NetBackup™ Appliance Release Notes

Release 6.1

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NetBackup™ Appliance Release Notes

Last updated: 2026-01-14

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Documentation

Make sure that you have the current version of the documentation. Each document displays the date of the last update on page 2. The latest documentation is available on the Cohesity website.

Cohesity Services and Operations Readiness Tools (SORT)

Cohesity 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

Contents

Chapter 1

About NetBackup appliance 6.1

This chapter includes the following topics:

About the NetBackup appliance 6.1

The NetBackup Appliance Release Notes document is meant to act as a snapshot of information about a version of NetBackup Appliance at the time of its release. Old information and any information that no longer applies to this release is either removed from the release notes, and you can check old information in the previous NetBackup Appliance documentation set.

When an appliance is released, the latest version of NetBackup is used as a basis on which the appliance code is built. That ensures that all applicable features, enhancements, and fixes that were released within NetBackup are included in the latest release of the appliance.

This release incorporates fixes to several known issues that existed with the NetBackup Appliance software. Many of these issues pertain to the customer-specific issues that have been documented in the form of technical support cases. Many of the fixes that are incorporated into this release are available as individual engineering binaries and engineering bundles (EEBs). These EEBs were created to address specific customer issues with a previous version of the NetBackup Appliance software. The engineering binaries and bundles that are created and included can be found on Services and Operations Readiness Tools (SORT).

NetBackup software version 11.1 is included with the NetBackup appliance 6.1 release. Information about the new features, enhancements, and fixes found in

NetBackup 11.1 can be found in the *NetBackup 11.1 Release Notes* document on the Support website.

About NetBackup Appliance third-party legal notices

NetBackup Appliance products may contain third-party software for which Cohesity is required to provide attribution. Some of the third-party programs are available under open source or free software licenses. The license agreement accompanying the software does not alter any rights or obligations 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 Appliance Third-party Legal Notices* document, which is available at the following website:

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

Chapter 2

NetBackup appliance 6.1 features, enhancements, and changes

This chapter includes the following topics:

About new features, enhancements, and changes

In addition to new features, this release offers enhancements and improvements from previous NetBackup Appliance releases. Information about the new features, enhancements, and changes in this release of NetBackup Appliance can be found in the following sections of this chapter.

New features, enhancements, and changes for NetBackup Appliance 6.1

The following list describes the new features, enhancements, and changes in the NetBackup appliance 6.1 release:

- Support for NetBackup Appliance 5240 hardware platform is deprecated.
- Starting with this release, you can use the `msdpcheck` tool to handle corrupted images issue. This tool can be run using the NBCLI as well as root user through maintenance mode.

- Starting with this release, you can specify the layer for ECA deployment. When you run the CLISH `certificate import` command, you are prompted with two options to choose the deployment layer:

  ```
  Deploy the certificate for the NetBackup Appliance layer (yes/no).
  Deploy the certificate for the NetBackup layer (yes/no).
  ```

  You can choose the required option so that ECA is imported only on the layer(s) which you specify.

Chapter 3

NetBackup Appliance Hardware features

This chapter includes the following topics:

NetBackup 52xx hardware features

NetBackup 52xx hardware architectures use the same software so you can configure them in any of the following modes:

- Appliance primary server
- Appliance primary and media server
- Appliance media server only

For the latest NetBackup Appliance compatibility information, refer to the *Appliance Compatibility List* posted on the following site:

https://sort.veritas.com/acl

All 52xx appliance architectures support the following features and functions, unless specifically noted:

- 5240 - Dual processor, eight core processors, Intel-based systems.
- 5250 - Dual processor, eight core processors, Intel-based systems.
- Each has a number of hot swap external drives.
- Fibre Channel connectivity that supports external tape drives.

- The base configuration supports a Gigabit Ethernet network.
- High-performance hardware RAID controller.
- Each uses NetBackup as their code base.
- RHEL operating system (provided by Cohesity).
- Each can run the latest version of NetBackup Appliance software.
- Each supports Media Server Deduplication Pool (MSDP) storage when configured as a media server. MSDP offers up to the maximum available storage capacity on a 52xx appliance.

The NetBackup 5240 Appliance contains eight internal storage disk drives with a total formatted storage capacity of 4 TB to 27 TB, depending on the configuration.

The NetBackup 5250 Appliance contains eight internal storage disk drives with a total formatted storage capacity of 9.1 TB to 36.4 TB, depending on the configuration.

The NetBackup 52xx Appliances can be used with attached storage shelves for additional storage.

The following shows the available, formatted storage capacity of the NetBackup 5250 Appliance, with or without attached storage shelves.

Table 3-1 Usable storage capacities - NetBackup 5250 Appliance and 2U12 65.5TiB/72TB storage shelves

Appliance only	Storage shelf capacity	Appliance and one storage shelf	Appliance and two storage shelves	Appliance and three storage shelves	Appliance and four storage shelves	Appliance and five storage shelves	Appliance and six storage shelves
10TB (9.1TiB)	72TB (65.5TiB)	82TB (74.6TiB)	154TB (140.1TiB)	226TB (205.6TiB)	298TB (271.1TiB)	370TB (336.6TiB)	442TB (402.1TiB)
40TB (36.4TiB)	72TB (65.5TiB)	112TB (101.9TiB)	184TB (167.4TiB)	256TB (232.9TiB)	328TB (292.4TiB)	400TB (363.9TiB)	472TB (429.4TB)

Refer to the *NetBackup 5250 Appliance Product Description* for additional details about storage capacity.

Table 3-2 shows the available, formatted storage capacity of the NetBackup 5240 Appliance, with or without attached storage shelves. The NetBackup 5240 Appliance, Release 3.1, now supports six 2U12 storage shelves.

Table 3-2 NetBackup 5240 Appliance version 6.1 available storage capacity options

Appliance only	Storage shelf	Appliance and one storage shelf	Appliance and two storage shelves	Appliance and three storage shelves	Appliance and four storage shelves	Appliance and five storage shelves	Appliance and six storage shelves
4TB	49TB	53TB	102TB	151TB	200TB	249TB	298TB
14TB	49TB	63TB	112TB	161TB	210TB	259TB	308TB
27TB	49TB	76TB	125TB	174TB	174TB	272TB	321TB

Refer to the *NetBackup 5240 Appliance Product Description* for additional details about storage capacity.

For more information about the hardware architecture of NetBackup Appliances, see the *Product Description* documents.

NetBackup 53xx hardware features

The 53xx appliances can only be configured as a media server.

The NetBackup 53xx appliances offer the following features:

- Memory
  The 5340 has 768 GB of RAM that runs at 2666 MHz.
  The 5350 has 768 GB of RAM that runs at 2666 MHz.
- Speed
  The 5340 has Base 2.0GHz and a Peak of 3.7GHz 20-core processors.
  The 5350 has Base 2.0GHz and a Peak of 3.7GHz 20-core processors.
- Operating voltage
  The 5340 operates at 1.2V.
  The 5350 operates at 1.2V.
- A resilient storage architecture
  The redundant components of the NetBackup 53xx Appliances allow the appliance to remain productive, even when a hardware component fails. This feature minimizes the effect of a hardware failure on your operations until the faulty part can be replaced.
- Hot-swappable components
  The 53xx external RAID controllers are hot-swappable so that a faulty controller can be replaced without interrupting your operations.

- Multiple redundant data paths
  The NetBackup 53xx have redundant data paths for all critical storage. These paths mean that it can withstand multiple component failures and still operate.

NetBackup 5340 and 5350 Appliance storage capacities

The 5340 and 5350 compute nodes do not contain internal disk space on which to store data. Instead, these models use the required 5U84 Primary Storage Shelf as the main data storage device. The 5U84 Primary Storage Shelf connects to the compute nodes and use RAID 6 drive sets to protect the stored data.

If additional data storage space is required, you can connect up to three optional 5U84 Expansion Storage Shelves to the existing 5U84 Primary Storage Shelf. The 5U84 Expansion Storage Shelves connect to the 5U84 Primary Storage Shelf using SAS3 data cables. After connecting the shelves, the disk drives in the 5U84 Expansion Storage Shelf use RAID 6 sets that are controlled by the 5U84 Primary Storage Shelf to protect the stored data.

Table 3-3 NetBackup 5340 and 5350 Appliance storage options by disk drive capacities

Usable storage capacities (4-TB Drives)	Usable storage capacities (8-TB Drives)
120TiB (132TB)	240TiB (264TB)
240TiB (264TB)	480TiB (528TB)
360TiB (396TB)	720TiB (792TB)
480TiB (528TB)	960TiB (1,056TB)
600TiB (660TB)	1200TiB (1,320TB)
720TiB (792TB)	1440TiB (1,583TB)
840TiB (924TB)	1680TiB (1,847TB)

Table 3-3 NetBackup 5340 and 5350 Appliance storage options by disk drive capacities *(continued)*

Usable storage capacities (4-TB Drives)	Usable storage capacities (8-TB Drives)
960TiB (1,056TB)	1920TiB (2,111TB)

For more information, see the *5340 Appliance Product Description Guide* and the *5350 Appliance Product Description Guide*.

For more information about the hardware architecture of NetBackup Appliances, see the *Product Description* documents.

About the 5U84 storage shelves

The NetBackup 5340 and the NetBackup 5350 compute nodes do not contain any internal storage. Both configurations rely on the use of external storage shelves as follows.

- 5U84 Primary Storage Shelf (required)
  This shelf connects directly to the compute node and to any optional Expansion shelves.
- 5U84 Expansion Storage Shelf (optional, up to three shelves)
  These shelves connect directly to the Primary shelf.

Features of the 5U84 storage shelves include:

- The storage shelves require a 220VAC at 20A with C19 and C20 connectors.
- A storage shelf without disk drives weighs up to 61.65kg (135.72lbs). The disk drives ship separately from the storage shelf. Install the disks after the shelf has been installed into the rack.
- From the inside of the front post to the inside of the rear post the rails measure 713mm to 884mm (28in to 34.8in). Be sure that your rack accommodates this distance. Allow extra space to accommodate power strips, power cords, and other cables.
- Half capacity storage shelves are available if desired. For details about available storage capacities, see the *NetBackup 5340 Appliance Product Description Guide* and the *NetBackup 5350 Appliance Product Description Guide*.

Comparison of the NetBackup Appliances hardware

Table 3-4 outlines the differences between the NetBackup appliance models.

Table 3-4 Comparison of NetBackup 5350, 5340, 5250, and 5240 appliances

Parameter	NetBackup 5350	NetBackup 5340	NetBackup 5250	NetBackup 5240
Role	Media server only	Media server only	Primary or media server	Primary or media server
Cores	52 (26 per processor)	40 (20 per processor)	24 (12 per processor)	V3 16 (8 per processor) V4 20 (10 per processor)
Cache	71.5 MB (35.75 MB per processor) **Note:** Two processors are installed in a compute node.	55 MB (27.5 MBs per CPU)	33 MB (16.5 MBs per CPU)	V3 40 MB (20 MBs per CPU) V4 50MB (25 MBs per CPU)
RAID cache	32 GB	32 GB	1 GB (4 GB included on the external PCIe RAID controller)	1 GB
CPU speed	2.1 GHz (Turbo: 4.00 GHz)	2.0 GHz	2.20 GHz	V3 2.4 GHz V4 2.2GHz
Turbo speed	3.7 GHz	3.7 GHz	3.2 GHz	V3 3.2 GHz V4 3.1GHz
QPI/UPI speed	10.4 GT/s	10.4 GT/s	9.6GT/s	8 GT/s

Table 3-4 Comparison of NetBackup 5350, 5340, 5250, and 5240 appliances *(continued)*

Parameter	NetBackup 5350	NetBackup 5340	NetBackup 5250	NetBackup 5240
System memory**	768 GB	768 GB	64 GB/256GB/512GB **Note:** When you purchase the first expansion storage shelf, the Storage Expansion Kit that comes with the storage shelf includes 256 GB of memory that replaces the existing 64GB. An additional 256GB memory kit is required when you add the fifth shelf.	64 GB **Note:** When you purchase the first storage shelf, the Storage Expansion that comes with the storage shelf includes an additional 64 GB of memory. After adding the first storage shelf and the memory, you can increase the appliance memory to 192 GB by purchasing an additional 64 GB memory kit. **Note:** A 256GB kit is also available that replaces the existing memory configuration (32 GB x 8).
Memory configuration ** (DIMMs, except where noted otherwise.)	Standard (RDIMMs): 64GB x 12 RDIMM (768 GB) Option: (RDIMMs) 64 GB x 24 (1536 GB)	Standard (RDIMMs): 32 GB x 24 (768 GB) Option: (RDIMMs) 64 GB x 24 (1536 GB)	8 x 8GB (64GB) 8 x 32GB (256GB) 16 x 32GB (512GB)	Standard: 8 GB x 8 (64 GB) Options: 8 GB x 16 (128 GB) 8 GB x 24 (192 GB) 32 GB x 8 (256 GB)

Table 3-4 Comparison of NetBackup 5350, 5340, 5250, and 5240 appliances *(continued)*

Parameter	NetBackup 5350	NetBackup 5340	NetBackup 5250	NetBackup 5240
Data retention	Supercapacitors and flash memory in each of the 2 RAID controllers	Supercapacitors and flash memory in each of the 2 RAID controllers	One MFBU with a flash memory card for the internal RAID controller One MFBU with a flash memory card for the external RAID controller when the first storage shelf is purchased	One MFBU with a flash memory card for the internal RAID controller One MFBU with a flash memory card for the external RAID controller when the first storage shelf is purchased
PCI add-in card slots	8	8	8	8
On-board 10 Gb Ethernet ports	0 (Four on-board 1 GbE ports)	0 (Four on-board 1 GbE ports)	2	2
10 Gb Ethernet cards in PCI assembly	Up to 5 cards (10 ports)	Up to 5 cards (10 ports)	Up to 3 cards (6 ports)	Up to 3 cards (6 ports)
Additional 1 Gb Ethernet cards in PCI assemblies	No	No	Up to 1 card (4 ports)	Up to 1 card (4 ports)
SAS RAID card in PCI assemblies	No	No	Mezzanine card: Yes PCIe RAID card: Yes	Yes (with the purchase of the first storage shelf)
Dual redundant external storage-based RAID controllers	Yes	Yes	No	No
External storage	1 required Primary Storage Shelf and up to 3 optional Expansion Shelves	1 required Primary Storage Shelf and up to 3 optional Expansion Shelves	Up to 6 Storage Shelves	Up to 6 Storage Shelves
Maximum storage capacity with external storage**	1920 TB	1920 TB	429.4 TiB	201 TB

Table 3-4 Comparison of NetBackup 5350, 5340, 5250, and 5240 appliances *(continued)*

Parameter	NetBackup 5350	NetBackup 5340	NetBackup 5250	NetBackup 5240
Typical power consumption with maximum external storage	5800 Watts (3.0 W per TB)	5800 Watts (3.0 W per TB)	1776 watts (3.76 watts per TB)	1140 Watts (5.6 W per TB)

About NetBackup Appliance memory requirements

Beginning with NetBackup Appliance software version 3.1, the security posture of MSDP has been improved by moving from MD5 to SHA-256 for the fingerprinting process. This change has increased the demand on memory consumption in large deduplication pool configurations.

The following describes the guidance for appliance memory footprint requirements that you should follow to ensure optimal performance with MSDP:

- NetBackup 5240

  For all storage configurations with an MSDP pool of 150TB or larger, Cohesity strongly recommends that you upgrade the memory capacity to a minimum of 192GB.

  For all storage configurations with an MSDP pool of 250TB or larger, Cohesity strongly recommends that you upgrade the memory capacity to a minimum of 256GB.

  A 256GB memory upgrade kit is now available for purchase, which replaces all existing DIMM modules in the appliance. Contact your account representative for details.

- NetBackup 5250

  For all storage configurations with an MSDP pool of 150TB or larger, Cohesity strongly recommends that you upgrade the memory capacity to a minimum of 192GB.

  For all storage configurations with an MSDP pool of 250TB or larger, Cohesity strongly recommends that you upgrade the memory capacity to a minimum of 256GB.

  For all storage configurations with an MSDP pool of 325TB or larger, Cohesity strongly recommends that you upgrade the memory capacity to a minimum of 512GB.

  A 256GB memory upgrade kit is also available for purchase for resource-intensive, high performance workload configurations. Contact your account representative for details.

- NetBackup 5340

For all storage configurations with an MSDP pool of 960TB or larger, Cohesity strongly recommends upgrading the memory capacity to 1536GB.

- NetBackup 5350
  For all storage configurations with an MSDP pool of 960TB or larger, Cohesity strongly recommends upgrading the memory capacity to 1536GB.

Other factors can also contribute to additional memory utilization, including but not limited to the following:

- High concurrent job/stream count
- Larger MSDP fingerprint cache configurations
- Primary server scheduling responsibilities

Chapter 4

NetBackup Appliance compatibility

This chapter includes the following topics:

About NetBackup Appliance upgrades

When a software update release is available, Cohesity recommends that you install the update in a timely manner to ensure that you have the latest product features and fixes. Cohesity also recommends that you install the latest firmware with the appliance firmware update tool to avoid problems with or immediately after the upgrade.

When you upgrade appliance software, the update release may install an updated version of the operating system, NetBackup, and all appliance interfaces. All services are shut down automatically when the upgrade begins, and then restarted automatically after all updates have been applied.

Cohesity recommends that you plan your appliance upgrades in advance to help minimize system down time and that you use the upgrade automation feature in System Health Insights. For details, see the "Appliance Update Management" chapter in the *System Health Insights User Guide*.

Chapter 5

Operational notes

This chapter includes the following topics:

About operational notes for NetBackup appliance 6.1

This chapter contains the topics that explain important aspects of NetBackup Appliance 6.1 operations that may not be documented elsewhere in the documentation set. This document is posted on the Support website and may be updated after the GA release of NetBackup appliance 6.1. Therefore, Cohesity recommends that you check this website periodically for documentation updates.

Because NetBackup Appliance 6.1 installs NetBackup 11.1 software, the operational notes that apply to NetBackup 11.1 also apply to NetBackup appliance 6.1. For more information on the operational notes for NetBackup, refer to the *NetBackup 11.1 Release Notes* on the Support website.

New operational notes for NetBackup appliance 6.1

This topic describes the known issues for this release. Some of the issues that appear here may also apply to previous releases because some issues may have been discovered after the previous release became available.

- If you configure SNMP V3 on the appliance, the documentation states that the password does not allow spaces, commas, and special characters. However, that information is incorrect. Spaces, commas, and special characters are allowed for SNMP V3 passwords.
- If you restart a NetBackup appliance primary server when a large number of LUNs are attached, users may not be able to sign in to the NetBackup web UI. If you experience this issue, see the article 100073166 on the Cohesity Support website:
- After you upgrade to NetBackup appliance 6.1, if you use `VxLogView` against a module under the `Main > Support > Logs` command, it fails. For example:

  ```
  Logs > VxLogView Module CallHome
  V-1-26 Configuration setting not found for given product/originator id.
  ```

  If you need to view the unified log files, contact Technical Support for assistance. Ask your representative to reference article 100073323.
- The NetBackup appliance 6.1 `PasswordAge` expiry settings are not preserved after an upgrade. The value of `PasswordAge`, even when manually set before the upgrade through CLISH (`Settings > Security > PasswordAge Set <Min Age> <Max Age>`), is reset to the default values (`Min Age: 1 day, Max Age: 60 days`) after the upgrade.

  During the reboot following the upgrade, VxOS performs STIG hardening, which deletes and recreates the `/etc/login.defs` file. This file contains the `PasswordAge` configuration.

  To fix this issue, manually set the password expiry age again:

  `Settings > Security`

  `PasswordAge Set < Min Days> <Max Days>`

  You can verify the change using the `Security PasswordAge Show` command.
- If you install NetBackup appliance 6.1 and configure MFA, and create a local user, the system prompts for a password reset. But after resetting the password, no confirmation message is displayed indicating that the password has been successfully changed.

You can login with the new password even if the message is not displayed.

- When attempting to perform `Password Expiry Age/Now`, the system does not allow the operation for local users.
  This issue can be ignored as there is no impact on functionality.
- After a node reboot or restart, the NetBackup processes do not start automatically. You must manually start them using the `NetBackup Start` command.
- When attempting to access the LUServer, a message appears stating that the server has been migrated from symantec.com to broadcom.com. This prevents access to the default LUServer on NetBackup appliance 6.1.
  If Broadcom provides a new URL, update it using the **Settings > Security > AntiMalware > LUServer > Set** option.
- The Swagger document link for the NetBackup appliance API does not open because the hostname used is a short name, which is not network-resolvable. This occurs when the short name is configured as the primary server name during NetBackup appliance setup.
  If the short name is intended to be the primary name, ensure it is resolvable in the network. After opening the link, replace the short hostname with the fully qualified domain name (FQDN) in the URL and reload the page.

Upgrade and rollback notes

The following list contains the notes and the known issues that relate to upgrades and rollbacks:

- Intermittent test email notification after upgrade
  After upgrading to versions 4.0 and later, the test email may not always succeed. To workaround this issue, delete all of the SMTP server configuration information and then re-enter all of the information.

General NetBackup Appliance notes

The following list contains the notes and the known issues that relate to the general workings of the NetBackup Appliance:

- The order in which the 52xx storage shelves are displayed on the NetBackup Appliance Web Console or the NetBackup Appliance Shell Menu may be different than the actual order and layout in your environment. The storage shelf order is displayed in the **Monitor > Hardware** tab on the left pane where the storage shelves are displayed as **NetBackup StorageShelf 1**, **NetBackup StorageShelf2**, etc. Similarly the order of the storage shelves is displayed on

the NetBackup Appliance Shell Menu when you run the `Monitor > Hardware > ShowHealth` command.

- If the mainboard RAID controller is removed from a 52xx appliance, the NetBackup Appliance Web Console or the NetBackup Appliance Shell Menu may still display stale data when you click on the **Monitor > Hardware > Adapter** tab or run the `Monitor> Hardware ShowHealth Appliance Adapter` command.
- If the disks on the RAID 1 volume of the 5240 appliance are missing and you run the `Monitor > Hardware ShowHealth Appliance RAID` command, the location of the missing disks is displayed incorrectly as slot 0.
  The same behavior is observed in the NetBackup Appliance Web Console when you navigate to **Monitor > Hardware > RAID** for the 5240 appliance. This issue applies to 5240 appliances and is observed when the disks on the RAID 1 volume of the appliance are missing.
- If you connect a storage shelf to a NetBackup 52xx Appliance, an AutoSupport alert with UMI code V-475-100-1004 is generated for each storage disk when the storage shelf is turned on. The following message displays:
  "You can either import the foreign configuration or clear the disk."
  You can safely ignore these alerts.
  If you connect the storage shelf during initial configuration, the alerts are all cleared when initial configuration is complete.
  If you connect the storage shelf after initial configuration, the alerts are cleared when you run the storage scan as part of installation. In this case, the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu may show incorrect data for the storage shelf for approximately five minutes after installation is complete.
  See the *NetBackup Appliance Hardware Installation Guides* for more information on installing a storage shelf.
- An appliance self-test fails if the login banner heading or a single line in the login banner message contains only the following text: `ERROR:`.
- Windows 7/8.1 clients cannot automatically access the appliance CIFS shares. To work around this issue, run the following command from a Windows command prompt on the client:
  `net use /user:admin \\`*`appliance-name`* `*`, where *appliance-name* is the fully qualified domain name (FQDN) of the appliance.
  Enter your appliance administrator password at the prompt.
  Once you have run this command, the client is able to access the CIFS shares.
- For this release of NetBackup Appliance, Replication Director (RD) restores do not support dynamic multi-pathing (DMP) when the appliance is used as a backup or a recovery host.

- During a factory reset, when the following message appear:

  `RESET STORAGE CONFIGURATION and BACKUP DATA [Optional]`

  If you select `no`, it indicates that you keep the storage related configurations. After the factory reset, when you perform the initial configuration, make sure that the size of the Advanced Disk and MSDP are not set to `0`, otherwise the role configuration fails.

  Note: If the size of AdvancedDisk and MSDP partitions were set to `0` before the factory reset, they can remain at `0` when you perform the initial configuration.

- If you want to configure 16Gb Fibre Chanel cards on the appliance with software version 3.1.2 or later, do not directly connect two 16Gb Fibre Channel cards. Direct connection between two 16Gb Fibre Channel cards makes the HBA link down on the target port. To avoid this issue, always build an HBA link between two 16Gb Fibre Channel HBA cards through a switch.
- After you replace 8Gb FC cards with 16Gb FC cards on an appliance thatis updated to software version 3.1.2 or later, the "Fibre Transport Deduplication state" may not show correctly when you run the command `Manage > FibreChannel > Show` in the NetBackup Appliance Shell Menu. To restart the infrastructure services and refresh the "Fibre Transport Deduplication state", run the following:

  ```
  Support > InfraServices Stop
  Support > InfraServices Start
  Manage > FibreChannel > Show
  ```

- If your appliance has shares configured and you roll back to a user created checkpoint, some tuning parameters for the share may be lost after the rollback has completed. This issue can affect appliance performance once you start using the share again. To resolve this issue, contact Support and refer them to article 100047636.
- Appliance reboot during backups causes SAN client, Fibre Transport, tape device issues

  If you reboot an appliance media server appliance while backup jobs are in progress, the following problems may result after the reboot has completed:

  - SAN client backups fail.
  - Backup jobs through Fibre Transport (FT) fail.
  - Remote tape devices become unusable.

  To resolve these issues, do one of the following:

- Log in to the NetBackup Java console, navigate to **Media and Device Management** > **Devices** > **SAN Clients**, then choose each SAN client that is affected and trigger a Fibre Channel (FC) rescan.
- Log in to the appliance media server as a NetBackup CLI user and run the following command

  ```
  /usr/openv/netbackup/bin/admincmd/nbftconfig -rescanallclients
  ```

NetBackup Appliance user interface notes

The following list contains the notes and the known issues that relate to the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu:

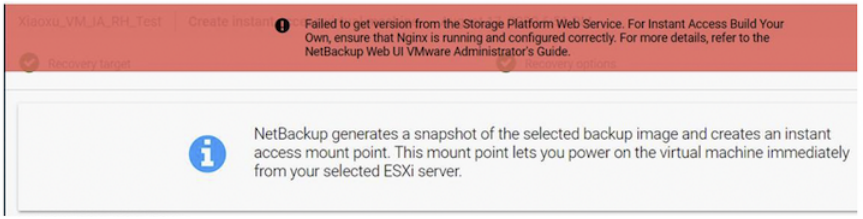
- If you see a hardware error on the home page of the NetBackup Appliance Web Console, but the **Monitor > Hardware** page does not show the error, check the NetBackup Appliance Shell Menu to see the current status. The **Monitor > Hardware** page may not have some information that is available in the shell menu.
- When you install a NetBackup client add-on package on the appliance, the **Version after upgrade** that displays on the NetBackup Appliance Web Console is incorrect. A client package installation does not affect the appliance software version. However, the web console displays the NetBackup version for the **Version after upgrade**.
- The functionality of Active Directory (AD) user names is inconsistent, as described in the following scenarios:
  - NetBackup Appliance Web Console and NetBackup Appliance Shell Menu
    These interfaces do not recognize Active Directory (AD) user names as case sensitive.
  - NetBackup Java Console
    This interface does recognize Active Directory (AD) user names as case sensitive. When you enter these user names with all lowercase letters, access to the NetBackup Administrator's Console is granted. If you enter these user names with any or all uppercase letters, access to the NetBackup Backup, Archive, and Restore interface is granted.
- The command `Main > Settings > Security > Authentication > LDAP > Certificate set` *`path name`* in the NetBackup Appliance Shell Menu does not allow path names with dashes. Path names with dashes are allowed in the NetBackup Appliance Web Console.
- If your appliance is not provisioned, the following notification should appear on the NetBackup Appliance Web Console landing page:

Call Home service is not functional. Please contact Veritas Technical Support to verify if the system has been provisioned on Call Home server.
However, in certain cases, the notification does not appear. If the appliance date and time are not set per Network Time Protocol (NTP), the landing page only shows a notification to update the date and time. If you set the date and time per NTP, the Call Home notification appears.

- Storage shelf connectivity and ID numbers for NetBackup 5250
  The NetBackup Appliance Shell Menu may show incorrect information for storage shelf cable connections and ID numbers. The following describes the commands, the output messages, and the errors that may appear:
  `Monitor Hardware > ShowErrors`
  Failed. No Connection(s) Detected.
  `Monitor > Hardware > ShowHealth > StorageShelf Connection`
  May show **Disconnected | ERROR** intermittently.
  `Support > ShelfOrdering > Show`
  May show incorrect ID numbers for some storage shelves.
  These are false reports and they do not affect appliance operations. UMI message alerts for these issues have been suppressed. Fixes for these issues are planned for an upcoming appliance release.
- The **Adapter** page for hardware monitoring in the NetBackup Appliance Web Console currently shows accurate information only for the **ID** and the **Status** columns for a 5250 appliance. For complete adapter status information, log in to the NetBackup Appliance Shell Menu and enter the following command:
  `Main > Monitor > Hardware > ShowHealth > Adapter`
  A fix for this issue is planned for an upcoming appliance release.
- The `Support > Collect Inventory` command fails if you attempt to run it on NetBackup Appliance 5240 models that do not include a QLogic QLE8442 card. Any model 5240 with I/O configuration H is exempt, as it is not iSCSI capable. Although the command output results with a corresponding failure message, the underlying hardware monitoring continues to work except for the `EthTool` plug-in that handles SFP Alerts.
- When either one of the following appliance commands are run on an appliance with software versions 3.2 and later, they may not respond as expected and appear to hang:
  - `Manage > FibreChannel > Clean`
  - `Manage > FibreChannel > Show`

  To resolve the issue, reboot the appliance and run the command again. If the problem persists, contact Support and refer them to article 100047385.
- NetBackup web UI error during Instant Access (IA) operations

The following error message may appear while IA operations are running:



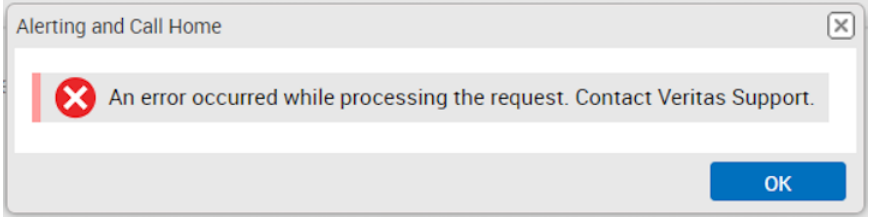
This issue may be caused by one of the following scenarios:

- An appliance with version 3.3.0.1 was configured as an HA node but an MSDP partition was not configured during the initial configuration process.
- The HA node has been upgraded from version 3.1 to 3.1.2, from 3.1.2 to 3.2, then from 3.2 to 3.3.0.1.

To resolve this issue, contact Technical Support and reference article 100048389.

- Proxy Server configuration prevents changes to notification settings (software versions 4.1 and earlier)

  If you have configured a Proxy Server to access the AutoSupport servers, the following error message may appear when you try to change the **Notification Settings** using the appliance web console:



  To resolve this issue, contact Support and refer them to article number 100049271.

Installation and configuration notes

The following list contains the notes and the known issues that relate to the installation and configuration of the appliance:

- When you attempt to copy a software update to the share directory, do not initiate any other commands until the copy finishes. If you run a command during the copy process, you may see that the software update is listed and available. However, if you install that software update, it can fail.

- iSCSI supports IPv4 addresses only. iSCSI connections over IPv6 are not supported. In addition, the initiator and the target must be on the same Layer 2 network (L2).
- Only a QLogic Small Form-Factor Pluggable (SFP+) module is supported in the 10Gb Ethernet/iSCSI card. This requirement applies to configuration H of the NetBackup 5240 appliance. Configurations A, B, C, D, and E of the NetBackup 5340 appliance also support iSCSI.
- A VLAN can be configured on either the network interface or the iSCSI interface. If a VLAN is configured on both the network and iSCSI interfaces, the VLAN for the network interface is effective on both the interfaces. Note that when VLAN is configured on both the network and iSCSI interface on different subnets, the configuration is not supported.

Network interface		iSCSI interface		Description
IP	VLAN	IP	VLAN	
Subnet X	None	Subnet X	None	Supported
Subnet X	None	Subnet Y	VLAN A	Supported
Subnet X	VLAN B	Subnet X	VLAN B	Supported
Subnet X	VLAN B	Subnet Y	VLAN B	Not supported

- When targets are discovered by using iSNS on two iSCSI interfaces, only the recent record is displayed by the `Target Show All` command. For example if you run the `Target Discover iSNS` command for *iscsi1* and then *iscsi2*, the **Interfaces** column in the `Target Show All` command output may not show both of the interfaces (*iscsi1*, *iscsi2*) for some targets. It actually shows the interface from the most recent command (*iscsi2* in this case) for some targets.
- The `iSCSI> Target Disconnect` command takes more time to complete if workloads are running on the iSCSI interface.
  You may see the following messages appear on the NetBackup Appliance Shell Menu:

```
Message from syslogd@host at Sep 12 10:09:14 ...
iscsid:
Message from syslogd@host at Sep 12 10:13:27 ...
iscsid:
Message from syslogd@host at Sep 12 10:17:53 ...
iscsid:
```

These messages may appear at different times on the NetBackup Appliance Shell Menu. They may appear when you are running an iSCSI command, in the middle of a command output, or even when the console is idle. These messages are harmless and should be ignored.

- When CHAP authentication is enabled on a target device and targets are discovered by using iSNS, the `iSCSI > Target Discover` command may not prompt for target credentials.
- When you perform the role configuration during the initial configuration on an appliance with version 3.2 or later, some MSDP parameter settings are changed. However, the new settings are not enforced automatically after completing the initial configuration. To resolve this issue and enable the new MSDP parameter settings requires that you restart the NetBackup services manually.
  For details, see the following article:
  https://www.veritas.com/support/en_US/article.100047662

High availability notes

The following describes the notes and known issues for high availability setups.

- High Availability (HA) deployments
  To help customers deploy new NetBackup Appliance HA installations, a checklist exists with links to various documents, including those that address related issues. For complete details, see the following article:
  https://www.veritas.com/support/en_US/article.100043658.html
- If you create an HA setup on an existing appliance compute node that was upgraded to version 3.2 or later and then attempt to add a partner node that is a new 3.2 or later version appliance, the process may fail and show the following message:

  ```
  - [Error] V-409-955-2025:

  The User ID/Group ID (uid/gid) for the mongod user on the partner node
  is different from the uid/gid for the mongod user on the active node.
  Refer to Veritas article 100046013.
  ```

  To resolve this issue, contact Support.
- Before adding the partner node to complete an appliance HA setup, you must first verify that all NetBackup processes are running on the primary server and on both HA nodes.
  If any processes are not running on the primary server or on the nodes, adding the partner node fails. To prevent this failure, you must first stop all NetBackup processes and then restart them. For complete details, see the topic "Adding

the partner node to the NetBackup 53xx high availability configuration" in the *NetBackup 53xx Appliance Initial Configuration Guide*.

About NetBackup support utilities

The NetBackup appliance provides the following support utilities to help diagnose NetBackup problems:

- NetBackup Domain Network Analyzer (NBDNA)
- NetBackup Support Utility (NBSU)

NetBackup Domain Network Analyzer (NBDNA)

You can run the NBDNA utility on a NetBackup appliance to perform the following tasks:

- Identify the NetBackup domain configuration to resolve network-related issues
- Identify NetBackup performance issues
- Ensure the behavior of the host name lookup is functional
- Ensure that the connectivity between NetBackup hosts and the appliance is established and functional based on their role within the NetBackup domain
- Generate the reports that are meant for Technical Support.

The NBDNA utility provides the following types of information in its output:

```
Running audit as Media Server.

Collection Version: x.x
   Collection Time: Tuesday, October 7, 2010 at 19:17:11 PM
       NBU Release: NetBackup-RedHat2.6.18 7.7.1
       NBU Version: 7.7.1
 NBU Major Version: 7
 NBU Minor Version: 7
 NBU Release Update: 1
    NBU Patch Type: Release Update
   NBU GlobDB Host: "host name"
    Is GlobDB HOST? No
             UNAME:
          Hostname: sample.name.cohesity.com
  Host's  Platform: Linux
 Perl Architecture: Linux
```

```
 Initialization completed in 14.040101 seconds.


 Brief Description of What It Does (for type 1):
----------------------------------------------------
 1) Perform basic self checks.
 2) Check connectivity to Primary (and EMM) server.
 3) If SSO configured, get list of media servers sharing devices.
 4) Get list of all clients which could send data here for backup.
 5) Test NBU ports for basic connectivity between media servers
    sharing devices.
 6) Test NBU ports for basic connectivity between media server and
    clients it backs up.
 7) Perform service level tests for phase 2
 8) Capture data for reports; save reports.
 9) Save data to report files.
----------------------------------------------------

 Discovering and mapping the NetBackup domain network for analysis
 by extracting data from current system's configuration.
  (To see more details, consider using '-verbose' switch.)

 Probing Completed in 2.867581 seconds.

 Initiating tests...

 COMPLETED.  Thank you for your patience.


 /log/dna/sample.name.cohesity.com.NBDNA.20100907.191711.zip
 Archive created successfully!
 Return /log/dna/sample.name.cohesity.com.NBDNA.20100907.191711.zip
 to Veritas Support upon request.
```

NetBackup Support Utility (NBSU)

You can use the `NBSU` utility to gather appropriate diagnostic information about NetBackup and the operating system.

The NetBackup Support Utility (NBSU) is used to gather diagnostic information about the system on which the utility is run. By default, NBSU gathers the appropriate diagnostic information based on the operating system and the NetBackup environment.

You can use the `Support > NBSU` command to create or remove the NetBackup configuration support files that the NBSU utility uses.

For more information, see the *NetBackup Appliance Commands Reference Guide*.

About other support resources

If you need additional assistance with your NetBackup Appliance, contact Technical Support. Customers with a current support agreement may access Technical Support information at the following URL:

www.veritas.com/support/

Information specific to NetBackup Appliance can be found on the NetBackup Appliance Support page.

About NetBackup appliance log files

Log files help you to identify and resolve any issues that you may encounter with your appliance.

The NetBackup appliance has the ability to capture hardware-, software-, system-, and performance-related data. Log files capture information such as appliance operation, issues such as unconfigured volumes or arrays, temperature or battery issues, and other details.

Table 5-1 describes the methods you can use to access the appliance log files.

Table 5-1 Viewing log files

From	Access methods	Log details
NetBackup Appliance Web Console	You can use the **Monitor > SDCS Events** page from the NetBackup Appliance Web Console to retrieve the audit logs of an appliance.	Appliance audit logs

Table 5-1 Viewing log files *(continued)*

From	Access methods	Log details
NetBackup Appliance Shell Menu	You can use the `Main > Support > Logs > Browse` command to open the `LOGROOT/>` prompt. You can use the `ls` and `cd` commands to traverse the appliance log directories.	■ Appliance configuration log ■ Appliance command log ■ Appliance debug log ■ NetBackup logs, Volume Manager logs, and the NetBackup logs that are contained in the `openv` directory ■ Appliance operating system (OS) installation log ■ NetBackup administrative web user interface log and the NetBackup web server log ■ NetBackup 52xx appliance device logs
NetBackup Appliance Shell Menu	You can use the `Main > Support > Logs > VxLogView Module` *`ModuleName`* command to access the appliance VxUL (unified) logs.	Appliance unified logs: ■ `All` ■ `CallHome` ■ `Checkpoint` ■ `Commands` ■ `Common` ■ `Config` ■ `CrossHost` ■ `Database` ■ `Hardware` ■ `HWMonitor` ■ `Network` ■ `RAID` ■ `Seeding` ■ `SelfTest` ■ `Storage` ■ `SWUpdate` ■ `Trace` ■ `FTMS` ■ `FTDedupTarget` ■ `TaskService` ■ `AuthService`

Table 5-1 Viewing log files *(continued)*

From	Access methods	Log details
NetBackup Appliance Shell Menu	You can use the `Main > Support > DataCollect` command to collect the storage device logs.	Appliance storage device logs
NetBackup-Java applications	If you encounter problems with the NetBackup-Java applications, you can use the scripts in this section to gather the required information for contacting support.	Logs relating to the NetBackup-Java applications

Appendix A

Related documents

This appendix includes the following topics:

About the NetBackup appliance documentation

The following documents help to ensure that you can successfully install, configure, and use your appliance. In addition, you can find information about the appliance hardware documents from the following table.

All these documents are posted on the NetBackup Appliance Documentation page.

Table A-1 NetBackup Appliance Software documentation

Guide	Description
NetBackup™ 52xx Initial Appliance Configuration Guide	This document guides you through the 52xx configuration process from the NetBackup Appliance Web Console or from the NetBackup Appliance Shell Menu.
NetBackup™ 53xx Initial Appliance Configuration Guide	This document guides you through the 53xx configuration process from the NetBackup Appliance Web Console or from the NetBackup Appliance Shell Menu.
NetBackup Appliance Upgrade Guide	This document guides you through the required steps to upgrade a NetBackup appliance.
NetBackup™ Appliance Administrator's Guide	The *NetBackup™ Appliance Administrator's Guide* contains the following types of information: ■ Deployment information ■ Administering your appliance ■ Monitoring information

Table A-1 NetBackup Appliance Software documentation *(continued)*

Guide	Description
NetBackup™ Appliance Command Reference Guide	The *NetBackup™ Appliance Command Reference Guide* provides a complete list of the commands that are available for you to use through the NetBackup Appliance Shell Menu.
NetBackup Appliance Release Notes	This document contains information about this version of NetBackup Appliance. It contains brief descriptions of new features within the release, operational notes that apply to the release update, and any known issues.
NetBackup Appliance Troubleshooting Guide	This document provides a general overview of how to troubleshoot NetBackup appliance issues and an explanation of the appliance troubleshooting tools and log files. If you need more specific troubleshooting information about a particular issue, go to the NetBackup Appliance page on the Support website. You can use the search function to look for articles relating to specific issues.
NetBackup Appliance Capacity Planning and Performance Tuning Guide	This document contains information on how to optimize your backup environment and your NetBackup appliance. It helps you to analyze your backup requirements and design a system that best fits your needs.
NetBackup Appliance Security Guide	This document describes the security features in NetBackup Appliance and how to use those features to ensure that your appliance environment is secure.
NetBackup Appliance Fibre Channel Guide	This document describes the supported Fibre Channel (FC) capabilities and configurations for NetBackup appliances.
NetBackup Appliance iSCSI Guide	This document describes how iSCSI works on the NetBackup appliance.
NetBackup Appliance Decommissioning and Reconfiguration Guide	This document describes how to decommission and reconfigure a NetBackup appliance.
NetBackup Appliance SNMP Trap Reference Guide	This document provides a complete list of the NetBackup Appliance SNMP traps. It describes what each trap means and the recommended actions for when an error occurs.

Table A-1 NetBackup Appliance Software documentation *(continued)*

Guide	Description
NetBackup Copilot for Oracle Configuration Guide	This document outlines how to configure Copilot using NetBackup and the NetBackup Appliance.
NetBackup Appliance Third-party Legal Notices	The *NetBackup Appliance Third-party Legal Notices* document lists the third-party software that is included in this product, and it contains attributions for the third-party software. This document is available from the following website: https://www.veritas.com/about/legal/license-agreements
NetBackup™ Appliance AutoSupport 2.0 Reference Guide	This document contains the information about the AutoSupport 2.0. It helps you to understand the deployment of the AutoSupport infrastructure, and how does the AutoSupport infrastructure analyzes the Call Home data from each appliances.
NetBackup™ 53xx Appliance High Availability Reference Guide	This document contains the information about the High Availability (HA) solution. It helps you to understand the deployment of the high availability configuration.

Table A-2 NetBackup Appliance Hardware documentation

Guide	Description
NetBackup™ 5240 Appliance Product Description	This guide introduces you to the NetBackup 5240 Appliance and Storage Shelf.
NetBackup™ 5250 Appliance Product Description	This guide introduces you to the NetBackup 5250 Appliance and Storage Shelf.
NetBackup™ 5340 Appliance Product Description	This guide introduces you to the NetBackup 5340 Appliance and the 5U84 Storage Shelves.
NetBackup™ Appliance Safety and Maintenance Guide	This document provides safety maintenance information for the following hardware: ■ NetBackup 52xx appliances ■ NetBackup 53xx appliances ■ 3U16 24TB/36TB storage shelves ■ 2U12 49TB storage shelf ■ 5U84 storage shelves