

Veritas Backup Reporter 6.6 Release Notes



Veritas Backup Reporter 6.6 Release Notes

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Documentation version 6.6

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| | |
|---------------------------------|------------------------------------------------------------------------------------|
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| | |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
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Overview of this release

This chapter includes the following topics:

- [About what's new in Veritas Backup Reporter 6.6](#)

About what's new in Veritas Backup Reporter 6.6

This section describes the new functions in Veritas Backup Reporter 6.6.

[Table 1-1](#) lists the new function and their descriptions.

Table 1-1 New functions in Veritas Backup Reporter 6.6

| New function | Description |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enterprise Vault Data Collection and Reporting | Archive data collection from Symantec Enterprise Vault is introduced in Veritas Backup Reporter 6.6. You can now report on the number of messages / emails that were archived or the size of those messages before and after the archive operation. You can also compare these values across mailboxes or Enterprise Vault servers. |
| Scheduled Jobs Reporting for NetBackup | Veritas Backup Reporter can now collect additional policy and job data, such as Policy Type, Schedule Time of Jobs, or Policy Storage Unit. In Veritas Backup Reporter 6.6, you can generate a new set of Scheduled Jobs reports, using which you can determine whether the jobs that were scheduled to run in future, have been run on time or not. |
| Additional data collection from Backup Exec | Veritas Backup Reporter can now collect Skipped File and Media data types from backup Exec. |

Table 1-1 New functions in Veritas Backup Reporter 6.6 (*continued*)

| New function | Description |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Windows Cluster Support (VCS) | Veritas Backup Reporter is now clusterable on Windows. If you have VCS (Veritas Cluster Server) present, you can install Veritas Backup Reporter on a Windows machine in a clustered mode. |
| Sybase SA 10 Upgrade | VBR 6.6 uses Sybase SA (SQL Anywhere) 10 as the database management system, which is an upgrade from ASA 9. To upgrade VBR from previous versions to 6.6, you need to migrate the existing data within the database files to match the new database file format. This is because the Sybase SA 10 database engine is not compatible with an ASA 9 database file. This data migration is automatically done during the VBR 6.6 upgrade process. |
| New Alert Manager | <p>Alert Manager is a component that comprises an alerting mechanism. It keeps track of the alert conditions specified in the policies and generates alerts appropriately.</p> <p>The new Alert Manager replaces VxAM, a shared alerting component.</p> |
| Qualifications / support for new product versions | <p>Veritas Backup Reporter now supports the following product versions:</p> <ul style="list-style-type: none"> ■ NetBackup 6.5.3, 6.5.4 ■ PureDisk 6.2.2, 6.5.0.1, 6.5.1 ■ Backup Exec 12.5 ■ TSM 5.5 |

Hardware Software Requirements

This chapter includes the following topics:

- [Prerequisites](#)
- [About operating system requirements](#)
- [About Windows updates](#)
- [Installing Solaris updates](#)
- [About products and their versions supported by Veritas Backup Reporter](#)
- [About supported upgrade paths](#)

Prerequisites

This section lists the prerequisites for Veritas Backup Reporter installation.

- On Windows system, the Veritas Backup Reporter Management Server, Agent, and Java View Builder require the Microsoft C Runtime library 7.1 and Microsoft C++ runtime library 7.1.

About operating system requirements

This section provides information about the operating systems supported by Veritas Backup Reporter and their requirements.

[Table 2-1](#) lists the operating system requirements for Veritas Backup Reporter hosts.

Table 2-1 Veritas Backup Reporter operating system requirements

| Veritas Backup Reporter component | Supported configuration | System resources |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Management Server | <p>Solaris 8.0, 9.0, or 10.0 [64-bit only]</p> <p>Windows 2000 SP4 or later (Server, Advanced Server, Datacenter Server)</p> <p>Windows Server 2003 (Standard Edition [32-bit], Enterprise Edition [32-bit], Datacenter Edition [32-bit], Web Edition)</p> <p>Windows Server 2003 64-bit Edition</p> <p>VMware ESX Server 3.0</p> <p>See “About important notes on operating systems and VBR deployment limitations” on page 16.</p> | <p>Solaris</p> <ul style="list-style-type: none"> ■ 2 x 1 GHz UltraSPARC® IIIi processor or faster CPUs, 4 GB RAM, 40 GB of file system space (Minimum) ■ 4 x 1 GHz UltraSPARC® IIIi processor or faster CPUs, 12 GB RAM, 2 dedicated disks of 20 GB each, for DB (Recommended) <p>Windows</p> <ul style="list-style-type: none"> ■ 2 x 2.5 GHz or faster CPUs, 4 GB RAM, 40 GB of file system space (Minimum) ■ 4 x 2.5 GHz or faster CPUs, 8 GB RAM, 2 dedicated disks of 20 GB each, for DB (Recommended) |
| Agent | <p>Solaris 8.0, 9.0, or 10.0 [64-bit only]</p> <p>Windows 2000 SP4 or later (Server, Advanced Server, Datacenter Server)</p> <p>Windows Server 2003 (Standard Edition [32-bit], Enterprise Edition [32-bit], Datacenter Edition [32-bit], Web Edition)</p> <p>Windows Server 2003 64-bit Edition</p> <p>VMware ESX Server 3.0</p> <p>See “About important notes on operating systems and VBR deployment limitations” on page 16.</p> | <p>Solaris</p> <ul style="list-style-type: none"> ■ 1 GHz, 1 GB RAM (Minimum) <p>Windows</p> <ul style="list-style-type: none"> ■ 2.5 GHz, 1GB RAM (Minimum) |
| Java View Builder | <p>Solaris 8.0, 9.0, or 10.0 [64-bit only]</p> <p>Windows 2000 SP4 or later (Server, Advanced Server, Datacenter Server)</p> <p>Windows Server 2003 (Standard Edition [32-bit only], Enterprise Edition [32-bit only], Datacenter Edition [32-bit only], Web Edition)</p> <p>Windows Server 2003 64-bit Edition</p> | <p>Solaris</p> <ul style="list-style-type: none"> ■ 1 GHz, 1 GB RAM (Minimum) <p>Windows</p> <ul style="list-style-type: none"> ■ 2.5 GHz, 1GB RAM (Minimum) |

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

| Veritas Backup Reporter component | Supported configuration | System resources |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Console | <p>Any platform with network access to the Veritas Backup Reporter Management Server host and a supported Web browser.</p> <p>Veritas Backup Reporter supports the following Web browsers:</p> <ul style="list-style-type: none"> ■ For Solaris - Mozilla Firefox 1.5 ■ For Windows - Mozilla Firefox 1.5, Internet Explorer 6.0 or 6.x | The minimum required resolution for the console is 1024 x 768. |

[Table 2-2](#) provides the matrix for the operating systems and VBR deployments that these operating systems support.

Table 2-2 Operating systems-VBR deployment support matrix

| Operating System | Architecture | Fresh Installation | Upgrade | Push Installation | Cluster with VCS | Remote AT Root Broker (Fresh Installation and Upgrade) |
|------------------|---------------------------------------|--------------------|---------|-------------------|------------------|--------------------------------------------------------|
| Windows 2003 | 32-bit VBR binaries on 32-bit machine | X | X | X | X | X |
| | 32-bit VBR binaries on 64-bit machine | X | X | | | X |
| Windows 2000 SP4 | 32-bit VBR binaries on 32-bit machine | X | X | | | X |
| Solaris 8.0 | 64-bit VBR binaries on 64-bit machine | X | X | | X | X |
| Solaris 9.0 | 64-bit VBR binaries on 64-bit machine | X | X | | X | X |
| Solaris 10.0 | 64-bit VBR binaries on 64-bit machine | X | X | | X | X |

“X” indicates that the configuration is supported in VBR.

About important notes on operating systems and VBR deployment limitations

This section provides a few important notes regarding the supported operating systems and a few limitations that you need to take care of during VBR deployment.

Important notes on operating systems

- On Windows system, the VBR Management Server, Agent, and Java View Builder require the Microsoft C Runtime library 7.1 and Microsoft C++ runtime library 7.1.
- The VBR Management Server is not supported on non-global Solaris zones.
- The VBR Management Server and Agent are supported in a VMware virtual machine guest operating system environment.

VBR deployment limitations

- You must install VBR Management Server and Agent of the same versions. For example, Agent 6.2 MP3 works only with Management Server 6.2 MP3 or Management Server 6.5 is compatible only with Agent 6.5.
- The VBR Management Server and Agent can be installed in a clustered mode on Solaris and Windows, with Veritas Cluster Server (VCS).
- VBR Management Server and Agent must be installed on different hosts if they both need to be in clustered mode. If they are installed on the same host, only Management Server can be clustered.
- Veritas Backup Reporter does not support a set up in which NetBackup Operations Manager and VBR Management Server are installed on the same host.
- The Veritas Backup Reporter installer automatically sets the max heap size to 1024MB. Your system may require a lesser max heap size to properly run all applications. You can set the max heap size to 512MB. For more information, refer to the Performance Tuning section in the Veritas Backup Reporter Guide.

About Windows updates

Table 2-3 lists the required Windows 2000 software updates to be run on Veritas Backup Reporter components.

Table 2-3 Required Windows 2000 software updates

| Veritas Backup Reporter component | Operating systems supported |
|-------------------------------------------|-----------------------------|
| Veritas Backup Reporter Management Server | Windows 2000 Service Pack 3 |
| Veritas Backup Reporter Agent | Windows 2000 Service Pack 3 |

Installing Solaris updates

This section provides the Solaris patches that you need to install on Veritas Backup Reporter host.

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 security patches that are recommended. You can download Solaris patches and patch clusters from <http://sunsolve.sun.com>.

To view the currently installed Solaris patches

- 1 Type the following command to view the list of patches:
showrev -p
- 2 Type the following command to check whether a particular patch is installed:
showrev -p | grep <patch-id>
where patch-id is the patch number in the format xxxxxx-xx

About the Solaris 8 patches

You must install the following Solaris 8 patches on the Veritas Backup Reporter host:

112396-03 111111-07 108987-18 112003-03 111310-01 108528-29 108989-02 112472-01
111308-05 112438-03 117000-05 111023-03 115827-01 116602-01 113648-04 109147-43
110386-04 111317-07 108993-66 108434-22 119067-06 108921-25 109326-18 113886-42
108435-22 108773-27 108940-76 113887-42 117350-46

About the Solaris 9 patches

You must install the following Solaris 9 patches on the Veritas Backup Reporter host:

113096-03 111711-16 112963-30 111712-16 113886-42 113887-42 112785-60

About products and their versions supported by Veritas Backup Reporter

This section lists the backup products and their versions that are supported by Veritas Backup Reporter.

[Table 2-4](#) lists backup products supported by Veritas Backup Reporter.

Table 2-4 Backup products supported by Veritas Backup Reporter

| Backup product | Versions | Support level |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Veritas NetBackup | 3.4, 3.4.1, 4.5, 5.0, 5.1, 6.0, 6.0 MPx, 6.5, 6.5.1, 6.5.2, 6.5.3, 6.5.4 | All supported NetBackup platforms via remote agent Native agent for Windows 2000, 2003 and Solaris 8, 9, and 10 |
| Veritas NetBackup PureDisk | 6.2, 6.2.1, 6.2.2, 6.5, 6.5.0.1, 6.5.1 | PureDisk supported platform (PDOS) via remote agent |
| Symantec Backup Exec | 10.0, 10d, 11d, 12, 12.5 Note: Symantec Backup Exec running on NetWare is not supported by Veritas Backup Reporter. | All supported Symantec Backup Exec platforms via remote agent Native agent on backup servers on Windows 2000, 2003 Note: VBR 6.6 does not support data collection from Backup Exec 9.x version. You need to create a data collector to collect data from Backup Exec 10d and later versions. However, you can run the reports on the Backup Exec 9.x data. |
| EMC Legato NetWorker | 6.x, 7.x | Native agent on backup servers on Windows 2000, 2003 and Solaris 8, 9, and 10 |

Table 2-4 Backup products supported by Veritas Backup Reporter (*continued*)

| Backup product | Versions | Support level |
|------------------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IBM Tivoli Storage Manager (TSM) | 5.1, 5.2, 5.3, 5.4, 5.5 | All supported TSM platforms via remote agent Native agent for backup server on Windows 2000, 2003 and Solaris 8, 9, and 10 |
| CommVault Galaxy Backup & Recovery | 5.9 SP3 | All supported CommVault platforms via remote agent |
| Symantec Enterprise Vault | 2007 SP3, 2008 | All supported Symantec Enterprise Vault platforms via remote agent Native agent on Microsoft SQL Server 2005 or 2008 (where Enterprise Vault database resides) on Windows 2000 and 2003 |

About supported upgrade paths

Veritas Backup Reporter 6.6 supports direct upgrades from the following versions:

- VBR 6.0 GA -> VBR 6.6
- VBR 6.0 MP1a -> VBR 6.6
- VBR 6.2 GA -> VBR 6.6
- VBR 6.2MP1 -> VBR 6.6
- VBR 6.2MP2 -> VBR 6.6
- VBR 6.2MP3 -> VBR 6.6
- VBR 6.5 GA -> VBR 6.6
- VBR 6.5.1 -> VBR 6.6
- VBR 6.5.1.1 -> VBR 6.6

VBR 6.6 also supports upgrade from the CommandCentral Service (CCService) 4.2 version, if you follow this upgrade path:

- CCService 4.2 -> CCService 4.2FP1 -> VBR 6.0 GA -> VBR 6.6

Software restrictions

This chapter includes the following topics:

- [About operating system restrictions](#)
- [About installation, upgrade, and configuration restrictions](#)
- [About product licensing restrictions](#)
- [About Symantec Web server restrictions](#)
- [Resolving Web server restrictions](#)
- [About report restrictions](#)
- [Resolving reporting restrictions](#)
- [About Java View Builder restrictions](#)
- [About Veritas Backup Reporter Agent restrictions](#)

About operating system restrictions

[Table 3-1](#) lists the restrictions related to operating systems.

Table 3-1 Operating system restrictions

| Restriction and incident # | Description |
|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Home directory needs to be set for any user on Solaris to execute utilities (1043376) | You must set the home directory before running any of the utilities. If the home directory is not set, the utility may not run as expected and throw exceptions. |

Table 3-1 Operating system restrictions (*continued*)

| Restriction and incident # | Description |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Microsoft component issue | <p>While installing VBR, the installer may pop up the following message: “NBInst Failed to open file <InstallDirectory>\x86\Server\Veritas Backup Reporter Server.msi”.</p> <p><InstallDirectory> is the location from where you are installing VBR.</p> <p>This is the issue with the MSIInstaller (MicroSoft component). For more details, refer to the Microsoft Knowledge Base article 925336.</p> <p>http://support.microsoft.com/kb/925336</p> <p>If you encounter this issue, restart the VBR installation.</p> |

About installation, upgrade, and configuration restrictions

[Table 3-2](#) lists the restrictions you may encounter while installing, uninstalling, or configuring Veritas Backup Reporter.

Table 3-2 Installation, upgrade, and configuration restrictions

| Restriction and incident # | Description |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Upgrade restriction (849637) | <p>When you upgrade from CommandCentral Service (4.2 or previous version) to Veritas Backup Reporter (6.0 or later 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.</p> <p>The workaround is to collect Media and Tape Drive Usage data in Veritas Backup Reporter and you can view the associated reports.</p> |
| User account password requirement (262646) | Private domain user passwords must be at least five characters long. |

Table 3-2 Installation, upgrade, and configuration restrictions (*continued*)

| Restriction and incident # | Description |
|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Error message generated if any of the CDs that have installers for UNIX systems are copied to Windows machines (828932)</p> | <p>If any of the CDs that have installers intended for UNIX / Solaris 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 cannot copy both files or directories.</p> <p>For example, when you try to copy a product CD to a Windows machine containing the following directories:</p> <pre>pkgs/VRTSbrsh/reloc/VRTSbrsh/perl/lib/5.8.0/Pod pkgs/VRTSbrsh/reloc/VRTSbrsh/perl/lib/5.8.0/pod</pre> <p>where the directory names differ in case only, the copy operation fails, because both directories exist on the CD. Windows cannot have both directories at the same time, since the Windows file system is not case sensitive.</p> <p>If you try to use the Solaris directory that was copied to a Windows machine for a network-shared drive, for example if the user mounting the shared drive from a Solaris system, software cannot be installed.</p> |

About product licensing restrictions

[Table 3-3](#) lists product licensing restrictions.

Table 3-3 Product licensing restrictions

| Restriction and incident # | Description |
|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>System does not notify when a demo license key expires in case you have multiple license keys installed (834399)</p> | <p>If multiple demo license keys are present along with a valid permanent license key for Veritas Backup Reporter and a demo license key is expired, the system does not display any appropriate message.</p> |

About Symantec Web server restrictions

[Table 3-4](#) lists restrictions that are related to Symantec Web server (VRTSweb).

Table 3-4 Symantec Web server restrictions

| Restriction and Incident # | Description |
|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| JVM dumps are created in case of VRTSweb 5.0.1 (1023600) | JVM dumps are automatically created once a day, which let you detect deadlocks or memory leaks in the long running processes. These dumps do not necessarily indicate a JVM crash. You can manually generate this dump using the <code>/opt/VRTSweb/bin/webgui dump</code> command. This command prints the dump on the configured standard output (display unit or printer) and also stores it in the <code>_vrtsweb0.0.log</code> file. |
| Multiple products installations may cause misleading services status in Windows (210529) | <p>After installing two Symantec products that rely on the Symantec Web Server (VRTSweb), some services associated with the first product appear as “stopped” in the Windows Services applet. However, these “stopped” services are actually running.</p> <p>You can restart these services or restart the host to clear the offline state. You can safely ignore the “stopped” status message.</p> |
| Symantec Web Server incompatibility (105066) | <p>Do not install incompatible versions of the Symantec Web Server on the same host; however, if this situation is unavoidable, change the port number used by one of the Web consoles.</p> <p>See “Configuring Veritas Backup Reporter Management Server port to resolve restrictions” on page 24.</p> |

Resolving Web server restrictions

This topic contains additional information on how to resolve Web server restrictions.

Configuring Veritas Backup Reporter Management Server port to resolve restrictions

To change the port number used by one of the Web consoles, you must add a new port and then delete the old one.

Note: Changing the https port for Symantec Web server disrupts the Veritas Backup Reporter console Start menu shortcut.

To configure the Veritas Backup Reporter Management Server

- 1 With the Veritas Backup Reporter console, log on to a Veritas Backup Reporter 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**.
- 4 In the Configuration tab, select **Add Port**.
- 5 On the Add Port page, enter the port information in the following fields:

| | |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Port Number | Type the port number that you want the Veritas Backup Reporter Management Server to use. The default is 8181 (HTTP) and 8443 (HTTPS). For more information about ports used by Veritas Backup Reporter, see the <i>Veritas Backup Reporter 6.6 Guide</i> . |
| Protocol | Select either http (insecure) or https (secure). |
| IP Address | (Optional) Type the IP address for the Veritas Backup Reporter Management Server. |
| Username | Type a user account that has superuser (administrative) privileges on the Veritas Backup Reporter Management Server. |
| Password | Type the password associated with the user account. |

- 6 Select **OK**.

To delete the changed port

- 1 With the Veritas Backup Reporter console, log on to a Veritas Backup Reporter 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**.
- 4 In the Configuration tab, select **Delete Port**.

- On the Delete Port page, enter the information of the port that you want to delete, 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 <i>Veritas Backup Reporter Guide</i> . |
| 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 Veritas Backup Reporter Management Server. |
| Password | Type the password associated with the user account. |

- Select **OK**.

About report restrictions

[Table 3-5](#) lists restrictions that are related to Veritas Backup Reporter reports.

Table 3-5 Reporting restrictions

| Resriction and incident # | Description |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Graphical reports display data for limited number of hosts (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 data type (837568) | The Veritas Backup Reporter report generation wizard does not prevent a user from selecting operations that are inappropriate for a given data type. Specifically, the wizard permits a user to apply mathematical operations to text string fields. However, if the user applied a mathematical operation to a text string field, an attempt to generate the report results in a database exception. |

Table 3-5 Reporting restrictions (*continued*)

| Restriction and incident # | Description |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tabular backup report limitation (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. |
| Using NetBackup and VxSS (283815) | Enable NBU data collection from a remote Veritas Backup Reporter Agent when VxSS is used on the NBU server. See “Enabling NetBackup from a remote Veritas Backup Reporter Agent to avoid restrictions” on page 28. |
| Backup job monitor selections to sort tabular columns are not persisted (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. You cannot manually configure the refresh rate of the page to retain the selections. |
| NBU data collector misparses image fragment expiration dates (1011560) | When a Veritas Backup Reporter data collector collects data from NetBackup, if the image is divided into multiple fragments the expiration date stored against the first fragment is valid. However, in versions prior to 4.2FP1 HF11 for remaining fragments, the expiration date is incorrectly stored as Jan 01, 1970 05:30:00. In 4.2FP1 HF11 and later version of Veritas Backup Reporter, this issue is resolved as follows: After you upgrade to 4.2FP1HF11 or later versions, the expiration dates of all image fragments are set to the expiration date of the first fragment. However, if you have reports saved in versions prior to 4.2FP1 HF11, the reports still show the fragment expiration time as Jan 01, 1970 05:30:00, which upgrade cannot resolve. The workaround is as follows: To see the appropriate fragment expiration dates on the 4.2FP1 HFx report, refresh it. |
| 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. This is by design and there is no workaround to resolve this issue. |
| VBR Job Size reporting shows negative values (seems to affect multi- stream jobs) (1458165) | In case of Custom Tabular report within view, if you set aggregation level to other than top level then you need to select "View Groups" column shown in the available column list. |

Resolving reporting restrictions

This topic contains additional information on how to resolve reporting restrictions.

Enabling NetBackup from a remote Veritas Backup Reporter Agent to avoid restrictions

To enable NBU data collection from a remote Veritas Backup Reporter Agent

- 1 Create a machine account for the agent host by doing the following:
 - Run the command in this step 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 by running `bpnbat -LoginMachine` on it.
- 3 Add the agent host to the NBU server's server list by doing the following, in order:
 - NetBackup Administrator Console can be used to set this value. On Solaris, 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 by doing the following, in order:
 - 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`.

On Solaris, you can also choose to edit the `bp.conf` file.

- 5 Set the Agent host's environment variable `IS_NETBACKUP_DAEMON=YES`.
 Set this for either root (UNIX) or for system variables (Windows).

About Java View Builder restrictions

[Table 3-6](#) lists restrictions that you can encounter when using the Java View Builder.

Table 3-6 Java View Builder restrictions

| Restriction and incident # | Description |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dragging and dropping objects in the Java View Builder console (211219) | In the Java View Builder (JVB) console, you must click and select an object before you may drag and drop the object. This is standard behavior for Java applications. |
| Reports cannot be run via command line (runstoredquery) (536832) | <p>When you run a report from the command line by using the <code>runstoredquery</code> command, it can give the following error if the user is not authenticated:</p> <p>Failed to preform query: Connection failed.</p> <p>Possible reasons for the error are as follows:</p> <ul style="list-style-type: none"> ■ Server is not running. ■ Server connections are exhausted. <p>To authenticate the user, do one of the following:</p> <ul style="list-style-type: none"> ■ 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 <code>vssat authenticate</code> command line. <p>Refer to <i>Veritas Backup Reporter 6.6 Guide</i> for more information about the <code>runstoredquery</code> command.</p> <p>Run the <code>vssat showedcred</code> command to verify that the user was authenticated.</p> |

About Veritas Backup Reporter Agent restrictions

[Table 3-7](#) lists restrictions that you can encounter when dealing with backup products such as, NetBackup or BackupExec.

Table 3-7 Backup product restrictions

| Restriction and incident # | Description |
|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BackupExec data collector appears to be collecting data even after tape drive is removed from the BackupExec server (578990) | When a tape drive attached to a BackupExec (BE) server is removed, the tape drive continues to actively appear in the BE UI. The data for the tape drive is collected by the BE data collector until a backup is attempted and data stored is on that tape drive. Then the tape drive no longer appears in the UI. 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 CLIs 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 CLIs (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. |
| With TSM 5.1 and 5.2, Tape Drive Usage data may not be correct as some data required by VBR is not available with TSM itself (1154132) | While collecting Tape Drive Usage data from Tivoli Storage Manager (TSM) 5.1 or 5.2 versions, you may not get appropriate data. Because, these versions of TSM do not store some of the attributes depending on which Veritas Backup Reporter calculates the actual Tape Drive Usage. |
| TSM server on non-English locale is not supported (1154132) | Veritas Backup Reporter does not support data collection from a Tivoli Storage Manager server that is in a non-English locale. |
| After upgrading NetBackup or Remote Admin Console the VBR Agent on these hosts needs to be restarted (1171748) | If you have upgraded NetBackup server or Remote Admin Console from 5.1 version, the Veritas Backup Reporter Agent residing on the NetBackup server or Remote Admin Console host may not recognize the upgraded NetBackup version. The workaround is to restart the Veritas Backup Reporter Agent. |
| BE data collector: BE10d agent should set the sub job dir name to Other (763404) | If you have upgraded to Veritas Backup Reporter 6.0 or later from CommandCentral Service 4.x with the BackupExec module configured, the new directory information called "Other" is created. Thus, both directory information - "Other" and "other" - is available. |

Known issues

This chapter includes the following topics:

- [About installation, configuration, upgrade, clustering, and uninstallation issues](#)
- [Resolving agent authentication failure](#)
- [About reporting issues](#)
- [About backup product issues](#)
- [About Java View Builder issues](#)
- [About Web UI, Web server, agent, and utilities issues](#)
- [Resolving Web UI, Web server, agent, and utilities issues](#)
- [About help search tool issues](#)

About installation, configuration, upgrade, clustering, and uninstallation issues

[Table 4-1](#) lists issues that are related to Veritas Backup Reporter installation, configuration, upgrade, and uninstallation.

Table 4-1 Installation, configuration, upgrade, clustering, and uninstallation issues

| Known issue and incident # | Description |
|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DB location not upgraded while upgrading Veritas Backup Reporter (848827) | <p>If you manually changed the database location (other than the default one) in the <code>Databases.conf</code> file and upgrade to Veritas Backup Reporter 6.2, the database location is not upgraded. Database location is picked by the installer from the following registry on windows OS:</p> <p>For CommandCentral 4.x, Key: <code>HKEY_LOCAL_MACHINE\SOFTWARE\VERITAS\CommandCentral\CC</code> Data Value: <code>DbPath</code>, <code>VxccDbPath</code>, <code>VxccDbUserSelectedPath</code></p> <p>For Veritas Backup Reporter, Key: <code>HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\Veritas Backup Reporter\Data</code> Data Value: <code>DbPath</code>, <code>DataPath</code>.</p> <p>If db file's path is changed manually in <code>Databases.conf</code> file of <code>VxDBMS/VxDBMS3</code>, 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 to change database location is to use the maintenance mode of installer. While upgrading Veritas Backup Reporter, the database file at the location stored in the above registry values are upgraded. Registry values should also be updated.</p> |

Table 4-1 Installation, configuration, upgrade, clustering, and uninstallation issues (*continued*)

| Known issue and incident # | Description |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Domain name entries are case-sensitive (424148) | <p>Domain names stored in the Veritas Backup Reporter are case sensitive. If a user manually enters a domain name into the domain broker mapping (for example, <code>companynet</code>), which is in a different case as that of the domain name in the Veritas Backup Reporter database, the user cannot log onto Veritas Backup Reporter. For example, a user must manually enter a domain broker mapping for remote broker authentication.</p> <p>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 following instructions:</p> <p>Use the following command to drop the domain name containing the lowercase “<code>companynet</code>” domain name:</p> <pre>vssat deletebrokerdomain --broker testmgmt.corp.company.com --domain companynet:companynet</pre> <p>Once you drop the domain name containing the lowercase letters, enter the domain name containing uppercase letters:</p> <pre>vssat addbrokerdomain --broker testmgmt.corp.company.com --domain companynet:COMPANYNET</pre> |
| PBX installation on Windows 2000 | <p>When installing the PBX package on Windows 2000, it is possible that the InstallScript engine on the system predates 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</p> <p>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.</p> <p>If this occurs, install the Veritas Backup Reporter Agent on the system that does not require the PBX. Then uninstall the agent. You now should be able to install the PBX.</p> |

Table 4-1 Installation, configuration, upgrade, clustering, and uninstallation issues (*continued*)

| Known issue and incident # | Description |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CC_Users domain is not available | <p>When attempting to logon to a Windows installation of Veritas Backup Reporter using the console, the cc_users domain may not appear on the Login screen. If this occurs, log in to the host where Veritas Backup Reporter Management Server is installed, with administrator-level privileges and open a Windows command prompt and run:</p> <pre>Files\Veritas\Security\Authentication\bin\vssatsetup.exe</pre> <p>If the command is successful, the cc_users domain now appears in the console enabling you to log in. It is not necessary to reboot the system.</p> |
| Agent authentication failures | <p>If the Veritas Backup Reporter Agent that is installed on a remote host, cannot connect to the Veritas Backup Reporter Management Server, a message such as the following appears in the logs:</p> <pre>Authentication failed The user or password are not valid in the given domain. Domain = cc_users@myServer, User = admin</pre> <p>To solve this issue on a Solaris system, run the following command: <code>/opt/VRTSccsva/bin/agentauth -server</code></p> <p>To solve this issue on Windows requires additional instructions.</p> <p>See “ Resolving agent authentication failure” on page 38.</p> |
| Solaris package for the server is named VRTSccsvs (833053) | <p>The package name for the server is still VRTSccsvs. This should be renamed as part of the rebranding effort.</p> |
| <p>Symantec Web server stops when portal page is loading after VBR upgrade from 6.0MP1a to 6.6 (1589699)</p> <p>AND</p> <p>View Builder is not starting when upgraded to VBR 6.6 (1590056)</p> | <p>Both these issues have the same root cause as follows:</p> <p>After upgrading to VBR 6.6, some times on windows JVB launch application crashes with the JVM exception 'EXCEPTION_ACCESS_VIOLATION' and this can be resolved by restarting the host where JVB is installed or upgrading their JRE version to JRE6</p> |

Table 4-1 Installation, configuration, upgrade, clustering, and uninstallation issues (*continued*)

| Known issue and incident # | Description |
|-------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| vbr-dbvalidator.log is created on root if VBR 6.6 upgrade installation is done using media(DVD) (1600429) | If the VBR 6.6 solaris installer is downloaded or copied on the hostmachine, by default the vbr-dbvalidator.log file is created in the installer location for example, /export/Builds/6.6.0.20090409/sunos/vbr_dbvalidator. |
| Web Server Configurations are not retained on failover in clustered VBR on Solaris (1156106) | <p>Web server settings, such as settings related to port number, SMTP server, and logging are host dependent. If you change these settings on any node, those are not reflected on other nodes in a cluster. The Web server is not clustered, therefore the failover node would not have the Web server settings same as that of the online node.</p> <p>The workaround is as follows:</p> <ul style="list-style-type: none"> ■ Failover to a node manually. ■ Go to Global Settings > Web Console Settings. ■ Change the Web server settings, as you want them to be after a failover. ■ Repeat the first three steps for each node in the cluster. |
| Global setting section configurations are not retained after failover (licensing, module links, server status) on Solaris (1156576) | <p>Certain global settings, such as Licensing, Module Links, and Server Status (Server Log Level and Scheduler Status) are host dependent. If you change these settings on any node, those are not reflected on other nodes in a cluster. Therefore, the failover node would not have these global settings same as that of the online node. The workaround is as follows:</p> <ul style="list-style-type: none"> ■ Failover to a node manually. ■ Go to Global Settings. ■ Change the licensing, module links, and server status settings, as you want them to be after a failover. ■ Repeat the first three steps for each node in the cluster. |
| agentErr.log file is created on local disk (1594453) | After clustering VBR Agent, the agentErr.log file is created on the local host (active node). Neither agentErr.log nor other Agent log files are created on the shared disk. |

Table 4-1 Installation, configuration, upgrade, clustering, and uninstallation issues (*continued*)

| Known issue and incident # | Description |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The clustered applications are brought down while upgrading packages by VBR (1523125)</p> | <ul style="list-style-type: none"> ■ Create a clustered Web app on VCS. ■ Verify that it is created in GUI. Make it online on a system ■ Install VBR on the system, in a clustered mode. <p>After VBR installation, the clustered Web application is offline</p> |
| <p>Solaris Cluster upgrade from 6.5 to 6.6 faults the VBR Service Group (1531453)</p> | <p>While upgrading Solaris cluster from VBR 6.5 to 6.6, VBR uninstalls packages / brings VBR processes down, which faults the resource group.</p> <p>The workaround is to upgrade to 6.5.1 before upgrading to 6.6, or follow these steps:</p> <ul style="list-style-type: none"> ■ Change the VBRServerStatus and VBRAgentStatus scripts before VBR 6.6 upgrade begins. <p>These new scripts prevent VBR from faulting. These scripts have a support to look for a frozen file (put by installer), if it is found it returns success. Thus, the service group is not faulted during upgrade process.</p> |
| <p>Private domain user cannot be added on clustered VBR on Windows(1590754)</p> | <p>On Windows, while creating Private Domain User in clustered VBR, a null pointer exception is thrown.</p> <p>The workaround is as follows:</p> <p>Execute the following CLI on the AT node:</p> <pre>vssat addprpl --pdrtyp ab --domain cc_users --prplname <user name> --password <password> --prpltype user</pre> <p>This CLI adds a new user in cc_users private domain.</p> |

Table 4-1 Installation, configuration, upgrade, clustering, and uninstallation issues (*continued*)

| Known issue and incident # | Description |
|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| On a Windows cluster, admin password cannot be changed from GUI (1590816) | <p>This issue is seen because of a failure in CORBA connection between VBR server and AT server.</p> <p>Workaround:</p> <p>Execute the following CLI from the command line on the AT server node:</p> <pre>vssat changepasswd --pdrtype ab --domain cc_users --prplname admin -- currentpasswd <default password> --newpasswd <new password> --repeatednewpasswd <new password></pre> |
| All domains are not listed in VBR login page in clustered mode, on Windows (1591736) | <p>This issue is seen because of the CORBA connection issue between VBR Management Server and the remote AT server.</p> <p>The workaround:</p> <p>Add the required domains to the domain broker entry on the VBR Management Server host. Command: <code>vssat addbrokerdomain</code></p> |
| Upgrade on passive node fails, on Solaris (1591850) | <p>After upgrading the passive nodes, the VBR service group moves to faulted state, because of the Web app was restarted. This requires a manual intervention of the administrator for removing the fault, by executing cluster CLIs <code>/opt/VRTSvcs/bin/hagrp -clear vbrsa_group</code></p> |
| On Windows, sometimes the cluster configuration is not saved in VCS. Rebooting the system cleans the configuration in VCS (1599581) | <p>Any of the following resolutions will work:</p> <p>After VBR cluster configuration, save VCS configuration from the VCS Java console or by running <code>haconf -dump</code> command. This would ensure that the configuration is saved.</p> <p>OR</p> <p>If you see the VBR cluster group missing upon rebooting the VCS nodes:</p> <ul style="list-style-type: none"> ■ Manually bring-up the shared disk on one of the nodes. ■ From that node, run <code>vbrclusterutil -ci -s VBRS</code> for VBR Management Server installation. Run <code>vbrclusterutil -ci -s VBRA</code> for VBR Agent installation. |

Table 4-1 Installation, configuration, upgrade, clustering, and uninstallation issues (*continued*)

| Known issue and incident # | Description |
|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server and Agent installation on remote host is not working in case of Windows 2003 64-bit and Windows 2000 platforms (1668051) & (1669295) | <p>You cannot install VBR remotely (using the “push install” method) on the following operating systems:</p> <ul style="list-style-type: none"> ■ Windows 2000 Server ■ Windows 2003 64-bit <p>If you are installing VBR remotely on Windows 2000 Server, the following message is displayed: “The version of NetBackup does not support the following operating system: Microsoft Windows 2000 Server.”</p> <p>If you are installing VBR remotely on Windows 2003 64-bit platform, the following message is displayed: “The installation wizard could not locate media for the platform of the remote machine. Please ensure that the media is available in its standard location.”</p> |
| Component listing is not displayed for Custom installation | <p>If you are installing VBR in Custom mode on a Windows 64-bit platform, the component listing is not displayed.</p> |

Resolving agent authentication failure

This topic explains how to resolve agent authentication failure on a Windows system.

To resolve agent authentication failure

- 1 Log on to the Veritas Backup Reporter 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 as follows:

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

The workaround is to run the following commands:

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

- The Server cannot be contacted.

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

Further documentation on the `agentauth` command is available in the *Veritas Backup Reporter Guide*

About reporting issues

Table 4-2 lists issues and workarounds that are related to Veritas Backup Reporter reporting.

Table 4-2 Reporting issues

| Restriction and incident # | Description |
|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data retention times are off by 1 (428335) | Data retention times that appear 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 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". |
| Copy user profile gives no indication of success (422593) | If you navigate to (Settings > Global Settings > Copy User Profile) and specify From and 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. |
| Different users cannot have cost variables with the same name (421859) | Different users cannot have cost variables with the same name. If a user creates a cost variable with a name that is the same as one created by the user or another user, the user receives the following error message: A cost variable by this name already exists. |

Table 4-2 Reporting issues (*continued*)

| Restriction and incident # | Description |
|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Last successful data load column loses timestamp after data type is disabled (414624) | <p>From the Agent Module Configuration page, the Last Successful Data Load column loses its timestamp when a user disables (clears the Enabled button) for a Collectable Data Type, for example, Tape Drive Usage.</p> <p>Although the Web UI renders the data in the database properly, the server deletes the data collection event if the data type is disabled, and the last timestamp is lost.</p> |
| Correct agent host should be selected while configuring an agent module (299236) | <p>When configuring an agent module, select the platform-specific entry in the drop-down list based on the operating system of the Veritas Backup Reporter Agent host, not for the host for the product that you are attempting to collect data from.</p> |
| dbbackup media is shown as 'Available' (329121) | <p>In the Reports > Explorers > Media Explorer report, the dbbackup media may appear as Available. Instead, they should be listed as dbbackup as shown in NetBackup.</p> |
| Sort order is restored after refreshing the Backup Job Monitor report (498789) | <p>In the Reports > Explorer > Backup Job Monitor report, the system cannot retain the sort order of records that you changed after a page refresh. The sort order is restored to the default Job ID column.</p> |
| Sorting fails for CC_Backup reports (842712) | <p>In Reports > Explorer >, if two tables appear on the same page, only the table at the top is sorted correctly.</p> |
| Cannot select media server from 'Tape Drive Usage by Date' report (497788) | <p>The Reports > Explorer > Tape Drive Usage by Date report does not show any media servers for selection unless Job data is collected.</p> |
| After setting exception conditions on reports, incorrect data is displayed (1030059) | <p>When you run a report with threshold conditions applied, the report shows incorrect data. The reason is because the exception conditions are not applied.</p> |
| Media Type QCART in NBU is reported as DTF in Veritas Backup Reporter (1014752) | <p>The media servers for which density type is shown as Unknown are not listed in bpmialist output. The unassigned media servers are not listed in bpmialist CLI. So, if five media servers in which three are unassigned, bpmialist returns only two media servers.</p> |

Table 4-2 Reporting issues (*continued*)

| Restriction and incident # | Description |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| For Trending report in Custom Reports section, column name is not shown (1029737) | Click Reports > Custom > Custom Report , select Backup Job/Image and Trending. If you select the following parameters: Report On as Status, Within View as None, Report Data as Distinct \ Job Primary ID, Chart Type as 100% Stacked Bar, Target as 90, X-axis Type as Media Server and run the report and view it in the table form, the header for the first column is not visible. |
| Exception: ServerExceptiondata array length cannot be greater than field maximum count (1192002) | For a WAG report with large number of rows, while navigating on each page, if the user drills down on Job Primary ID column an error is thrown on the UI. This does not occur always and is dependent on the dataset, however it is always reproducible on large data. |
| Client Risk Analysis report renders inconsistent data for point products other than NBU (1152553) | <p>Do the following:</p> <ul style="list-style-type: none"> ■ Generate Client Risk Analysis report without selecting any master server (include all point products) by selecting different backup levels (*, F, I) ■ Generate Client Risk Analysis report for specific master server (NBU, BE and so on) by selecting different backup levels (*, F, I) ■ In both cases, validate the report against data in the point product <p>In the first two cases, data is inconsistent for point products other than NBU</p> <p>In the third case, data is consistent with the specific point product selected (NBU, BE, and so on)</p> |
| 'Refresh' does not work for supply vs. demand reports (1321455) | Refreshing saved Capacity Planning reports does not show the updated data for these reports. |
| For JITI reports, when there is no media in FULL capacity state, supply values are shown as zero (1363697) | Supply is shown incorrectly as zero in Capacity Planning reports when there is no media in Full capacity state. However, Supply is shown correctly in the Capacity Planning reports when there is at least one media in Full capacity state. |
| For JITI reports, calculating average available media capacity is incorrect for library having media of different sizes (1363710) | If media of different capacity like 200 GB, 300 GB, and 400 GB are present in the same library, the values of Supply shown in Capacity Planning reports is incorrect. |

Table 4-2 Reporting issues (*continued*)

| Restriction and incident # | Description |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Week at a Glance report drills down to a skipped file report but does not show any data even if BE data is available (1484264)</p> | <ul style="list-style-type: none"> ■ Go to Reports > Backups > Status > Week at a Glance report. ■ Drill down in the report by clicking on job status icon or client. ■ Drill down further by clicking on job id. <p>No data is shown even though data is available.</p> <p>This is because this report is valid only incase for NetBackup data.</p> |
| <p>Reports inaccurate if the hosts had public IP addresses assigned by DHCP and VBR was set to qualify hosts via DNS (1444483)</p> | <p>Reports inaccurate if the hosts had public IP addresses assigned by DHCP and VBR was set to qualify hosts via DNS (not recommended for DHCP).</p> |

About backup product issues

[Table 4-3](#) lists issues and workarounds that are related to backup products.

Table 4-3 Backup product issues

| Restriction and incident # | Description |
|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <p>Tape drive usage (TDU) collection from media servers failing: bpstulist returning 25; collecting from masters works (1023341)</p> | <p>Tape drive usage event can fail due to failure of <code>bpgetconfig</code>, which does not work properly</p> |

Table 4-3 Backup product issues (*continued*)

| Restriction and incident # | Description |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BE job data collection fails when number of jobs in BE exceed ~25000 (1405813) | <p>This issue occurs only in the following scenarios:</p> <ul style="list-style-type: none"> ■ BackupExec Server or VBR Agent machine is of very low configuration (2 GHz of CPU and upto 1GB of RAM) with large number of Jobs (more than 20000) ■ If multiple BE agent data collectors are configured at the same time to collect data from BE servers with heavy Job load that is the average number of Jobs in each BE server is more than 20000. Issue is mainly observed only with initial data load but may be reproduced during subsequent data load depending on number of Job being collected. <p>The workaround is as follows:</p> <ul style="list-style-type: none"> ■ If you need to configure multiple BE data collectors, configure them one by one. Configure one data collector, collect data, then go for configuring the next data collector. ■ Minimum data collection interval set for Job data type should be 15 minutes. |

About Java View Builder issues

Table 4-4 lists issues and workarounds that are related to Java View Builder.

Table 4-4 Java View Builder issues

| Restriction and incident # | Description |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Java View Builder Needs to reinstall after VxSS changes to the server (508363) | If a new domain is added and the Java View Builder is unable to log in through this new domain, you must reinstall the Java View Builder. |
| In Java View Builder UI does not show progress of import/export operations (509240) | In Java View Builder, while using the XML import or export feature, the application does not show the progress status of the operation. |
| After user-defined attributes are added to any object type, JVB throws exception after clicking on object (1315264) | The CORBA server process is not aware of the changes made on the WEB UI, hence the changes are not reflected, until the server is re-started. |

Table 4-4 Java View Builder issues (*continued*)

| Restriction and incident # | Description |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Host aliasing issue (1596754) | <p>If you create an alias using the Views -> Host Alias, the alias is not effective because alias entries are not made into Host table.</p> <p>This query can be executed from the web console from Reports -> Custom -> Run Query. Post execution of this query from the Web console will result in the following error on the console "Detailed Message... JZOR2: No result set for this query. " This can be safely ignored.</p> |

About Web UI, Web server, agent, and utilities issues

Table 4-5 lists issues and workarounds that are related to Web UI and utilities of Veritas Backup Reporter.

Table 4-5 Web UI issues

| Restriction and incident # | Description |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pop-up windows in the Monitors section need to be resized (317982) | In the Monitors > Alerts section, the configuration pop-up screens may need to be resized so that the OK, Cancel, and Help buttons are visible. |
| 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)" appears instead of a specific message stating that the item already exists. |
| A user other than admin can run <code>changedbpassword</code> utility (570736) | <p>A user other than the admin user can run the <code>ccsvc-changedbpassword</code> utility to set passwords and to create the <code>vbr_conf.properties</code> file. Ideally, only admin should be allowed to run this utility.</p> <p>The workaround is to set the permissions for the <code><installdir>\Symantec\Veritas Backup Reporter\Server\conf</code> directory, ensuring that only Administrators and SYSTEM groups are given full control.</p> <p>See "Setting permissions on the conf directory to resolve issues" on page 48.</p> |

Table 4-5 Web UI issues (*continued*)

| Restriction and incident # | Description |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| When running multiple agentdatacollectionutility.exe instances in rapid sequence, registry error can occur (1024637) | When running multiple agentdatacollectionutility.exe instances in rapid sequence, registry error can occur. |
| Values are cleared on Create Email Report when you create a schedule within (1014959) | <p>Click Settings > Email/Export Reports > Create. On the Create Email Report page, if you have entered a name or other report details and created a schedule using the same page, the report details are not retained after returning from the Create Schedule page.</p> <p>To avoid entering report details twice, first create a schedule by clicking the Create New Schedule icon. After saving the schedule, you are redirected to the Create Email Report page. Now enter the report details.</p> |
| Agent: Blackout Period not taking effect (1018726) | The blackout period you set during agent module configuration does not work. For example, if you create a NetBackup agent module with blackout period of an hour starting from the next hour, the module does not take this period into account and continues to collect backup data. |
| vssat utility not working on machines where only Veritas Backup Reporter Agent is installed | <p>On a host with only Veritas Backup Reporter Agent installed, if you run the vssat utility, it fails and the following message appears: EAT_HOME_DIR variable not defined.</p> <p>The workaround is to set the EAT_HOME_DIR variable to /opt/VRTSbrat, that is, EAT_HOME_DIR=/opt/VRTSbrat.</p> |

Table 4-5 Web UI issues (*continued*)

| Restriction and incident # | Description |
|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EMC Legato Networker, TSM, or BackupExec status codes display NetBackup information (211184, 416066, 633185) | <p>Veritas Backup Reporter 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.</p> <p>At present, the Veritas Backup Reporter Knowledge Base only contains status code descriptions for Veritas NetBackup. 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 you click a status code for an EMC Legato NetWorker job, TSM, or Backup Exec, the Knowledge Base incorrectly displays the information corresponding to the NetBackup error code.</p> <p>For detailed descriptions of EMC Legato Networker, TSM, and Backup Exec error codes or status codes, refer to the EMC Legato Networker, TSM, and Backup Exec documentation.</p> |
| agentstatusutility CLI does not indicate failure for collectable data types (427211) | <p>The agentstatusutility Command-Line Interface (CLI) does not indicate the failure of NetBackup (NBU) CLI execution as noted in the Complete Agent Status page.</p> <p>To see information for collectable data type, go to the Complete Agent Status page.</p> |
| Syntax Error while loading javascript (1050171) | <p>In the Views section on the Host IPs or the Host Aliases tabs, when you try to view records on the next page, the hyperlinks for page numbers do not work.</p> <p>The alternate option is to use the Show rows per page option located on the bottom left side.</p> |
| Time synchronization of agent and point products | <p>If point product host time is not in sync with Veritas Backup Reporter Agent host time, and the agent host time is leading, image data might not be collected in a given time interval.</p> <p>The time set for Veritas Backup Reporter agent and point product hosts should be in synch.</p> |

Table 4-5 Web UI issues (*continued*)

| Restriction and incident # | Description |
|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Formula modeling tool throws exception | <p>Do the following:</p> <ul style="list-style-type: none"> ■ Create cost variable ■ Create cost formula ■ Click formula modelling tool. <p>When we enter matric for any job type and click 'Next', it throws exception.</p> |
| NBU jobs with status 50 are not collected by agent (1020825) | <p>Job data collection from NetBackup which has jobs with status as 50 fails. One of the instances when this occurs is if NetBackup master or media server is shut down or rebooted when a backup or restore is in process.</p> |
| When Blackout Period Duration is set to 24 hrs & changes are saved, Blackout Period Start Time value changes to 12 AM (1468027) | <ul style="list-style-type: none"> ■ Go to Agent configuration page and set Blackout Period Start Time to say 4 PM, Blackout Period Duration to 24 hrs. ■ Save Agent config changes. <p>Blackout Period Start Time value changes to 12 AM (overriding the selected value of 4 PM, in this case)</p> |
| Duplicate jobs getting collected due to host mapping issue (1598211) | <p>If VBR Agent and NetBackup Master Server need to be in the same domain and the name qualification option needs to be “Do not qualify” then ensure that the NetBackup data collector (that collects the data from local NBU master) is created with the same name as agent.</p> |

Setting permissions on the conf directory to resolve issues

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

- 1 Right-click the `conf` directory.
- 2 Select **Properties**.
- 3 Go to the **Securities** tab.
- 4 Clear the “Allow inheritable permissions from parent to propagate to this object” check box if it is selected. A warning message may appear after clearing this option.
- 5 Remove all users and groups other than Administrators and SYSTEM from the scrollable text display. For example, to remove Power Users, select Power Users in the text box.

- 6 Click **Remove**.
- 7 Ensure that Administrators and SYSTEM groups are allowed Full Control.
- 8 Click **OK**.

If the `vbr_conf.properties` file exists and you want to set permissions for it, you should verify that the “Allow inheritable permissions from parent to propagate to this object” check box is selected.

Resolving Web UI, Web server, agent, and utilities issues

This section provides the procedure to resolve issues related to Web UI, Web server, agent, and utilities.

Setting permissions on the conf directory to resolve issues

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

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

If the `vbr_conf.properties` file exists and you want to set permissions for it, you should verify that the “Allow inheritable permissions from parent to propagate to this object” check box is selected.

About help search tool issues

Table 4-6 lists issues that are related to help search tool called RUBiCon.

Table 4-6 Help search issues

| Restriction and incident # | Description |
|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RUbiCon-VBR integration issue: Hyperlinks (xref's) are not working properly | <ul style="list-style-type: none"> ■ 'Next' link (top right corner of search result window) does not work ■ When clicked on Next or Back button on the content pane, it automatically scrolls down the entire frame and therefore, you can't see the title clearly. You will have to manually scroll up the frame |

Where to get more information about Veritas Backup Reporter

This chapter includes the following topics:

- [About Veritas Backup Reporter documentation](#)
- [Accessing product Help](#)
- [About contacting the Veritas Backup Reporter support team](#)

About Veritas Backup Reporter documentation

The following documents provide information about Veritas Backup Reporter, which are available on the product CD:

- Veritas Backup Reporter Guide (vbrguide.pdf)
This document replaces the following documents that were shipped with the previous Veritas Backup Reporter versions.
 - Veritas Backup Reporter getting Started Guide
 - Veritas Backup Reporter Installation Guide
 - Veritas Backup Reporter Clustering Guide
 - Veritas Backup Reporter Administrator's Guide
 - Veritas Backup Reporter User's Guide
- Veritas Backup Reporter Hardware and Software Compatibility List (HSCL.pdf)
- Veritas Backup Reporter Release Notes (notes.pdf)

Note: The Symantec End User License Agreement (EULA.pdf) is provided along with these user documents.

Note: For the latest support information, for example, supported products or operating systems, see the *Veritas Backup Reporter Hardware and Software Compatibility List*, which is regularly updated on the Symantec Support Web site. Access the following URL:

<http://www.symantec.com/enterprise/support/index.jsp>

You can find the Veritas Backup Reporter documents on the following default locations on the Veritas Backup Reporter Management Server host:

| | |
|---------|--------------------------------------------------------|
| Windows | C:\Program Files\Symantec\Veritas Backup Reporter\Docs |
| Solaris | /opt/VRTS/docs |

In addition to the PDF (Portable Document Format) documents, Veritas Backup Reporter is also shipped with the following Online Help documents:

| | |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Veritas backup Reporter online Help | This WebGUI Help contains all information about the Veritas Backup Reporter application. See “ Accessing product Help ” on page 53. |
| Man pages for utilities | Veritas Backup Reporter is shipped with man pages / manual pages for various utilities that you can run from command prompt. Man pages are used to find reference and usage information about product-specific commands on UNIX computers. |
| Symhelp search | Veritas Backup Reporter provides a next generation context-sensitive help search tool called Symhelp that you can use to search for a particular Veritas Backup Reporter topic. Note: The Symhelp may not be updated. For the most recent information about Veritas Backup Reporter, refer to the PDF documents. |

Java View Builder
context-sensitive Help

This Java Help contains information about all information about Java View Builder dialog boxes and the procedures you carry out. You can access the context-sensitive Help by clicking the 'Help' button available on a dialog box in the Java View Builder console.

Accessing product Help

Veritas Backup Reporter offers a cross-platform, browser-based online help system.

Caution: VBR online Help may not be updated. For the most recent information about Veritas Backup Reporter, refer to the PDF (Portable Document Format) documents.

See “[About Veritas Backup Reporter documentation](#)” on page 51.

On UNIX computers, 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`.

To ensure that new manual pages display correctly, update the following:

- `MANPATH` environment variable to point to `/opt/VRTS/man`

To access VBR online Help

- ◆ Click **Help** in console header. This opens the help viewer in a new window. Use the Contents, Index, or Search tab to search for particular information related to Veritas Backup Reporter.

About contacting the Veritas Backup Reporter support team

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

About using the Symantec support Web site

For technical assistance with any Symantec product, go to the following Web site:

<http://www.symantec.com/enterprise/support/index.jsp>

From there you can do the following:

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- 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
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- Receive automatic notice of product updates
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This chapter includes the following topics:

- [Legal Notice](#)
- [ACE \(The Adaptive Communication Environment\)](#)
- [Sun Java Web Start 1.2 \(component\)](#)
- [JavaMail](#)
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Douglas C. Schmidt

Sun Java Web Start 1.2 (component)

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UUID Library (libuuid)

e2fsprogs

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(For example, a function in a library to compute square roots has a purpose that is entirely well-defined independent of the application. Therefore, Subsection 2d requires that any application-supplied function or table used by this function must be optional: if the application does not supply it, the square root function must still compute square roots.)

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If such an object file uses only numerical parameters, data structure layouts and accessors, and small macros and small inline functions (ten lines or less in length), then the use of the object file is unrestricted, regardless of whether it is legally a derivative work. (Executables containing this object code plus portions of the Library will still fall under Section 6.)

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Because of this blurred distinction, using the ordinary General Public License for libraries did not effectively promote software sharing, because most developers

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

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