

Veritas NetBackup™ Emergency Engineering Binary Guide

Release 8.2 and 8.2.x

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VERITAS™

Veritas NetBackup™ Emergency Engineering Binary Guide

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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

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NetBackup release content listings

This chapter includes the following topics:

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

About NetBackup release content listings

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

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

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

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

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

See ["About Veritas Services and Operations Readiness Tools"](#) on page 35.

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

About the NetBackup "known issues" documentation conventions

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

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

EEBs and other known issues resolved in NetBackup 8.2

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 8.2](#)
- [Other known issues resolved in NetBackup 8.2](#)

Previous EEBs now resolved in NetBackup 8.2

[Table 2-1](#) contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 8.2 resolves the issues that were fixed with each of these EEBs.

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

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

Table 2-1 Previous EEBs now resolved in NetBackup 8.2

Etrack Number	EEB Description
3900445	This EEB fixes status 13 issues.
3906379	MediaId for duplication jobs is blank in OpsCenter reports.
3908159	NDMP accelerator-enabled backups fail with status 114.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3910495	Cannot expire tapes due to dependent images. Eight backupids (imagekeys) of VMWare with Application State Capture (ASC) are in a state preventing their expiration and consequently scratching the mediaID containing them.
3911826	File restores to /tmp alter the permissions of /tmp.
3916661	This EEB fixes status 13 issues.
3917141	Backup jobs intermittently fail due to an access violation. The dbbackex.exe process is terminated by the operating system.
3920965	This EEB contains fixes for status code 1, 13, 83, 84, and 114 issues.
3921520	MediaId for SLP duplication jobs is blank in OpsCenter reports.
3925261, version 1	Media ID column is blank when OpsCenter reports are created for Duplication Job'.
3928006	Accelerator-enabled NDMP backups fail with either status code 114 ("unimplemented error code") or 13 ("file read failed"). Backups work again after the track logs are cleared.
3930551	MediaId for Manual duplication jobs is blank in OpsCenter reports.
3930826	NetBackup Policy Execution Manager (nbpem) is not submitting backup jobs.
3930942	NetBackup Policy Manager (nbpem) fails to process Scheduled and Manual Backups.
3932490	The Successful Job Count report is showing too much data.
3932814	This EEB contains fixes for status 13 issues.
3935219, version 24, 23, 22, 21, 20, 19, 18, 17	After upgrading to NetBackup 8.1, data conversion of a large MSDP pool suffers performance issues.
3936957, version 1	Virtual machines are getting multiple client IDs.
3937217	This EEB resolves NetBackup core dump issues.
3938652	AIR backup images header file (entries in DBM DB space) and files file (.f files) are retained at source master server even after expiration of source copy.
3938993	DFSR backup takes more than 3 days to complete.
3939865	VxMS mapping fails for the disk which has the conflicting signatures of MBR + LVM.
3940181, version 4, 3, 2, 1	Snapshot Client fails with '4207 Could not fetch snapshot metadata or state files'.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3940466	NetBackup Policy Manager (nbpem) process hangs.
3940480	SLP backup images expires silently if original image is already marked as expired; unexpected result of running 'nbstlutil cancel'.
3940991	Hadoop restore does not recover ACLs of directories from backup.
3941426	VMware backups hang for Linux VM's with LVM+MBR signatures on disk.
3941653	ndmpagent fails with unknown status 13 issues.
3941792	Japanese messages in Activity Monitor are unreadable in NetBackup 8.0 on Solaris.
3941845	Upgrade from 8.1 to 8.1.1 failing due to NULL characters in ACTL_USER_Details tab.
3942191, version 25, 23, 22, 21, 20, 19, 18, 17, 16	Appliance 8.1 upgrade caused the MSDP storage to reach the upper limit on AIR-configured target machines.
3942306	DFSR backup takes more that tdays to complete.
3942369	bprd daemon schedules nbdeployutil for incremental report at variable times instead of exactly at midnight for the given day. This causes report to be missing for some expected days.
3942845	Multiple IDs Created in OpsCenter
3942880	nbcssc experiences intermittent segment faults and core dumps on a CloudCatalyst appliance.
3943191	A one-time script was created to allow master server upgrade to 8.1.1.
3943413	Unable to upgrade Opscenter 8.1 on passive node in VCS cluster.
3944023	This EEB addresses PostgreSQL requirements.
3944088	Changes in nbdeployutil: - Overlap detection, accurate reporting, incremental gathering and reporting of capacity license information, and anonymized nbdeployutil output reports. - Gathering obfuscated capacity usage information for telemetry.
3944090	Changes in nbdeployutil: 1. Overlap detection, accurate reporting, incremental gathering and reporting of capacity license information, and anonymized nbdeployutil output reports. 2. Gathering obfuscated capacity usage information for telemetry.
3944091	Changes in nbdeployutil: - Overlap detection, accurate reporting, incremental gathering and reporting of capacity license information, and anonymized nbdeployutil output reports. - Gathering obfuscated capacity usage information for telemetry.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3944092	Changes in nbdeployutil: - Overlap detection, accurate reporting, incremental gathering and reporting of capacity license information, and anonymized nbdeployutil output reports. - Gathering obfuscated capacity usage information for telemetry.
3944093	Changes in nbdeployutil: - Overlap detection, accurate reporting, incremental gathering and reporting of capacity license information, and anonymized nbdeployutil output reports. - Gathering obfuscated capacity usage information for telemetry.
3944463	Default restore priority is not honoured for FT restore using tape.
3944872	OpsCenter Images Data Collection fails for one master server after 8.1.1 upgrade.
3944963	Job Finalized Alert Policies that are based on Policy Views do not generate alerts.
3945221	Intermittent bjava-msvc core dumps on Linux Master running 8.0
3945608	Media Server Unreachable alert is generated and cleared every few minutes when we are not seeing any problems with that machine.
3945625	The EEB contains compaction-related enhancement.
3945938	OpsCenter viewbuilder TSV or CSV file type imports only reports on one client when there are 2 or more entries for the clientOpsCenter
3946067	MediaId for SLP duplication jobs is blank in OpsCenter reports.
3946754	nbtar does not abort on fifo reader failure like tar.
3946974	Backing up Fifo Files produces 'short read' log message in bpbkar at verbose 0 causing delay in backup and logs filling up drive.
3947282	Tape Drive Utilization report is not accurately showing data about drive usage
3947390	Update the chunk size to 64 MB to address the slow performance issue for IBM Cloud Object Storage.
3947431	NetBackup 8.1.1 Windows VCS installation (setup.exe) crashes at the Add Server screen with error 'Fault Module Name: libnbbase.dll_unloaded'
3947455	The EEB contains code to provide support for EDB installed with ORACLE compatibility mode.
3947476	FT (SAN client) restore job fails with status code 83 if the backup image was backed up with buffer size 52428.
3948083	OpsCenter web GUI logs out of the web interface when accessing Settings Configuration HostAlias.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3948265	Tape Drive Utilization report is not accurately showing data about drive usage
3948294	bpbkar crashes in libxm, in some cases, caused by memory corruption.
3948493	The storage server space stats are not properly displayed for CloudCatalyst. Only RedHat Linux supported.
3948539	Page numbers of reports exported in pdf format show one less page than actually exists
3949523	Attempts to restore from VM imported image, it fails with status 2817,
3949732, version 1	Backing up FIFO files causes delay in the backup and produces logs that fill up the drive.
3949983	Users are logged out of the OpsCenter UI when attempting to export reports after clicking the Edit button.
3950338	Customers can encounter bpbkar crashes in libxm in some cases, caused by memory corruption.
3950392	Unable to query the sqlite white list cache for host validation during secure communication. getting error 'database is locked' in logs
3951673	OpsCenter sporadically hangs, unable to log into UI but database appears to be processing
3951842	AUTO_UPDATE_ROBOT (automatically injecting tapes when they are put into the MAP and the MAP door is closed) doesn't work on Quantum i6000 robots.
3952598	NetBackup master has a 1 job per second limit. This EEB is created to change the 1 job per second per master limit to 1 job per second per client. Also fixes the memory leak caused by this code change.
3952829	Nbdeployutil report shows inaccurate capacity numbers for some clients.
3952861	Exchange GRT restore fails Status 5 - EWS extended error: Autodiscover blocked a potentially insecure redirection.
3952954	nbdeployutil scheduled at variable times by bprd daemon causes the reports to be missing for some expected days.
3953497	VCS monitor script shows intermittent problems with monitoring 'bprd'.
3953554	Performing differential backup with 'Use Change Journal' for Japanese name directory can result in data loss.
3953626	NetBackup cannot restore Exchange mail into a mailbox whose user account is in a child domain managed by a different domain controller from the parent domain.
3953753	FTMS of NetBackup 8.1 crashes RHEL 7.5 machines.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3953946	Adding 'Job Finalised' alert takes more than 30 minutes to complete since upgrading OpsCenter to 8.1.1 from 8.0.
3954069	nbmysql agent does not function when mysql is bound to any other IP address apart from 127.0.0.1.
3954126	Users are logged out of the OpsCenter UI when attempting to add a filter during restore operations.
3954670	Not able to upgrade Opscenter 8.1.1 in a single-node VCS cluster.
3954810	Accelerator enabled NDMP Full backups (backups after the first full) are missing data.
3954852	MS-SQL-Server or Teradata policies using unpathed filenames in the backup selection fail with 5449: The script is not approved for execution.
3955212	nbdeployutil creates large files in /tmp on master which may fill up file system
3955272	NetBackup nbpem and nbjm crash due to a rare race condition.
3955400, version 1	EEB bundle: 1. tar/nbtar does not exit after a cancelled FIFO restore 2. nbtar does not acknowledge the fact that the reader disconnected from the pipe and continues to read the backup image 3. 7.7.3 nbtar restore performance is poor compared to old tar
3955444	Clients Not Backed Up report shows incorrect results
3955527	Unable to choose a media server to perform a restore even though multiple media servers are allowed to perform the restore.
3955555	OpsCenter viewbuilder TSV or CSV file type imports only reports on one client when there are 2 or more entries for the clientOpsCenter
3955565	SLP backup images expired silently; unexpected result of running ' nbstlutil cancel '
3955627	Postgres Enhancements.
3955665	Flood of disk volume updates due to huge number of backup jobs completing at the same time, causes Disk Service Manager (DSM) to block.
3955860	GUI reports database system error (220) Configuration is not defined in EMM.
3956103, version 11, 9, 8, 7, 6, 5, 4, 3, 2	The EEB bundle contains fixes for MSDP issues on NetBackup 8.1.2
3956168	NetBackup uses third-party library Jackson FasterXML library 2.8.7 which was reported with CVE-2017-7525, CVE-2017-17485, and CVE-2018-5968.
3956291	System State restore from a User Backup schedule image can fail with Status 130.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3956359	nbdeployutil fails with Expected IMAGE record not found in NBFEDS_Data.out
3956754	The cache eviction takes a long time. Also the delete request prevents the upload request.
3956937	Opscenter Apache Struts Vulnerability CVE-2018-11776
3956947	Opscenter Apache Struts Vulnerability CVE-2018-11776
3956949	Opscenter Apache Struts Vulnerability CVE-2018-11776
3956989	Opscenter Apache Struts Vulnerability CVE-2018-11776
3957010	Many jobs fail with status 2106 or status 47 when nbemm is unable to accept connections in a timely fashion due to vnet_proxy_socket_swap failures on a remote m media server.
3957062	bpjava-mvsc.exe is crashing when attempting to login to Java Admin Console
3957119	nbrmms crashes during AIR import.
3957142	Unable to remove the old replication target.
3957206	Virtual disks are not closed during backup, causing backup hangs and snapshot consolidation failures.
3957515	This EEB adds support for following: XFS filesystem, LVM, and Linux 4.x kernel. The following changes are consolidated in this EEB: 1. HP 3PAR device identification. 2. ISCSI login changes.
3957807, version 3, 2	Enhanced the NetBackup Synthetic capability to create duplicate copy of a Full/User Backup type backup image.
3957882	Information does not get populated from OpsCenter View Builder.
3957949	nbwmc stops with IllegalArgumentException, Request header is too large - no backups run.
3957954	This EEB provides support for Oracle 18c on NetBackup 8.1.1.
3958304	The EEB contains code to provide support for EDB installed with ORACLE compatibility mode.
3958368	SharePoint GRT browse of VMware backup image fails when a database name contains non-ASCII characters.
3958410	The cache eviction takes a long time. Also the delete request prevents the upload request.
3958437	Backups and dups to CloudCatalyst are not progressing. The cache eviction takes a long time. Also the delete request prevents the upload request.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3958573	Netbackup nbpem crashes due to a race condition.
3958608, version 3, 1	VMware snapshot are not deleted from the vCenter.
3958640	nbdeployutil consumes huge memory in case of large gather data, which might lead to crash.
3958704	ndmpagent fails with unknown status 13.
3958766	Opscenter Analytics Safety And Security Struts Vulnerability Detected - Need to Upgrade Apache Struts to versions 2.3.35, 2.5.17, or higher.
3958841	Users are logged out of the OpsCenter UI.
3958911	An error occurs when adding VM credentials due to a compatibility issue between NetBackup 8.1 and vCloud Center 9.1.
3958927	NetBackup Policy Execution Manager (nbpem) does not schedule jobs.
3959035	nbrepo fails with authorization failed.
3959197	Jobs are not starting after activating manual policies.
3959237	VCS monitor script shows intermittent problems with monitoring 'bprd'.
3959282	BMR prepare to restore/discovery fails for Solaris 11.x client/BMR Boot Server.
3959505	The NBCheck has problems reading the registry in localized systems, hence affecting certain tests run by NBCheck. The EEB includes the necessary Win32::WinError package in nbcheck consumed into the Veritas NetBackup Server.msi file to fix this issue.
3959578	nbsl experiences core dumps when users click Device Monitor from the Java console.
3959608	1. nbtar restore performance is poor compared to old tar. 2. nbtar does not acknowledge the fact that the reader disconnected from the pipe and continues to read the backup image.
3959764	Email notification issue occurs after server upgrade to 8.1.
3959778	VMware restore fails for SAN transport mode.
3959811	VMware snapshot files from preceding backup left in fi_cntl directory after accelerator backup.
3959836	Image cleanup exits with status 0 but fails to delete images for VMware hosts whose display names begin with a period character.
3960028	nbsl experiences core dumps when a user clicks Device Monitor from Java console on any Java client.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3960135	NetBackup puts an excessive load on the vCenter server during discovery jobs of VMware Intelligent Policies.
3960303	Remove source domain .f files after AIR operations when no longer necessary. Remove unneeded image records so that re-replication operations can succeed.
3960305	bpbkar lstat error EPERM (Operation not permitted) should be ignored for filesystem which is in exclude list
3960526	bpfis.c#cross_mntpts() does not assume multi-byte encoded characters in incoming path.
3960926	Page numbers of reports exported in pdf format show one less page than actually exists
3961174	nbwmc takes a long time to start, and most web service requests fail thereafter. Catalina log will show NoUniqueBeanDefinitionException: expected single matching bean but found 2: cvFAuditDAO,CVFAuditDAO
3961246	nbdeployutil creates large files in /tmp on master which may fill up file system.
3961406	The error message 'database system error (220) Configuration is not defined in EMM' appears in the Activity Monitor when the SAN Client SAN Client usage preferences for SAN client dialog is closed, with or without any change.
3961700	Error message 'database system error (220) Configuration is not defined in EMM' in activity monitor when the SAN Client SAN Client usage preferences for SAN client dialog is closed.
3961770	Hadoop client backup fails with status code 6617.
3961827	While performing accelerator-enabled NDMP backups, ndmpagent fails with unknown status 13 errors.
3961892	nbdeployutil capacity report shows over-estimation.
3962067	NBDEPLOYUTIL not showing correct results
3962226	OpsCenter 'Virtual Client Summary' report fails to generate data.
3962701	NDMP self-restore against any one out of 2 specific folders failed with error code 2813.
3962748	Accelerator enabled NDMP Full backups (backups after the first full) are missing data.
3962776	CloudCatalyst jobs hang when vxesp crashes.
3963069	NetBackup Java Console fails to login with Status 529
3963073	bppllist execution may cause core dump.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3963312	VxUpdate cannot deploy 8.1.2 Windows client packages if the services on the client are running as a custom user.
3963334	Accelerator enabled NDMP Full backups (backups after the first full) are missing data.
3963388	Cannot add kernel drivers to RHEL 7.3 SRT
3963412	The modified time for DR files appears to be changed in the Java GUI after a backup of the file setting it to the backup time of the files. This change shows last modified time of the file. Does not impact Windows.
3963427, version 4, 3, 2, 1	VMware backups hang occasionally when using Single File Restore.
3963655	BMRD causes 100% CPU load
3963662	MS SQL server restore fails with Restore error (2850)
3963826	nbwmc stopping with IllegalArgumentException, Request header is too large - no backups run.
3963837, version 2, 1	This is a bundle of the following two issues: 1. nbdeployutil consumes huge memory in case of large gather data, which might lead to crash. 2. nbrepo fails with authorization failed.
3963956	NetBackup 8.1.1 Windows client/Server install removes C:\Windows\SysWOW64\oncrpc.dll
3964093	Issue with optimize backup for NTFS dedup files. For NTFS dedup files having longer path, FindFirstFile() function returns incorrect file attributes.
3964118	Unable to create Job Finalized alerts
3964142	Nbdeployutil report fails with "Can't use an undefined value as an ARRAY" reference at PERL2EXE_STORAGE/Licensing.pm
3964148	Cannot add kernel drivers to RHEL 7.3 SRT
3964219	This release corrects a status that is returned when unlocking a VM to be based on the final status after retries have been attempted rather than the status of the first attempt.
3964376	OpsCenter Capacity License report fails, cannot load tmp module attribute.
3964424	Performing differential backup with 'Use Change Journal' for Japanese name directory can result in data loss.
3964475	Image fragments do not get expired in OpsCenter causing purge to not remove images from database.
3964655	Tapes in I/E station(MAP) are not automatically imported into the library/partition.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3964716	Unable to see older images after the upgrade of the master server to NB 8.1.2.
3964855	BMR recovery is failing in case of DDR scenario.
3965078	DFSR backups take a long time because the backup did not handle DFSR reparse points correctly.
3965089	This EEB upgrades Apache Tomcat to version 8.5.34.
3965261	Nbdeployutil report fails with, Can't use an undefined value as an ARRAY reference at PERL2EXE_STORAGE/Licensing.pm
3965460, version 1	The nbdeployutil capacity report contains discrepancies.
3965490	Python drives are dropped intermittently from clients as a result of resets on the SAN.
3965578	System State restore from a User Backup schedule image can fail with Status 130.
3965612	Push Reinstall fails with Exit Status 130 : System Error Occurred when trying to get the hostID cert
3965626	Solaris Global Zone Client update fails when using deployment policy
3965636	Attempt to restore from VM imported image fails with status 2817,
3965719, version 3, 2, 1	VMware backup gives status 11 with no other error logged. Bpbkar logs shows 'UTF- 8 string length exceeds destination buffer capacity'.
3965722	Remove source domain .f files after AIR operations when no longer necessary. Remove unneeded image records so that re-replication operations can succeed.
3965862	VMware snapshot files from preceding backup left in fi_cntl directory after accelerator backup.
3965917	nbwmc stopping with IllegalArgumentException, Request header is too large - no backups run.
3966194	Attempt to restore from VM imported image fails with status 2817
3966215	VCS monitor script shows intermittent problems with monitoring 'bprd'.
3966219	Solaris Global Zone Client update fails when using deployment policy
3966246	Not all VMs are being displayed in the web UI as they are not getting populated into the database due to a ClassCastException.
3966310	bppclients CLI experiences core dumps.
3966324	Master server writes 20GB per day to nbpem logs (99% same message, 1000 per second).

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3966404	Many jobs fail with status 2106 or status 47 when nbemm is unable to accept connections in a timely fashion due to vnet_proxy_socket_swap failures on a remote m media server.
3966439	MS-SQL-Server or Teradata policies using unpathed filenames in the backup selection fail with 5449: The script is not approved for execution.
3966511	After successful registration of the WebPlugin, while trying to add the master server on Plugin, users receive a HTTP Transport Error.
3966527	NetBackup 8.1.2 media servers in app_cluster configurations fail to update the active node during failover.
3966586	Unable to login to NetBackup Java Console from AD user. The login fails with status 517.
3966630	vCenter plugin registration with vCenter 6.7 update1 fails to proceed showing 'multiple points' pop-up.
3966663	NetBackup web services appear to become unresponsive causing jobs to stop being submitted when nbdeployutil is run.
3966668	NDMP accelerator backup with unavailable backup selection path may produce corrupt backup from which restore/verify cannot be done.
3966814	Client upgrade fails with 'A supporting command failed (7226)' error.
3966961	Tomcat and nbwebsvc certificates are not automatically renewed on a Japanese system.
3967158	nbstserv can crash and dump core due to interactions with external events such as nbstlutil command requests.
3967160	Client backup report in Java GUI shows incorrect retention level in case image has multiple copies and current primary copy gets expired.
3967233, version 1	Discrepancies in Smart Meter usage reports show usage numbers higher than they should be.
3967272	NBSL experiences core dumps immediately after the upgrade to NB 8.1.2.
3967379, version 1	This EEB contains fixes for multiple issues related to nbpem
3967419	VxUpdate deployment failure for Linux Clients.
3967464	NetBackup 8.1.1 Windows client/Server install removes C:\Windows\SysWOW64\oncrpc.dll
3967488	Problem doing bulk Linux client installation with native installer when using answer file with CLIENT_NAME=XLOCALHOSTX

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3967530	Image size returned from catalog/images API call displays incorrect size with images larger than approximately 2 TB.
3967584	Tomcat and nbwebsvc certificates are not automatically renewed on a Japanese system.
3967604	OpsCenter 8.1.2 - adding or editing Job Finalised Alert Policy takes a long time to complete, or fails with 'Tree Table data fetch failed' error after upgrading from 8.1.1.
3967620	Tomcat and nbwebsvc certificates are not automatically renewed on a Japanese system.
3967638	Tomcat and nbwebsvc certificates are not automatically renewed on a Japanese system.
3967822	The NetBackup 8.1.1 PBX service stops intermittently and may generate a core dump.
3967906	NBDEPLOYUTIL does not show the correct results.
3967955	VMware Backups failing with Status 6/23 using HotAdd when VM consists of multiple disks
3968038	This EEB resolves issues with rollforward on Alt client restore using DB2.
3968048	Performance issue occurs with the bpbackup command if the -f option uses a very long list of file entries.
3968207	When using VxUpdate to select multiple clients in a policy to upgrade, it only selects a single client.
3968215	1. bpbkar causes a 30 second delay when it encounter a corrupt file. 2. For NTFS dedup files having longer path, FindFirstFile() function returns incorrect file attributes. 3. Logging issue at lower verbose.
3968439	The EEB bundle removes the check for drpkg extention from the nbdrpkg check utility.
3968475	NBEMM core dump was generated on master server
3968528	Unable to backup files with non-English characters in filename or file path using bpbackup command.
3968566	VMware backups fail with Status 6/23 using HotAdd when VM consists of multiple disks.
3968608	UNIX differential backup picks up files already backed up by previous full/differential backup. The issue comes for the multiplexed backups only.
3968706	vCenter plugin registration with vCenter 6.7 update1 fails to proceed showing 'multiple points' pop-up.
3968707	vCenter plugin registration with vCenter 6.7 update fails to proceed showing 'multiple points' pop-up.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3968712	The root / partition is getting full due to the /usr/open/pdde/vpfs/catalog directory growing.
3968852	NDMP Restore fails with Status 91 - ndmpagent reports V-134-57 NDMP restore failed from path UNKNOWN
3968891	Unable to send mail notification from OpsCenter to Office 365.
3968925	NDMP Restore fails with Status 91 - ndmpagent reports V-134-57 NDMP restore failed from path UNKNOWN
3968926	NDMP Restore fails with Status 91 - ndmpagent reports V-134-57 NDMP restore failed from path UNKNOWN
3968968	nbtar immediately aborts a restore if writing to a named pipe (fifo) and the program reading the pipe fails or exits. This behavior is enabled by creating the touch file /usr/openv/netbackup/RESTORE_FIFO_ABORT.
3968984	Backup of AzureStack VMs with Managed Disks exits successfully even though VHD data in the storage account is not protected.
3969009	Backup job starts command nbhostdbcmd -update on the VCS client, causing load issues.
3969048	Provide special retention behavior.
3969108	bpbkar log does not report non-English characters in file name or path.
3969148	NetBackup cannot restore Exchange mail into a mailbox whose user account is in a child domain managed by a different domain controller from the parent domain.
3969199	P2V ISO validation fails with Error code 0
3969268	vnetd experiences a core dump issue on the master server.
3969277	Python drives are dropped intermittently from clients as a result of resets on the SAN
3969341	Catalog backups are slow on Flex master on 8.1.2 Catalog backup on 8.1.2 with VxFS file system.
3969418	SLP report shows copy completion time as blank.
3969579	Incorrect retention level is displayed in OpsCenter reports when an image has multiple copies and the current primary copy gets expired.
3969621	Flood of disk volume updates due to huge number of backup jobs completing at the same time, causes Disk Service Manager (DSM) to block.
3969682	OpsCenter upgrade to 8.1.2 fails on the license screen (running on W2012 VCS cluster).

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3969788	Security scanner generates a warning at location /usr/opencv/java/sdk/jre/lib even after nbcomponentupdate updates JRE.
3970250	Backups sent to CloudCatalyst are not progressing or finishing. The cache eviction takes a long time, and the delete request prevents the upload request.
3970262	Duplication of Exchange GRT image causes a bpdgm crash. For standalone Exchange, the duplication fails with failure to connect to client.
3970278, version 3	Deduplication report does not distinguish compression rates from deduplication rates.
3970305	Bpfs process remains after Exchange GRT backup.
3970366	The Bare Metal Restore discovery or restore process is failing with error 'Error: The following drivers failed to load: '
3970372	Replication of small images takes a minimum of 30 seconds per image which limits daily throughput to 2880 images per channel. The problem is due to delays in the polling mechanism used to detect when a replication is complete.
3970494, version 1	1.Smartmeter/nbdeployutil usage numbers are much higher. 2.NBCertRenew failed to renew cert due to a difference of DateTime format in localized server. 3.Adding vxupdate packages fails.
3970657	The OpsCenter Data Collectors are not starting automatically
3970746	When master server is big endian, Instant Access fails with message 'only little endian supported'.
3970808	Intermittently, some jobs in the Java console's Activity Monitor are not displaying data or are freezing.
3970858	System State restore from a User Backup schedule image can fail with Status 130.
3970898	bpVMutil leaves behind temp files in /tmp on errors
3970935	Performing differential backup with 'Use Change Journal' for Japanese name directory can result in data loss.
3971086	A long time passes between SAP/RMAN backups requests.
3971147	Using Accelerator, the first incremental backup after the full backup takes a lot of time and transfers a huge amount of data
3971173	Accelerator-enabled NDMP backup fails with the memory allocation error.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3971186	Nutanix AHV cleanup and umount problem occurs for AOS 5.10.2, higher than the supported one of AOS 5.8.
3971225	NetBackup client install script changes ownership for some directories on Ubuntu.
3971408, version 2, 1	VMware backups hang occasionally when using File Level Recovery. This is a debug eeb
3971430	Performance issues occur with the bpbackup command if the -f option uses a very long list of file entries.
3971539	For Multiplexed backups, Hyper-V backup parameters are send to Unix client backup when Hyper-V backup is also running.
3971741	Unable to clean and unmount the files after successful backup on AOS 5.10
3971794	Unable to clean and unmount the files after successful backup on AOS 5.10.
3972079	Reverse Replication (AIR) fails with read of image metadata file failed: no entity was found
3972200, version 2, 1	The EEB bundle contains common fixes for MSDP issues on NetBackup 8.1.1.
3972201, version 4, 3, 2, 1	The EEB bundle contains common fixes for MSDP issues on NetBackup 8.1.2
3972216	Upgrade from 8.0 or 8.1 to 8.1.2 fails due to NULL characters in ACTL_USER_Details table.
3972264, version 1	1. nbwmc takes a long time to start, and most web service requests fail thereafter. 2. Tomcat and nbwebsvc certificates are not automatically renewed on a Japanese system.
3972309, version 1	System State restore from a User Backup schedule image can fail with Status 130.
3972596	Accelerator enabled NDMP backup fails with the memory allocation error
3972778, version 1	Backups performance are severely impacted after upgrade to 3.1.2. Also, throughput is very low.
3972780, version 1	Exchange GRT does not work for recent Exchange 2016 updates. Bpfls process remains in memory after a GRT backup.
3972802	Catalog DR files display incorrect modified time if they had been backed up after catalog backup. Does not impact files on Windows.
3972824	SLP Backlog report stopped displaying data when the customer upgraded to 8.1.2
3972883, version 1	The EEB bundle contains common fixes for MSDP issues on NetBackup 8.1
3972890	System State restore from a User Backup schedule image can fail with Status 130.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3972957, version 1	Backup performance degrades after upgrade appliance to 3.1.
3973044	NetBackup Enterprise Media Manager (nbemm) daemon becomes unresponsive and does not accept new connections.
3973145	Audit settings are not fetched for the active node in a clustered master server network.
3973393	BMR Clients for restore under BMR Management in the Java GUI hangs.
3973426	NetBackup only backup metadata for the NTFS dedup files in case of non-optimized backups, creating a potential data loss situation. Also, the bpbkar logs do not report non-English characters in file name or path.
3973428	Duplication of Exchange GRT image causes a bpdbm crash. For standalone Exchange, the duplication fails with failure to connect to client.
3973489	Users are being logged off from OpsCenter when exporting report.
3973597	Intermittent bjava-msvc core dumps on Linux Master running 8.1.1
3973775	This EEB provides support for Oracle 18c on NetBackup 8.1.2.
3973811	VMware backups of Windows VMs hang occasionally when using File Level Recovery.
3974035	Vmware restore fails for SAN transport mode.
3974037	The NetBackup BMR MTFTP service has a security vulnerability that honors any file request done by PXE client.
3974106	VMware snapshot files from preceding backup are left in fi_cntl directory post backup.
3974122	This EEB for OpsCenter upgrades Apache Tomcat to version 8.5.39 to fix several vulnerabilities.
3974169	Reverse Replication (AIR) fails with read of image metadata file failed: no entity was found
3974431	NetBackup Database Manager (bpdbm) is failing to add files to the image with a database connection error.
3974489	NetBackup client install script changes ownership for some directories on Ubuntu - VxUpdate.
3974504	After Oracle date changed from 9 to 10 digits, database backups take a long time.
3974542	NDMP Accelerator-enabled backups fail with status code 84.
3974548	DFSR backups leave files behind on CINC schedule.
3974567	This EEB upgrades Apache Tomcat to version 8.5.39 to fix several vulnerabilities.

Table 2-1 Previous EEBs now resolved in NetBackup 8.2 (*continued*)

Etrack Number	EEB Description
3974674	Standalone command bpps -n does not show any output on Solaris non-global zone clients
3974912, version 1	The bpjobd process experiences a core dump on a NetBackup 3.1.2 appliance with NetBackup 8.1.2.
3975252	1. NetBackup Policy Manager (nbpem) process hangs. 2. Master server writes 20GB per day to nbpem logs (99% same message, 1000 per second).
3975428	Master server stopped accepting jobs due to issues with nbpem and nbjm.
3975728	Replication of small images takes a minimum of 30 seconds per image which limits daily throughput to 2880 images per channel. The problem is due to delays in the polling mechanism used to detect when a replication is complete.
3976263	BMR Clients for restore under BMR Management in the Java GUI hangs.
3976373	Exchange backups do not follow the database backup history. Customer scripts to select backup host by editing the backup history have no effect.
3976604	The "Issued By" field of the certificates on the master server may have a hostname different than what is provided as the master name during install.
3977052	PAM authentication with nbatd and Java GUI does not honor PAM control directives to restrict authentication.
3977057	Java GUI login allowed for expired accounts.
3977080	Creating Instant Access VM will fail with ESXi 6.7.
3977140	Reverse replication fails with status 227.
3978112, version 1	Bpbkar crashes in a VMware backup with Accelerator.
3978269	Oracle RMAN backup time increases extremely.
3979032	Media ID column is blank when reports are created for Duplication Job
3979069	nbdeployutil creates large files in /tmp on master and fills up file system
3979291	NBDEPLOYUTIL is not showing correct results with FEDS data for sparse files.
3979830, version 1	This is a combination fix for nbpem in NB 8.1: 1. NetBackup Policy Execution Manager (nbpem) stops submitting jobs. 2. Master server writing 20GB per day to nbpem logs (99% same message, 1000 per second)
3979947	Unable to run the NbDbAdmin.EXE with error 'This tool can not be run remotely. You can only run it on the master server.'

Other known issues resolved in NetBackup 8.2

This topic contains a list of some of the known issues that were fixed and included in the NetBackup 8.2 release.

Etrack Incident: 3921813

- Associated Primary Etrack: 3921705
- Associated Service Request Etrack(s): 3921704
- Description:
P2V conversion failed with VMware Tools 10.1

Etrack Incident: 3922140

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
User-specified input value maximum lengths were not validated for CSCONFIG CLI.

Etrack Incident: 3943799

- Associated Primary Etrack: 3943476
- Associated Service Request Etrack(s): 3943475
- Description:
OpsCenter alerts were not generated when queries contain syntax errors.

Etrack Incident: 3945248

- Associated Primary Etrack: 3944475
- Associated Service Request Etrack(s): 3944474
- Description:
A discrepancy existed between expiration time and retention level in bpimagelist output after running bpexupdate.

Etrack Incident: 3947105

- Associated Primary Etrack: 3945615
- Associated Service Request Etrack(s): 3945614
- Description:
A client on one virtual machine in a VMWare backup unexpectedly terminated while skipping independent disks.

Etrack Incident: 3947678

- Associated Primary Etrack: 3941429
- Associated Service Request Etrack(s): 3941428
- Description:
Exchange discovery did not work on Windows 2016 when the NetBackup Discovery Framework service runs as LocalSystem.

Etrack Incident: 3949640

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
NetBackup recognized the BTRFS sub-volume as a different file system and the contents of the sub-volumes were skipped during the backup process.

Etrack Incident: 3949874

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Jobs API documentation did not match functionality.

Etrack Incident: 3950207

- Associated Primary Etrack: 3946881
- Associated Service Request Etrack(s): 3946880
- Description:
Status code 90 occurred for streams where drive letters were excluded.

Etrack Incident: 3951073

- Associated Primary Etrack: 3938343
- Associated Service Request Etrack(s): 3938342
- Description:
AIR imports from an ExaGrid storage server failed with status code 191, error code 226, entity already exists.

Etrack Incident: 3951301

- Associated Primary Etrack: 3941650
- Associated Service Request Etrack(s): 3941649
- Description:
Unable to configure Cloud Catalyst with server names in the environment longer than 60 characters.

Etrack Incident: 3952055

- Associated Primary Etrack: 3949711
- Associated Service Request Etrack(s): 3949710
- Description:
nbmysql agent asked for the database password although the password was authenticated using the mysql_config_editor.

Etrack Incident: 3952067

- Associated Primary Etrack: 3946852
- Associated Service Request Etrack(s): 3946851
- Description:
Target MSDP credentials were stored in ASCII code on source MSDP pool.

Etrack Incident: 3952068

- Associated Primary Etrack: 3946852
- Associated Service Request Etrack(s): 3946851
- Description:
During AIR replications, target MSDP credentials were stored in ASCII code on source MSDP pool.

Etrack Incident: 3952455

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
NetBackup Troubleshooting API documentation was not available to customers.

Etrack Incident: 3952484

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Restore of Veritas Filesystem files to ext3/4 failed because of the nbtar binary on UNIX servers.

Etrack Incident: 3952926

- Associated Primary Etrack: 3950642
- Associated Service Request Etrack(s): 3950640
- Description:

A DR package could not be recovered in a DR environment without the domain controller.

Etrack Incident: 3953692

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
VxFS FCL support for multistreaming needed to be added.

Etrack Incident: 3953983

- Associated Primary Etrack: 3951679
- Associated Service Request Etrack(s): 3951678
- Description:
The Images API did not finding images when specifying client name with space, such as "VMWare display name".

Etrack Incident: 3954408

- Associated Primary Etrack: 3952302
- Associated Service Request Etrack(s): 3952301
- Description:
The message "NetBackup Web Management Console -- NOT STARTED" was displayed, although the console actual started.

Etrack Incident: 3954473

- Associated Primary Etrack: 3952941
- Associated Service Request Etrack(s): 3952940
- Description:
5240 upgrade from 3.1 to 3.1.1 failed multiple times while unmounting vxfs partitions due to MSDP partition used by handlehelper. Handlehelper was not stopped after stopping NBU service by running bp.kill_all.

Etrack Incident: 3956872

- Associated Primary Etrack: 3956780
- Associated Service Request Etrack(s): 3956779
- Description:
Push install to a client host failed.

Etrack Incident: 3958080

- Associated Primary Etrack: 3956347

- Associated Service Request Etrack(s): 3956346
- Description:
OpsCenter Daily Disk Pool Usage reports did not return any data for the previous 24 hours.

Etrack Incident: 3959007

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
GET /catalog/images API failed with any schedule type except FULL.

Etrack Incident: 3962062

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Image cleanup exited with status 0 but failed to delete images for VMware hosts whose display names begin with a period.

Etrack Incident: 3962262

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Enhancements from 8.1 EEBs that improve the system performance were added.

Etrack Incident: 3962661

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
On a 5240 appliance, the system appeared to hang. After rebooting the appliance to correct the problem, the VPFSD service failed to start automatically.

Etrack Incident: 3962918

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
VPFSD service did not start automatically after reboot.

Etrack Incident: 3963205

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
NDMP accelerated backup failed with status 13.

Etrack Incident: 3963448

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
VMware backup completed successfully despite an error while reading the sector.

Etrack Incident: 3964106

- Associated Primary Etrack: 3956897
- Associated Service Request Etrack(s): 3956896
- Description:
Sybase 'dump database' failed with error 'Maximum length is 127'

Etrack Incident: 3964227

- Associated Primary Etrack: 3959187
- Associated Service Request Etrack(s): 3959185
- Description:
Unable to verify whether VMware backup images were successfully duplicated.

Etrack Incident: 3965509

- Associated Primary Etrack: 3964784
- Associated Service Request Etrack(s): 3964782
- Description:
NetBackup Services failed to automatically start on a Linux platform using systemd.

Etrack Incident: 3966336

- Associated Primary Etrack: 3966199
- Associated Service Request Etrack(s): 3966198
- Description:
Unable to add second Flex Master Instance to OpsCenter due to duplicate host ID.

Etrack Incident: 3967952

- Associated Primary Etrack: 3967418
- Associated Service Request Etrack(s): 3967416
- Description:
When running a VMware backup of SQL Server, "Events out of sequence -image inconsistency (229)" was shown for ASC job, but all of the jobs including ASC finished with Status 0.

Etrack Incident: 3969029

- Associated Primary Etrack: 3966917
- Associated Service Request Etrack(s): 3966915
- Description:
Installation failed when attempting to install NetBackup with specified password string for a nbwebsvc user.

Etrack Incident: 3969030

- Associated Primary Etrack: 3966917
- Associated Service Request Etrack(s): 3966915
- Description:
Installation failed when attempting to install NetBackup with specified password string for a nbwebsvc user.

Etrack Incident: 3969803

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
BMR Media SRT did not accept boot arguments when new 3PP CD (version 2) was used for creation.

Etrack Incident: 3969926

- Associated Primary Etrack: 3969626
- Associated Service Request Etrack(s): 3969625
- Description:
The bp.kill_all command didn't work properly on a Solaris platform because of incorrectly parsing of the output of the bpps command with awk script.

Etrack Incident: 3971581

- Associated Primary Etrack: 3971569

- Associated Service Request Etrack(s): 3971568
- Description:
Application protection setting was cleared in a VMware backup policy when the Schedules and Clients icon was clicked.

Etrack Incident: 3972282

- Associated Primary Etrack: 3972159
- Associated Service Request Etrack(s): 3972158
- Description:
SLP duplications seemed to be running twice the sizing that was needed.

Etrack Incident: 3972511

- Associated Primary Etrack: 3970785
- Associated Service Request Etrack(s): 3970784
- Description:
After upgrading media app_cluster to 8.1.2, restore from BAR client-side to clustername failed with status 31.

Etrack Incident: 3973746

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
When MSDP storage contains a lot of data, the first run of dsstat after the service starts was taking an excessive amount of time.

Etrack Incident: 3975371

- Associated Primary Etrack: 3973216
- Associated Service Request Etrack(s): 3973215
- Description:
Backing up files were successful for VXFS with error messages "Failed to get VxFS Write Once Read Many attribute for /oracle/xxx. Errno = 95: Operation not supported".

Etrack Incident: 3975484

- Associated Primary Etrack: 3973248
- Associated Service Request Etrack(s): 3973247
- Description:
Missing data from OpsCenter.

Etrack Incident: 3976368

- Associated Primary Etrack: 3970108
- Associated Service Request Etrack(s): 3970982
- Description:
File Server backups with forced rescan took an excessive amount of time to complete.

Etrack Incident: 3977430

- Associated Primary Etrack: 3959259
- Associated Service Request Etrack(s): 3959258
- Description:
With OpsCenter installed, java0.log filled up the file system.

Etrack Incident: 3977607

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
NetBackup Java GUI allowed a user to log in to an account that had been locked out.

Etrack Incident: 3977870

- Associated Primary Etrack: 3975183
- Associated Service Request Etrack(s): 3975182
- Description:
After backing up a Linux VM with many small files, file name mapping for individual files was incomplete when restoring a selection of files from the BAR GUI.

Etrack Incident: 3978254

- Associated Primary Etrack: 3977076
- Associated Service Request Etrack(s): 3977075
- Description:
The backup/duplicate job failed or hung with error "esfs_dir.cpp:3070(esfs_pwrite) ERROR - "Failed to write" after high watermark cache space was used.

Etrack Incident: 3978669

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

- **Description:**
In a multi-tenant environment, instance backup from a different project name failed.

Etrack Incident: 3979259

- **Associated Primary Etrack:** N/A
- **Associated Service Request Etrack(s):** N/A
- **Description:**
A CloudCatalyst storage server creation failed when a long access key ID (length greater than 63) was used.

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 “To create a Veritas Account on the SORT page” on page 37.
Create generic installation reports	See “To create a generic installation checklist” on page 37.
Create system-specific installation reports	See “To create a system-specific installation report for Windows” on page 38. See “To create a system-specific installation report for UNIX or Linux” on page 39.

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:

Email address	Enter and verify your email address
Password	Enter and verify your password
First name	Enter your first name
Last name	Enter your last name
Company name	Enter your company name
Country	Enter your country
Preferred language	Select your preferred language
CAPTCHA text	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

Product	Select the appropriate product from the drop-down menu. For NetBackup select NetBackup Enterprise Server or NetBackup Server .
Product version you are installing or upgraded to	Select the correct version of NetBackup. The most current version is always shown at the top of the list.
Platform	Select the operating system that corresponds to the checklist you want generated.
Processor	Select the correct processor type for your checklist.
Product version you are upgrading from (optional)	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 "To create a Veritas Account on the SORT page" on page 37.

Table A-2 (continued)

Procedure	Details
Create a system-specific upgrade report	See "To create a system-specific installation report for Windows" on page 38. See "To create a system-specific installation report for UNIX or Linux" on page 39.
Review the future platform and feature plans. Review the hot fix and emergency engineering binary release auditor information.	See "To review future platform changes and feature plans" on page 41. See "To review hot fix and emergency engineering binary information" on page 41.

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:

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