NetBackup 8.0 new features, enhancements, and changes

New features in NetBackup 8.0.

## NetBackup servers must use a host name that is compliant with RFC 1123 and RFC 952

Starting with NetBackup 8.0, all NetBackup server names must use a host name that is compliant with RFC 1123 ("Requirements for Internet Hosts - Application and Support") and RFC 952 ("DOD Internet Host Table Specification") standards. These standards include the supported and unsupported characters that can be used in a host name. For example, the underscore character ( \_ ) is not a supported character for host names.

More information is available about these standards and about this issue:

[RFC 952](#)

[RFC 1123](#)

<http://www.veritas.com/docs/000125019>

## NetBackup 8.0 support additions

The following products and services are supported starting with NetBackup 8.0:

- VMware Backup Server vSphere 6.0 and its updates – VDDK 6.0.2
- Client – Windows Server 2016 (Client, File Systems)
- Bare Metal Restore (BMR) support for client and boot server on SUSE Linux Enterprise Server (SLES) 12 SP1
- Enterprise Vault 12
- Hyper- V for Windows Server 2016

More information about supported products and services is available:

See [“About NetBackup compatibility lists and information”](#) on page 84.

## About security certificates for NetBackup hosts

NetBackup 8.0 introduces Host ID-based certificates that are based on UUIDs (Universally Unique Identifiers) assigned by NetBackup master server. Security certificates generated prior to 8.0 are now referred to as host name-based certificates. Both types of security certificates are required on the target NetBackup

host while connecting using the NetBackup Administration Console. Only a Host ID-based certificate is required on the target NetBackup host while using the Java Backup, Archive, and Restore user interface.

Refer to the following guides for information about the deployment, management, and usage of both types of security certificates:

- *NetBackup Administrator's Guide, Volume I*
- *Security and Encryption Guide*
- *Commands Reference Guide*

## New encryption algorithm for MSDP

With NetBackup 8.0, Media Server Deduplication Pool (MSDP) introduces a new encryption algorithm. Advanced Encryption Standard 256 bits, CTR (AES) replaces the older Blowfish encryption algorithm. To ensure data compatibility, MSDP supports and manages both the Blowfish and the AES encrypted data. For existing backup operations, optimized duplication, and replication, the data remains encrypted with the Blowfish algorithm. MSDP recognizes and supports the Blowfish data for restore of previous backup images. Be aware, inline data conversion takes place simultaneously while the backup, duplication, or replication operations are in progress, and these actions can affect performance. More information about the changes in MSDP is available. Refer to the *Veritas NetBackup Deduplication Guide*.

## Update JRE using the nbcomponentupdate utility

Until NetBackup 8.0, the Java Runtime Environment (JRE) package bundled along with NetBackup / OpsCenter installer was upgraded only when the user upgraded to a new NetBackup release. Beginning with NetBackup 7.7, users can manually update the JRE at any time by using the `nbcomponentupdate` utility. The `nbcomponentupdate` utility supports JRE update for following products:

- NetBackup Master, Media, and Client
- NetBackup Remote Administration Console
- OpsCenter Server, Agent, and View Builder

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**Note:** `nbcomponentupdate` cannot update the JRE for NetBackup plug-in for vCenter.

---

For more details regarding the `nbcomponentupdate` commands and parameters, see the *NetBackup™ Commands Reference Guide*.

To learn more about the `nbcomponentupdate` utility, see the following article :  
[https://www.veritas.com/support/en\\_US/article.000115043](https://www.veritas.com/support/en_US/article.000115043)

## Retention levels extended to 100

NetBackup 8.0 supports retention levels up to 100. You can now select a retention level between 0 and 100. By default, the retention period of retention levels 9 - 100 (except 25) is set to infinite. Note that the retention period of the retention level 25 is set to expire immediately and cannot be changed.

For more information, see “Retention Periods properties” in the NetBackup™ Administrator’s Guide, Volume I.

## MSDP stream handler enhancements for Isilon filers using NDMP

This release of NetBackup includes enhancements to the MSDP stream handler. These enhancements provide improved deduplication rates when data is written to MSDP from Isilon filers using NDMP. No additional set-up or configuration is required to take advantage of these enhancements.

## Several shutdown commands will be deprecated in a future release

A new, fully documented command for shutting down NetBackup processes and daemons will be provided in an upcoming release. At that point, the following commands will no longer be available:

- `bp.kill_all`
- `bpdown`
- `bpclusterkill`

Please plan accordingly. The new command will be announced in future release notes and in the *NetBackup Commands Reference Guide*.

## bpmedialist -count option will be deprecated in a future release

To work around this issue, use a different means to get this information, such as `vmopr cmd`. See the *NetBackup Commands Reference Guide* for more information on `vmopr cmd` or other commands

For example:

```
root@myhost # /usr/volmgr/bin/vmopr cmd -dp ds -h myhost
```

```
DRIVE STATUS
```

Drv	DrivePath	Status	Label	Ready
0	/dev/nst0	UP	-	No
1	/dev/nst1	UP	-	No

## Removal of feature to upload logs to FTP server

With NetBackup 8.0, the feature for uploading logs to the FTP server is now removed. This feature is removed from the `nbsu` and `nbcpllogs` utilities and Logging Assistant. You can collect the logs using the `nbsu` and `nbcpllogs` support utilities and then can upload the logs manually to the Veritas Evidence Server.

To learn more about the methods to upload logs, refer to the following article on the Veritas Support website:

[https://www.veritas.com/support/en\\_US/article.000097935](https://www.veritas.com/support/en_US/article.000097935)

More information about the Logging Assistant and support utilities is available. Refer to the *Veritas NetBackup Administrator's Guide Volume I* and *Veritas NetBackup Commands Reference Guide*:

<http://www.veritas.com/docs/DOC5332>

## Incremental reporting feature with nbdeployutil

With NetBackup 8.0, `nbdeployutil` supports incremental reporting. NetBackup triggers `nbdeployutil` to run based on a specified schedule, incrementally gather data, and generate capacity-based licensing reports for the past 90 days.

More information about the incremental feature in `nbdeployutil` is available. Refer to the *Veritas NetBackup Administrator's Guide Volume II*:

<http://www.veritas.com/docs/DOC5332>

## Change to OpsCenter database default password

For OpsCenter 7.7.3 and earlier versions, the default database password is `SQL`. Starting from OpsCenter 8.0, the database password is set to an auto-generated string after installation. You can change the auto-generated password using the `changeDbPassword` utility.

After an OpsCenter 8.0 upgrade, the database password is set to an auto-generated string if the password is still the default one, that is `SQL`. You can change the auto-generated password using the `changeDbPassword` utility. However, if you had changed the password from the default one in the earlier version, OpsCenter retains that password.

For more details, refer to the [OpsCenter Administrator's Guide](#).

## OpsCenter interface requires HTTPS protocol

Starting in NetBackup 7.7.3 the OpsCenter interface must be accessed through <https://server:port/opscenter> instead of through <http://server:port/opscenter>. For

security reasons, OpsCenter no longer supports access to the GUI through the HTTP protocol. HTTPS must be used instead.

## Web services enabled in NetBackup 8.0

Beginning in NetBackup 8.0, web services (Tomcat) will be enabled on the Master Server. To properly secure these web services, they will run under a user account that has limited system privileges. The creation of this user account will be a required prerequisite to installation of a Master Server. We will document procedures for creating this account, and they will be available well in advance of the 8.0 release. Please plan for creation and maintenance of this user account as part of the deployment of your Master Server.

## Support for Microsoft Azure cloud

Starting with this release, NetBackup supports Microsoft Azure Storage Services as a backup target. NetBackup is now capable of writing backup data to and restoring from Microsoft Azure Blob storage with Hot and Cold tiers.

For more information, see the *NetBackup Cloud Administrator's Guide*:

[NetBackup Release Notes, Administration, Installation, Troubleshooting, Getting Started, and Solutions Guides](#)

## The NetBackup CloudStore Service Container (nbcssc) service is now highly available in a clustered environment

Starting with NetBackup 8.0, the NetBackup CloudStore Service Container (nbcssc) service is now highly available in a clustered environment. To be able to make the nbcssc service highly available, you must perform some additional steps after installing or upgrading NetBackup on all active nodes. For more information, see *Veritas NetBackup Clustered Master Server Administrator's Guide*.

## Use of certificate-based authentication in the NetBackup CloudStore Service Container

The NetBackup CloudStore Service Container (nbcssc) uses certificate-based authentication. The authentication method used in previous releases (legacy authentication) is disabled by default. Veritas recommends that you upgrade media servers configured as a cloud storage server to NetBackup 8.0 or later. If you cannot upgrade these servers, enable the legacy authentication.

For more information, see the NetBackup cloudstore.conf configuration file in the *NetBackup™ Cloud Administrator's Guide*.

## Cloud storage management

In NetBackup 8.0, you can now add, change, or remove custom cloud storage using **Host properties** in the NetBackup Administration Console. This feature allows you to customize settings such as service host, as well as properties of the cloud storage server.

## Added support for cloud storage configuration in a clustered environment

NetBackup now supports cloud storage configuration with clustered master servers. The clustered master servers in a cloud environment are supported in Windows Server Failover Clustering (WSFC) cluster and on all Windows and Linux platforms in Cluster Server (VCS) that NetBackup supports.

## New directory added for cloud storage configuration files

A new directory named `cloud` is added to the following location:

On Windows: `NB_INSTALL_PATH\NetBackup\db\`

On UNIX: `/usr/opensv/netbackup/db/`

This directory contains the NetBackup files related to cloud storage configuration.

See [“Change in file path for the cloud storage configuration files”](#) on page 20.

## Change in file path for the cloud storage configuration files

The file path of the following cloud storage configuration files and the `meter` directory that is related to cloud storage configuration in NetBackup is changed:

- `CloudProvider.xml`
- `CloudInstance.xml`
- `cacert.pem`
- `cloudstore.conf`
- `libstspimetering.conf`
- `libstspithrottling.conf`
- `libstspi<vendor_name>.conf`
- `libstspi<vendor_name>.pref`

The new file path is:

On Windows: `NB_Install_Path\NetBackup\db\cloud`

On UNIX: `/usr/opensv/netbackup/db/cloud`

When you upgrade NetBackup on the master server, the existing cloud storage configuration files and the `meter` directory are moved to the new file path.

---

**Note:** If the `meter` directory is not found at the default location before you upgrade NetBackup, it is not moved to the new location during upgrade.

---

## SharePoint 2016 Local System account requirements

For SharePoint 2016, the NetBackup Legacy Client Service and NetBackup Legacy Network Service must run as the “Local System account”.

## Support for SYMCquiesce for Linux VMs will be discontinued in a future release

Support for the SYMCquiesce utility for Linux virtual machines is due to be discontinued in an upcoming NetBackup release. Newer operating systems provide native support for a similar functionality. Please contact your operating system vendor and VMware for additional information.

## Enhanced file mapping for VM backups

The file mapping technology for virtual machine backups has been enhanced. NetBackup now supports the 64-bit ext4 file system.

## Support for VMware fault tolerant VMs

NetBackup supports backing up and restoring primary fault tolerant virtual machines. If you choose to overwrite the VM during the restore, NetBackup deletes both the primary and the secondary VMs during the restore process. NetBackup then restores the primary VM.

Fault tolerance is not enabled on the restored VM. After the restore has completed, you can turn on fault tolerance. For information about how to turn on fault tolerance, see the VMware documentation for your version of vSphere.

## Support for VMware SAN multi-pathing on Linux

For NetBackup for VMware on a Linux backup host, NetBackup supports dynamic multi-pathing in a SAN environment. For information about the required VMware whitelist and blacklist configuration, see the *NetBackup for VMware Administrator's Guide* for release 8.0 available through the following URL:

<http://www.veritas.com/docs/DOC5332>

NetBackup already supported SAN multi-pathing on Windows and on NetBackup appliances.

## Additional support for individual VMware virtual machine disk restores

The NetBackup 7.7.3 release included support for restoring individual VMware virtual machine disks to a new VM. In this release, NetBackup extends the support as follows:

- Support for restore of individual virtual machine disks to an existing VM.
- Provides a Perl script that can help you automate your individual virtual machine disk restore solutions.

For more information, see the 8.0 version of the *NetBackup for VMware Administrator's Guide* available through the following URL:

<http://www.veritas.com/docs/DOC5332>

## VMware web client plug-in time zone limitation removed

You do not need to set the time zone of the NetBackup master server host to UTC to accommodate the vSphere Web Client plug-in. The NetBackup plug-in for vSphere Web Client functions correctly without doing so. In previous releases, setting the time zone to UTC was a requirement.

## Backups of VMware VMs that have NVMe controllers not supported

NetBackup does not support backups of virtual machines with the disks that reside on NVMe controllers.

You can filter out these unsupported virtual machines from your backups. Use the VMware Intelligent Policy **VMHasNVME** keyword to do so. For more information, see "Configuring a VMware Intelligent Policy" in the 8.0 version of the *NetBackup for VMware Administrator's Guide* available through the following URL:

<http://www.veritas.com/docs/DOC5332>

## Faster backup of Hyper-V virtual machines on Windows Server 2016

NetBackup 8.0 adds the following features for faster backup and recovery of Hyper-V virtual machines on Windows Server 2016. These features require the new WMI backup method (not VSS):

- Block-level incremental backup, with Microsoft's resilient change tracking (RCT) to perform faster VM backup and recovery.

- Accelerator, which uses Microsoft's resilient change tracking for faster backup (full and incremental).
- New resource limit settings for Hyper-V Server 2016 and the WMI backup method.
- Support for new storage types: Windows Server Message Block (SMB) 3.0 file shares, and Windows Storage Spaces and Storage Spaces Direct.
- The WMI backup method adds support for the ReFS file system on Windows Server 2016.
- Policy Query Builder options to filter VMs based on their VM configuration version:
  - `ConfigurationVersion` (for standalone Hyper-V servers and clusters)
  - `VMConfigurationVersion` (for SCVMM 2016 servers)
- Enhancements for restoring a VM that was backed up with the WMI method:
  - A new VM GUID is generated by default when you restore a VM to an alternate location. As an option, you can choose to keep the original GUID.
  - A new VM display name can be specified when you restore a VM.

For further details on these features, see the 8.0 version of the *NetBackup for Hyper-V Administrator's Guide* available through the following URL:

<http://www.veritas.com/docs/DOC5332>

# Operational notes

This chapter includes the following topics:

- [About NetBackup 8.0 operational notes](#)
- [NetBackup installation and upgrade operational notes](#)
- [NetBackup administration and general operational notes](#)
- [NetBackup administration interface operational notes](#)
- [NetBackup Accelerator operational notes](#)
- [NetBackup Bare Metal Restore operational notes](#)
- [NetBackup Cloud operational notes](#)
- [NetBackup cluster operational notes](#)
- [NetBackup database and application agent operational notes](#)
- [NetBackup deduplication operational notes](#)
- [NetBackup Internationalization and localization operational notes](#)
- [NetBackup LiveUpdate operational notes](#)
- [NetBackup for NDMP operational notes](#)
- [NetBackup OpsCenter operational notes](#)
- [NetBackup Replication Director operational notes](#)
- [NetBackup Snapshot Client operational notes](#)
- [NetBackup virtualization operational notes](#)

## About NetBackup 8.0 operational notes

NetBackup operational notes describe and explain important aspects of various NetBackup operations that may not be documented elsewhere in the NetBackup documentation set or on the Veritas Support website. The operational notes can be found in the *NetBackup Release Notes* for each version of NetBackup. Typical operational notes include known issues, compatibility notes, and additional information about installation and upgrade.

Operational notes are often added or updated after a version of NetBackup has been released. As a result, the online versions of the *NetBackup Release Notes* or other NetBackup documents may have been updated post-release. You can access the most up-to-date version of the documentation set for a given release of NetBackup at the following location on the Veritas Support website:

<http://www.veritas.com/docs/000003214>

See “[About related NetBackup documents](#)” on page 87.

## NetBackup installation and upgrade operational notes

NetBackup can be installed and upgraded in heterogeneous environments using a variety of methods. NetBackup is also compatible with a mixture of servers and clients that are at various release levels in the same environment. This topic contains some of the operational notes and known issues that are associated with the installation, upgrade, and software packaging of NetBackup 8.0.

### Do not install from the menu that appears when the installation DVD is inserted

The operating system may open a user interface window (such as File Manager on Solaris) when the installation DVD is inserted into the disc drive. Veritas recommends that you do not use this window to install NetBackup products because unpredictable results may occur. Make sure to follow the installation instructions that are found in the *NetBackup Installation Guide*.

### About support for HP-UX Itanium vPars SRP containers

Hewlett Packard Enterprise (HPE) introduced a new type of container for HP-UX Virtual Partitions (vPars)-enabled servers called Secure Resource Partitions (SRPs). As part of the security changes introduced by SRPs, native HP-UX install tools such as `swinstall` and `swremove` are disabled from being executed within the SRP

environment. The `swinstall` and `swremove` tools can only be called from the global host running vPars, which then pushes the native packages to the SRP containers.

Starting with version 7.6.1, NetBackup installation aborts if you try to install into an HPE Itanium SRP container (private file system, shared file system, or workload). If you install into the global container, a parameter is added to all `swremove` and `swinstall` commands to install only to the global view.

## A Java error can occur on AIX 7.1

On AIX 7.1, the following message may appear in the installer:

```
WARNING: Installation of Java LiveUpdate agent failed.  
Refer to file /tmp/JLU-Log/JavaLiveUpdate-Install.log on bmraix57 for more information.
```

If you encounter the message, run the following Java command and verify the error output:

```
# /usr/opensv/java/jre/bin/java  
Error: Port Library failed to initialize: -125  
Error: Could not create the Java Virtual Machine.  
Error: A fatal exception has occurred. Program will exit.
```

If this error output is generated, refer to the following IBM support article to resolve the issue:

<http://www-01.ibm.com/support/docview.wss?uid=swg1IV12285>

---

**Note:** Other errors can cause the warning message to appear. The output from the Java command can determine if the fix from IBM can resolve the issue.

---

# NetBackup administration and general operational notes

NetBackup provides a complete, flexible data protection solution for a variety of platforms. The platforms include Windows, UNIX, and Linux systems. In addition to a standard set of data protection features, NetBackup can also utilize several other licensed and non-licensed components to better protect a variety of different systems and environments. This topic contains some of the general operational notes and known issues that are associated with the administration of NetBackup 8.0.

## Issues with SUSE 11 running on kernel versions later than 2.6

Live browse and backup problems can occur on SUSE 11 operating systems that have a kernel version later than 2.6. The issues occur because the `nbfirescan` process in NetBackup 8.0 does not support kernel versions later than 2.6.

To work around this issue, revert to kernel version 2.6 and perform the snapshot.

## NetBackup limitations when using IPv6 address as client name or image name

The following two NetBackup limitations can occur if an IPv6 address is used as a client name or an image name:

- Using IPv6 addresses as client names in a policy do not work with Instant recovery (IR) snapshots on Windows systems. That can cause a backup to fail. Specify a host name instead of an IPv6 address.  
Image names are created automatically in NetBackup, and consist of a combination of the client name and a timestamp. If the client name is configured in the policy as the IPv6 address, the result is an image name (in the image catalog) that includes the IPv6 address. That causes the backup to fail.
- Using IPv6 addresses as image names under the catalog do not work with Instant recovery (IR) snapshots on Windows systems.

# NetBackup administration interface operational notes

The NetBackup administrator has a choice of several interfaces to use to administer NetBackup. All of the interfaces have similar capabilities. This topic contains some of the operational notes and known issues that are associated with these interfaces in NetBackup 8.0.

For more information about the specific NetBackup administration interfaces, refer to the *NetBackup Administrator's Guide, Volume 1*. For information about how to install the interfaces, refer to the *NetBackup Installation Guide*. For information about platform compatibility with the administration consoles, refer to the various NetBackup compatibility lists available on the Veritas Support website.

See [“About NetBackup compatibility lists and information”](#) on page 84.

- NetBackup Administration Console
- Remote Administration Console
- Character-based, menu interfaces for device management

- Command line

## Memory requirements to run the NetBackup Administration Console

Veritas recommends that you run the console (`jobSA`, `jobpSA`, or the Remote Administration Console) on a computer with at least 1 gigabyte of physical memory and 256 megabytes of memory available to the application.

## Using X forwarding to launch the NetBackup Administration Console can fail on certain Linux platforms

Using X forwarding to launch the NetBackup Administration Console can fail on certain Linux platforms, particularly Red Hat Enterprise Linux 6.0 (RHEL 6.0) on VMware. The issue is a result of incompatibilities between the default GNU C Library (`glibc`) and Advanced Vector Extensions (AVX) on newer hardware. The issue should be fixed in a future release of `glibc`.

Workaround: Run the `export LD_BIND_NOW=1` command before you execute `runInstaller`.

## Intermittent issues with X forwarding of NetBackup Administration Console

Intermittent issues may occur with X forwarding of the NetBackup Administration Console. This behavior only occurs when you use X forwarding. This issue does not occur at the local console. The issue is most commonly seen on Linux servers, but not exclusively. The issue generally occurs when older versions of X viewers are used, such as `Xming` and `XBrowser`.

The use of `MobaXterm` seems to minimize or eliminate the issue. If you experience issues with X forwarding, consider upgrading your X viewer and retrying the operation or access the server from the local console.

## Reduced functionality during the initialization of the NetBackup Administration Console

The following issues occur if one or more of the NetBackup services or daemons on the host that is specified in the logon dialog is not running:

- Reduced functionality (for example, only the Backup, Archive, and Restore component is available).
- **Cannot Connect** errors occur during initialization of the NetBackup Administration Console

## NetBackup Administration Console may encounter a core dump issue when the Simplified Chinese UTF-8 locale is used on a Solaris SPARC 64-bit system with Solaris 10 Update 2 or later

The NetBackup Administration Console may encounter a core dump issue when the Simplified Chinese UTF-8 locale is used on a Solaris SPARC 64-bit system with Solaris 10 Update 2 and later installed. For more information, refer to Bug ID 6901233 at the following URL on the Oracle Technology Network website:

[http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=6901233](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6901233)

If you encounter this issue, apply the appropriate Solaris patches or upgrades that Oracle provides for this issue.

## NetBackup Accelerator operational notes

NetBackup Accelerator increases the speed of full backups. The increase in speed is made possible by change detection techniques on the client. The client uses the change detection techniques and the client's current file system to identify the changes that occurred since the last backup. This topic contains some of the operational notes and known issues that are associated with NetBackup Accelerator in version 8.0.

### Accelerator version requirements for master, media, client, and media servers

NetBackup Accelerator requires master servers, media servers, and client servers to be at NetBackup 7.5 or higher. NetBackup appliance media servers require NetBackup Appliance 2.5 or higher for Accelerator support.

### Accelerator and Replication Director support for virtualized servers cannot be configured together

NetBackup Accelerator and Replication Director support for virtualized servers cannot be configured together. The Block Level incremental backup settings do not currently allow the combination.

## NetBackup Bare Metal Restore operational notes

NetBackup Bare Metal Restore (BMR) automates and streamlines the server recovery process, making it unnecessary to reinstall operating systems or configure

hardware manually. This topic contains some of the operational notes and known issues that are associated with BMR in NetBackup 8.0.

## BTRFS file system is not supported with sub-volumes and its snapshots

For BMR clients, BTRFS file system is not supported with sub-volumes and its snapshots.

## If the boot server has a base installation of Solaris 10 update 11, the creation of SRTs can fail

If the boot server has a base installation of Solaris 10 update 11, the creation of Bare Metal Restore (BMR) shared resource trees (SRTs) that have a lower OS update can fail due to a kernel patch ID check. The issue occurs because Solaris 10 update 11 has a kernel patch ID that is lower than the ID for previous Solaris 10 updates.

Workaround: Update the kernel patch on the Solaris 10 update 11 BMR boot server. You can update the kernel by applying any of the provided kernel bug fix patches from Oracle Solaris. The kernel bug fix patches to Solaris 10 update 11 correct this issue by modifying the patch number to be higher than the other patches.

## A devfsadmd error may occur on Solaris 11 and newer

During a BMR restore on Solaris 11 and newer, the following error message may be displayed:

```
devfsadmd not responding. /dev may not be correct
```

During a BMR restore, the service that is related to the `devfsadmd` daemon is stopped temporarily to manipulate the `/dev` and `/devices` links. As a result, when the operating system wants to do internal communication with the `devfsadmd` daemon it generates the error message.

This message is not for BMR and it does not have any effect on a BMR restore or on the overall system. The message can be ignored. Once the system boots up after the BMR restore, the `devfsadmd` daemon restarts and the message does not display again.

## Many services on Solaris 11 print warning messages during a system boot and during BMR first boot

After a BMR restore during first boot on Solaris 11 and newer, error messages that are related to several services are seen.

Many services (such as `sendmail`) print warning messages during a system boot and during BMR first boot, such as:

```
sendmail/filesys_update failed
```

These messages are also seen during normal operating system installation on the system and therefore can be ignored.

Another set of messages that is seen on the console during BMR first boot are related to `zpool` and the Solaris Zones reconfiguration. All of these messages are harmless and have no effect on System Restore, and the zpools and the zones coming to the correct state

These messages come from SMF services and have no effect on system recovery.

## Solaris Zone recovery on Solaris 11 and newer takes time to reconfigure after a BMR restore during first boot

During first boot after a Bare Metal Restore (BMR) restore operation, BMR reconfigures the zones using detach-attach commands. These commands may take some time to run if there are a large number of zones that need to be configured. After the BMR first boot command execution completes, the zpool, zones, and ZFS configurations may take some time to settle down with the new configuration.

Wait about 10 minutes after first boot (more depending on the number of zones) so that the system returns to the correct configuration state. You should not restart the system or log into any zones until that time to ensure a complete recovery.

## A Solaris BMR restore operation fails if the text-installer package is not present in the customized AI ISO

A Solaris Bare Metal Restore (BMR) restore operation fails if the text-installer package is not present in the customized Automated Installer (AI) ISO that was created using the distribution constructor.

For shared resource tree (SRT) creation, if you use a customized AI ISO that was created using distribution constructor, then the text-installer package should not be removed from the AI manifest file.

For Solaris x86, this text-installer package is mandatory because the BMR restore makes use of a file from that package.

## The OS takes time for configuration after a client to virtual machine conversion

This issue occurs on Windows when the Bare Metal Restore (BMR) client to virtual machine backup conversion occurs and the converted VM boots up for the first time. During this time, Windows automatically configures OS settings for the new hardware. This auto-configuration activity requires approximately 1-4 minutes.

You should not restart the OS on the VM until after waiting for some time until Windows configuration is complete. This activity can be seen in a Windows dialog or status pane.

## When the `/etc/mke2fs.conf` file is restored, the restore task is shown as partially completed in the Activity Monitor

When the `/etc/mke2fs.conf` file is restored, the restore task is shown as partially completed in the **Activity Monitor**. The issue occurs on Red Hat Enterprise Linux (RHEL) 6 Update 2 and later even though the Bare Metal Restore (BMR) recovery of the client completes successfully. The issue occurs because the security properties contain some incorrect settings for the `/etc/mke2fs.conf` file in a BMR environment after the file is restored.

## ZFS temporary mount can fail during a BMR restore

During a Bare Metal Restore (BMR) restore, the Zeta file system (ZFS) temporary mount fails. This issue occurs if any ZFS is not mounted or the `canmount` value is set to `OFF` during a backup.

To restrict the disk or the disk pool, edit the BMR configurations. The edits ensure that the disk is not overwritten and the data that it contains is not erased during the restore process.

For more information on how to edit the configurations, refer to the following sections of the *Bare Metal Restore Administrator's Guide*:

- Managing Clients and Configurations
- Client Configuration Properties

## Issues may occur after a BMR restore is performed on RHEL 6

After the completion of a Bare Metal Restore (BMR) Linux restore task, the system may display "Kernel Panic" when it looks for a grub menu. The system may also go into maintenance mode during the first restart. These issues occur because the UDEV daemon dynamically detects devices, causing discrepancies with disk names and ordering in various configuration files across restarts.

If you encounter this issue, please contact Veritas Support and have your support representative reference the following tech notes: TECH201332 and TECH179048.

## BMR fails to create a media SRT when a Basic Server installation is performed on an RHEL system

A Basic Server installation of Bare Metal Restore (BMR) on a Red Hat Enterprise Linux (RHEL) system fails to create a media shared resource tree (SRT). This issue occurs because the package that contains a command that is used for ISO creation is missing. This issue does not occur with a normal Desktop installation on RHEL clients.

To resolve this issue, you must manually install the missing package. The package should resemble a file similar to `genisoimage-1.1.9-11.el6.x86_64`. After this file is installed, you can use the `bmrstadm` command to create the media SRT.

## The system relabels all of the file systems after a BMR restore during the first startup

After a BMR restore and during the first startup, the system relabels all of the file systems and then the Linux operating system restarts the computer again.

That is a necessary process that is related to SELinux:

- The labels are how security contexts are associated with files and are stored as part of a file's extended attributes. If the system is started with SELinux disabled these labels can be inadvertently removed or become out of sync.
- That usually occurs only when you label a file system for SELinux for the first time. During a BMR restore, and as file systems are newly created, it is the first time that the file systems are labeled during the first startup.

## The /boot partition must be on a separate partition for a multiple device-based OS configuration

If the client is configured as root (/) under a multi-device, then for a successful BMR restore, the `/boot` partition must be on a separate partition. That means, if / and

`/boot` are on the same partition, they are not supported for a multiple device-based OS configuration.

## Multiple error messages might be displayed during the first boot after the restoration of a client with ZFS storage pools

During the first boot after the restoration of a client with ZFS storage pools, multiple error messages might be displayed. The following is an example:

```
SUNW-MSG-ID: ZFS-8000-D3, TYPE: Fault, VER: 1, SEVERITY: Major
EVENT-TIME: Mon May 23 13:10:09 CDT 2011
PLATFORM: SUNW,Sun-Fire-V215, CSN: -, HOSTNAME: bmrsole101.vxindia.veritas.com
SOURCE: zfs-diagnosis, REV: 1.0
EVENT-ID: c257eb38-495e-cdb6-9a52-a4d9c2ae38be
DESC: A ZFS device failed. Refer to http://sun.com/msg/ZFS-8000-D3 for more information.
AUTO-RESPONSE: No automated response will occur.
IMPACT: Fault tolerance of the pool may be compromised.
REC-ACTION: Run 'zpool status -x' and replace the bad device.
```

For each disk in the computer you may see the error message. However, when you log on and run the `zpool status -x` command, you see the following message:

```
all pools are healthy
```

That is because of the ZFS import operation that is done during the first boot sequence. Bare Metal Restore (BMR) restores storage pools and contents in the BMR restoration environment and later imports to the client environment during first boot. That can cause an error message or a warning message during the first boot operation.

These messages only occur during the first boot operation and you can safely ignore them.

## BMR may not format or clear the ZFS metadata

If you opt for the creation of a ZFS storage pool on small number of disks during a dissimilar disk restore (DDR), Bare Metal Restore (BMR) does not format or clear the ZFS metadata on the disks that remain. Because of that, if you attempt to use those disks to create other storage pools, you may see an error message that states a disk is in use under the ZFS storage pool.

To work around this issue, use the `-f` option to create a new storage pool on those disks.

## Coexistence of two BMR-supported multi-path solutions can cause issues

Coexistence of two Bare Metal Restore (BMR)-supported multi-path solutions (EMC PowerPath and Linux native multi-path) with both actively configured on a client can cause issues and is not supported by BMR.

A BMR issue can result if a multi-device that is configured over a SAN disk using the EMC PowerPath name, and the SAN disk is under both EMC PowerPath and the Linux Native multi-path. In addition, this configuration is unsupported. However, if the same multi-device is configured over a SAN disk using the Linux native multi-path name then it works with BMR.

## BMR backups may fail on Citrix XenCenter virtualization due to disk naming

Bare Metal Restore (BMR) can only support disk naming conventions such as `hdX`, `sdX`, `cXDn`, and so forth.

BMR backups can fail on Citrix XenCenter virtualization for the following reasons:

- BMR does not recognize disk names such as `xvdX`, which are newly introduced on Citrix XenCenter virtualization. This issue is due to the Xen para-virtual drivers that are introduced in this type of virtual environment.
- For modern versions of BMR that Linux systems such as SLES 11 SP1 support, the client computers show `hda` and `sda` disk naming conventions at the same time. BMR does not support this behavior.

To work around this issue, make sure that you use the **Other** media install because it is the only template that BMR supports for a Citrix XenCenter virtual machine. Do not use the systems that BMR does not support. For example, BMR does not support SLES 11 SP1 and RHEL6.1 and onwards on Citrix XenCenter virtualization.

## A NetBackup system state backup can fail on certain Windows Server 2008 R2 systems with SFW

A NetBackup system state backup can fail on certain Windows Server 2008 R2 systems with Storage Foundation for Windows (SFW) 5.1 SP1. This issue occurred on a system where the System Reserved partition did not have an assigned drive letter. The following SFW 5.1 SP1 hot fix resolves the issue:

sfw-Hotfix\_5\_1\_10064\_584\_2496270

<https://sort.veritas.com/patch/detail/5438>

This issue is also resolved in SFW 5.1 SP2 CP7.

## Specifying the short name of the client to protect with Auto Image Replication and BMR

You must specify the short name of the client when you install NetBackup client packages on the computer that you want to protect with Auto Image Replication and Bare Metal Restore (BMR). You must also specify the short name of the client in the backup policy that you created on the primary domain. That policy backs up all of the client's local drives and gathers the client configuration that BMR requires. The DNS of the secondary or the tertiary domain cannot resolve the fully qualified name during a BMR recovery of that client at the disaster recovery site.

## A restore task may remain in a finalized state in the disaster recovery domain even after the client restores successfully

In the case of a dissimilar domain restore where the primary and the disaster recovery domain names are different, the restore task remains in a finalized state in the disaster recovery domain even after the client restores successfully. The Bare Metal Restore (BMR) restore is successful in the disaster recovery domain and only the restore task update fails.

The update fails because of an invalid network configuration in the client. This behavior is expected because the restore does not modify the configuration files that are related to the DNS of the disaster recovery domain.

You must manually modify the following network configuration files to back up and restore the client in a disaster recovery domain:

- Solaris:
  - /etc/hosts
  - /etc/resolv.conf
  - /etc/nodename
  - /etc/bge0.hostname
- AIX:
  - Use `smitty` to modify the network configuration.
- HP-UX:
  - Use the HP System Management home page (SMH) to modify network configuration.
- Linux:
  - /etc/hosts
  - /etc/resolv.conf

```
/etc/sysconfig/network-scripts/ifcfg-eth*
```

- Windows:

See the following URLs to modify the domain name in Windows:

- <http://windows.microsoft.com/en-US/windows7/Connect-your-computer-to-a-domain>
- <http://support.microsoft.com/kb/295017>

## IPv6 support for BMR

Bare Metal Restore (BMR) provides protection to clients that can communicate over an IPv4-only network, an IPv6-only network, or a dual stack IPv4-IPv6 network. BMR recovery is yet supported only over IPv4 network as many NW boot protocols are not supported over IPv6 channel. In addition, when you configure a BMR database with the `bmrsetupmaster` command, the BMR master server IPv4 address needs to be enabled and able to resolve with the master server host name. Once `bmrsetupmaster` runs successfully, you can bring the IPv4 address down if you only want to use the IPv6 address.

During the BMR restore time, the master server and the media servers need to have IPv4 addresses up.

### Example

A `bmrsetupmaster` may fail while BMR resolves its master's IPv4 address during its record creation into BMR database. As the BMR database creation fails, the BMR master does not function.

To resolve this issue, make sure an IPv4-based IP of the master server is enabled and can be resolved using the NetBackup master server name before you run the `bmrsetupmaster` command.

Note, the BMR backup is supported on IPv6 network channel, however, the BMR restore works only with IPv4 channel.

## A failure may occur during a VxFS7-based file creation

During a Bare Metal Restore (BMR) restore, a failure can occur during a VxFS7-based file creation process. To work around this issue, use `bmrstadm` to patch VxFS version with version 5.0 to edit the SRT. Attempt to restore again and start a client restore.

## Automatic boot may fail for HP-UX after a restore

Sometimes after a Bare Metal Restore (BMR) restore and during the first boot of the client computer, the operating system automatic boot may fail. The HP BIOS then fails to identify the boot drive.

To resolve this issue, use the **HPBIOS > EFI** shell and select a hard drive that you can boot from (for example, `fs0:`) by looking at the device mapping table.

Change the directory (`cd`) to `\EFI\HPUX\` and run **HP-UX** to boot the operating system manually.

---

**Note:** Refer to the HP EFI manuals for more details on how to handle the EFI shell.

---

Once the client computer comes up, log on to the computer as `root` and run the following command to enable auto-booting.

```
setboot -p <hardware_path_of_boot_harddrive>
```

## Prepare to Restore may not work for a Solaris client

A Bare Metal Restore (BMR) prepare-to-restore of a Solaris client computer may not work because the BMR boot server failed to resolve the IPv4 address of the client computer.

To work around this issue, perform the following:

- Make sure the IPv4 address, `client_host_name` mapping entry exists first in `/etc/hosts` before the IPv6 mapping entry.  
On the Solaris BMR boot server, if the `/etc/hosts` directory contains the IPv6 address `client_host_name` entry first, then the BMR boot server fails to identify client IPv4 address.
- Run **Prepare to Restore** again.

## NetBackup Cloud operational notes

NetBackup Cloud Storage enables you to back up and restore data from cloud Storage as a Service (STaaS) vendors. NetBackup Cloud Storage is integrated with Veritas OpenStorage. This topic contains some of the operational notes and known issues that are associated with the NetBackup Cloud in NetBackup 8.0.

## Catalog recovery fails if catalog backup was targeted to cloud storage

When you try to recover a NetBackup 8.0 master server at a disaster recovery site from a catalog backup that was targeted to cloud storage, catalog recovery fails with errors:

- For a restore from a full catalog backup, the wizard fails with the error:  
`Failed to recover NBDB in Recovery Catalog panel of the wizard.`
- For an incremental catalog backup, the wizard fails with the error:  
`Failed to execute command C:\Program Files\Veritas\NetBackup\bin\bprestore.exe.`

For the workaround refer to the instructions in the following tech note:

[https://www.veritas.com/support/en\\_US/article.000116686](https://www.veritas.com/support/en_US/article.000116686)

If the targeted media host is NetBackup 7.7.3 or earlier, refer to the instructions in the following tech note:

[https://www.veritas.com/support/en\\_US/article.000116687](https://www.veritas.com/support/en_US/article.000116687)

If the master server is installed on a platform that NetBackup Cloud does not support, refer to the instructions in the following tech note:

[https://www.veritas.com/support/en\\_US/article.000116688](https://www.veritas.com/support/en_US/article.000116688)

## Network connection issues may occur when the Rackspace plug-in is used on a host running Windows Server 2008 R2 with IPv6 enabled

When the Rackspace plug-in is used on a host running Windows Server 2008 R2 with IPv6 enabled, NetBackup may experience network connection issues. Veritas recommends that you disable IPv6 on Windows Server 2008 R2 hosts that use the Rackspace plug-in.

## NetBackup cluster operational notes

Clusters provide high availability of applications and data to users. In a cluster, two or more servers (called nodes) are linked in a network. These servers run the cluster software that allows each node access to the shared disks. This topic contains some of the operational notes and known issues that are associated with cluster technologies in NetBackup 8.0.

## A virtual name cannot resolve to both IPv4 and IPv6 addresses in clustered environments

If you have a clustered environment, the clustered environment defines a highly available resource with a virtual name that is only a single address. You can make that address an IPv4 address that is highly available or an IPv6 address is highly available. You cannot have a virtual name that resolves to both.

## NetBackup cluster installation notes

### Log on to server using virtual name

When you launch the NetBackup Administration Console, you should log into the server using the virtual name that is associated with NetBackup.

### Increase resource offline timeout after installing or upgrading on non-Solaris UNIX clusters

After you install or upgrade NetBackup on UNIX clusters other than Solaris Cluster, you should increase the NetBackup resource offline timeout to at least 600 seconds.

### Normal error messages when upgrading clustered servers to 8.0

When you upgrade clustered NetBackup servers to version 8.0, you may encounter Windows Event Log messages that indicate the Sybase service (SQLANYs) failed to start. These messages are generated in a short period of time – normally a window of two to three seconds. These messages coincide with the cluster configuration portion of the upgrade. You should expect these messages and know that they do not reflect a problem with the upgrade.

### NetBackup resource group tuning parameters for Solaris Cluster

When you install or upgrade NetBackup on Solaris Clusters, make the following changes to the NetBackup resource group tuning parameters to ensure a successful failover:

- Increase the `STOP_TIMEOUT` parameter from the default of 300 seconds to at least 600 seconds.
- Set the `pmf Retry_count` parameter to 0.

To accomplish these changes, use the following commands:

- ```
# scrgadm -c -j scnb-hars -y Retry_count=0
```

- # scrgadm -c -j scnb-hars -y STOP\_TIMEOUT=600
- # scswitch -n -j scnb-hars
- # scswitch -e -j scnb-hars

---

**Note:** Running these commands causes shutdown and restart of NetBackup.

---

## NetBackup database and application agent operational notes

NetBackup offers several methods of protecting various database and application technologies, such as Oracle, Microsoft SQL Server, and Microsoft Exchange Server. This topic contains some of the operational notes and known issues that are associated with the protection of database technologies in NetBackup 8.0.

### NetBackup for DB2 operational notes

NetBackup for DB2 integrates the database backup and recovery capabilities of DB2 with the backup and the recovery management capabilities of NetBackup. This topic contains some of the operational notes and known issues that are associated with NetBackup for DB2 in NetBackup 8.0.

### NetBackup for Exchange operational notes

NetBackup for Exchange Server extends the capabilities of NetBackup to include online backups and restores of Exchange databases. This topic contains some of the operational notes and known issues that are associated with NetBackup for Exchange in NetBackup 8.0.

#### **The status of a DAG backup can be empty if the restore is initiated from a node in the DAG**

When you restore databases or granular items of a database availability group (DAG) backup, the restore status may appear empty from the Backup, Archive, and Restore (BAR) interface. The status is empty if the restore is initiated from a node in the DAG. You should initiate the restore from the active DAG node or a NetBackup server to properly see the activity status.

## User-initiated backups in a DAG environment fail if initiated from a node in the DAG that is not currently active

User-initiated backups in a database availability group (DAG) environment fail if initiated from a node in the DAG that is not currently active for the virtual DAG name.

Workaround: Initiate the user backup from the active DAG node, or manually start the backup from the NetBackup master to properly start the backup.

## NetBackup for SharePoint operational notes

NetBackup for SharePoint Server extend the capabilities of NetBackup to include online backups and restores of SharePoint databases. This topic contains some of the operational notes and known issues that are associated with NetBackup for SharePoint in NetBackup 8.0.

### Granular restores skip versioned documents or files that are checked out

The following known issues relate to the restore of a document or a file that is enabled for versioning and is checked out at the time of backup:

- For SharePoint 2010, the granular restore of such documents or files is skipped. The restore fails with the error: "Additions to this website have been blocked."
- For SharePoint 2016, an additional version is present after restore. If the parent list contains a column that has a validation formula that might fail, the restore job might fail but the file content and other valid metadata are restored. The "checked-out" tag is also removed from the item.

To work around this issue, you can restore a checked-out item and its versions by selecting a list as the restore target. However, note that in this case, the "checked-out" tag is removed from the item. For more information, refer to the *NetBackup for Microsoft SharePoint Server Administrator's Guide*.

### Modified system files or ghosted files are not cataloged or restored during a site collection restore

Modified system files or modified ghosted files are neither cataloged nor restored during a site collection restore. This issue is observed in SharePoint 2013/2016.

To work around this issue, restore the SharePoint web application content database. For more information, refer to the *NetBackup for Microsoft SharePoint Server Administrator's Guide*.

## Restored wiki pages may not be correct

When you use Granular Recovery Technology (GRT) to restore a page in the wiki site, the restored content may be incorrect.

To work around this issue, restore the SharePoint web application content database. For more information, refer to the *NetBackup for Microsoft SharePoint Server Administrator's Guide*.

When you use Granular Recovery Technology (GRT) to restore ghosted or uncustomized ASPX pages from any template of SharePoint 2016, the restore job is successful, but the restored pages appear with the default content when it was created. This issue is not seen if the ASPX pages are uploaded to SharePoint. Such pages are treated as customized pages.

To work around this issue, restore the SharePoint web application content database. See "Redirecting the restore of a SharePoint Server Web application content database to an alternate SQL instance" in the *NetBackup for Microsoft SharePoint Server Administrator's Guide*.

## NetBackup deduplication operational notes

NetBackup provides several deduplication options that let you deduplicate data everywhere, as close to the source of data as you require. Deduplication everywhere lets you choose at which point in the backup process to perform deduplication. NetBackup can manage the deduplication of environments that use the NetBackup Deduplication Engine. This topic contains some of the operational notes and known issues that are associated with the NetBackup Deduplication Engine in NetBackup 8.0.

For the most up-to-date compatibility information for MSDP, see the *NetBackup Enterprise Server and Server OS Software Compatibility List* at the following location:

<http://www.netbackup.com/compatibility>

## NetBackup Internationalization and localization operational notes

This topic contains some of the operational notes and known issues that are associated with internationalization, localization, and non-English locales in NetBackup 8.0.

## Restricted support for localized environments in database and application agents for all supported platforms

Database and application agents have restricted support of localized environments for all supported platforms.

When you use any of these agents, the use of non-US ASCII characters is not supported in the following:

- Any database object names. For example, database, tablespace, file group, data files, portals, etc.
- Any path names of database files, directories, transaction logs, or other database storage locations.
- Any path names that are specified in the policy backup selection. For example, notification script, template, or batch file.

## Do not run language packs that are not at the same version level as the English version

Veritas does not recommend running any language packs that are not at the same level as the English version. For example, do not run the NetBackup 7.6 Language Pack with the English version of NetBackup 7.7. Please remove any previously installed language packs before updating the English version.

## NetBackup LiveUpdate operational notes

NetBackup LiveUpdate provides a cross-platform, policy-driven method to distribute NetBackup Release Updates and hot fix downloads to NetBackup hosts at version 6.5 and later. Starting with NetBackup 7.1, NetBackup LiveUpdate also supports upgrades to major releases and minor releases for NetBackup clients. This topic contains some of the operational notes and known issues that are associated with LiveUpdate in NetBackup 8.0.

## Attempts to use LiveUpdate to install or upgrade to NetBackup 8.0 can fail because the target host has an incompatible version of Java JRE installed

Attempts to use LiveUpdate to install or upgrade to NetBackup 8.0 can fail because the target host has an incompatible version of Java JRE installed.

The Java LiveUpdate (JLU) agent requires that a minimum version of Java JRE be installed. For most UNIX platforms, NetBackup delivers a Java JRE version that meets or exceeds this minimum requirement. However, Java is no longer included

in the NetBackup installation packages for a few specific UNIX platforms. Upgrading NetBackup with one of these packages results in the removal of Java versions that NetBackup might have been previously installed.

## The push and silent installation methods do not install the LiveUpdate agent as part of the package

The push and silent installation methods do not install the LiveUpdate agent as part of the package. To install the LiveUpdate agent, Veritas recommends that you copy the LiveUpdate binaries to the local host and install the LiveUpdate agent manually. The LiveUpdate binaries are available at the following location:

```
\\<dvd_root>\Addons\<platform>\LiveUpdate
```

For more information about how to install LiveUpdate, refer to the *NetBackup LiveUpdate Guide*.

---

**Note:** If this issue affects a large number of computers, you can use a third-party application such as Altiris to install the LiveUpdate agent.

---

## Error during upgrade of an HP PA-RISC client to NetBackup 7.6 using LiveUpdate

When using NetBackup LiveUpdate to upgrade an HP PA-RISC client to NetBackup 7.6, you can encounter an error if that client has the following configuration:

- The directories `/dev/random` and `/dev/urandom` exist.
- The default system Java JDK/JRE level is between version 1.6.0 and 1.6.0.16. To verify the current JDK/JRE version level, run the following command:

```
java -version
```

If you want to use LiveUpdate to upgrade an HP PA-RISC client to NetBackup 7.6, you can perform either of the following two options to avoid this issue:

- Option 1:  
In the default system java security file (for example, `/opt/java6/jre/lib/security/java.security`), change the following:

```
securerandom.source=file:/dev/urandom
```

To:

```
securerandom.source=file:/dev/random
```

- Option 2:  
Upgrade the default system Java JDK/JRE level to version 1.6.0.16 or later.

If you have encountered this issue, the following error text can exist in the `/opt/Symantec/LiveUpdate/liveupdt.log` file:

```
<date> <time> Attempt to load guard and signature files failed  
because initialization of the security libraries failed  
<date> <time>  
<date> <time> The Java LiveUpdate session did not complete  
successfully.  
<date> <time> Return code = 233
```

You should make sure that `/usr/opencv/java/jre/bin/java` is a symbolic link to the default system Java binary. Then perform one of the two previous options or rerun the failed NetBackup LiveUpdate job.

## NetBackup for NDMP operational notes

NetBackup for NDMP is an optional NetBackup application. It enables NetBackup to use the Network Data Management Protocol (NDMP) to initiate and control backups and restores of Network Attached Storage (NAS) systems. This topic contains some of the operational notes and known issues that are associated with NetBackup for NDMP in NetBackup 8.0.

### NDMP multiplexed (MPX) restores may generate excessive log messages and cause Activity Monitor to hang

NetBackup NDMP multiplexed (MPX) restores may generate excessive numbers of messages to the `bptm` log and cause the `bptm` program and the Activity Monitor to hang. This issue can occur when a `NON_MPX_RESTORE` touch file exists on the NetBackup master server. This issue applies only to NDMP MPX restores on both UNIX and Windows platforms.

For information on a workaround for this issue, please see the following tech note on the Veritas Support website:

<http://www.veritas.com/docs/000018280>

### Parent directories in the path of a file may not be present in an NDMP incremental image

An issue can occur if a NetBackup Network Data Management Protocol (NDMP) backup policy is configured with the directive `set type=tar` in the backup selection. Parent directories in the path of a file that an incremental NDMP backup saves may

not be present in the backup image. For more information on this issue, refer to the following tech note on the Veritas Support website:

<http://www.veritas.com/docs/000095049>

## NetBackup OpsCenter operational notes

NetBackup OpsCenter is a web-based software application that helps organizations by providing visibility into their data protection environment. By using NetBackup OpsCenter, you can track the effectiveness of backup operations by generating comprehensive reports. This topic contains some of the operational notes and known issues that are associated with OpsCenter in NetBackup 8.0.

---

**Note:** OpsCenter is a convergence of NetBackup Operations Manager (NOM) and Veritas Backup Reporter (VBR) and is available in the following two versions: Veritas NetBackup OpsCenter and Veritas NetBackup OpsCenter Analytics. Starting with NetBackup 7.0, NOM has been replaced with OpsCenter. If your current NetBackup environment includes NOM or VBR, you must first upgrade to OpsCenter 7.0 or 7.1 before you can upgrade to a later version of OpsCenter.

For more information about upgrading OpsCenter, refer to the *NetBackup OpsCenter Administrator's Guide*.

---

### OpsCenter Web User Interface login may fail on UNIX if a restore directory was provided while restoring the database that resides at a non-default location

Consider the following scenario:

The OpsCenter database is located at a non-default location and you want to restore it. To restore the database, you can use the `dbbackup` command. If you provide the restore directory as a command-line option, the `db.conf` file may also be restored at the non-default location along with the database files. This situation may cause OpsCenter login failure.

To prevent the problem, run the following `dbbackup` command without specifying the restore directory to restore the database:

```
INSTALL_PATH/SYMCOpsCenterServer/bin/dbbackup.sh backupDir -restore
```

The restored database files are saved at the expected location, that is, at the non-default location.

If you had provided the restore directory (for example, `restore_dir1`) when you restored the database and are now facing the OpsCenter login issue, perform the following steps to resolve the issue:

- 1 Back up the existing `db.conf` file that resides at `INSTALL_PATH/SYMCOpsCenterServer/config` for the future reference.
- 2 Replace the `db.conf` file at `INSTALL_PATH/SYMCOpsCenterServer/config` with the one that is restored in the restore directory (for example, `restore_dir1`).
- 3 Restart the OpsCenter services.

## Clear the web browser cache to view the new UI with the Veritas logo

After you upgrade to OpsCenter 8.0, you may see the old user interface with the Symantec logo. You need to clear the web browser cache to view the new user interface with the Veritas logo.

## database.conf overwritten by non-default installation location

During an upgrade to NetBackup OpsCenter 7.6 or 7.6.1, if you want to use a non-default location for installation, make sure that the installation directory that you choose is different than the backup directory. If both directories are the same, the `database.conf` (a backup file) is overwritten and the OpsCenter services do not start.

## Unable to set different alert.conf water mark thresholds

The water mark threshold in the `alert.conf` file is a global setting and is applicable for all disk pools for all selected NetBackup master servers in Disk Full alert policies. You cannot set up different thresholds for different master servers or different alert policies.

For more information, refer to the following article:

<http://www.veritas.com/docs/000075229>

---

**Note:** If you select individual disk pools when you configure a Disk Pool Full alert policy, no alerts are generated. You should select a master server instead of individual disk pools.

---

## Report export location determined by web browser

The **Settings > Configuration > Report Export Location** determines where scheduled reports are saved. However, when you select **Export Report** in the OpsCenter console, your web browser settings determine the export location. For example: The location that is specified in **Firefox > Options > General > Save files to** determines where non-scheduled reports are saved.

## Ampersand prevents user from being edited

OpsCenter user names that contain an ampersand (&) cannot be edited after an upgrade to version 7.6. After upgrade, user edits such as reset password, enable and disable, and change user role can fail. For fresh installations of version 7.6, the issue only prohibits resetting the user's password. In both cases, the edits fail with the following message:

```
Error performing User action.
```

During a password reset operation, the user name only displays with the characters before the ampersand.

## Unable to log in to OpsCenter on UNIX system if Korn shell is not installed

During OpsCenter 7.6 installation or upgrade on a UNIX system, ensure that the Korn shell (`ksh`) is installed on the host where you want to install or upgrade OpsCenter 7.6 Server.

---

**Warning:** If you fail to install `ksh` before installation or upgrade, you may not be able to log in to the OpsCenter web interface.

---

## Cloud metering data collection failure due to unreachable server

A cloud metering data collection failure can occur if one or more media servers with credentials to access a cloud storage server (data movers) is unreachable for some reason.

Workaround: From the unreachable media server, use `tpconfig` to remove the credentials of that media from all cloud storage servers on the master. Cloud metering data collection should then succeed. All the cloud metering data from the media servers that were missed earlier can now be collected.

## Nodes with attached objects in View Builder temporarily disappear when moved

In the OpsCenter Analytics View Builder, if you move a node that has any objects that are assigned to it within a view, the object may seem to appear missing after the move operation. In this case, the object is temporarily invisible and becomes visible over time.

To work around the issue, Veritas recommends that you wait for some time and then log back in to the view builder to see the updated view.

---

**Note:** Objects may take several hours or a couple of days to reappear in the view builder.

---

## Data collection fails if storage unit path is more than 256 characters

In NetBackup OpsCenter 7.6 and earlier releases, data collection by OpsCenter fails if the specified basic-disk storage unit (STU) path is more than 256 characters. To work around the issue, you must create a storage unit path that has 256 characters or less.

## Blank report when only Include Accelerator Job Only is selected

Certain reports do not show any data when the **Include Accelerator Job Only** filter is applied for a NetBackup master server at Version 7.5 or 7.5.0.x. These reports include any Tabular Backup reports or any Custom reports that include accelerator data-related columns. The reports do not show any data because NetBackup Accelerator support is enabled in NetBackup OpsCenter 7.6.

To work around the issue, do not apply **Include Accelerator Job Only** on NetBackup OpsCenter 7.6 reports for a master server that runs NetBackup 7.5 or NetBackup 7.5.0.x.

## Browse functionality is not supported on IE8

The Browse functionality in Operational Restore is not usable with some variants of the Internet Explorer 8 browser. To use the Browse functionality in Operational Restore, Veritas recommends Internet Explorer 9 or newer, or Firefox.

## Browse and Select client functionality displays NetApp volume as client name for Replication Director VM backups

For OpsCenter restore, the **Browse and Select client** functionality result displays the NetApp volume as the client name for Replication Director VM backups. This selection does not display any files. For browsing the files and directories and for performing an operational restore, it is necessary to select the actual VM client name.

## Report emails fail to deliver if attachments are too large

The reports email may not be received when the reports are scheduled in bulk.

If the size of the attachment in the report email exceeds the SMTP server limit, you cannot receive the report email.

## Cannot assign alerts to new users until they log on

In OpsCenter 7.6, you cannot assign any alerts to a newly added OpsCenter user. The new users are not listed on the **Monitor > Alerts** page in the **Assigned To** column. New users must log on to OpsCenter first before they appear in the **Assigned To** column. Once a user appears in the column, you can then assign the alerts to that specific user.

## New users not visible in Copy User Profile

A newly created user is not listed in the drop-down list for **Copy User Profile**

As a new user, to work around this issue you need to log into OpsCenter with the newly-created user name and then log out. The new user name is registered with **Copy User Profile** after it has logged on at least once. The user name should then appear in the **Copy User Profile** drop-down list.

## Backup Exec data collection fails if server password contains HTML characters

If the Backup Exec server password contains HTML characters such as &, <, >, or /, and you make edits to the Backup Exec data collector on OpsCenter, it causes the data collection to fail.

To resolve the issue, you can use one of the following workarounds:

- Change the password of the Backup Exec server to a non-HTML character password.
- Delete the existing entry of the Backup Exec data collector and add a new entry.

## OpsCenter Monitor File List tab shows empty for active jobs

When jobs are viewed from OpsCenter Monitor, the **File List** tab shows up empty for active jobs.

In OpsCenter 7.5 and forward, the **File List** tab appears to be empty when the job is in progress. The **File List** tab gets populated only when the job is successfully completed.

## Special characters in subgroup name prevent users from being authorized

Users that are part of a subgroup with special characters do not get authorized.

If a subgroup name has special characters, then the authorization fails to return the parent or chain-of group names. The parent or chain-of group names are required to determine if any of the parents is an OpsCenter user. Therefore, users who are part of subgroup that contains special characters like "PD\_#QE%" do not get authorized.

## Undefined JAVA\_HOME or JRE\_HOME variables after you run a third-party utility

After you install OpsCenter, if you run a third-party utility, such as `version.sh` in Tomcat, you get the following error message:

'Neither the JAVA\_HOME nor the JRE\_HOME environment variable is defined'

If you encounter this issue, use the following workarounds:

- For Windows: After you install OpsCenter, you have to first execute the command `setEnv.bat` and then run any third-party utility.  
The path for `setEnv.bat` is `INSTALL_PATH\OpsCenter\server\bin`.
- For UNIX: After you install OpsCenter you have to first execute the command `setEnv.sh` and then run any third-party utility.  
The path for `setEnv.sh` is `<INSTALL_PATH>/SYMCOpsCenterServer/bin`.

---

**Note:** The `version.sh/bat` file is a Tomcat script and it is advised that you not modify it. You have to run the `setEnv.sh/bat` file and run the `version.sh/bat` file to find the Tomcat and JRE versions.

---

## Duplicate entries in Monitor and Views interfaces

In certain scenarios, duplicate entries of a client are displayed on the **Monitor** and **Views** interfaces.

This issue is seen in any of the following scenarios:

- A NetBackup master server is used as a client in one or more policies.
- Some NetBackup policies refer to a NetBackup master server with a fully qualified domain name (FQDN) while others refer to it with a short name.
- The actual name of the master server does not match its network name or display name that is used in OpsCenter.

The following is an example scenario of the issue:

The actual name of the NetBackup master server is `abc.xyz.com`. The network name or display name that is used in OpsCenter is `xyz`.

In this scenario, if `abc.xyz.com` is used as a client in one or more NetBackup policies, duplicate entries of this client are displayed on the following OpsCenter screens:

- **Monitor > Host > Client**
- **Settings > Views > Manage Nodes and Objects > Objects not in selected view**

## Job collection fails on master server if port 1556 is not open bi-directionally

OpsCenter job collection from master servers could fail if port 1556 is not opened bi-directionally on both the NetBackup and OpsCenter sides.

## Running Capacity Licensing reports

To run a Capacity Licensing report in NetBackup 8.0, a user name and password are required for each master server. To successfully run a report for any master servers that were added to OpsCenter in versions previous to 7.5.0.5, an extra step is required. The user name and password credentials for each master server must be entered manually in the NetBackup configuration settings. If the credentials are not added in the configuration settings, a user name and password error is returned when the report is run.

Additionally, for Capacity Licensing to work correctly, please refer to the following tech note and install the specified EEBs:

<http://www.veritas.com/docs/000081541>

## Data format in SFR Timeline shown as "unknown"

In the SFR Timeline View, for the images that are collected in OpsCenter, the data format is shown as `unknown` because of the lack of data.

## OpsCenter does not support creating or editing multiple reports simultaneously for the same user session from different tabs or windows

OpsCenter does not support creating or editing multiple reports simultaneously for the same user session from different tabs or windows. You cannot open the same OpsCenter console in two or more browser tabs or windows and create or edit standard and custom reports simultaneously. That causes an exception to occur.

## Deduplication reports show no data when Report On is set as Storage unit Name

The Deduplication reports do not show any data when you select the **Report On** parameter as **Storage Unit Name**.

## Search and Restore operations in VMware and Hyper-V

For VMware or Hyper-V clients, the search and restore operations work only if the client name is the same as host name. If the client name is the same as display name, UUID, or DNS name then only the Search functionality is available. You cannot perform restore operations in this case. The following table provides details on whether Search and Restore functionality is available when the client name is the host name, display name, etc.:

| Client Name Type | Search | Restore |
|------------------|--------|---------|
| Host Name        | Yes    | Yes     |
| Display Name     | Yes    | No      |
| UUID             | Yes    | No      |
| DNS Name         | Yes    | No      |

## File selection lists with more than 50 items do not appear in OpsCenter

A file selection list that contains more than 50 items does not appear in OpsCenter.

For a specific job ID in an OpsCenter Analytics custom report, breakup job data is available only for 50 job directories. That is because when a NetBackup policy or job is associated with more than 50 backup selections, data is available for only 50

backup selections. The NetBackup user interface truncates data for the subsequent backup selections (greater than 50).

With VBR, you can view the breakup job information for all of the job directories that are associated with a job or policy. That is because data collection in VBR happened through CLI's (and not through `nbs1`).

## OpsCenter does not provide the option to purge breakup jobs

Unlike VBR, OpsCenter does not provide the option to purge breakup jobs. In the VBR console, you can purge specific breakup jobs from the **Settings > Global Settings > Data Retention** section.

## Some result sets for a stored procedure that has multiple result sets may not appear

When you run a stored procedure that has multiple result sets, the output of only the first result set is displayed on the interface. The output of other result sets is not shown on the interface.

## Character limitation for virtual host names on Windows

The number of characters for a virtual name by the clustering technology on Windows is limited.

The virtual host name must be the short name (not FQDN) and must contain fewer than 15 characters.

## Some reports may only consider Full and Incremental schedule type jobs

When the user applies a Schedule/Level Type filter with value **All**, the following reports consider only Full and Incremental schedule type jobs:

- Advanced Success Rate
- All Failed Backups
- Consecutive Failures Report
- Success Rate Line

## OpsCenter object merger utility fails on master server

The object merger utility in OpsCenter fails on the master server.

The object merger utility in OpsCenter (**Settings > Configuration > Object merger**) does not work (fails) for a master server. The object merger utility works for clients and media servers.

## OpsCenter server stops receiving events from master server after NetBackup upgrade

The OpsCenter server can stop receiving events from the master server after a NetBackup upgrade.

If all following conditions are applicable, add the **OPS\_CENTER\_SERVER\_NAME** entry to the `bp.conf` file on UNIX or the registry on Windows to set OpsCenter's server name. Veritas recommends that you do add the entry before you attempt to upgrade.

- The **REQUIRED\_INTERFACE** is configured on the master server.
- The OpsCenter server monitors the master server.
- The **OPS\_CENTER\_SERVER\_NAME** entry is not configured on the master server.  
If you do not add this entry, the OpsCenter server stops receiving events from the master server after the upgrade.

## Users can now search for clients from the Monitor>Hosts>Clients page (but not by attribute)

An enhancement has been made in OpsCenter to maintain VBR parity.

You can now search for clients from the **Monitor > Hosts > Clients** page. You can use host names or substrings to accomplish that.

However, you can only search for clients and not other attributes such as, **CPU Count**, **CPU Speed**, **Discovered Agent Server**, and others.

## Job Count Workload Analyzer summation rules

An issue occurs in the **Job Count Workload Analyzer**: For each cell, the sum of occurrences differs from the total in the first column when the time basis that is selected is **Active**. That is expected because a job can be active and span across a multiple-hours time frame. Hence, the same job is counted for all the hours. But the count in the first column shows the exact count of jobs that were active for these 7 days. That is different from the implementation of Time basis=**Start** or **End**. In these cases, the sum of the occurrences in the cell match with the number displayed in first column.

## Daylight Savings Time support for historical reports in OpsCenter

Daylight savings time (DST) support for Historical reports in OpsCenter

If data for the historical reports is synchronized during the hour when daylight savings time begins, it can cause problems in a distributed database system. The user can also lose data.

A workaround is to use Universal Time (UTC) as the time zone, or use a time zone that does not have daylight savings time.

To set the time zone, refer to the *Veritas OpsCenter Administrator's Guide*.

## OpsCenter cannot monitor IPv6-only servers

OpsCenter cannot monitor an IPv6-only server. Each server must have an available IPv4 address for it to be monitored. However, OpsCenter supports a dual-stack server. For a dual stacked server, the available IPv4 address is used.

## The NetBackup Disk Pool Size vs. Percentage Full report may show incorrect data

OpsCenter's NetBackup Disk Pool Size vs. Percentage Full report may show incorrect data when OpsCenter does not have disk pool size data for one or more days.

This issue occurs because the report calculates disk pool sizes every day and shows the average values in report. Missing data for any day that falls within the selected report time frame generates incorrect average data.

## Issues accessing an OpsCenter Server from the remote OpsCenter View Builder on a Windows computer

If you use a remote OpsCenter View Builder on a Windows computer that does not host the OpsCenter database, you may encounter database connection issues.

This problem can arise in any of the following scenarios:

- When the network name and the host name of the OpsCenter Server do not match
- When the OpsCenter Server host and the remote View Builder host are in different domains

To work around this issue, do the following:

1. Add the OpsCenter Server host name to the View Builder's `etc/hosts` file.

2. Add the View Builder host name to the OpsCenter Server's `etc/hosts` file.

---

**Note:** Ensure that you add both the short name and the fully qualified domain name (FQDN) of the host to the `etc/hosts` file.

---

## NetBackup Replication Director operational notes

Replication Director is the implementation of NetBackup OpenStorage-managed snapshots and snapshot replication, where the snapshots are stored on the storage systems of partnering companies. Replication Director uses an OpenStorage plug-in on the media server to communicate with the disk array (through the storage server) and to make requests to move data. The OpenStorage partner also hosts a software plug-in that allows communication between NetBackup and the disk array. This topic contains some of the operational notes and known issues that are associated with Replication Director and its associated plug-ins in NetBackup 8.0.

### Replications fail after point-in-time restore with NBUPugin 1.1

Replication Director replications may fail after a Point-in-time restore is performed.

This issue relates to replication job failures for the policies that are configured for Replication Director. This issue occurs when NBUPugin 1.1 is used under the following circumstances:

- First, the Replication Director policy runs successfully. The policy uses an SLP that contains a Snapshot operation of the primary data, as well as a Replication (SnapVault) operation in the topology.
- Next, one or more Point-in-time (PIT) restores are performed successfully from the volumes in the policy with the following option enabled: **Force rollback even if it destroys later snapshots**.

The replication jobs fail the next time that the policy runs. The DataFabric Manager server produces the following error message:

```
DFM Job (On-demand Protection) is failing with Error base
snapshot for transfer no longer exists on the source.
```

The replication jobs fail because the PIT restore deletes the base snapshot (given that the specified option was enabled for the restore). The Replication operation did not have the base snapshot to replicate.

To return to successful replication jobs, resynchronize the relationship between the primary volumes and the target volumes using the NetApp CLI.

## NBUPlugin 1.1 replication fails with error code 84

For NBUPlugin 1.1, replication can fail with error code 84 (media write error) if both of the following conditions are true:

- The NetBackup policy has backup selections that are volumes coming from multiple DFMs (configured in NetBackup as a storage unit group).
- The SLP has a fan-out topology (multiple replications coming from the same source). The following is an example of fan-out topology:

```
Snapshot
|
----- Replication (SnapVault)
|
----- Replication (SnapMirror)
```

Workaround: If you have a fan-out topology, configure policies so that they have volumes from a single DFM (split the policy into multiple policies).

## Database system error when browsing files in "Backup, Archive, and Restore" interface

When you browse the files in the **Backup, Archive, and Restore** user interface, the following error may be reported:

```
ERROR: database system error
```

This message can indicate a variety of issues, such as an unsupported file system, a snapshot mount failure, or other hardware or networking problems.

## Indexing logs grow very large when log level set to 4 or higher

The size of the `ncflbc` and `ncfnbhr` logs that are generated as a result of an indexing job can be very large. The size of the log files can grow rapidly when the log level is set to 4 or higher.

To work around this issue, you can lower the NCF logging level (to 3 or less). In addition, you can adjust the log file rollover mode, maximum log file size, or number of log files if you want to continue to accommodate a higher NCF logging level.

## Discovery fails on VMs running vCenter 2.5 or ESX 3.5 and older

Discovery can fail on virtual machines running vCenter 2.5 or ESX 3.5 and older. Note that vCenter versions before version 4 are not officially supported.

## Backup in SLP using NetBackup Accelerator fails with status code 13 if storage read speed is very slow

A NetBackup Accelerator-enabled Backup operation in an SLP can fail with status code 13 (file read failed) if it encounters very slow storage read speeds. In particular, the issue occurs when NetBackup cannot read at least 500 MB of data in five minutes.

Workaround: Adjust the global client timeout value from the default five minutes (300 seconds) to a larger value, such as 10 minutes (600 seconds). You can make the adjustments in the NetBackup Administration Console (**Host Properties > Timeouts > Client read timeout**) or in the `bp.conf` file (`CLIENT_READ_TIMEOUT = 600`).

## Snapshot of NFS mount fails with status code 20 on Linux

A snapshot job of an NFS mount can fail with status code 20 on Linux due to an NFS remount failure. However, subsequent runs of the snapshot job may succeed.

## NetApp Plug-in for NetBackup 1.0.1 crashes under certain circumstances

The NetApp Plug-in for Veritas NetBackup version 1.0.1 can crash under the following circumstances:

- Running an NDMP storage lifecycle policy
- Export workflow (indexing, backup, restore, or browse)
- Export for copy 2 or 3 (not for copy 1)

To work around this issue, upgrade to the latest version of the NetApp Plug-in for Veritas NetBackup that contains a fix to this issue.

## Replication may fail on NetApp Plug-in for NetBackup 1.0.1 under certain conditions

You may experience replication failures if you use the NetApp Plug-in for Veritas NetBackup version 1.0.1. Replication can fail if all the following conditions are met:

- Multiple volumes are present in the backup selections
- The destination is SnapMirror
- At least 60% of the volume is full
- NAS storage is used

The following are some of the symptoms that may indicate failures:

- In the NetBackup Activity Monitor:

```
Replicate failed for backup id <backup id>  
with status 174 failed waiting for child process (34)
```

- In the `bpdm` logs:

```
Error bpdm (pid=19319) <async> wait failed:  
error 2060001: one or more invalid arguments
```

- In the NetApp Management Console:

```
destination volume too small; it must be equal to  
or larger than the source volume
```

## Snapshot leaks when cleaning up all images for policies with Primary > Mirror topologies

For NetApp, there is an issue when you clean up **ALL** images for a policy that has a Primary > Mirror topology. You may experience snapshot leaks where the snapshots are deleted from the NetBackup catalog but not deleted from storage.

To delete the snapshots and reclaim storage, execute the following command on the DataFabric Manager (DFM) server:

```
snapmirror release <src_vol> <dst_filer>:<dst_vol>
```

## Restoring from a differential incremental backup at the volume level can result in data loss

Normally, when a single file is restored from an incremental backup, only the file that is selected from that backup is restored. In certain situations using Replication Director, however, not only is the selected file restored, but all of the other files in the backup are restored as well. The restore can possibly overwrite the files that have changed since the incremental backup was performed, leading to data loss.

To avoid unintentionally overwriting the files that have changed since the last incremental backup, do not select the entire volume in the **Backup, Archive, and Restore** interface. Instead, select only the file that you want to restore.

## SnapVault replication may result in data loss if the qtree has not been updated in the DFM server

A qtree that has been newly added to a volume may not be protected by a Replication Director policy if the storage lifecycle policy indicates a **Snapshot-to-Replication** (SnapVault) topology.

Before the Replication Director policy runs, use the DataFabric Manager server interface to verify that any new qtrees in a volume have been updated. The new qtrees in the volume are not updated frequently due to a restriction on the NetApp DFM server.

The Replication Director policy may run without incident, but the qtree may not appear in the vaulted replica when browsing with the NetBackup **Backup, Archive, and Restore** interface.

For more information, see the *NetApp Plug-in 1.1 for NetBackup*:

[https://library.netapp.com/ecm/ecm\\_download\\_file/ECMP1140478](https://library.netapp.com/ecm/ecm_download_file/ECMP1140478)

(Access to the NetApp site requires a logon.)

## Replication Director policy validation takes a long time to complete

The Replication Director policy validation can take a long time to complete. You cannot perform other operations until this operation completes. Open a new instance of the NetBackup Administration Console to perform other operations.

# NetBackup Snapshot Client operational notes

NetBackup Snapshot Client provides a variety of snapshot-based features for NetBackup. It supports clients on UNIX, Linux, and Windows platforms, on Fibre Channel networks (SANs) or traditional LANs. Each snapshot method relies on the snapshot technology that is built into the storage subsystem where the data is stored. This topic contains some of the operational notes and known issues that are associated with Snapshot Client in NetBackup 8.0.

## Cannot create a disk array snapshot if a VxVM disk group on the array contains a software-based snapshot of the VxVM volume

NetBackup does not support creating a disk array snapshot if a VxVM disk group on the array contains a software-based snapshot of the VxVM volume.

If a software-based snapshot (such as from the VxVM method) already exists of a VxVM volume on the disk array, NetBackup cannot create a disk array snapshot of a file system that is configured on the VxVM volume. Snapshot creation fails

(with final status 156), and the `bpfis` log contains a message that reports a `vxmake` command failure.

You must delete the existing VxVM snapshot from the VxVM disk group before you run a backup with a disk array snapshot method.

Examples of disk array snapshot methods are `EMC_CLARiiON_SnapView_Snapshot`, `HP_EVA_Snapshot`, `Hitachi_CopyOnWrite`, and `IBM_StorageManager_FlashCopy`. All disk array methods are described in the *NetBackup Snapshot Client Administrator's Guide*, in the chapter titled "Configuration of snapshot methods for disk arrays."

## NetBackup virtualization operational notes

NetBackup offers several methods of protecting virtual environments. The two primary virtualization technologies that NetBackup can protect are VMware and Hyper-V, although NetBackup can protect other virtualization technologies as well. This topic contains some of the operational notes and known issues that are associated with the protection of virtualization technologies in NetBackup 8.0.

### NetBackup for VMware operational notes

NetBackup for VMware provides backup and restore of the VMware virtual machines that run on VMware ESX servers. Additionally, the NetBackup plug-in for VMware vCenter (vCenter plug-in) allows the vSphere Client to monitor virtual machine backups and recover a virtual machine from a backup. This topic contains some of the operational notes and known issues that are associated with NetBackup for VMware and the vCenter plug-in in NetBackup 8.0.

#### **For a VMware VM with Windows dynamic disks, a restore from incremental backup fails with a Windows restore host and the hotadd transport mode**

A restore of a Windows virtual machine by means of the hotadd transfer mode may fail in the following case:

- A backup is taken of a Windows virtual machine that has a dynamic disk group.
- After the backup, another dynamic disk is added to the virtual machine's disk group.
- After the dynamic disk is added, an incremental backup is taken of the virtual machine.
- A Windows restore host is used with the hotadd transport mode to restore the virtual machine from the incremental backup.

For more information and potential workarounds, refer to the following tech note on the Veritas Support website:

<http://www.veritas.com/docs/000023491>

## **A restored VM may not boot up or its file system(s) may not be accessible**

A restored VM may not boot up or its file system(s) may not be accessible in the following case:

- The VM's guest operating system is Windows 8,
- The VM is restored from a block-level incremental backup image,
- And the restore uses the hotadd transport mode.

As a result of a VMware issue in VDDK 5.5.x, the Windows NTFS Master File Table on the restored VM may be corrupted.

As a workaround, use a different transport mode to restore the VM (not hotadd).

## NetBackup for Hyper-V operational notes

NetBackup for Hyper-V provides snapshot-based backup of the virtual machines that run on various versions of Windows Server. This topic contains some of the operational notes and known issues that are associated with NetBackup for Hyper-V in NetBackup 8.0.

### **Restore of a Windows 2016 Hyper-V VM to an SMB 3.0 share completes with partial success**

The WMI backup method in NetBackup 8.0 adds support for Windows Hyper-V 2016 VMs that are hosted on Windows Server Message Block (SMB) 3.0 file shares. If sufficient permissions are not set on the destination file shares when restoring the VM, the restore completes with status 1, "The requested operation was partially successful." Messages similar to the following appear in the NetBackup job details log:

```
Unable to set VHD/VHDX metadata which includes alternate data streams and permissions. If VM does not boot, check the permissions of the VM's virtual disk files.
```

---

**Note:** The VM's files are restored, but NetBackup was unable to restore the owner of the VHD or VHDX file(s).

---

For a fully successful restore, do the following:

- Add permissions to the share and to the underlying file system where the data resides. The permissions must give Full Control to the Hyper-V server and to the Hyper-V cluster.
- On the Hyper-V server to which the VM is to be restored: Make sure that the NetBackup Client Service is running as Domain\Administrator and not as the LocalSystem user account.

When these changes are complete, rerun the restore. The restore job should return status 0, "the requested operation was successfully completed."

## Hyper-V Accelerator backups with MSDP are not supported when the storage server name contains an underscore

The following Hyper-V backup scenario is not supported:

- The Hyper-V backup policy uses the WMI backup method and the **Use Accelerator** option.
- The storage destination is in a Media Server Deduplication Pool (MSDP), and the name of the MSDP storage server contains an underscore (\_). For example:  
`msdp_server1.acme.com.`

In this case, the backup fails with status 20, "invalid command parameter." The job details log contains messages similar to the following:

```
Nov 11, 2016 8:02:38 PM - Error bpbrm (pid=7824) could not send
server status message
```

```
Nov 11, 2016 8:02:42 PM - Critical bpbrm (pid=7824) unexpected
termination of client
```

```
Hyper-V_VM_MATRIX%20ForTest-WINDOWS_MATRIX%20ForTest_MATRIX
```

```
Nov 11, 2016 8:02:42 PM - Info bpbkar32 (pid=0) done. status: 20:
invalid command parameter
```

For a successful backup of the VM, remove any underscore characters from the MSDP storage server name.

## Backup Policy Configuration Wizard does not yet support the WMI backup method for Hyper-V

NetBackup 8.0 adds support for the WMI backup method for Hyper-V policies. The WMI method enables block-level incremental backup and Accelerator for faster backup of Hyper-V virtual machines on Windows Server 2016.

---

**Note:** The Backup Policy Configuration Wizard does not yet support the WMI backup method. To configure a policy for WMI, use the Policies utility or the NetBackup command line. For more information, see the 8.0 version of the *NetBackup for Hyper-V Administrator's Guide* available through the following URL:

<http://www.veritas.com/docs/DOC5332>

---

## **Unable to change virtual disk settings for a virtual machine after restore if the VM had user checkpoints during a backup that used the WMI method**

If a virtual machine (VM) has any user-created checkpoints when a NetBackup WMI backup starts, NetBackup includes the checkpoint `.avhdx` files in the backup image. When the VM is restored from that backup, the `.avhdx` files are not automatically merged back to the VM's parent disks. As a result, certain settings for the restored VM cannot be changed (such as the virtual hard disk). The Hyper-V Manager states: "Edit is not available because checkpoints exist for this virtual machine."

This problem is due to a Microsoft issue. As a workaround, manually create and delete a user checkpoint for the restored VM. This action triggers an automatic disk merge for all the `.avhdx` files. After the merge, the VM settings can be changed.

## NetBackup Add-in for Microsoft System Center Virtual Machine Manager (SCVMM) Console operational notes

NetBackup Add-in for Microsoft System Center Virtual Machine Manager (SCVMM) Console lets you recover virtual machines from NetBackup backup images. This topic contains some of the operational notes and known issues that are associated with the NetBackup Add-in for Microsoft SCVMM Console in NetBackup 8.0.

### **The SCVMM add-in cannot restore a Hyper-V VM to the original location if the VM configuration files are in the default data root folder**

When you use the NetBackup SCVMM add-in to restore a VM to its original location, the restore fails in the following case:

- The backup was made with the WMI backup method (not VSS).
- The VM is restored to the default folder where the VM configuration files are stored (sometimes called the data root folder).

The restore fails with status 2821, and messages similar to the following appear in the detailed status log:

```
Nov 16, 2016 8:41:41 PM - Info bpVMutil (pid=1524) FTL - Failed to perform on
C:\ProgramData\Microsoft\Windows\Hyper-V\Virtual Machines\B84DA7CD-2E3B-401B-
849B-A62092E38324.vmcx Error: The operation failed because a virtual machine
Nov 16, 2016 8:41:41 PM - end Restore; elapsed time 0:03:03
Hyper-V policy restore error (2821)
```

As a workaround, restore the VM to a different location (not to the default folder for the VM configuration files).

---

**Note:** To set the default folder for the VM configuration files, right-click on the Hyper-V server and select Hyper-V Settings > Virtual Machines.

---

## Next button in Recovery Wizard is enabled even though required input has not been entered

In the Recovery Wizard of the NetBackup Add-in for SCVMM, the Next button is enabled even if some required input has not been entered. In the following case, the Recovery Wizard of the NetBackup Add-in for SCVMM enables the Next button prematurely:

- On the Add-in's Manage Master Servers screen, an authentication token was added for an invalid master server. For example: the token was generated for an existing master server, but the server name was entered incorrectly on the Manage Master Servers screen.
- A second master server and its authentication token are added, and the master server's name is entered correctly.

When you select the second master server in the wizard's Virtual Machine Selection screen, you can click Next without selecting a VM identifier. The wizard lets you progress from screen to screen without completing the input for each screen. If you continue without making the required input, the Recovery button on the wizard's last screen is grayed out.

---

**Note:** The wizard's Next button should remain grayed out until the input for each screen is completed.

---

To run the restore, go back through the wizard and make the required entries. You should also delete the invalid master server.

## VM Identifier field mislabeled as Display Name

On the **Restore Options** screen of the Add-in's **Recovery Wizard**, the **Display Name** field should instead be labeled **VM Identifier**.

## The Recovery Wizard of the NetBackup Add-in for SCVMM does not prompt to overwrite the VM, and the recovery fails

The NetBackup Add-in for Microsoft SCVMM Console does not complete a VM recovery in the following situation:

- On the Virtual Machine Selection screen of the Add-in Recovery Wizard, the VM is identified by its GUID or host name (not its display name).
- On the Restore Options screen of the wizard, the Overwrite existing virtual machine option is not selected.
- The same VM exists at the recovery destination.

When you click Recover, the wizard should detect the VM at the recovery destination and then prompt you to select the overwrite option. However, the prompt does not appear; the recovery job starts but then fails with status 2821.

To recover the VM, select Overwrite existing virtual machine on the Restore Options screen and rerun the recovery.

## SCVMM Rollup 5 and 6 cannot restore VM to alternate location on Hyper-V server

The NetBackup Add-in for Microsoft SCVMM supports restore of a VM to its original location or to an alternate location. The Add-in supports the System Center 2012 R2 Virtual Machine Manager, including Rollups 1 to 6. If your SCVMM version is Rollup 5 or 6 however, the Add-in cannot restore the VM to an alternate location on the target Hyper-V server. When you click Browse to specify the restore location on the Add-in's Restore Options screen, the following message appears:

```
Exception has been thrown by the target of an invocation.
```

The NetBackup administrator can restore the VM to an alternate location by means of the NetBackup Backup, Archive, and Restore interface.

# About SORT for NetBackup Users

This appendix includes the following topics:

- [About Veritas Services and Operations Readiness Tools](#)
- [Recommended SORT procedures for new installations](#)
- [Recommended SORT procedures for upgrades](#)

## About Veritas Services and Operations Readiness Tools

Veritas Services and Operations Readiness Tools (SORT) is a robust set of standalone and web-based tools that support Veritas 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 and Veritas enterprise products.
- **NetBackup Future Platform and Feature Plans**  
 Use this tool to get information about what items Veritas intends to replace with newer and improved functionality. The tool also provides insight about what items Veritas intends to discontinue without replacement. Some of these items include certain NetBackup features, functionality, 3rd-party product integration, Veritas 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

## Recommended SORT procedures for new installations

Veritas recommends new NetBackup users perform the three procedures that are listed for an initial introduction to SORT. The tool has many other features and functions, but these serve as a good introduction to SORT. In addition, the procedures provide a helpful base of knowledge for other SORT functionality.

**Table A-1**

| Procedure                                    | Details                                                                                                                                                                                              |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create a Veritas Account on the SORT webpage | See <a href="#">“To create a Veritas Account on the SORT page”</a> on page 71.                                                                                                                       |
| Create generic installation reports          | See <a href="#">“To create a generic installation checklist”</a> on page 71.                                                                                                                         |
| Create system-specific installation reports  | See <a href="#">“To create a system-specific installation report for Windows”</a> on page 72.<br>See <a href="#">“To create a system-specific installation report for UNIX or Linux”</a> on page 73. |

### To create a Veritas Account on the SORT page

- 1 In your web browser, navigate to:  
<https://sort.veritas.com/netbackup>
- 2 In the upper right corner, click **Login**, then click **Register now**.
- 3 Enter the requested login and contact information:

|                           |                                                                    |
|---------------------------|--------------------------------------------------------------------|
| <b>Email address</b>      | Enter and verify your email address                                |
| <b>Password</b>           | Enter and verify your password                                     |
| <b>First name</b>         | Enter your first name                                              |
| <b>Last name</b>          | Enter your last name                                               |
| <b>Company name</b>       | Enter your company name                                            |
| <b>Country</b>            | Enter your country                                                 |
| <b>Preferred language</b> | Select your preferred language                                     |
| <b>CAPTCHA text</b>       | Enter the displayed CAPTCHA text. If necessary, refresh the image. |

- 4 Click **Submit**.
- 5 When you receive your login information, you can log into SORT and begin uploading your customized information.

### To create a generic installation checklist

- 1 In your web browser, navigate to:  
<https://sort.veritas.com/netbackup>
- 2 Find and select the **Installation and Upgrade Checklist** widget.

**3** Specify the requested information

|                                                          |                                                                                                                                              |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Product</b>                                           | Select the appropriate product from the drop-down menu. For NetBackup select <b>NetBackup Enterprise Server</b> or <b>NetBackup Server</b> . |
| <b>Product version you are installing or upgraded to</b> | Select the correct version of NetBackup. The most current version is always shown at the top of the list.                                    |
| <b>Platform</b>                                          | Select the operating system that corresponds to the checklist you want generated.                                                            |
| <b>Processor</b>                                         | Select the correct processor type for your checklist.                                                                                        |
| <b>Product version you are upgrading from (optional)</b> | For new installations, do not make any selections. For upgrades, you can select the currently installed version of NetBackup.                |

**4** Click **Generate Checklist**.

- 5** A checklist corresponding to your choices is created. You can modify your selections from this screen, and click **Generate Checklist** to create a new checklist.

You can save the resulting information as a PDF. Numerous options are available for NetBackup and many of them are covered in the generated checklist. Please spend time reviewing each section to determine if it applies to your environment.

**To create a system-specific installation report for Windows**

- 1** Go to the SORT website:  
<https://sort.veritas.com/netbackup>
- 2** In the **Installation and Upgrade** section, select **Installation and Upgrade custom reports by SORT data collectors**.
- 3** Select the **Data Collectors** tab
- 4** Select the radio button for **Graphical user interface** and download the correct data collector for your platform.

The data collector is OS-specific. To collect information about Windows computers, you need the Windows data collector. To collect information about UNIX computers, you need the UNIX data collector.

- 5** Launch the data collector after it finishes downloading.

- 6 On the **Welcome** screen, select **NetBackup** from the product family section and click **Next**.
- 7 On the **System Selection** screen, add all computers you want analyzed. Click **Browse** to see a list of computers you can add to the analysis. Veritas recommends starting the tool with an administrator or a root account.
- 8 When all systems are selected, review the **System names** section and click **Next**.
- 9 In the **Validation Options** screen, under **Validation options**, select the version to which you plan to upgrade.
- 10 Click **Next** to continue
- 11 The utility performs the requested checks and displays the results. You can upload the report to My SORT, print the results, or save them. Veritas recommends that you upload the results to the My SORT website for ease of centralized analysis. Click **Upload** and enter your My SORT login information to upload the data to My SORT.
- 12 When you are finished, click **Finish** to close the utility.

**To create a system-specific installation report for UNIX or Linux**

- 1 Go to the SORT website:  
<https://sort.veritas.com/netbackup>
- 2 In the **Installation and Upgrade** section, select **Installation and Upgrade custom reports by SORT data collectors**.
- 3 Select the **Data Collector** tab.
- 4 Download the appropriate data collector for your platform.  

The data collector is OS-specific. To collect information about Windows computers, you need the Windows data collector. To collect information about UNIX computers, you need the UNIX data collector.
- 5 Change to directory that contains downloaded utility.
- 6 Run `./sortdc`  

The utility performs checks to confirm the latest version of the utility is installed. In addition, the utility checks to see it has the latest data. The utility then lists the location of the log file for this session.
- 7 If requested, press **Enter** to continue.
- 8 Select the **NetBackup Family** at the **Main Menu**.

- 9** Select **Installation/Upgrade report** when prompted **What task do you want to accomplish?**  
 You can select multiple options by separating your response with commas.
- 10** Specify the system or systems you want included in the report.  
 If you previously ran a report on the specified system, you may be prompted to run the report again. Select **Yes** to re-run the report.  
 The utility again lists the location of the log files for the session.  
 The progress of the utility is displayed to the screen.
- 11** Specify **NetBackup** when prompted for the product you want installation or upgrade reports.
- 12** Enter the number that corresponds to the version of NetBackup you want to install.  
 The utility again lists the location of the log files for the session.  
 The progress of the utility is displayed to the screen.
- 13** The utility prompts you to upload the report to the SORT website if you want to review the report online. The online report provides more detailed information than the text-based on-system report.
- 14** When your tasks are finished, you can exit the utility. You have the option to provide feedback on the tool, which Veritas uses to make improvements to the tool.

## Recommended SORT procedures for upgrades

Veritas recommends current NetBackup users perform the three procedures that are listed for an initial introduction to SORT. The tool has many other features and functions, but these serve as a good introduction to SORT for users who already use NetBackup. In addition, the procedures provide a helpful base of knowledge for other SORT functionality.

**Table A-2**

| Procedure                                    | Details                                                                        |
|----------------------------------------------|--------------------------------------------------------------------------------|
| Create a Veritas Account on the SORT webpage | See <a href="#">"To create a Veritas Account on the SORT page"</a> on page 71. |

**Table A-2** (continued)

| Procedure                                                                                                                         | Details                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create a system-specific upgrade report                                                                                           | See <a href="#">"To create a system-specific installation report for Windows"</a> on page 72.<br>See <a href="#">"To create a system-specific installation report for UNIX or Linux"</a> on page 73. |
| Review the future platform and feature plans.<br>Review the hot fix and emergency engineering binary release auditor information. | See <a href="#">"To review future platform changes and feature plans"</a> on page 75.<br>See <a href="#">"To review hot fix and emergency engineering binary information"</a> on page 75.            |

**To review future platform changes and feature plans**

- 1 In your web browser, navigate to:  
<https://sort.veritas.com/netbackup>
- 2 Find and select the **NetBackup Future Platform and Feature Plans** widget.
- 3 Select **Display Information**.
- 4 Review the information provided
- 5 Optional - sign in to create notification - Click **Sign in and create notification**.

**To review hot fix and emergency engineering binary information**

- 1 In your web browser, navigate to:  
<https://sort.veritas.com/netbackup>
- 2 Find and select the **NetBackup Hot Fix and EEB Release Auditor** widget.
- 3 Enter the hot fix or emergency engineering binary (EEB) information.
- 4 Click **Search**.
- 5 The new page shows a table with the following columns:

|                                  |                                                                                   |
|----------------------------------|-----------------------------------------------------------------------------------|
| <b>Hot fix of EEB Identifier</b> | Shows the hot fix or EEB number that was entered on the previous screen.          |
| <b>Description</b>               | Displays a description of the problem that is associated with the hot fix or EEB. |
| <b>Resolved in Versions</b>      | Provides the version of NetBackup where this issue is resolved.                   |

# NetBackup installation requirements

This appendix includes the following topics:

- [About NetBackup installation requirements](#)
- [Required operating system patches and updates for NetBackup](#)
- [NetBackup 8.0 binary sizes](#)

## About NetBackup installation requirements

This release of NetBackup may contain changes to the minimum system requirements and procedures that are required for installation. These changes affect the minimum system requirements for both Windows and UNIX platforms. Much of the installation instructional information in the *NetBackup Release Notes* is provided for convenience. Detailed installation instructions are found in the *NetBackup Getting Started Guide* and the *NetBackup Installation Guide*.

See “[NetBackup installation and upgrade operational notes](#)” on page 25.

- Before you upgrade the NetBackup server software, you must back up your NetBackup catalogs and verify that the catalog backup was successful.
- Database rebuilds are likely to occur in each major, minor (single-dot), and release update (double-dot) version of NetBackup. Therefore, before upgrading to NetBackup 8.0, you must ensure that you have an amount of free disk space available that is equal to or greater than the size of the NetBackup database. That means for default installations, you are required to have that amount of free space on the file system containing the `/usr/opensv/db/data` (UNIX) or `<install_path>\Veritas\NetBackupDB\data` (Windows) directories. If you have changed the location of some of the files in either of these directories, free

space is required in those locations equal to or greater than the size of the files in those locations. Refer to the *NetBackup Administrator's Guide, Volume I* for more information about storing NBDB database files in alternate locations.

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**Note:** This free disk space requirement assumes that you have already performed the best practice of completing a successful catalog backup before you begin the upgrade.

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- Master and media servers must have a minimum soft limit of 8000 file descriptors per process for NetBackup to run correctly.  
For more information about the effects of an insufficient number of file descriptors, refer to the following tech notes on the Veritas Support website:  
<http://www.veritas.com/docs/000013512>
- To install NetBackup on Windows 2008/Vista/2008 R2/7 UAC-enabled environments, you must log on as the official administrator. Users that are assigned to the Administrators Group and are not the official administrator cannot install NetBackup in UAC-enabled environments.  
To allow users in the Administrators Group to install NetBackup, disable UAC.
- NetBackup master and media servers exchange server version information at startup, and every 24 hours. This exchange occurs automatically. During startup after an upgrade, the upgraded media server uses the `vmd` service to push its version information to all of the servers that are listed in its server list.
- Veritas recommends that you have the master server services up and available during a media server upgrade.
- All compressed files are compressed using gzip. The installation of these files requires gunzip and gzip, so make sure that they are installed on the computer before you attempt to install NetBackup. For all UNIX platforms except HP-UX, the binaries are expected to be in `/bin` or `/usr/bin` and that directory is a part of the root user's `PATH` variable. On HP-UX systems, the `gzip` and `gunzip` commands are expected to be in `/usr/contrib/bin`. Installation scripts add that directory to the `PATH` variable. These commands must be present to have successful UNIX installations.

## Required operating system patches and updates for NetBackup

NetBackup server and client installations are only supported on a defined set of operating systems (OSs) that are listed in the NetBackup compatibility lists. Most

OS vendors provide patches, updates, and service packs (SPs) for their products. The best practice of NetBackup Quality Engineering is to test with the latest SP or update level of the OS when a platform is tested. Therefore, NetBackup is supported on all vendor GA updates (n.1, n.2, etc.) or SPs (SP1, SP2, and so on). However, if a known compatibility issue exists on a specific SP or updated OS level, this information is identified in the compatibility lists. If no such compatibility issues are noted, Veritas recommends that you install the latest OS updates on your servers and clients before you install or upgrade NetBackup.

The compatibility lists include information about the minimum OS level that is required to support a minimum NetBackup version in the latest major release line. In some cases, new releases of NetBackup may require specific vendor OS updates or patches. [Table B-1](#) includes the OS updates and patches that are required for NetBackup 8.0. However, this information may sometimes change in between releases. The most up-to-date required OS patch information for NetBackup 8.0 and other NetBackup releases can be found on the Veritas Services and Operational Readiness Tools (SORT) website and in the NetBackup compatibility lists.

See [“About NetBackup compatibility lists and information”](#) on page 84.

See [“About Veritas Services and Operations Readiness Tools”](#) on page 69.

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**Note:** An OS vendor may have released a more recent update or patch that supersedes or replaces a patch that is listed in [Table B-1](#). The OS patches that are listed here and in SORT should be considered at the minimum patch level that is required to install and run NetBackup. Any OS updates, patches, or patch bundles that supersede or replace those listed in [Table B-1](#) are supported unless otherwise specified. Veritas recommends that you visit the Support website of your particular OS vendor for their latest patch information.

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**Note:** Any required patch that is listed in [Table B-1](#) for the NetBackup client should also be installed on your master servers and media servers to ensure proper client functionality.

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**Table B-1** Required operating system patches and updates for NetBackup 8.0

| Operating system type and version | NetBackup role        | Patch                                   | Notes                                                                                                               |
|-----------------------------------|-----------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| AIX 6.1                           | Master, media, client | AIX run-time libraries 9.0.0.3 or later | The run-time libraries need to be at 9.0.0.3 or later. You may need to restart after you change to version 9.0.0.3. |

**Table B-1** Required operating system patches and updates for NetBackup 8.0 (continued)

| Operating system type and version | NetBackup role        | Patch                                                | Notes                                                                                                     |
|-----------------------------------|-----------------------|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| HP-UX                             | Master, media, client | COMPLIBS.LIBM-PS32                                   | If you install AT on an HP-UX platform, this patch is required.                                           |
| HP-UX IA-64                       | Master, media, client | Networking.NET-RUN:<br>/usr/lib/libip6.sl            |                                                                                                           |
|                                   | Master, media, client | Networking.NET-RUN-64:<br>/usr/lib/pa20_64/libip6.1  |                                                                                                           |
|                                   | Master, media, client | Networking.NET-RUN-64:<br>/usr/lib/pa20_64/libip6.sl |                                                                                                           |
|                                   | Master, media, client | Networking.NET2-RUN:<br>/usr/lib/hpux32/libip6.so    |                                                                                                           |
|                                   | Master, media, client | Networking.NET2-RUN:<br>/usr/lib/hpux32/libip6.so.1  |                                                                                                           |
|                                   | Master, media, client | Networking.NET2-RUN:<br>/usr/lib/hpux64/libip6.so    |                                                                                                           |
|                                   | Master, media, client | Networking.NET2-RUN:<br>/usr/lib/hpux64/libip6.so.1  |                                                                                                           |
|                                   | Master, media, client | Networking.NET2-RUN:<br>/usr/lib/libip6.1            |                                                                                                           |
| HP-UX 11.31                       | Media                 | QPK1131 (B.11.31.1003.347a) patch bundle             | This patch bundle is required for NetBackup media server support. It is an HP-UX March 2010 patch bundle. |
| Red Hat Enterprise Linux 6        | Master, media, client | glibc-2.12-1.107 or higher                           |                                                                                                           |
| Windows Vista x86-32              | Client                | KB936357                                             | Microsoft microcode reliability update.                                                                   |
|                                   | Client                | KB952696                                             | Contains the necessary updates to ensure that you can back up encrypted files.                            |

**Table B-1** Required operating system patches and updates for NetBackup 8.0 (continued)

| Operating system type and version | NetBackup role        | Patch     | Notes                                                                                                                                               |
|-----------------------------------|-----------------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Windows Vista x86-64              | Client                | KB936357  | Microsoft microcode reliability update.                                                                                                             |
|                                   | Client                | KB952696  | Contains the necessary updates to ensure that you can back up encrypted files.                                                                      |
| Windows Server 2008 x86-32        | Client                | KB952696  | Contains the necessary updates to ensure that you can back up encrypted files.                                                                      |
| Windows Server 2008 x86-64        | Client                | KB952696  | Contains the necessary updates to ensure that you can back up encrypted files.                                                                      |
| Windows Server 2008 (SP2)         | Master, media, client | KB979612  | Hot fix to improve TCP loopback latency and UDP latency                                                                                             |
| Windows Server 2008 R2            | Master, media, client | KB2265716 | Hot fix for when a computer randomly stops responding.<br><br>Note that this patch is also contained in Windows Server 2008 R2 SP1.                 |
|                                   | Master, media, client | KB982383  | Hot fix for a decrease in I/O performance under a heavy disk I/O load.<br><br>Note that this patch is also contained in Windows Server 2008 R2 SP1. |
|                                   | Master, media, client | KB983544  | Update for the "Modified time" file attribute of a registry hive file.<br><br>Note that this patch is also contained in Windows Server 2008 R2 SP1. |

**Table B-1** Required operating system patches and updates for NetBackup 8.0 (*continued*)

| Operating system type and version | NetBackup role        | Patch    | Notes                                                                                                                                |
|-----------------------------------|-----------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------|
|                                   | Master, media, client | KB979612 | Hot fix to improve TCP loopback latency and UDP latency<br><br>Note that this patch is also contained in Windows Server 2008 R2 SP1. |

- Veritas recommends the following Microsoft updates when you run NetBackup on Windows operating systems:
  - Microsoft `storport` hot fix. This fix applies to Windows x86 and x64, on both SP1 and SP2: (required) <http://support.microsoft.com/?id=932755>
  - Microsoft microcode reliability update. This fix applies to 32-bit and 64-bit versions of Windows Server Vista: (suggested) <http://support.microsoft.com/?kbid=936357>
  - Veritas AntiVirus. Update to latest version and latest update (required).
  - The `Symevent` driver updates (required). Update to latest driver version.

## NetBackup 8.0 binary sizes

[Table B-2](#) contains the approximate binary sizes of the NetBackup 8.0 master server, media server, and client software for the various supported operating systems. These binary size indicate the amount of disk space occupied by the product after an initial installation.

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**Note:** [Table B-2](#) and [Table B-3](#) only list the supported operating systems. For up-to-date information about the specific operating system versions that NetBackup currently supports, check the Installation and Upgrade Checklist on the Symantec Operations Readiness Tools (SORT) website, or the *NetBackup Operating System Compatibility List* document at <http://www.netbackup.com/compatibility>.

See “[About Veritas Services and Operations Readiness Tools](#)” on page 69.

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**Table B-2** NetBackup binary sizes for compatible platforms

| OS                              | CPU Architecture | 32-bit client | 64-bit client | 64-bit server | Notes                                                                                                    |
|---------------------------------|------------------|---------------|---------------|---------------|----------------------------------------------------------------------------------------------------------|
| AIX                             | POWER            |               | 2704MB        | 8019MB        |                                                                                                          |
| Canonical Ubuntu                | x86-64           |               | 1820MB        |               |                                                                                                          |
| CentOS                          | x86-64           |               | 1150MB        | 7223MB        | Media server or client compatibility only.                                                               |
| Debian GNU/Linux                | x86-64           |               | 1853MB        |               |                                                                                                          |
| HP-UX                           | IA-64            |               | 3097MB        | 9110MB        |                                                                                                          |
| OpenVMS                         | IA-64            |               | 128MB         |               | The listed sizes are for the NetBackup 7.5 binaries. No NetBackup 8.0 binaries for OpenVMS are provided. |
| Oracle Linux                    | x86-64           |               | 1122MB        | 7226MB        |                                                                                                          |
| Red Hat Enterprise Linux Server | x86-64           |               | 1151MB        | 7226MB        |                                                                                                          |
| Red Hat Enterprise Linux Server | z/Architecture   |               | 946MB         | 4091MB        | Media server or client compatibility only.                                                               |
| Solaris                         | SPARC            |               | 1922MB        | 6837MB        |                                                                                                          |
| Solaris                         | x86-64           |               | 1879MB        | 6559MB        |                                                                                                          |
| SUSE Linux Enterprise Server    | x86-64           |               | 1127MB        | 7080MB        |                                                                                                          |
| SUSE Linux Enterprise Server    | z/Architecture   |               | 940MB         | 4042MB        | Media server or client compatibility only.                                                               |
| Windows                         | x86-32           | 334MB         |               |               | Covers all compatible Windows x86 platforms                                                              |
| Windows                         | x86-64           |               | 623MB         | 3762MB        | Covers all compatible Windows x64 platforms                                                              |

The following space requirements also apply to some NetBackup installations on Windows:

- If you install NetBackup in a custom location on a Windows system, some portions of the software are installed on the system drive regardless of the primary application folder location. The space that is required on the system

drive generally accounts for 40 to 50 percent of the total binary size that is listed in [Table B-2](#).

- If you install NetBackup server on a Windows cluster, some portions of the software are installed on the cluster shared disk. Note, the space that is required on the cluster shared disk is in addition to the binary size that is listed in [Table B-2](#). The additional required space is equivalent to 15 to 20 percent of the total binary size.

## NetBackup OpsCenter

[Table B-3](#) contains the approximate binary sizes of the OpsCenter Agent, Server, and **ViewBuilder** for the various operating systems that are compatible with NetBackup OpsCenter 8.0.

**Table B-3** NetBackup OpsCenter binary sizes for compatible platforms

| OS                              | CPU Architecture | Agent | Server | ViewBuilder |
|---------------------------------|------------------|-------|--------|-------------|
| Oracle Linux                    | x86-64           |       | 707MB  |             |
| Red Hat Enterprise Linux Server | x86-64           |       | 707MB  |             |
| SUSE Linux Enterprise Server    | x86-64           |       | 701MB  |             |
| Windows Server                  | x86-64           | 241MB | 649MB  | 223MB       |

## NetBackup plug-ins

Disk space requirements for the NetBackup vCenter Web Client Plug-in and the NetBackup System Center Virtual Machine Manager Add-in can be found in the *NetBackup Plug-in for VMware vSphere Web Client Guide* and the *NetBackup Add-in for Microsoft SCVMM Console Guide*, respectively.

# NetBackup compatibility requirements

This appendix includes the following topics:

- [About NetBackup compatibility lists and information](#)
- [About NetBackup end-of-life notifications](#)

## About NetBackup compatibility lists and information

The *NetBackup Release Notes* document contains a great deal of the compatibility changes that are made between NetBackup versions. However, the most up-to-date compatibility information on platforms, peripherals, drives, and libraries can be found on the Veritas Operations Readiness Tools (SORT) for NetBackup website.

See “[About Veritas Services and Operations Readiness Tools](#)” on page 69.

For NetBackup, SORT provides an Installation and Upgrade Checklist report as well as the ability to collect, analyze, and report on host configurations across your environments. In addition, you can determine which release contains the hot fixes or EEBs that you may have installed in your environment. You can use this data to assess whether your systems are ready to install or upgrade to a given release.

### NetBackup compatibility lists

In addition to SORT, Veritas has made available a variety of compatibility lists to help customers quickly reference up-to-date compatibility information for NetBackup. These compatibility lists can be found on the Veritas Support website at the following location:

<http://www.netbackup.com/compatibility>

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**Note:** Select "Compatibility Between NetBackup Versions" from the compatibility lists for information about which versions of NetBackup are compatible with each other.

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## About NetBackup end-of-life notifications

Veritas is committed to providing the best possible data protection experience for the widest variety of systems: platforms, operating systems, CPU architecture, databases, applications, and hardware. Veritas continuously reviews NetBackup system support. This review ensures that the proper balance is made between maintaining support for existing versions of products, while also introducing new support for the following:

- General availability releases
- Latest versions of new software and hardware
- New NetBackup features and functionality

While Veritas continually adds support for new features and systems, it may be necessary to improve, replace, or remove certain support in NetBackup. These support actions may affect older and lesser-used features and functionality. The affected features and functionality may include support for software, OS, databases, applications, hardware, and 3rd-party product integration. Other affected items may include the products that are no longer supported or nearing their end-of-support life with their manufacturer.

Veritas provides advance notification to better help its customers to plan for upcoming changes to the support status of the various features in NetBackup. Veritas intends to list older product functionality, features, systems, and the 3rd-party software products that are no longer supported in the next release of NetBackup. Veritas makes these support listings available as soon as possible with a minimum of 6 months where feasible before major releases.

### Using SORT

Advance notification of future platform and feature support including end-of-life (EOL) information is available through a widget on the Veritas Operations Readiness Tools (SORT) for NetBackup home page. The NetBackup Future Platform and Feature Plans widget on the SORT for NetBackup home page can be found directly at the following location:

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

NetBackup end-of-support-life (EOSL) information is also available at the following location:

[https://sort.veritas.com/eosl/show\\_matrix](https://sort.veritas.com/eosl/show_matrix)

See “About Veritas Services and Operations Readiness Tools” on page 69.

## **About changes in platform compatibility**

The NetBackup 8.0 release may contain changes in support for various systems. In addition to using SORT, you should make sure to review the *NetBackup Release Notes* document and the NetBackup compatibility lists before installing or upgrading NetBackup software.

See “About new enhancements and changes in NetBackup” on page 14.

<http://www.netbackup.com/compatibility>

# Other NetBackup documentation and related documents

This appendix includes the following topics:

- [About related NetBackup documents](#)
- [About NetBackup release notes documents](#)
- [About NetBackup administration documents](#)
- [About NetBackup installation documents](#)
- [About NetBackup configuration documents](#)
- [About NetBackup troubleshooting documents](#)
- [About other NetBackup documents](#)

## About related NetBackup documents

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**Note:** All references to UNIX also apply to Linux platforms unless otherwise specified.

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Veritas releases various guides and technical manuals that relate to NetBackup software. These documents are published for new versions of NetBackup based on release type.

Unless otherwise specified, the NetBackup documents can be downloaded in PDF format from the following location:

<http://www.veritas.com/docs/000003214>

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**Note:** Veritas assumes no responsibility for the correct installation or use of PDF reader software.

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## About NetBackup release notes documents

The following release notes documents are published for NetBackup software:

- *NetBackup Release Notes*  
This document contains a great deal of assorted information about particular releases of NetBackup for both UNIX and Windows platforms. This information includes, but is not limited to, new features, platform compatibility changes, patch requirements, documentation corrections, and known issues. This document also contains any operational notes that may not be found elsewhere in the NetBackup manuals or the online Help.
- *NetBackup Emergency Engineering Binary Guide*  
This document contains listings of some of the known issues that were identified, fixed, and available to NetBackup customers in the form of an Emergency Engineering Binary (EEB). It also lists a certain number of the issues that were fixed in a given release, but that may not have resulted in an EEB.

## About NetBackup administration documents

The following administrator guides are published for NetBackup software:

- *NetBackup Administrator's Guide, Volume I*  
This guide explains how to configure and manage NetBackup on a UNIX or Windows server. This guide describes the NetBackup interfaces and how to configure hosts, storage devices and media, storage lifecycle policies (SLPs), backups, replication, and monitoring and reporting.
- *NetBackup Administrator's Guide, Volume II*  
This guide explains additional configuration and interface options for NetBackup. This guide also contains reference topics and information about NetBackup licensing.

## About administration of NetBackup options

The following administrator guides for NetBackup options are published for NetBackup software:

- *NetBackup AdvancedDisk Storage Solutions Guide*

This guide explains how to configure, manage, and troubleshoot the NetBackup AdvancedDisk storage option. This guide describes how to use the disk storage that is exposed to NetBackup as a file system for backups.

- *NetBackup Bare Metal Restore Administrator's Guide*  
This guide explains how to install, configure, and manage NetBackup Bare Metal Restore (BMR) boot servers and clients to automate and streamline the server recovery process.
- *NetBackup Cloud Administrator's Guide*  
This guide explains how to configure and manage NetBackup to back up and restore data from cloud Storage as a Service (STaaS) vendors through Veritas OpenStorage.
- *NetBackup DataStore SDK Programmer's Guide for XBSA*  
This guide explains how to set up and use the XBSA Application Programming Interface to create a backup or archive application that communicates with NetBackup.
- *NetBackup Deduplication Guide*  
This guide explains how to plan, configure, migrate, monitor, and manage data deduplication in a NetBackup environment using the NetBackup Media Server Deduplication Option.
- *NetBackup Logging Reference Guide*  
This guide explains the various NetBackup logs and reports which can help you troubleshoot any problems that you encounter, including how to run reports from the NetBackup Administration Console and where logs are stored on your system.
- *NetBackup OpenStorage Solutions Guide for Disk*  
This guide describes how to configure and use an intelligent disk appliance in NetBackup for backups.
- *NetBackup for VMware Administrator's Guide*  
This guide describes how to configure NetBackup to perform such functions as off-host backups of VMware virtual machines that run on VMware ESX servers.
- *NetBackup Plug-in for VMware vSphere Web Client*  
This guide describes how to install and troubleshoot the vSphere Web Client plug-in for NetBackup. The vSphere Web Client plug-in allows you to monitor backups of virtual machines which are managed by vCenter servers, recover virtual machines from backups, and monitor VM backup status and related messages.
- *NetBackup Plug-in for VMware vCenter Guide*

This guide explains how to install and use the NetBackup vCenter plug-in to monitor virtual machine backups and restore virtual machines.

- *NetBackup for Hyper-V Administrator's Guide*  
This guide explains how to configure and manage snapshot-based backup policies for the virtual machines that run on Windows Hyper-V servers.
- *NetBackup Add-in for Microsoft SCVMM Console Guide*  
This guide describes how to install and troubleshoot the NetBackup Add-in for System Center Virtual Machine Manager (SCVMM), and how to use it to recover virtual machines from NetBackup backup images.
- *NetBackup for NDMP Administrator's Guide*  
This guide explains how to install, configure, and use NetBackup for Network Data Management Protocol (NDMP) to initiate and control backups and restores of Network Attached Storage (NAS) systems.
- *NetBackup Replication Director Solutions Guide*  
This guide describes how to implement NetBackup OpenStorage-managed snapshots and snapshot replication, where the snapshots are stored on the storage systems of partnering companies.
- *NetBackup SAN Client and Fibre Transport Guide*  
This guide describes how to set up, configure, and manage the NetBackup SAN Client feature to use the Fibre Transport method for high-speed client backups.
- *NetBackup Snapshot Client Administrator's Guide*  
This guide explains how to install, configure, and use NetBackup Snapshot Client to enable a variety of snapshot-based features, including integration with VMware, Hyper-V, and Replication Director.
- *NetBackup Vault Administrator's Guide*  
This guide explains how to install, configure, and use NetBackup Vault to automate selection and duplication of backup images for off-site media storage.
- *NetBackup Vault Operator's Guide*  
This guide explains how to use NetBackup Vault to vault media as part of two major task areas: Administration and operation. Some of the described tasks include procedures for sending tapes off site, receiving tapes on site, and running reports on off-site media and vault jobs.
- *NetBackup WebSocket Service (NBWSS) Reference Guide*  
This guide explains how to use the NetBackup WebSocket Service (NBWSS) for communication with a cloud application and how to configure WebSocket endpoints for NBWSS.
- *NetBackup OpsCenter Administrator's Guide*

This document describes how to use the NetBackup OpsCenter user interface to provide reporting, monitoring, and alerts for NetBackup and its agents and options.

- *NetBackup OpsCenter Reporting Guide*  
This guide explains how to use NetBackup OpsCenter to generate and use comprehensive business-level reports to track the effectiveness of data backup and archive operations.
- *NetBackup OpsCenter Performance and Tuning Guide*  
This performance and tuning guide is for administrators who want to analyze, evaluate, and tune OpsCenter performance. This document is intended to provide guidance on how to tune OpsCenter for maximum performance, which system configurations you should use for OpsCenter depending on your backup environment, and best practices to follow for increased OpsCenter performance.

## About administration of NetBackup database agents

The following administrator guides for NetBackup database agents are published for NetBackup software:

- *NetBackup for DB2 Administrator's Guide*  
This guide explains how to install, configure, and use the NetBackup for DB2 database agent.
- *NetBackup for Enterprise Vault Agent Administrator's Guide*  
This guide explains how to install, configure, and use the NetBackup for Enterprise Vault agent to protect Veritas Enterprise Vault configuration information and archived data.
- *NetBackup for Informix Administrator's Guide*  
This guide explains how to install, configure, and use the NetBackup for Informix agent to back up and restore the Informix databases that are on a UNIX NetBackup client.
- *NetBackup for Lotus Notes Administrator's Guide*  
This guide explains how to configure and use the NetBackup for Lotus Notes agent to back up and restore Lotus Notes databases and transaction logs on NetBackup clients.
- *NetBackup for Microsoft Exchange Server Administrator's Guide*  
This guide explains how to configure and use the NetBackup for Exchange Server agent to perform online backups and restores of Microsoft Exchange Server.
- *NetBackup for Microsoft SQL Server Administrator's Guide*

This guide explains how to configure and use the NetBackup for Microsoft SQL Server agent to back up and restore Microsoft SQL Server databases and transaction logs.

- *NetBackup for Microsoft SharePoint Server Administrator's Guide*  
This guide explains how to configure and use the NetBackup for SharePoint Server agent to back up and restore the SharePoint databases that are on a Windows NetBackup client.
- *NetBackup for Oracle Administrator's Guide*  
This guide explains how to configure and use the NetBackup for Oracle agent to back up and restore the Oracle databases that are on a NetBackup client.
- *NetBackup for SAP Administrator's Guide*  
This guide explains how to configure and use the NetBackup for SAP agent to back up and restore SAP and SAP HANA databases that are on a NetBackup client.
- *NetBackup for Sybase Administrator's Guide*  
This guide explains how to configure and use the NetBackup for Sybase agent to back up and restore Sybase databases that are on a NetBackup client.

## About NetBackup installation documents

The following installation documents are published for NetBackup software:

- *NetBackup Upgrade Guide*  
This guide is provided to help assist you plan and accomplish your upgrade of NetBackup software. This guide is updated periodically to provide you with the most up-to-date information.
- *NetBackup Installation Guide*  
This guide explains how to install NetBackup server, client, and administrative software on UNIX and Windows platforms.
- *NetBackup LiveUpdate Guide*  
This guide explains how to set up a NetBackup LiveUpdate server to provide a policy-driven method of distributing NetBackup software releases within your environment.

## About NetBackup configuration documents

The following configuration guides for NetBackup options are published for NetBackup software:

- *NetBackup Device Configuration Guide*

This guide describes how to set up and configure the operating systems of the storage device hosts you use for NetBackup servers.

## About NetBackup troubleshooting documents

The following troubleshooting guides are published for NetBackup software:

- *NetBackup Troubleshooting Guide*  
This guide provides general troubleshooting information and explains the various troubleshooting methods that can be used for NetBackup products and features.
- *NetBackup Status Codes Reference Guide*  
This guide provides a complete list of the status codes for NetBackup, Media Manager, device configuration, device management, and robotic errors. Each status code listing includes an explanation and the recommended actions.

## About other NetBackup documents

The following documents are published for NetBackup software:

- *NetBackup Commands Reference Guide*  
This guide contains detailed information on the commands that run on UNIX systems and Windows systems, including all of the NetBackup man page commands.
- *NetBackup Clustered Master Server Administrator's Guide*  
This guide provides information on how to install and configure a NetBackup master server in a cluster.
- *NetBackup in Highly Available Environments Guide*  
This guide discusses various methods for using NetBackup in highly available environments and provides guidelines for protecting NetBackup against single points of failure.
- *NetBackup Security and Encryption Guide*  
This guide provides information about on how to secure NetBackup using access control, enhanced authorization and authentication, and encryption.
- *NetBackup Network Ports Reference Guide*  
This guide provides a reference to NetBackup network ports, including master server and media server ports, client ports, default ports, and other ports that NetBackup uses.
- *NetBackup Getting Started Guide*  
This guide provides a high-level description of preinstallation information that is related to this release of NetBackup. The guide also includes descriptions of

the NetBackup media kit, the NetBackup Electronic Software Distribution (ESD) images, and the NetBackup license key requirements.

- *NetBackup Backup, Archive, and Restore Getting Started Guide*  
This guide provides basic information about backup and restore procedures for new users of NetBackup. These procedures include how to back up, archive, and restore files, folders or directories, and volumes or partitions that reside on a computer.
- *NetBackup Third-party Legal Notices*  
This document contains proprietary notices for the Third-Party Programs and the licenses for the Third-Party Programs, where applicable, that pertain to the Veritas NetBackup and OpsCenter products.