

Arctera™ Desktop and Laptop Option 10.0

README

Documentation Version: 2025

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Technical Support

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

Our support offerings include the following:

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

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

<http://www.arctera.io/support>

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

Contacting Technical Support

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

<http://www.arctera.io/support>

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

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

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

Licensing and registration

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

<http://www.arctera.io/support>

Customer Service

Customer service information is available at the following URL:

<http://www.arctera.io/support>

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

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

Support Agreement Resources

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

Worldwide

CustomerCare@arctera.io

What's New in DLO 10.0

Arctera Desktop and Laptop Option 10.0 is a Major release. It mainly includes the Rebranding changes and the following key enhancements:

Support for ADFS

DLO can now be deployed in Active Directory Federation Services environment in a Domain Trust Independent set up.

Support for Azure AD

DLO now supports authenticating DLO domain users configured through Azure active directory.

License administration from console

DLO now provides the administrator with the ability to perform license administration from DLO Administration Console.

DLO Dashboard Enhancement

DLO Dashboard is now enhanced to display the Storage growth details, that helps the Administrator for Storage planning.

Support for Transport Layer Security (TLS) 1.3

DLO now supports Transport Layer Security (TLS) 1.3.

Simplified Installation

DLO now provides the Administrator with the ability to choose from Default or Custom installation options, thereby simplifying the installation process.

Diagnostic Enhancement for BOI

DLO now includes UI enhancements for the DLO Diagnostic utility for DLO Server and Windows DLO Agent that has streamlined Backup Over Internet configuration/issues logging.

Diagnostic Utility for Mac Clients

DLO Diagnostic utility is now supported for Mac clients. It can be used to scan and diagnose the status of Mac clients.

Log Gather Utility for Mac Clients

DLO Log Gather Utility is now supported for Mac clients. It can now be used to collect logs from the Mac clients.

Proliferation Support

- o Windows Server 2025
- o Windows 11 24H2
- o macOS Sequoia (Version 15) support

Security Updates

General Bug Fixation

Note 1: Users running DLO versions 9.7, 9.8, 9.8.2, and 9.8.3 are recommended to upgrade to the later versions (via Download Center or VxUpdate), since the Apache Tomcat 8.x present in these DLO versions has reached EOL. The Tomcat component upgrade to 10.x will not be supported via VxUpdate from any earlier DLO versions. Once upgraded to DLO 9.9 or later versions, future Tomcat version upgrades can be performed using the VxUpdate.

Note 2: Post upgrade of the DLO Server to 10.0 version, the automatic upgrade of DLO Agents is supported for DLO 9.9 and above versions only. Agents prior to DLO 9.9 need to upgrade the Agent manually.

Supported Languages:

English, French, German, Japanese, Simplified Chinese, Spanish.

Downloading Arctera DLO

To download Arctera DLO 10.0, perform the following:

1. Download the appropriate files into a temporary directory:
 - `Arctera_Desktop_and_Laptop_Option_10.0_XXXXXX_64-bit.zip`
where, XXXXXX is the build number.
2. To extract the files, double-click the `.zip` file.

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

Prerequisites for Installing Arctera DLO

Item	Description
Domains and Active Directory	The DLO Administration Server, DLO Dedupe Server, DLO Edge Server, DLO IO Server and DLO Storage Locations must be in a Windows Domain or Active Directory. Computers running the Desktop Agent can be outside a Windows Domain or Active Directory, but they must authenticate with the domain or directory to access the DLO Administration Server or Storage Locations.
User privileges for installing and managing DLO	<p>Following are the accounts required for installing and managing DLO Components:</p> <p>Domain User or Domain Administrator account for:</p> <ul style="list-style-type: none"> • Arctera DLO Administration Server: This user should have local administrator privilege on DLO Administration Server machine, Storage Server, and SQL Server. This user should have read and write access to the registry on the DLO Administration Server machine. • Mindtree Storesmart Dedupe Server service: This user should have local administrator privilege on the DLO Administration Server machine. This account should be the same as DLO Administration Server service account. • SQL Server (instance): This user should have local administrator privilege on DLO Administration Server, SQL Server machine and Storage Server. • SQL Server Browser: This user should have local administrator privilege on the SQL Server machine. • Arctera DLO Web Server Service: This user should have local administrator privilege on DLO Administration Server machine. This account should be the same as DLO Administration Server service account. <p>Local System Account for:</p> <ul style="list-style-type: none"> • Arctera DLO Edge Server Service • Arctera DLO Maintenance Server <p>Domain User account for:</p> <ul style="list-style-type: none"> • Accessing Dedupe Storage Location. This low privilege domain user account is also known as "Dedupe Storage Location Access Credential" and will be used by the Desktop Agent to access the Dedupe Storage Location. A user account with administrator rights is not permitted to be configured as Dedupe Storage Location Access Credential account. The administrator needs to ensure that the password for this user account does not expire frequently. If the password expires, then reset the password for the domain user. This user should have the 'Allow log on locally' policy set in the domain controller group policy object.
User privileges for DLO Agents Users	<ul style="list-style-type: none"> • Impersonation privilege is required for the logged on user on the desktop agent machine for impersonating as the Dedupe Storage Location user in order to write the deduped data to the Dedupe Storage Location. • A local system account for the Volume Shadow copy service is required. This service should be up and running in order to provide backup statistics for generation of the Backup Status Report.
Database Selection	By default DLO installs its own instance of SQL Server 2017 Express. DLO can be manually configured to use an existing local SQL Server instance. The DLO Database Service requires minimum 6 GB hard disk space.

	<p>Note: Ensure to manually install the <i>Microsoft® SQL Server® 2017 Express Latest Cumulative Update</i> available here.</p> <p>For more information on the supported versions, refer the <i>Arctera DLO Software Compatibility List</i> document available here.</p> <p>Note: When you use an existing local or remote database instance, TCP/IP and named pipes must be enabled. Refer the link https://msdn.microsoft.com/en-us/library/ms191294.aspx.</p>
Firewalls	<p>DLO is designed to work in firewall environments. The DLO Desktop Agents can be installed on endpoints that are connected either over the corporate network or in the Backup Over Internet (BOI) mode using the private internet connection. The details of the port configuration for the DLO Server components and DLO Clients in a firewall environment are defined for the following three deployment scenarios:</p> <ul style="list-style-type: none"> • Non BOI Deployment: For organizations having endpoints that are always within the organization premises and are connected over the corporate network. • Exclusive BOI Deployment: For organizations having endpoints that are always outside the corporate network and connect only using internet connection. • Occasional BOI Deployment: For organizations having endpoints that are occasionally outside the organization premises, during which they connect using internet connection, but are otherwise within the organization premises connecting over the corporate network. <p>For details on configuring the ports for the specific deployments, refer the <i>Port Requirements for Arctera Desktop and Laptop</i> document available here.</p>
Certificates	<p>This is required for the Backup Over Internet (BOI) capability. In order to configure the BOI capability, an SSL certificate procured from a Trusted CA is a pre-requisite. This certificate is required for the Desktop Agents to communicate with the DLO Edge Server over a public URL. However, for product evaluation scenarios, an inbuilt self-signed certificate is provided in the DLO Installer package for validating the BOI capability.</p> <p>Note: It is recommended to use a SSL certificate procured from a Trusted CA when deploying in production.</p>
Remote Install Considerations	<p>For remote installation of the DLO Maintenance Server and DLO Desktop Agents:</p> <ul style="list-style-type: none"> • To push-install to a computer, you must enable certain items on the destination computer's Windows Firewall Exceptions list. You must enable the following items: <ul style="list-style-type: none"> ○ File and Printer Sharing ○ Windows Management Instrumentation (WMI) ○ Remote Service Management ○ Remote Registry Service <p>For more information, refer to the Microsoft Windows documentation. https://docs.microsoft.com/en-us/windows/</p> <ul style="list-style-type: none"> • To push-install to a computer that runs Symantec Endpoint Protection (SEP) version 11.0 or later, you must configure SEP to share files and printers. The file and printer sharing feature is turned off by default.
Other Considerations	<ul style="list-style-type: none"> • The latest service pack and windows updates should be installed, to be able to install the DLO components. • WMI service should be running on all machines where the DLO Server components are installed. • .NET 4.0 or above versions should be installed.

	<p>http://www.microsoft.com/en-in/download/details.aspx?id=17718 Note: On Windows 2016 Server, it is not mandatory to install .NET 4.0 since .NET 4.6 is installed by default in Windows 2016 Server.</p>
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Installing Arctera DLO

The installation package is used to install a new DLO Administration Server and other required components of Arctera DLO 10.0. For instructions, refer to the *Arctera Desktop and Laptop Option Quick Reference Guide for Installation and Configuration* and *Arctera Desktop and Laptop Option Administrator's Guide* document available [here](#).

Upgrading to Arctera DLO 10.0

DLO supports upgrades from the following previous versions:

- Veritas DLO 9.9
- Veritas DLO 9.8.3
- Veritas DLO 9.8.2
- Veritas DLO 9.8
- Veritas DLO 9.7

Considerations before Upgrading:

It is recommended to backup the DLO and Dedupe Database (.ldf and .mdf files) before the upgrade.

To upgrade from a supported version of DLO to Arctera DLO 10.0, follow these steps:

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

Desktop Agent Upgrade Recommendations

It is recommended to upgrade the Desktop Agents as soon as the DLO Administration Server is upgraded.

Installing the Desktop Agent on Mac

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

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

Prerequisites

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

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

Note: The default DB port is **1433**.

- a. If the firewall is ON in the DB server, then this TCP port should also be included in the firewall exception list.
4. Restart the DLO DB service after providing the DB port number.
5. In case a customized TCP Port is provided, then do the following on DLO Mac Agent once it is installed:
 - a. Open the `Agentconfiguration.plist` file located in `users/<username>/Applications/Veritas/DLO/.settings` folder.
 - b. Change the String value of the key `DBPort` from 1433 to the new value
 - c. Launch the DLO Mac Agent

Note: The default port to communicate with the DB Server is **1433**.

6. To verify the communication to DB server use Telnet. (Example, `telnet <IP> <port>`.)

To Install the Desktop Agent on Mac:

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

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

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

For more information about launching and configuring the Agent on Mac, refer to the *Arctera Desktop and Laptop Mac Getting Started Guide* available [here](#).

Upgrading the Desktop Agent on Mac

To upgrade the Desktop Agent on Mac, refer to the section [To install the Desktop Agent on Mac](#).

Known Issues

This section describes the known issues in DLO 10.0. The issues are listed based on the ET number (software bug tracking number).

ET Number /JIRA ID	Description	Workaround
DLO-4931	The ADFS configuration configured from DLO Console throws error and does not get saved when DLO is installed with Remote IO Server	<ol style="list-style-type: none"> 1. Copy "config_adfs.properties" file created in "C:\Program Files\Veritas\Veritas DLO" to path "C:\Program Files\Veritas\Veritas DLO\Dedupe\Tomcat\webapps\DedupeServer\WEB-INF\classes\resource" and to "C:\Program Files\Veritas\Veritas DLO\IOServer\Tomcat\webapps\DLOServer\WEB-INF\classes\resource". 2. Then copy the SSL Certificate and its Key used for secure ADFS communication to path "C:\Program Files\Veritas\Veritas DLO\IOServer\Tomcat\webapps\DLOServer\WEB-INF\classes\resource"
DLO-4917	When the DLO Diagnostic Utility is run on the server side for the BOI Configuration Check, the Edge Server Tab which checks for the Dedupe Server HTTPS status shows as Failed , whereas the same link when run manually in a browser reflects the status as Active .	
DLO-4700	The Apache Tomcat component upgrade through VxUpdate fails with error "Failed to Upgrade Apache Tomcat" in case the backup folder(tomcat-bkp) already exists in the IO Server Install Path.	Delete the tomcat-bkp folder present in the IO Server Install Path before attempting the Apache Tomcat component upgrade through VxUpdate.
DLO-4439	For DLO Client installed in workgroup, the workgroup credential prompt appears multiple times at client launch.	Not Applicable
DLO-4299	DLO installation fails during SQL installation, when the SQL account contains space character in its password.	Change the password of the existing SQL account and make sure that does not contain a space character, then proceed with the installation.
DLO-4262	After upgrading Desktop and Laptop Option to 9.7 or 9.8 new files backed up from DLO Agent 9.6 or below versions via BOI cannot be restored.	Find the workaround in the below link: https://www.veritas.com/content/support/en_US/article.100052985
DLO-3528	Could not able to add DLO Admin account in a one way trusted setup.	Not Applicable
DLO-3388	Incase of PST file attachment deletion we may observe Hash_id movement issues in the	Not Applicable

	database which will result in the chunk clean up issue.	
3962843	Email Notifications are not supported with SMTP server configured using SSL with GSSAPI authentication.	Not Applicable
3947060	Backup Summary fields like Backup Completion is reflecting value '0' for some computers in the Backup Status report, History tab and Restore tab.	Fields like Backup Completion are not supported for computers with Windows desktop agent versions prior to DLO 8.0 SP3 and Mac agent versions prior to DLO 9.1. Refer to Understanding the Backup Status Report for more details. To resolve this issue, the agents need to be upgraded to the latest supported version.
3942638	Synchronization is not supported for configured PST files and configured Lotus Notes.	Not Applicable
3946759	Windows 10 Desktop Agent crashes while exiting when synchronized folders are configured for the user.	Not Applicable
3941231	Desktop Agents with Scheduled backups crash when frequency is updated from 'Run every' to 'Run once' and vice versa.	Not Applicable
3941231	With scheduled backups, when editing backup schedule, files in the queue are backed up immediately the first time.	Not Applicable
3898325	Edge Service gets deleted when upgrading from some Symantec DLO versions to Veritas DLO versions	Re-install the Edge Server component after upgrading to the latest Veritas DLO version.
3901312	After failover in a DLO cluster, the Startup Type of Mindtree StoreSmart Dedupe Service, SQL Service and DLO Administration Service are changing from Automatic to Manual.	Update the Startup Type for the services as Automatic.
3903787	On a Japanese OS, Notification Properties window is seen in Japanese even after changing the language to English with the Change Language option.	Not Applicable
3901307	Desktop Agent does not work in BOI mode if the DLO Server is configured in clustered environment.	Refer to the Technote https://www.veritas.com/support/en_US/article.100040945
3763796	Any new Certificate push from the Server does not get updated for the Desktop Agents working in BOI mode	Desktop Agents need to connect over LAN at least once for the settings to be updated automatically. Alternatively, the Server certificates can be manually downloaded from the Web Restore page and copied to the Desktop Agent install location. For more details, refer to the Pre-requisites for Web restore section of the Administrator's Guide.

Known Issues in Mac Agent

ET Number /JIRA ID	Description	Workaround
DLO-4414	The custom backup selection path is overwriting the console profile backup path and agent backup selection path	Create profile backup selection instead of creating custom backup selection.
DLO-4397	Dragging and dropping the backup selection folder into the backup path is failing and creating duplicate and overwritten entries.	Not Applicable
DLO-3835	During the run time of the restore operation from the DLO admin console to the original computer or Mac client restore, the number of file counts restored will not be shown in the UI until the restore operation completes in BigSur OS.	Not Applicable
DLO-3821	Backup issues are observed once the SL migration is completed for the MAC client	Exit and relaunch the client and then continue with the operation.
3931685	Rollback restore is not honored during Staging to an unregistered Mac machine.	Destination Mac machine should be registered for honoring Rollback restore while Staging.
3923286	Backup completion field in Backup Status report exceeds 100% value	This is observed when the maintenance cycle and the backups are running simultaneously. This will be auto corrected with the next maintenance cycle.

Resolved Issues

ET Number /JIRA ID	Description
4167681	With only one file backed up, restore of any revision of this file always restores latest revision
DLO-4864	SMTP email notification fails if SMTP is configured with port 25
4134927	History Backup job log view in admin console says File not found or doesn't exist
DLO-4843	Dot Net pop up 4.6.1 to be installed appears during fresh installation or upgrade to DLO 9.9
DLO-4812	DLO client error pop up upon launching client in Chinese Simplified language
4151264	Maintenance service memory consumption enhanced fix to restart the service
DLO-4806	All revisions of files in NUDF to be deleted if there is no baseline revision
4112568	Dedupe Service crashes due to Abrupt Exit during AIC endpoint verification
DLO-4700	Backup folder of Tomcat, Apache that get created during VxUpdate should have date stamp and timestamp
DLO-4939	DLO Admin console crashes when pushing DLO Agent to clients that contain mounted drives like Google drive
ET 4141918	DLO Agents terminating due to deadlock errors while updating ActiveSL path in Database
DLO 4890	Pop up message to be displayed when storage migration is performed between DSL's part of same pool
DLO 4889	The Migration summary log file should be appended for every migration attempt
ET 4161505	Automatic agent upgrades are failing for 9.8.3 to 9.9 client upgrades.