

Veritas Backup Reporter Release Notes



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Overview of this release

This chapter includes the following topics:

- [Introduction to Veritas Backup Reporter](#)
- [What's new in Veritas Backup Reporter 6.0](#)

Introduction to Veritas Backup Reporter

Veritas™ Backup Reporter (VBR) helps organizations by providing visibility into their data protection environment. With Veritas Backup Reporter, you can track the effectiveness of data backup and recovery operations by generating comprehensive business-level reports.

What's new in Veritas Backup Reporter 6.0

The following list summarizes new features in Veritas Backup Reporter 6.0:

- New product licensing model
- Tape library reporting for NetBackup 5.1
- Database Password-Change Utility
- Java View Builder enhancement

New product licensing model

The new product licensing model introduced in Veritas Backup Reporter 6.0 enables customers to install multiple licenses on a single system. Each license is associated with a Managed Backup Device (MBD) that eliminates the ambiguity in licensing. The licensing model is designed as per the revenue model.

Tape library reporting for NetBackup 6.0

The library capacity feature allows you to collect tape library data and report on it for NetBackup (NBU), including tape library, backup media, and tape drive information. Media and tape drive information associated with tape libraries is stored and reported on using snapshots.

Database Password-Change Utility

Veritas Backup Reporter uses Sybase ASA (Adaptive Server Anywhere) to store the backup data. The `changedbpassword` Command-Line (CLI) utility allows you to change the following database passwords: `guest`, `ccsvc`, and `dba`.

Identification of newly added hosts in Java View Builder

The VBR Java View Builder is an application that enables an administrator to create, modify, and manage access to object views (logical groups of IT assets) in the console. Veritas Backup Reporter 6.0 automatically identifies hosts that are not present in an existing view but that have been newly added to the view. You can access these hosts using the Find Missing Hosts tab on the Java View Builder UI.

Support for Solaris 10 management platform

Veritas Backup Reporter 6.0 supports Solaris 10 Management Server.

Support for remote NetBackup volume database

In Veritas Backup Reporter 6.0, Agent module can collect media data from a NetBackup volume database that is installed on a remote server host.

System requirements

This chapter includes the following topics:

- [Operating system requirements](#)
- [System resource requirements](#)
- [Veritas integration matrix](#)
- [Supported upgrade paths](#)
- [Web browser requirements](#)

Operating system requirements

The following table provides operating system requirements for Veritas Backup Reporter (VBR) hosts:

Table 2-1 Veritas Backup Reporter operating system requirements

VBR component	Operating systems supported
VBR Management Server	Solaris 8, 9, 10 Windows 2000 SP4 or later (Server, Advanced Server, Datacenter Server) Windows Server 2003 (Standard Edition, Enterprise Edition [32-bit only], Datacenter Edition [32-bit only], Web Edition)

Table 2-1 Veritas Backup Reporter operating system requirements (*continued*)

VBR component	Operating systems supported
VBR Agent	Solaris 8, 9, 10 Windows 2000 SP4 or later (Server, Advanced Server, Datacenter Server) Windows Server 2003 (Standard Edition, Enterprise Edition [32-bit only], Datacenter Edition [32-bit only], Web Edition)
VBR console	Any platform with network access to the VBR Management Server host and a supported Web browser. The minimum required resolution for the console is 1024 x 768.
VBR Java View Builder	Solaris 8, 9, 10 Windows 2000 SP4 or later (Server, Advanced Server, Datacenter Server) Windows Server 2003 (Standard Edition, Enterprise Edition [32-bit only], Datacenter Edition [32-bit only], Web Edition)

Solaris updates required

This section lists patches required to run Veritas Backup Reporter on Solaris.

In addition to the required patches listed here, you may want to install the latest full patch cluster for your version of Solaris. Patch clusters include additional recommended and security patches. Download Solaris patches and patch clusters from: <http://sunsolve.sun.com>.

To list the patches currently installed on your system

- ◆ Use the `showrev` command:

```
showrev -p
```

To check whether a particular patch is installed, use the command as follows:

```
showrev -p | grep patch-id
```

where

```
patch-id
```

is the patch number in the format xxxxxx-xx.

Solaris 8

Following are the required patches to run Veritas Backup Reporter on Solaris 8.

108652-78 108921-19 108940-60 112003-03 108773-18 112472-01 109147-27 111308-04
112438-02 108434-14 108435-14 111111-03 112396-02 110386-03 111023-03 111317-05
113648-03 115827-01 116602-01 108987-13 108528-29 108993-32 109326-13 110615-10

Solaris 9

Following are the required patches to run Veritas Backup Reporter on Solaris 9.

112785-30

Windows updates required

The following table lists the required software updates to run Veritas Backup Reporter components on Windows 2000:

Table 2-2 Required updates for Windows 2000

VBR Component	Required Updates
VBR Management Server	Windows 2000 Service Pack 3
VBR Agent	Windows 2000 Service Pack 3
VBR console	Windows 2000 Service Pack 3

System resource requirements

The tables below provide memory, disk space, and Central Processing Unit (CPU) specifications for VBR components. The amounts of memory and disk space are in addition to the resources already consumed by other software on the host.

Caution: Veritas Backup Reporter requires an NTFS formatted installation directory. Installations attempted on drives formatted with FAT32 will fail.

- “Solaris” on page 24.
- “Windows” on page 24.

Solaris

The following table provides system resource requirements for Solaris hosts.

Table 2-3 System resources for Solaris hosts

Component	Memory Required	Memory Recommended	Disk Space Required
VBR Management Server	2 GB	4 GB	900MB
VBR Agent	1 GB	-	300MB
VBR Java View Builder	256MB	-	300MB

The following table provides CPU recommendations for Solaris hosts.

Table 2-4 CPU recommendations for Solaris hosts

Minimum CPU Required Times Speed	Recommended CPU Times Speed
2 x 1 GHz	4 x 1 GHz

Windows

The following table provides system resource requirements for Windows hosts.

Table 2-5 System resources for Windows hosts

Component	Memory Required	Memory Recommended	Disk Space Required
VBR Management Server	512MB	1GB	900MB
VBR Agent	256MB	512MB	200MB
VBR Java View Builder	256MB	512MB	200MB

The following table provides CPU recommendations for Windows hosts.

Table 2-6 CPU recommendations for Windows hosts

Minimum CPU Required Times Speed	Recommended CPU Times Speed
2 x 2.5 GHz	4 x 2.5 GHz

The *Veritas Backup Reporter 6.0 Hardware and Software Compatibility List* contains the latest information about supported hardware and software. The list is updated regularly.

Note: Before installing or upgrade Veritas Backup Reporter, review the current compatibility list to confirm the compatibility of your hardware and software.

You can find the current compatibility list on the Symantec Support Web Site: <http://support.veritas.com/docs/285754>.

If you do not find your hardware or software listed, or if you have any questions about the information in the compatibility list, please contact Symantec Support.

Veritas integration matrix

Veritas Backup Reporter collects and reports on data from the following software products:

Table 2-7 Products that Veritas Backup Reporter collects and reports data

Product	Releases
Veritas Backup Exec	9.0, 9.1, 10d
Veritas NetBackup	3.4, 3.4.1, 4.5, 5.0, 5.1, 6.0
EMC Legato Networker	6.x, 7.x
IBM Tivoli Storage Manager	5.1, 5.2, 5.3
CommVault Galaxy Backup & Recovery	5.9 SP3

Note:

Supported upgrade paths

Veritas Backup Reporter 6.0 supports upgrades from CommandCentral Service 4.1 HF4, 4.2, or 4.2 MP1, 4.2 FP1, and 4.2 HF1 to 4.2 HF10.

Web browser requirements

One of the following Web browsers is required to run the console:

- Internet Explorer 6.0 or later
- Netscape Navigator 7.2 or later
- Mozilla 1.4 or later (for Solaris only)
- Mozilla Firefox 1.0 or later

Your browser must support either JScript 5.5 (provided with Microsoft Internet Explorer 6 or later) or JavaScript 1.2 (provided with Netscape Navigator 7.x). Additionally, for Internet Explorer, Secure Sockets Layer (SSL) 3.0 ActiveX scripting must be enabled.

If you are using pop-up blockers, either disable them or configure them to accept pop-ups from the Veritas Backup Reporter Web engines to which you will connect. Note that pop-up blocking is enabled by default in Netscape 7.2.

Note: For Internet Explorer 6.0 on Windows 2003 (Server and Advanced Server), set the default Intranet zone security level to `MEDIUM` or lower.

Software limitations

This chapter includes the following topics:

-
- [Installation and configuration limitations](#)
- [Product licensing limitation](#)
- [Symantec Web Server limitations](#)
- [Reporting limitations](#)
- [View Builder limitations](#)
- [Backup product limitations](#)

Installation and configuration limitations

The following information pertains to limitations you might encounter installing, uninstalling, or configuring Veritas Backup Reporter.

Upgrade limitation

!!!Incident# (849637)

When you upgrade to Veritas Backup Reporter 6.0 from a previous version, the Media and Tape Drive Usage data is lost because the associated database tables are cleaned up. You cannot view reports that contain Media and Tape Drive Usage data.

The workaround is to collect Media and Tape Drive Usage data and you can view the associated reports.

User account password requirement

!!!Incident# (262646)

Private domain user passwords must be at least five characters long.

Windows 2003 (64-bit) platform support unavailable for Management Server and Web engine

!!!Incident# (327574)

Although the installation wizard will allow installation of the VBR Management Server and the VBR Web Engine on a Windows 2003 (64-bit version) system, this is not a supported configuration and should not be done.

Solaris 10 platform support unavailable for VBR Management Server

!!!Incident# (327574)

Although the installation wizard will allow installation of the VBR Management Server on a Solaris 10 system, this is not a supported configuration and should not be done.

Uninitialized VXDBMS_HOME environment variable causes dbbackup utility to fail

!!!Incident# (329040)

On a Windows VBR Management Server host, the `dbbackup.bat` utility will only run after the `VXDBMS_HOME` environment variable has been initialized. The `VXDBMS_HOME` environment variable must be manually set to the following:

```
C:\Program Files\VERITAS\VxDBMS\server
```

Product licensing limitation

The following are licensing related limitations.

Exception is thrown when a new license key is entered after a demo license is expired

!!!Incident# 828296

When you attempt to refresh a page by entering a new license key after the demo license key is expired, an exception is thrown. After adding or removing a Veritas Backup Reporter license key, follow the given procedure:

To refresh a page

- 1 Logout from Veritas Backup Reporter web application.
- 2 Restart the VBR Management Server and Symantec Web Server.

If you fail to restart the VBR Management Server, the new licensing key may not take effect or any unpredictable error may occur.

System does not notify when a demo license key expires in case you have multiple license keys installed

!!!Incident# 834399

If multiple demo license keys are present along with a valid permanent license key are present for Veritas Backup Reporter and a demo license key is expired, the system does not display any appropriate message.

Symantec Web Server limitations

The following are Symantec Web Server (VRTSWeb) related limitations you might encounter when using Veritas Backup Reporter.

Multiple Veritas products installations may cause misleading services status in Windows

!!!Incident# 210529

After installing two Veritas products that rely on the Symantec Web Server (VRTSweb), some services associated with the first product will display as “stopped” in the Windows Services applet. However these “stopped” services are actually running.

These services can be restarted manually or the host can be restarted to clear the offline state. The “stopped” status message can be safely ignored.

Symantec Web Server incompatibility

!!!Incident# 105066

It is recommended that incompatible versions of the Symantec Web Server not be installed on the same host; however, if this situation is unavoidable, it is necessary to change the port number used by one of the Web Consoles.

To configure the VBR Management Server port

- 1 With the VBR console, log on to a VBR Management Server on which you want to change the port with administrator-level privileges.
- 2 In the console, select **Settings > Global Settings**.
- 3 Select **Web Console Configuration**. This displays the Configuration tab.
- 4 Select **Add Port**.
- 5 Enter the necessary information in the following fields:
 - **Port Number** – Type the port number that you want the VBR Management Server to use.
The default is 8181 (HTTP) and 8443 (HTTPS). For more information about ports used by Veritas Backup Reporter, see the *Veritas Backup Reporter Installation Guide*.
 - **Protocol** – Select either http (insecure) or https (secure).
 - **IP Address** – (Optional) Type the IP address for the VBR Management Server.
 - **Username** – Type a user account that has superuser (administrative) privileges on the VBR Management Server.
 - **Password** – Type the password associated with the above user account.
- 6 Select **OK**.
Now, you must delete the old port.
- 7 Repeat steps 1–4.
- 8 In See [Step 4](#) on page 30., select **Delete Port**.
- 9 Enter the necessary information in the following fields:
 - **Port Number** – Type the port number that you want to delete. (You cannot delete the port being used to access the Web page.)
The default is 8181 (HTTP) and 8443 (HTTPS). For more information about ports Veritas Backup Reporter uses, see the *Veritas Backup Reporter Installation Guide*.
 - **IP Address** – If the port was bound to a particular IP address, enter the IP address.
 - **Username** – Type a user account that has superuser (administrative) privileges on the VBR Management Server.

- Password – Type the password associated with the above user account.

10 Select **OK**.

Note: Changing the https port for Symantec Web Server disrupts the VBR console Start menu shortcut.

!!!Incident# 267091

Reporting limitations

The following are limitations you might encounter when using VBR reporting.

Graphical reports display data for limited number of hosts

!!!Incident# 209449

The Veritas Backup Reporter console allows you to display data for up to 18 hosts in a Graphical report. If your report must display data for more than 18 hosts, generate a Tabular report instead.

The report generation wizard allows incorrect operations per datatype

!!!Incident# 837568

The Veritas Backup Reporter report generation wizard does not prevent a user from selecting operations that are inappropriate for a given datatype. Specifically, the wizard will permit a user to apply mathematical operations to text string fields. However, if the user has applied a mathematical operation to a text string field, an attempt to generate the report will result in a database exception.

Tabular backup report limitation

!!!Incident# 209356

When you create a Tabular backup report, the **Start Write Time** column is available only for Veritas NetBackup (NBU) jobs. Since this column corresponds to a specific NetBackup parameter, it is not available for reporting on non-NetBackup jobs.

Sample reports limitation

!!!Incident# 316554

A considerable number of new reports have been added to the "Sample Report Generation" feature and may take 15 minutes or longer to generate depending on server speed. This limitation will be addressed in a subsequent release.

NBU SSO drive throughput reporting unavailable

Veritas NetBackup Shared Storage Option (SSO) is a heterogeneous SAN-ready storage solution. Within a NetBackup environment, Veritas Backup Reporter will indicate whether or not a specified drive is shared (SSO), as well as whether or not the drive is `IDLE`, `IN USE` or `DOWN`. However, Drive Throughput Reporting is not yet available.

TSM server data may display incomplete host names

!!!Incident# 130406

Tivoli Storage Manager (TSM) software does not require users to fully configure each host at installation time. For this reason, host names without TCP details or fully qualified domain names (FQDNs) may display in TSM server data. Take note of this when viewing these hosts in the VBR console.

Using NetBackup and VxSS

!!!Incident# 283815

To enable NBU data collection from a remote VBR Agent when VxSS is used on the NBU server, the following steps are required:

- 1 Create a machine account for the Agent host.
 - The command in this step must be run as either root (Unix) or as a member of the local Administrator group (Windows) on the Root+AB Authentication Broker.
 - On the NBU server, run: `bpnbat AddMachine`
- 2 Create a credential for the Agent host.

On the Agent host, run: `bpnbat -LoginMachine`
- 3 Add the Agent host to the NBU server's server list.
 - NetBackup Administrator Console can be used to set this value. If in Solaris platform, you can also choose to edit the `bp.conf` file (add: `SERVER=AgentHostName`).
 - Start the NetBackup Administrator Console on the NBU server.
 - Expand **NetBackup Management > Host Properties**.

- Select the server.
 - In the **Details** pane, double-click the server to view the properties
 - Under **Servers**, click **Add** to add the Agent host to **Additional servers**.
- 4 Set the Agent host's Access Control to Automatic.
- Start the NetBackup Administrator Console on the Agent host.
 - Expand **NetBackup Management > Host Properties**.
 - Select the server.
 - In the **Details** pane, double-click the server to view the properties.
 - Under **Access Control**, ensure that **Veritas Security Services** is set to `AUTOMATIC`.
-
- Note:** On Solaris, this may also be done by editing `bp.conf`
-
- 5 Set the Agent host's environment variable `IS_NETBACKUP_DAEMON=YES`.

Note: Set this for either root (UNIX) or for system variables (Windows).

Backup job monitor selections to sort tabular columns are not persisted

!!!Incident# 301811

In the Backup Job Monitor, the user can make selections for sorting tabular columns (descending or ascending). However these selections revert when the screen automatically refreshes. There is no way to manually configure the refresh rate of the page to retain the selections.

View Builder limitations

The following notes pertain to limitations that may be encountered when using the VBR View Builder.

Dragging and dropping objects in the Java View Builder

!!!Incident# 211219

In the VBR Java View Builder (JVB) you must click and select an object before you may drag and drop the object. This a standard behavior for Java applications.

Installing Java View Builder from the VBR console

You can install the VBR Java View Builder on your host from the VBR console. However, before this functionality is available, Veritas Backup Reporter administrator must first copy the Java View Builder installation file from the product CD to the proper location on the VBR Management Server host. Refer to the following table for more information:

Table 3-1 View Builder installation files

Platform	View Builder installation file	VBR Management Server target directory
Solaris	VRTSccsvb.tar.gz	/opt/VRTSccsvb/updates/admin/
Windows	Veritas Backup Reporter View Builder.msi	\Program Files\Symantec\Veritas Backup Reporter\updates\admin\

Reports cannot be run via command line (runstoredquery)

!!!Incident# 536832

When you execute a report from the command line using the runstoredquery command, it may give the following error if the user is not authenticated

Failed to preform query: Connection failed.

Possible reasons for the error are as follows:

- Server is not running.
- Server connections are exhausted.

In order to authenticate the user, do one of the following:

- Log on to the Java View Builder as the same user. Close the View Builder screen and when prompted to log out, select 'No'.
- Authenticate the user using the 'vssat authenticate' command line.

Refer to *Veritas Backup Reporter Administrator's Guide* to know the details of the runstoredquery command. Run the 'vssat showcred' command to verify that the user has been authenticated.

Backup product limitations

The following notes pertain to limitations that may be encountered when dealing with backup products such as, NetBackup or BackupExec.

BackupExec Agent module appears to be collecting data even after it is removed from the BackupExec server

!!!Incident# 578990

When a tape drive attached to a BackupExec (BE) server is removed, the tape drive will continue to actively appear in the BE UI. The data for the tape drive will be collected by the BE Agent module until a backup is attempted and data stored on that tape drive after which its status will turn offline. The workaround is to restart all the BE services or restart the BE server.

Image data cannot be collected from a NetBackup setup of one version using NetBackup CLI's of a different version

Image data collection fails when you try to collect data from a NetBackup (NBU) master server (for example, NBU 5.1) having different version of NBU CLI's (for example, NBU 6.0).

The workaround is to use matching versions of NBU CLI and the NBU master server from which you want to collect data.

Known issues

This chapter includes the following topics:

-
- [Installation, configuration, upgrade, and uninstallation issues](#)
- [Reporting issues](#)
- [Other known issues](#)

Installation, configuration, upgrade, and uninstallation issues

The following issues relate to Veritas Backup Reporter (VBR) installation, configuration, upgrade, and uninstallation.

DB location not upgraded while upgrading to Veritas Backup Reporter 6.0 (848827)

If you have manually changed the database location (other than the default one) in the `Databases.conf` file and upgrade to Veritas Backup Reporter 6.0, the database location is not upgraded.

Database location is picked by the installer from the following registry on windows OS:

For CommandCentral 4.x,

Key:HKEY_LOCAL_MACHINE\SOFTWARE\VERITAS\CommandCentral\CC Data

Value:DbPath, VxccDbPath, VxccDbUserSelectedPath

For Veritas Backup Reporter: Key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\Veritas Backup Reporter\DataValue:DbPath, DataPath.
```

If db file's path is changed manually in `Databases.conf` file of `VxDBMS/VxDBMS3`, then the same path should be updated in the above registry values (the path should contain the trailing backslash as it was in the default location). A better way of changing location of database is using maintenance mode of installer. While upgrading from CommandCentral 4.1/4.2 to VBR 6.0, the db file at the location stored in the above registry values will be upgraded. Registry values should also be updated.

Error message generated if any of the CDs that have installers for UNIX systems are copied to Windows machines (316522)

If any of the CDs that have installers intended for UNIX systems are copied to a Windows machine, errors will be encountered for those directories that have two files or directories with entries differing only in case. The system will not be able to copy both files or directories.

For example, when you try to copy a product CD to a Windows machine containing the following directories:

```
pkgs/VRTSbrsh/reloc/VRTSbrsh/perl/lib/5.8.0/Pod
```

```
pkgs/VRTSbrsh/reloc/VRTSbrsh/perl/lib/5.8.0/pod
```

where the directory names differ in case only, the copy operation will fail, because both directories exist on the CD, but Windows cannot have both directories at the same time, since the Windows file system is case-insensitive.

If you attempt to use the directory (the UNIX directory that was copied to a Windows machine) for a network-shared drive, for example, the user mounting the shared drive from a UNIX system, will not be able to install the software.

The data directory cannot be changed after selecting and de-selecting various install options on Windows (425256)

When installing Veritas Backup Reporter, you cannot change the data directory after selecting and de-selecting various install options on Windows.

The workaround for this is to do the following when using the VBR Management Server installer:

- 1 De-select the VBR Management Server.
- 2 Select the VBR Management Server.

Domain name entries are case-sensitive (424148)

Domain names stored in the Veritas Backup Reporter are case-sensitive. If a user manually enters a domain name into the domain broker mapping, which (for example, “companynet,”) is in a different case as that of the domain name in the VBR database, the user cannot log onto Veritas Backup Reporter. A user would need to manually enter a domain broker mapping for remote broker authentication, for example.

The workaround for this is to examine the error message given at the time of login for the case of the domain listed, and adjust the entry in the domain broker mapper accordingly. See the instructions provided below.

Use the following command to drop the domain name containing the lowercase “companynet” domain name:

```
vssat deletebrokerdomain --broker testmgmt.corp.company.com --domain
companynet:companynet
```

Once you have dropped the domain name containing the lowercase letters, re-add the domain name containing uppercase letters:

```
vssat addbrokerdomain --broker testmgmt.corp.company.com --domain
companynet:COMPANYNET
```

PBX installation on Windows 2000

When installing the PBX package on Windows 2000, it is possible that the InstallScript engine on the system will predate the required version. If this occurs, install ISScript.msi, version 8. This is available at the following location:

<http://support.installshield.com/kb/files/Q108158/IsScript8.zip>

Alternatively, when installing the PBX package on Windows 2000, the system may return the following error message:

```
The InstallScript engine is missing from this machine.
```

If this occurs, install the VBR Agent on the system that does not require the PBX. Then uninstall the Agent. It should now be possible to install the PBX.

Restart Veritas Backup Reporter using Symantec Web Server (320827)

Do not attempt to manually stop and start the VBR Management Server using the `vxccsvc` script. If you do, the connection between the Management Server and VBR Agents may not be properly re-established. This would interfere with data rollup.

Instead if you need to restart Veritas Backup Reporter, restart the `VRTSweb` service on the VBR Management Server host. Restarting `VRTSweb` will also restart all applicable VBR components and ensure that Veritas `PBX` registration occurs successfully.

To restart `VRTSweb` on Solaris, run either:

```
/opt/VRTSccsvs/bin/vxccsvcweb restart
```

or

```
/opt/VRTSweb/bin/webgui restart
```

To accomplish this on Windows, navigate to **Settings > Control Panel > Administrative Tools > Services** and restart the Symantec Web Server service.

Existing VxSS domains do not reflect changes made to fully qualified host name (301068)

If you change the Fully Qualified Host Name (FQHN) of a system that is already running VxSS with principals and private domains, restarting the `vxatd` process will create new `root` and `broker` private domains that reflect the new FQHN.

However, the old `root`, `broker`, and additional private domains will not be updated. Instead, they will continue to reflect the old FQHN. The principals in the private domains that reflect the old FQHN will no longer be usable. In addition, all the passwords for user accounts defined in `cc_users` will be lost.

If this occurs, you must run `vssatsetup.exe` to return the system to a working state. Currently there is no migration utility in place to delete these old domains and they have to be ignored.

CC_Users domain fails to display

When attempting to login in to a Windows installation of Veritas Backup Reporter using the console (Web browser), it is possible that the `cc_users` domain may not display in the **Login** screen. If this occurs, complete the following procedure:

- 1 Log on to the VBR Management Server host with administrator-level privileges.
- 2 Open a Windows command prompt and run:

```
\Program
Files\Veritas\Security\Authentication\bin\vssatsetup.exe
```

If the command is successful, the cc_users domain will now display in the console enabling you to log in. It will not be necessary to reboot the system.

Agent authentication failures

If the VBR Agent that is installed on a remote host, is unable to connect to the VBR Management Server, a message such as the following may appear in the logs:

```
Authentication failed
```

```
The user or password are not valid in the given domain. Domain="cc_users@my
```

To solve this issue on a Solaris system, run the following command:

```
/opt/VRTScsava/bin/agentauth -server
```

To solve this issue on a Windows system, complete the following procedure:

- 1 Log on to the VBR Management Server host, with administrator-level privileges.
- 2 Stop the Agent service using the Windows Services applet (**Start menu > Settings > Control Panel > Administrative Tools > Services**).
- 3 Open a Windows Command Prompt, and change to the following Agent default install directory:

```
\Program Files\Symantec\Veritas Backup Reporter\Agent\bin
```

- 4 Type the following command and press Enter:

```
agentauth.exe -server
```

- 5 Restart the Agent service.

The `agentauth.exe` command can fail for a number of reasons.

Two of the most common reasons are:

- The Security Dynamic Link Libraries (DLLs) are not in the PATH.

The workaround is to execute the following commands:

- `cd \Program Files\Veritas\Security\Authentication\bin`
- `"\Program Files\Symantec\Veritas Backup Reporter\Agent\bin\agentauth.
-server serverHostName`

The Server cannot be contacted.

Ensure that the VBR Management Server and Authentication Service are running, and can be reached on ports 1556 and 2821 respectively.

Note: Further documentation on the `agentauth` command is available in the *Veritas Backup Reporter Administrator's Guide*.

Service startup type is to be set to automatic after a manual upgrade of VxSS (329301)

In order to preserve local domain users, it is necessary to manually upgrade VxSS. However, once this is complete, you must change the VxSS service startup state from `MANUAL` to `AUTOMATIC`. If you do not, the VxSS service will need to be manually restarted after each system reboot.

VBR Management Server installation is to be manually interrupted (276786)

If the VBR Management Server installation is to be interrupted, it is necessary to use the `"/opt/VRTS/bin/vxccsvc stop"` command before removing the installation CD. Failure to do so may result in a warning message indicating the device is busy, which may make it impossible to eject the installation CD after installing VBR Management Server, Agent, and View Builder.

VBR directories and registry files are to be manually removed while uninstalling Veritas Backup Reporter (397861)

When uninstalling Veritas Backup Reporter application from the server, there may be VBR directories and several registry files that need to be manually removed after running the uninstall script.

Selecting a Stored Query Returns a Blank Page (570844, 539550)

If you navigate to `Reports > Custom > Custom Queries > All Saved Queries` and you select the 'Failed backup Jobs and the reason last 7 days' saved query, a blank page is displayed. This problem does not affect user added stored queries.

The workaround is to substitute the SQL query with the following:

```
SELECT backupFinalJobPrimaryID as JobID,objectPrimaryDisplayName as
Client,backupFinalJobEndTime as Ended,backupFinalJobStatusCode as
StatusCode,vstkbaseTitle as Reason FROM ccsvc.backupFinalJob as
backupFinalJob,ccsvc.object as object,ccsvc.vstkbase as vstKbase WHERE
backupFinalJobStatusCode=vstkbaseErrorCode

AND backupFinalJobClientObjectID=objectID

AND backupFinalJobStatusCode > 1

AND datediff(dd,backupFinalJobEndTime,now()) <= 7

AND backupFinalJobIsIgnored=0

AND vstKbaseErrorCode != 'None'

ORDER by backupFinalJobEndTime
```

Reporting issues

The following issues and workaround related to VBR Reporting.

Labels for X-Axis and Y-Axis being truncated from Tape & Media default reports (568178)

The labels for the X-Axis and Y-Axis for the Tape & Media default reports are being truncated depending on the length and position of the label on the report.

Data cannot be saved to a file when trying to export an XML file from the Java View Builder (494195)

There is an intermittent issue when trying to export an XML file from the Java View Builder. The XML export runs successfully, but you cannot save the data to a file.

The workaround for this is to restart the Java View Builder, and then attempt to re-export the XML file.

Pop-ups from alerts page use incorrect format for displaying pages (493621)

When accessing the **Monitoring > Alerts** page, and selecting the **Filter**, **Table Settings**, **Print Table**, or **Save** icons, pages are sent with MIME-type text, plain

text instead of HTML, or text instead of CSV, causing the pages to render incorrectly.

Tape drive usage feature for TSM Agent module is not supported (496189)

The Tape Drive Usage feature for the Tivoli Storage Manager (TSM) Agent module is not supported for Veritas Backup Reporter 6.0.

Reporting capability for the TSM Agent module will be expanded in a future release.

Data retention times are off by 1 (428335)

Data retention times displayed in the Web UI (**Settings > Global Settings > Data Retention**) are slightly inaccurate. The data is retained for the number of days indicated, plus one.

The workaround for this is to enter one less day than the number of days for which you want to keep data. There are lower limits to some values, and you cannot enter '-1'.

Execution of `runstoredquery.sh` using the `htm` or `csv` option generates a `None.htm` or `None.csv` file (427036)

If you execute the `runstoredquery.sh` command using the `htm` or `csv` options rather than creating the file name specified in the Web UI, your output file is created as a `None.htm` or `None.csv` file.

The wrong field is being referenced in the database, so if you need the files created by different names or in the correct locations, use the following workaround:

- 1 Create a query.
- 2 Type the following command:

```
update VstQueries set vstQueriesHostGroup = vstQueriesOutFile
where vstQueriesHostGroup is not Null.
```
- 3 Save your query.
- 4 Run your query after creating a new query or updating the output file.

Cycle dashboard displays drill-down client counts that are not comprehensive (409464)

The VBR console displays a Backup Monitoring table summarizing the status of backup jobs, arranged according to your selections. In the Backup Monitoring display, you can drill down in the list to display more detailed status information.

When creating a cycle for a particular cycle period and a particular server, the drill-down client counts are not comprehensive. While the raw job count numbers display correctly, the links to the clients associated with either Success, Failure, or Partial Success of jobs is not comprehensive. The Cycle Dashboard drill-down display is missing other successful client references.

Sometimes the Back button does not work after running SQL queries using run query from the Backup tab (428274)

Sometimes the Back button does not work after running SQL queries using Run Query from the Backup tab.

The workaround for this is to use the Back button on your browser.

agentstatusutility CLI does not indicate failure for collectable data types (427211)

The agentstatusutility Command-Line Interface (CLI) does not indicate the failure of NetBackup (NBU) CLI execution as noted in the Complete Agent Status page.

You can see information for collectable data types by going to the Complete Agent Status page.

ccsvc-agent-preconfntools CLI uses the incorrect default path on Solaris (427208)

When running the ccsvc-agent-preconfntools Command-Line Interface (CLI) on Solaris, the incorrect default path is used:

```
/usr/opensv/NetBackup/bin/admincmd/bpclist
```

There are two potential workarounds for this:

- Override the incorrect default path by using the following option:
-admincmd
- Run the command with no options, let it fail, and then enter the correct directory path when prompted. You will see the following prompt if the CLI cannot find the required NetBackup (NBU) binary:

What
directory is bpclist in?

The Agent status page with user-level access causes an exception error on Solaris (424366)

If you attempt to access the Agent Status page with User-level access on Solaris, you will receive an exception error.

The workaround for this is to login to Veritas Backup Reporter with Admin-level access to view the Agent Status page.

Copy user profile gives no indication of success (422593)

If you navigate to (**Settings > Global Settings > Copy User Profile**), and specify From/To selections, and you check one or more “Copy Items” and click Next, the page runs for a while and reloads the first page in the Wizard, but there is no indication of success.

A backup job ID can display job log and skipped files for clients from different Master Servers that have the exact same job ID rather than just the specified client (417282)

Clicking on a Job ID after navigating to (**Veritas Backup Reporter console > Monitors > Job Monitor**), and selecting a Master Server displays Skipped Files and Job Log Entries for clients from different Master Servers that have the exact same Job ID rather than the specified client.

License type is displayed as Evaluation even if permanent license key is installed on Windows (416332)

When installing Veritas Backup Reporter on Windows, if you enter a permanent license key, you may see a message saying “Installation License Type: Evaluation,” even though you entered a permanent license key.

Administrators are unable to grant write permissions to users to access unassigned tree in the Java View Builder (424369)

Administrators cannot grant write permissions to users to access unassigned tree in the Java View Builder. Administrators can assign permissions to objects in the unassigned tree, although these permissions are limited to admin and admin (read-only) users.

Max heap size is less (425394)

The default setting for max heap for the VBR Management Server is 256 Mb. To accommodate for additional Web applications in Veritas Backup Reporter 6.0, you should increase the max heap size. On a production server, consider making this the maximum value listed below. On other machines, it should be increased to 512 MB, or even 1024 MB if there is enough physical RAM to support the configuration.

To increase the max heap size, do the following:

- 1 Navigate to the following directory:

```
VRTSweb/bin
```

- 2 Run the following command to determine the existing size of your max heap:

```
webgui maxheap
```

- 3 Run the following command to increase the size of the max heap:

```
webgui maxheap 1024
```

You can set the max heap size to whatever size you want; the argument for the `webgui` command is in megabytes.

Note: On Windows, the max heap cannot be set to more than 1400 MB. On Solaris, this value is 3000 MB. When increasing the max heap size, a value should be used that is not greater than the amount of physical RAM in the server.

Different users cannot have cost variables with the same name (421859)

Different users cannot have cost variables with the same name. Should a user create a cost variable with a name that is the same as one created by themselves or another user, the user will receive the following error message:

```
A cost variable by this name already exists
```

EMC Legato Networker, TSM, or BackupExec status codes display NetBackup information (211184, 806806, 416066)

VBR reports display status codes for each job. When a user clicks on a status code link, the Veritas Backup Reporter Knowledge Base displays a detailed description of the code. This description originates within the error message information of the monitored backup application itself.

At present, the Veritas Backup Reporter knowledge base only contains status code descriptions for Veritas NetBackup software. The knowledge base does not yet store error message descriptions for other supported backup applications, such as EMC Legato Networker, Tivoli Storage Manager (TSM), or Backup Exec. When a user clicks on a status code for an EMC Legato NetWorker job, TSM, or Backup Exec, the Knowledge Base will incorrectly display NetBackup error message information instead.

For detailed descriptions of EMC Legato Networker, TSM, and Backup Exec error codes or status codes, please consult the EMC Legato Networker, TSM, and Backup Exec documentation.

Exception error while testing e-mail recipient (317989)

Attempting to test an e-mail recipient without first adding an SMTP server host may result in the following exception error message:

```
Error: V-62-1350
The configuration information required to send the notification is missing.
Verify the SMTP host, port, and default sender.
VxamException EXCEPTION Check notification configuration values.
```

Last successful data load column loses timestamp after data type is disabled (414624)

From the Agent Module Configuration page, the Last Successful Data Load column loses its timestamp when a user disables (unchecks the **Enabled** button) for a Collectable Data Type, for example, Tape Drive Usage.

Although the Web UI renders the data in the database properly, the server deletes the data collection event if the data type is disabled, so the last timestamp is lost.

Correct Agent host should be selected while configuring an Agent module (299236)

When configuring an Agent module, the platform-specific entry in the drop-down list should be selected based on the operating system of the VBR Agent host, not for the host for the product that you are attempting to collect data from.

Error message if VxSS is not installed in the default directory (419559)

On Windows, the VBR support tool generates the following error message if VxSS is not installed in the default directory.

```
Cannot find 'C:\Program  
Files\Veritas\Security\Authentication\bin\ccvssatsetup.log'...
```

For this release, this default location is hard-coded in the support utility.

VxAt folder may not be not removed after uninstalling Veritas Backup Reporter 6.0 (830206)

After uninstalling Veritas Backup Reporter 6.0 on Windows, the VxAT folder may not be removed within the directory structure if there are configuration files or log files left behind.

dbbackup media is shown as 'Available' (329121)

In the `Monitors > Dashboards > Media Explorer` report, the 'dbbackup' media may be displayed as 'Available'. Instead they should be listed as 'dbbackup' as shown in NetBackup.

Sort order is restored after refreshing the Backup Job Monitor report (498789)

In the `Monitors > Dashboards > Backup Job Monitor` report, the system cannot retain the sort order of records that you have changed after a page refresh. The sort order is restored to the default Job ID column.

Sorting fails for CC_Backup reports (842712)

In `Monitors > Dashboards`, if two tables are displayed on the same page, only the table at the top is sorted correctly.

Cannot select media server from 'Tape Drive Usage by Date' report (497788)

The `Monitors->Dashboards Tape Drive Usage by Date` report does not show any media servers for selection unless Job data is collected.

Status count values for media displayed on the Media Explorer screen may be incorrect (429379)

The Status count values (for Available, Active, Catalog and Full) of media for a media server in the Media Explorer may be incorrect. You can view correct values by selecting the hyperlinked values.

Rolling 8 Day report shows an unexpected server and data (765866)

The `Monitors > Dashboards > Rolling 8 Day` report may show data that is older than 8 days, including data for servers that may have been decommissioned.

Column is missing in the Historical Activity > Size report (574265)

Carry out the following procedure:

To view the Size report

- 1 Click `Reports > Backups > Historical Activity > Size`.
- 2 Select Pie Chart in the Chart Type field and Agent Server in the Report On field.
- 3 Click `Show Table`.

On the report, you cannot view the 'Agent Server' column.

Other known issues

The following issues and workarounds are related to other areas of Veritas Backup Reporter.

VBR Agent does not load images created by 'migration backup jobs', reevaluation of NetBackup image (496856)

Veritas Backup Reporter Agent doesn't load images created by 'migration backup jobs'.

Pop-up windows in the Monitors section need to be resized (317982)

In `Monitors > Alerts` section, the configuration pop-up screens may need to be resized before the OK, Cancel, and Help buttons are visible.

BackupExec 10d agent sets the sub job dir name to 'Other' (763404)

BackupExec 10d Agent module names the 'Other' file system object as 'other'.

Copying duplicate view objects gives a server error instead of a duplicate node error (275188)

In Java View Builder, if you attempt to copy an item into a node of a tree and if that node already contains the item being copied, a generic error message "ServerExceptionCORBA: Failed to copy Node in database (2189)" is displayed instead of a specific message stating that the item already exists.

In Java View Builder UI does not show progress of import/export operations (509240)

In Java View Builder, while using the XML import/export feature, the application does not show the progress status of the operation.

Different evaluation periods are shown when two demo license keys with different expiry dates are installed (828282)

When you install two demo license keys with different expiry dates, different evaluation periods are shown.

When you perform the following procedure, you can view discrepancy in evaluation periods.

- 1 Install a permanent license key with two days evaluation period and a demo license key with 60 days evaluation period.
- 2 Remove permanent key. The system shows evaluation period as '1 day remaining'.
- 3 Log out from the application.
- 4 Logon to the application again. The login screen displays the evaluation period as '60 days remaining'.

Authentication service stops after uninstalling Java View Builder (844589)

If Java View Builder (JVB) is installed using `setup.exe` and you attempt to uninstall it using the `Views > Java View Builder` option on the Web console, the Symantec Product Authentication Service is stopped. It may also remove shortcuts which are shared by VBR Server (if it is also installed on the same machine).

The workaround is to manually start the authentication service.

It is strongly recommended that if Java View Builder should not be uninstalled using Web console.

Using the Find Missing Hosts tab to add assigned hosts to another view allows you to drag/drop top-level objects without adding child objects (566562)

If you use the Find Missing Hosts tab with the Java View Builder to add an assigned host to a different view, you are allowed to drag and drop the top-level object without adding the child objects. For the other Java View Builder tabs, if you try to select the top-level object without selecting the “+” sign and dragging/dropping the object, you are not allowed to drag/drop the top-level object.

There are two potential workarounds.

Workaround 1

- 1 Go to the Search Objects tab.
- 2 Enter the name of the host that you want to search for.
- 3 Expand the top-level object using the '+' sign.
- 4 Drag the object and drop it to the selected view.

Workaround 2

- 1 Go to the Find Missing Hosts tab.
- 2 Search for missing hosts in the Tree tab.
- 3 Expand the top-level object using the '+' sign.
- 4 Drag the object and drop it to the selected view.

A user other than admin is allowed to run `changedbpassword` utility (570736)

A user other than the admin user is allowed to run the `ccsvc-changedbpassword` utility to set passwords and to create the `vbr_conf.properties` file.

The workaround is to set the permissions for the `<installdir>\Symantec\Veritas Backup Reporter\Server\conf` directory, ensuring that only Administrators and SYSTEM groups are given full control.

To set the permissions for the `<installdir>\Symantec\Veritas Backup Reporter\Server\conf` directory

- 1 Right-click on the `conf` directory.
- 2 Select Properties.
- 3 Go to the Security tab.
- 4 Clear the 'Allow inheritable permissions from parent to propagate to this object' check box if it is selected. A warning message may be displayed after clearing this option.
- 5 Remove all users/groups other than Administrators and SYSTEM from the scrollable text display. For example, to remove Power Users, highlight Power Users in the text box.
- 6 Click Remove.
- 7 Ensure that Administrators and SYSTEM groups are allowed Full Control.
- 8 Click OK.

Note: Permissions for the `vbr_conf.properties` file should not need to be set if the `vbr_conf.properties` file does not exist. If the `vbr_conf.properties` file exists, you should verify that the 'Allow inheritable permissions from parent to propagate to this object' check box is selected.

Adding an unassigned host from the Find Missing Hosts tab generates an error (570589)

If you add an unassigned host from the Find Missing Hosts tab using the Java View Builder, you will receive the following error message: `ServerException: Operation not allowed for Unassigned Tree.`

The workaround for assigning a host to a view that is currently unassigned is to use the Unassigned Objects tab.

Other known issues

Getting help

This chapter includes the following topics:

- [Available Documentation](#)
- [Displaying Online Help](#)
- [Troubleshooting Veritas Backup Reporter](#)
- [Contacting Veritas Backup Reporter support team](#)

Available Documentation

The following guides provide information about Veritas Backup Reporter (VBR):

- Veritas Backup Reporter Getting Started Guide
- Veritas backup Reporter 6.0 Hardware and Software Compatibility List
- Veritas Backup Reporter Installation Guide
- Veritas Backup Reporter Administrator's Guide
- Veritas Backup Reporter Release Notes
- Veritas Backup Reporter User's Guide

Note: For the latest support information (for example, supported models and firmware), see the *Veritas Backup Reporter 6.0 Hardware and Software Compatibility List*. This document ships on the product CD (cc_hscl.pdf) and is updated regularly on the Veritas Support Web site at: :
<http://support.veritas.com/docs/285754>.

By default, guides reside on the following locations on any VBR Management Server or Web Engine host:

/opt/VRTS/docs (Solaris)

\Program Files\Symantec\Veritas Backup Reporter\Docs (Windows)

Displaying Online Help

Veritas Backup Reporter provides online help as well as UNIX manual pages.

To display online help

- 1 Select the **Help** link.
- 2 On UNIX systems, you can use manual pages to find reference and usage information about product-specific commands. When you install Veritas Backup Reporter, the `pkgadd` command installs the nroff-tagged manual pages in the appropriate directories under `/opt/VRTS/man`. However, the install does not update the windex database. To ensure that new manual pages display correctly, update your:
 - `MANPATH` environment variable to point to `/opt/VRTS/man`
 - windex database

Refer to the `catman (1M)` manual page for more information about updating windex.

Troubleshooting Veritas Backup Reporter

Understanding how to troubleshoot Veritas Backup Reporter

If an issue arises while you are using Veritas Backup Reporter, use the following information to pinpoint the problem and, if necessary, report it to Veritas Backup Reporter.

-
-

Error messages

If you encounter a product error message, record the exact error message text. When contacting Veritas Backup Reporter Technical Support, either by telephone or by visiting the Veritas Backup Reporter Technical Support Web site, be sure to provide this information. Veritas Backup Reporter Technical Support will use the message text or number to determine whether TechNotes or other information are available.

Other troubleshooting steps

If an issue arises while you are using Veritas Backup Reporter, look at these resources:

- Check the TechNotes and other resources on the Veritas Support Web site at <http://support.veritas.com>.
- Run the `support` script (for Veritas Backup Reporter on Solaris or Windows)

Gathering troubleshooting data with the support script

If you are running Veritas Backup Reporter on Solaris or Windows, you can use the `supportscript` to gather troubleshooting information. The script collects server and agent logs, collects information about any data collection problems, captures the current agent configuration, and compresses the results into a tar or zip file.

To gather troubleshooting data with the support script

- 1 From a console or Windows Command Prompt, change to one of these directories:
 - Solaris—

```
/opt/VRTSccsvb  
  
/opt/VRTSccsvs
```
 - Windows—

```
\Program Files\Symantec\Veritas Backup Reporter\Server\util  
  
\Program Files\Symantec\Veritas Backup Reporter\Agent\bin
```
- 2 Type in the following command and press Enter:

```
support
```
- 3 Transfer the resulting tar or zip file to the Veritas Support FTP server when asked.

Troubleshooting VBR console issues

This section explains how to troubleshoot issues related to the Veritas Backup Reporter console - logging in and viewing reports and other information.

Login issues

This section explains how to fix problems associated with connecting or logging in, to the VBR console.

Table 5-1 Login Issues

Problem	Explanation	Recommended Action
Users cannot log on to the console because the Domain drop-down list is blank.	The VBR Management Server host (Windows) is not configured with a fully-qualified domain name.	Check the configuration for the Server host and assign a fully-qualified domain name. For details, see the Windows documentation.
Users cannot log on to the console because the Domain drop-down list is blank.	The VBR Management Server host (Windows) is not configured properly in Domain Name Service (DNS).	Check the configuration for the Server host and ensure that it has a valid DNS name. For details, see the Windows documentation.

Viewing and reporting issues

This section explains how to fix problems associated with viewing information about backup resources and generating reports.

Table 5-2 Viewing and Reporting Issues

Problem	Explanation	Recommended Action
Status information and other data are not being updated for a NetBackup host.	The host alias may not match the name by which the host is known to the NetBackup explorer.	If necessary, change the host alias to match the name with which the explorer is attempting to collect data from the host. See the <i>Veritas Backup Reporter User's Guide</i> for information about updating host aliases.
A graphical report displays a legend but does not display the report itself.	If too many objects are defined for the report, the report cannot display.	Using the Report Wizard, change the number of objects in the report display. You can do this by aggregating at a higher level, by using a filter, or by selecting specific objects within the report's scope. See the <i>Veritas Backup Reporter User's Guide</i> for information about specifying the report scope and time frame.

Table 5-2 Viewing and Reporting Issues (*continued*)

Problem	Explanation	Recommended Action
Selecting links in the console produces no result.	Some links in the console open a new browser window. Pop-up blocker software can block this from occurring.	If you are using pop-up blockers, either disable them or configure them to accept pop-ups from the VBR Management Server.
Running any graphical report from Veritas Backup Reporter throws a 'javax.servlet.ServletException' in Windows environment.	The Veritas Backup Reporter installation has modified the PATH environment variable. The PATH environment variable does not take effect until the VBR Management Server is rebooted.	Reboot the VBR Management Server.
You encounter a decrease in View Builder performance when reporting on NBU Masters running Oracle RMAN or MS SQL Server.	View Builder performance is impacted by an exponential growth of file system objects in the VBR database when the VBR Agent module is configured using BreakupJobs = True.	You must configure the VBR Agent module using BreakupJobs = False (which is the default setting).

Report refreshing issues

In Veritas Backup Reporter 6.0, temporary files that are generated with reports are stored in the `\temp\reports` directory instead of the `temp` directory as against in the earlier versions. Following are the locations of the `reports` directory in case of Solaris and Windows:

Solaris `<serverInstallDir>/web/vbr/temp/reports`

Windows `<serverInstallDir>\server\web\vbr\temp\reports`

After upgrading to Veritas Backup Reporter 6.0, the existing reports are not properly displayed because of the new location of the directory that contains temporary files. You need to refresh the reports to view them.

See the *Veritas Backup Reporter Administrator's Guide*.

Agent module configuration issues

If multiple VBR Agent modules are configured to collect data from the same backup product server, duplicate data may be stored in the VBR database. In order to prevent the duplication of data, you should configure only one Agent module to collect data from a single backup product server instance. If the backup product is clustered, you should specify the virtual IP address of the backup product server during the Agent module configuration.

Contacting Veritas Backup Reporter support team

You can contact Veritas Backup Reporter support team on the Web, by email, or by telephone.

Using the Veritas Support Web site

For technical assistance with any Veritas product, visit following Web site:<http://support.veritas.com>.

From there you can:

- Contact the Veritas Support staff and post questions to them
- Get the latest software patches, upgrades, and utilities
- View updated hardware and software compatibility lists
- View Frequently Asked Questions (FAQ) pages for the products you are using
- Search the knowledge base for answers to technical support questions
- Receive automatic notice of product updates
- Find out about training in the Veritas products
- Read current white papers related to the Veritas products

Subscribing to Veritas e-mail notification service

Subscribe to the Veritas e-mail notification service to be informed of software alerts, newly published documentation, Beta programs, and other services.

Go to . Select a product and click “Email Notifications” on the right side of the page. Your customer profile ensures you receive the latest Veritas technical information pertaining to your specific interests.

Accessing Veritas telephone support

Telephone support is available with a valid support contract. To contact Veritas for technical support, dial the appropriate phone number listed on the Support Guide included in the product box and have your product license information ready for quick navigation to the proper support group.

Obtaining support by e-mail

Licensed customers can use the following email address to obtain help with technical questions: support@veritas.com.

To obtain software updates by email, send your requests to the following email address: swupdate@veritas.com

Obtaining license information

To obtain license information, contact Veritas in one of the following ways:

- U.S. and Canada telephone: 1-800-634-4747 option 3
- Worldwide fax: +1-650-527-0952
- Email: amercustomercare@veritas.com

Purchasing Veritas products

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You can also contact a Veritas product representative by email at the following address: sales.mail@veritas.com

To speak with a Veritas product representative by telephone, customers in the U.S. and Canada can call 1-800-327-2232.

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Submit comments about the Veritas product documentation to the following email address: ??_docs@veritas.com

Please include the following information with your documentation comments:

- The title and product version of the guide you are commenting on
- The topic (if relevant) you are commenting on
- Your comment
- Your name

Third party legal notice appendix

This chapter includes the following topics:

- [Legal Notice](#)
- [ACE \(The Adaptive Communication Environment\)](#)
- [Sun Java Web Start 1.2 \(component\)](#)
- [JavaMail](#)
- [Java Activation Framework](#)
- [STLport](#)
- [RobertPenner Easing Equations](#)
- [Regex](#)
- [Perl](#)
- [JDBC Driver](#)
- [OpenSSL](#)
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- [Joe SNMP](#)

- [JacORB](#)
- [ICU](#)
- [Hbaapi](#)
- [Curl/LibCurl](#)
- [Base64 conversion methods](#)
- [ASTranslator](#)
- [Argument parsing \(Jargs\)](#)
- [Xerces Java](#)
- [Xerces C++](#)
- [Xalan C++](#)
- [Apache Struts](#)
- [Log4j](#)
- [JSTL](#)
- [commons-dbc](#)

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Douglas C. Schmidt

Sun Java Web Start 1.2 (component)

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did not use the libraries. We concluded that weaker conditions might promote sharing better.

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Base64 conversion methods

ISC

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Argument parsing (Jargs)

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