

Symantec NetBackup™ Emergency Engineering Binary Guide

Release 7.7

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Symantec NetBackup™ Emergency Engineering Binary Guide

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Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
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- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
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For information about Symantec's support offerings, you can visit our website at the following URL:

<https://support.symantec.com/>

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

About Symantec Operations Readiness Tools

Symantec Operations Readiness Tools (SORT) is a robust set of standalone and web-based tools that support Symantec enterprise products. For NetBackup, SORT provides the ability to collect, analyze, and report on host configurations across UNIX/Linux or Windows environments. This data is invaluable when you want to assess if your systems are ready for an initial NetBackup installation or for an upgrade.

Access SORT from the following webpage:

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

Once you get to the SORT page, more information is available as follows:

- Installation and Upgrade Checklist
Use this tool to create a checklist to see if your system is ready for a NetBackup installation or an upgrade. This report contains all the software and the hardware

compatibility information specific to the information provided. The report also includes product installation or upgrade instructions, as well as links to other references.

- Hot fix and EEB Release Auditor
Use this tool to find out whether a release that you plan to install contains the hot fixes that you need.
- Custom Reports
Use this tool to get recommendations for your system and Symantec enterprise products.
- NetBackup Future Platform and Feature Plans
Use this tool to get information about what items Symantec intends to replace with newer and improved functionality. The tool also provides insight about what items Symantec intends to discontinue without replacement. Some of these items include certain NetBackup features, functionality, 3rd-party product integration, Symantec product integration, applications, databases, and the OS platforms.

Help for the SORT tools is available. Click **Help** in the upper right corner of the SORT home page. You have the option to:

- Page through the contents of the help similar to a book
- Look for topics in the index
- Search the help with the search option

Contacting Technical Support

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

www.symantec.com/business/support/

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

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

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system

- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

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

www.symantec.com/business/support/

Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

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

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

Support agreement resources

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

Asia-Pacific and Japan customercare_apac@symantec.com

Europe, Middle-East, and Africa semea@symantec.com

North America and Latin America supportsolutions@symantec.com

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About the NetBackup EEB and release content listings

This chapter includes the following topics:

- [About the NetBackup EEB and release content listings](#)
- [About the NetBackup release content documentation conventions](#)

About the NetBackup EEB and release content listings

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

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

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

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

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

See “[About Symantec Operations Readiness Tools](#)” on page 37.

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

About the NetBackup release content documentation conventions

The following items describe the conventions used in the NetBackup release content listings:

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

NetBackup 7.7 EEB and release content listings

This chapter includes the following topics:

- [NetBackup 7.7 EEB listing](#)
- [NetBackup 7.7 release content listing](#)

NetBackup 7.7 EEB listing

[Table 2-1](#) contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 7.7 resolves the issues that were fixed with each of these EEBs.

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

See [“About Symantec Operations Readiness Tools”](#) on page 37.

Table 2-1 NetBackup 7.7 EEB Listing

Etrack Number	EEB Description
2239404	One-time script is included to address a specific condition. (An invalid character was used in creating a user account, and it failed to create storage server.) Script will not be included in any other release vehicle.
3149698	Microsoft Exchange GRT restore fails with error code 13, and the ncfgre log shows timeout failure when _wchmod command is issued to nbfsd to link the log files.
3187497	The 'Apply' button is not always available on the 'Client' tab.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3190870	A one-time script was created to delete an NDMP host from the device configuration. The script will not be included in any other release vehicle.
3199296	A one-time script was created to address an issue where a media server was accidentally added as a master server in the Enterprise Media Manager (EMM). The script will not be included in any other release vehicle.
3251933	After it reads the cloudstore.conf file, the NetBackup Cloud Storage Service Container service (nbcssc) creates a log file under the root directory.
3263385	Data collection fails with status code 194 when collecting the Index data type.
3272381	Unable to decommission an appliance server that was incorrectly added as a master server.
3281714	A one-time script was created to address the wrong master server references deletion failure. The script will not be included in any other release vehicle.
3289459	MSSQL Transaction log backups with BATCHSIZE defined take too long to process.
3300031	Support of Bare Metal Restore (BMR) for Windows operating system to a machine with 512e Advanced Format disks.
3305636	A one-time script was created to address a specific condition where tapes cannot be expired due to unavailability of a media server. The script will not be included in any other release vehicle.
3315572	A one-time script was created to remove an unwanted master server entry from the Enterprise Media Manager (EMM) database. The script will not be included in any other release vehicle.
3315960	Job fails randomly with status code 235 when NetBackup Access Control (NBAC) is enabled.
3320794	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3331244	A one-time script was created to address a server that was set to the wrong type. The script will not be included in any other release vehicle.
3336475	Some clients are missing from the Client Summary Dashboard.
3339611	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3351599	The Virtual Client Summary report does not show the last backup time.
3358733	NBdecommision fails for NDMP volumes, as does bpmedia movedb -m media - oldserver oldmachinename -newsserver newmachinename with the following error: "254 server name not found in the NetBackup configuration".

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3359495	The nbu_snap driver 'snapctl' causes a SPARC-based Solaris 10 panic during Flashbackup.
3369943	Call media_read_notify script with the list of media is actually required to perform the specified restore operation.
3370954	The Virtual Client Summary report does not show the last backup time.
3373388	Master Server showing 'partially connected' due to Cloud collector fails with status code 228.
3380036	Call media_read_notify script with the list of media is actually required to perform the specified restore operation.
3380282	Snapshot rotation can fail when duplications are in progress. This issue leads snapshot backups to fail with status code 228.
3389797	DB2 Tablespace with 'lifelSN' field cannot be browsed with the BAR GUI.
3393476	An SQL MOVE template containing a MOVE restore for both a full and a differential database backup fails on restoring the differential-incremental backup.
3395313	SQL script to remove an invalid master server entry from the database.
3396354	Writing a user backup type (database backups are user backups) to a write-once read many (WORM) tape using key management services (KMS) encryption fails with status code 83 (media open error).
3398015	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3403160	Some clients are not listed under the 'Objects not in selected view' tab.
3405297	A FlashBackup of the E drive fails on the server while a normal backup is fine. The NetBackup Backup-and-Archive Manager (bpbkar) crashes at the start of the mapping phase.
3411062	Some clients are not listed under the 'Objects not in selected view' tab.
3411120	Some clients are not listed in 'Objects not in selected view' tab.
3417687, version 1	OpsCenter data collection causes memory issues or shows "partially connected" to a master server.
3419509	An OpsCenter report has the same number of rows in the interface and in the CSV export, but the exported values are different.
3421781	Test GEN_DATA enhancements.
3423957	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3428079	The Client Summary Dashboard shows duplicate clients.
3428787	A one-time script was created to address a specific condition to purge the stale entries of a cloud account. The script will not be included in any other release vehicle.
3436394	Restoring or browsing granular Exchange backups fails due to slow response to catalog query for a list of backed up files in an image.
3438019	A one-time script addresses a specific condition. The script will not be included in any other release vehicle.
3439255	VMware virtual machine annotation custom attributes are not restored during full VM restore.
3440434	The nbu_snap driver 'snapctl' causes a SPARC-based Solaris 10 panic during Flashbackup.
3443448	An Accelerator backup fails with the following error: "ERR - failure getting fingerprint list".
3444131	Data collection hangs when collecting job data.
3453279	After successful completion of a physical-to-virtual (P2V) operation, a "Operating System cannot be found" error message appears for the newly restored virtual machine.
3465142	An SQL MOVE template containing a MOVE restore for both a Full and a Diff database backup fails on restoring the Diff (INCR) backup due to Sparse bit being set after full backup's restore.
3468687	Job fails randomly with status code 235 when NetBackup Access Control (NBAC) is enabled.
3468969	Attempts to delete or recreate a storage server fails because the credentials contain a newline character (\n).
3469113	OpsCenter periodically generates alert messages that say that nbemm is down on one of the media servers.
3470343	Client EEB for the CRC enabled GEN_DATA feature
3471853	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3481205	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3484578	Duplicate entries for several VMWare clients and other clients are missing.
3486900	OpsCenter continues to send 'Active/Clear' alert emails for a drive even though the drive continues to be in DOWN state.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3492553	Physical-to-virtual (P2V) job in Windows 2003 x86 fails with an status code 1 and logs the message "formatDisks Could not find the corresponding volume for the raw device '\\Device\DeviceID" in bmr2vrst process logs.
3496836	Job fails randomly with status code 235 when NetBackup Access Control (NBAC) is enabled.
3499053	A FlashBackup job for a Windows Server 2008 R2 client fails with status code 13. This issue is the result of a core dump issue with the NetBackup Backup-and-Archive Manager (bpbkar) due to an incorrect memory allocation.
3504841	A restore of a folder with Japanese characters to alternate location always restores to the original location without giving any error or warning.
3509232, version 2	Upgrade beyond NetBackup 7.5.0.6 fails without true image restore (TIR) pruning and image hold fixes.
3518680	VMware virtual machine annotation custom attributes are not restored during full VM restore.
3519061	Data collection hangs when collecting job data. Historical image data collection keeps running during initial sync.
3522055	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3524778	An Exchange 2013 restore to recovery database (RDB) fails when the RDB is on a mailbox server that has both passive and active database copies, and the backup was made from a passive copy.
3526622	After an import, the "number of files" counter in a backup image displays different values for the source and the target master servers.
3526752	A one-time script was created to address an issue removing a Master Server from NetBackup setting. The script will not be included in any other release vehicle.
3533040	A backup of a Hyper-V guest virtual machine (VM) fails when the VM is hosted on a Cluster Shared Volume File System. A backup of the same VM will succeed if the VM is hosted on local storage instead.
3537763	BMR selects the incorrect Backup Images for restoring the data.
3538055	Look-up column values are not restored when used with custom content types in Microsoft Office SharePoint Server [MOSS2007].
3538190	The Job ID is missing or has blank data in Activity Monitor and bpbjobs in NetBackup 7.5.0.7.
3538646	Upgrade to 2.6.0.2 causes target ports to disappear from SAN switch.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3540779	This fix provides database stored procedures in OpsCenter database that can be invoked to manually purge data from OpsCenter database.
3541260	Advanced Success Rate report does not show accurate figures.
3547061	Capacity report generation fails because temporary files cannot be created.
3547579	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3558411	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3559744	SQL agent GUI crashes when it tries to browse a large number of backup images of the database(s) having SQL Fulltext catalog configured in mirrored configured environment.
3560745	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3574757	OpsCenter is consuming large amounts of memory.
3575592	Distributed File System Replication (DFSR) job leaves files in ...\\NetBackup\\temp after job completes.
3575627	SQL-Server database restore fails when the filename has non-English characters.
3576931	Database manager (bpdbm) occasionally core dumps while adding entries to the catalog.
3579292	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3583667	VMware virtual machine annotation custom attributes are not restored during full VM restore.
3584557	OpsCenter Server Service is consuming large amounts of memory, resulting in slow performance on WebUI, database and server side.
3594763	NetBackup bpbmNetBackup bpbm command is core dump when backup to tape with MPX is enabled for over multiple clients. command core dump.
3595405	Writing a user backup type (database backups are user backups) to a write-once read many (WORM) tape using key management services (KMS) encryption fails with status code 83 (media open error).
3595469	After restoring a virtual machine with annotations, the annotations themselves are restored but the values are not.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3596017	Physical to Virtual (P2V) job fails with error code 7 if you select datastore under Datastore Cluster (for exmaple, STORAGEPOD) to create virtual machine.
3597815	An SQL MOVE template containing a MOVE restore for both a Full and a Diff database backup fails on restoring the Diff (INCR) backup due to Sparse bit being set after full backup's restore.
3597976	The Bare Metal Restore setup master command fails if NetBackup is installed at non-default location on a Windows operating system.
3599373	Look-up column values are not restored when used with custom content types in Microsoft Office SharePoint Server [MOSS2007].
3600057	NetBackup Fibre Transport Media server process nbftsvr shuts down intermittently.
3617109	If BIOS UUIDs are not unique, then the results of VMware Intelligent Policy (VIP) queries filtering on custom attributes may be unpredictable.
3623965	Capacity report generation fails because temporary files cannot be created.
3627604	The nbconsole and bplpschedrep processes crash if the number of included and excluded files becomes too large.
3628881	The NetBackup client is missing from OpsCenter view as there is no associated ID in OpsCenter database for the client.
3629324	A Linux virtual machine (VM) that is configured with a logical volume manager (LVM) volume that has a name that starts with a number causes the VM backups to fail.
3630143	Intermittent core dump issue with NetBackup Service Layer process (nbsl) occurs when network connectivity is unstable.
3633434	Restoring a Microsoft Exchange 2013 database fails if the backup was from a passive copy of the database, the restore is redirected to an RDB on a server with both passive database copies and active dababase copies, and the name of the database is short.
3634293	The nbdeployutil command generates a core dump while running capacity reports.
3634365	A FlashBackup job on a 20TB NTFS file system failed with ERR- Unable to read next index. VFM error = 6.
3637358	nbu_snap driver 'snapctl' causes SPARC-based Solaris 10 panic during Flashbackup.
3638587	The NetBackup Java Administration console becomes unresponsive when browsing a backup of a flat directory which contains over 6.5 million files.
3639210	Restoring or browsing granular Microsoft Exchange backups fails with error code 2810.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3640373, version 1	Two issues combined: 1. Physical-to-virtual (P2V) job fails with an error code 7 if user selects datastore under Datastore Cluster (for example, STORAGEPOD) to create a virtual machine. 2. P2V job in Windows 2003 x86 fails with status code 1.
3641173	VMware Application State Capture job for SharePoint fails when a services database name contains Russian characters.
3641700	Performance diminishes for jobs using Fibre Transport with NetBackup 7.6.0.3/2.6.0.3.
3642175	Certain tables never purge their old data.
3642376	A one-time script addresses a specific condition with deleting master server entries.
3642442	When generating a MS SQL MOVE template for a mirrored environment, no MOVE or TO lines are generated.
3643118	NDMP backups created prior to NetBackup 7.0 cannot be duplicated in any release after 7.0.
3643984	Logical volume mapping (LVM) fails due to an incorrect offset for one of the file extents during VMware backup.
3644801	VMware backup job fails with a malloc memory corruption error.
3645121	Virtual machine restores with incorrect Network Interface Card when restoring in a vCloud environment.
3645141	SQL-Server database restore fails when the filename has non-English characters.
3646194	The domain_jobarchive table contains multiple entries for the same jobs. The duplicates do not contain fields such as client names, client IDs, start times, etc.
3647328	Application State Capture fails for Microsoft Exchange protection in a VMware backup. The error '_tfopen() failed' will be logged to the bpfis log.
3648122	GRT restore fails on a 32-bit Windows system for restores of Microsoft Active Directory, Microsoft Exchange and Microsoft SharePoint data due to the nbgre.exe process not being started.
3656827	The bpexpdate command fails to process images whose expiration dates are in the past. These images can be queried, but their expiration dates cannot be extended.
3658849	Backups on tapes that have been removed from a library incorrectly appear as 'UNKNOWN' robots on Traditional license reports.
3664033	An incorrect NIC (network interface card) is restored when restoring a virtual machine in a vCloud environment.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3665290	Physical to Virtual (P2V) job fails with an error code 7 if user selects datastore under Datastore Cluster (i.e. STORAGEPOD) to create virtual machine.
3665650	Kilobytes per second (KB/s) reported by the activity monitor is incorrect. Activity monitor displays the KB/s of the last write, instead of the average of all writes during the restore.
3666409	Teradata restores fail. The dbclient log shows an error such as the following: 19:55:46.343 [17178] [16] readTarHeader: ERR - requested filename [/XXXX/F0295] does not match returned filename [/XXXX/F0001].
3668137	Teradata restores fail. The dbclient log shows an error such as: 19:55:46.343 [17178] [16] readTarHeader: ERR - requested filename [/XXXX/F0295] does not match returned filename [/XXXX/F0001].
3668946	Accelerator-enabled backups become unresponsive when the backed-up volume is replicated using EMC Replication Manager.
3669443	Performance diminishes for jobs using Fibre Transport with NetBackup 7.6.0.3/2.6.0.3.
3670422	Unable to browse catalog images after CATMAN migration.
3675331	OpsCenter data collection on a VM machine fails with error code 25. Log file incorrectly indicates that a master server is a proxy server.
3677897	NetBackup Service Layer (NBSL) intermittently generates a core dump when network connectivity is unstable.
3679525	The DONE_TRYING value is set to 1 regardless of whether or not the job completes successfully or fails and waits for retries.
3680099	Image data collector fails with "Data collection has failed because of unknown reason."
3682385	The bprd process fails for a full virtual machine (VM) restore if the VM includes a custom attribute string value that contains NetBackup catalog reserved names used for virtualization.
3682943	Restore of a Microsoft SQL Server database fails if the SQL server database name contains a space.
3683893	The NetBackup Job Manager process (nbjm) generates a core dump. The problem can also display a variety of symptoms. In this particular case, the job manager log contains an internal error message.
3684931	The Storage Lifecycle Manager service nbstserv generates a core dump or goes away on HP UNIX operating systems due to memory exhaustion.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3688274	The backup of a Microsoft SQL database fails when the database name contains international characters. The job details and dbclient log show the following type of error: USER - Backup operation inhibited because database ?XYZ? does not exist.
3690308	SharePoint GRT-versioned documents restore successfully but may have sizes of 0 bytes.
3691680	A one-time script was created to address a specific condition. The script will not be included in any other release vehicle.
3691832	The NetBackup Authentication Service (nbatd) occasionally experienced a core dump issue.
3692580	Too many backup records need to iterate if no cache exists before a new backup job runs. When the cache is lost because one backup job fails, the large number of backup records leads to a timeout for the job.
3693305	Performing a bplist command causes incremental catalog backups to unnecessarily backup catalog files (.f files) because the ctime of the files was updated.
3694938	Unable to browse catalog images after CATMAN migration due to mixed IDIRSTRUCT values.
3695505	The bpcoverage process experiences a core dump when -c client_name is used where client has Oracle Intelligent Policy configured. The command does not support that policy configuration, not all information is displayed for that type of policies.
3703627	Sharepoint GRT Backups display incorrect or garbled file names while browsing. Windows Explorer and SharePoint Manager may still show correct file names.
3707476	After an upgrade from OpsCenter 7.6.0.2 to 7.6.0.4, many clients which were previously set to deleted=true are now set to deleted=false and incorrectly appear in SQL query-based reports.
3710660	The nbreplicate command generates error code 227 (no entity was found) when multiple copies of the same image exist.
3711317	nbdiscover and nbcs processes generate core dumps when running a test query using Custom Attributes.
3713103	Backup of a FIFO (named pipe) file only backs up the metafile, not its contents. This issue only affects FIFO files that are specified by the policy file list or by command line, not FIFO files that are nested inside directories.
3714091	In NBD mode, or after SAN backup, log messages appear saying "Device or resource busy" and snapshot consolidation fails with a "The file is already in use" error. This EEB will consume VDDK 5.1.4 into NetBackup 7.5.0.7.
3718668	Unable to browse catalog images after CATMAN migration.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3719171	Fibre Transport target devices may become disabled in a SAN environment with components of different speed configurations.
3723759	Unable to delete a second master server entry.
3727716	VMware API logging is disabled due to a bug which causes it to log credentials in clear text instead of messages. Because of this, it is impossible to troubleshoot some VMware backup issues. This EEB restores logging so that it generates normal messages.
3731166	Bulk Merge fails because the generated XML contains multiple ID attributes with the value 'o912364' in the same document.
3732287	Accelerator-enabled VMware incremental backups of Linux VMs do not delete temporary files inoinc.PID, inodir.PID, and inodotf.PID from /usr/openv/netbackup/BPF5MAP_TMPDIR.
3736714	Reports do not work due to an aliasing issue which assigns the same alias to multiple clients.
3737475, version 1	Correcting expiration time update of tape copy made from imported image (SLP + AIR) in the target domain. Corrected processing of deferred copy setting of specific SLP and images managed by it.
3737988	A SharePoint GRT restore is successful, but results in an unusable file with size 0.
3738205	When using NetBackup 7.6.1 Advanced Client or Snapshot client on Solaris 10 systems, FlashBackup snapshot creation causes kernel panic and system halt. The NetBackup driver 'snapctl' is responsible.
3743129	NetBackup services do not start on MacOS 10.10.2 after a reboot or install.
3745857	The NetBackup Job Manager process (nbjm) generates a core dump daily. The log file at /var/log/messages reports segfaults for each core dump.
3746827	Cannot cancel duplication operation on a large number of images (more than 200) because images have expiration dates in the past and will expire if the operation is canceled.
3748081	Hyper-V Backups on Windows 2012 R2 can exhaust system memory due to aggressive cache memory management.
3749963	A single file-level restore fails on a Solaris SPARC master server. The NetBackup Request process bprd generates a core dump on the root drive.
3753411	Exchange and SharePoint GRT operations fail with status code 1 if the date format for the locale is not in mm/dd/yyyy format.
3754461	Hyper-V backups on Windows 2012 R2 can consume excessive memory.

Table 2-1 NetBackup 7.7 EEB Listing (*continued*)

Etrack Number	EEB Description
3755276	VMware API logging is disabled due to a bug which causes it to log credentials in clear text instead of messages. Because of this, it is impossible to troubleshoot some VMware backup issues. This EEB restores logging so that it generates normal messages.
3759525	NetBackup puts an increased load on a vCenter when performing concurrent VMware backups using VMware Intelligent Policy.
3760183, version 1	Storage lifecycle policy (SLP) with the Deferred Duplications to tape option did not set the correct expiration time.
3763430	On a Solaris x86 master server, a backup of an NTFS-deduplicated file system will fail with a status 40 error code when the "Enable optimized backup of Windows deduplicated volumes" option is checked.
3764779	Using the nbreplicate command in an AIR environment generates error code 227 (no entity was found) when multiple copies of the same image exist.
3767198	After canceling multiple jobs, the NetBackup Job Manager (nbjm) process may experience a core dump issue. This problem can also display a variety of other symptoms.
3768694	The bpVMreq CLI creates a log file with incorrect permissions. When a user runs the CLI, it creates log files with write permissions only for that user. If another user subsequently runs the CLI, the log file is not accessible.
3779907	Restoring files on Mac OS X did not restore Extended Attributes and Resource Forks.
3780702	Contains the latest NetBackup Storage Lifecycle Manager daemon (nbstserv) updates to improve batching and duplication job submissions.
3806381	After suspending and then resuming a backup job, the 'number of files' field does not show the total number of files that were backed up. The number displayed may be significantly lower than the accurate count of backed-up files.

NetBackup 7.7 release content listing

This topic contains a list of some of the known issues that were fixed and included in the NetBackup 7.7 release.

Etrack Incident: 1590239

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

Despite disabled policy settings for storage unit, volume pool, and media, the respective options boxes appeared to be enabled due to the default UI background value.

Etrack Incident: 2078446

- Associated Primary Etrack: 3215325
- Associated Service Request Etrack(s): 3215283
- Description:
A media server and its volumes cannot be removed from the NetBackup configuration with the `nbdecommission` command if it is defined as an NDMP host.

Etrack Incident: 3224350

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
OpsCenter collects data for the cloud only if at least one media server is configured for cloud. However, the OpsCenter GUI displayed and updated the **Last Run Time** for data type Cloud.

Etrack Incident: 3244130

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
With a full VMware virtual machine (VM) restore, the number of displays and total video card memory were not restored as configured. NetBackup would set these values to the default settings on the vCenter or ESX host.

Etrack Incident: 3292025

- Associated Primary Etrack: 3289498
- Associated Service Request Etrack(s): 3289459
- Description:
MSSQL transaction log backups with the `BATCHSIZE` defined in the batch file took a long time to process because the job waits for 10 seconds before starting each transaction log backup.

Etrack Incident: 3376028

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

- Description:
Physical-to-virtual (P2V) job failed if user selects datastore under STORAGEPOD (Datastore Cluster) to create virtual machine.

Etrack Incident: 3402687

- Associated Primary Etrack: 3234733
- Associated Service Request Etrack(s): 3234611
- Description:
Upgrade of NetBackup from a pre-7.5 release to a post-7.5 release resulted in various problems if the `bpdbm -converti2` command to upgrade directory structure was not executed and completed successfully.

Etrack Incident: 3442764

- Associated Primary Etrack: 3438284
- Associated Service Request Etrack(s): 3438019
- Description:
This fix will cause the `nbdevconfig` command to error with "duplicate storage server" when adding a storage server that is already present in the NetBackup Enterprise Media Manager (EMM) database with a different type (5 or 9).

Etrack Incident: 3449498

- Associated Primary Etrack: 3439391
- Associated Service Request Etrack(s): 3439255
- Description:
If virtual machine (VM) custom attributes (annotations) were used to configure VMware Infrastructure Planner (VIP), the annotation values were removed after a VM restore.

Etrack Incident: 3477729

- Associated Primary Etrack: 3281762
- Associated Service Request Etrack(s): 3281714
- Description:
The NetBackup Enterprise Media Manager `nbenmm` failed due to audit records with error 193 when trying to remove second master server entry from the Enterprise Media Manager (EMM) database.

Etrack Incident: 3480844

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

- **Description:**
 The message `Failed to mount srt wim file error` was displayed when attempting to delete **CD(media) based Shared Resource Tree** from the **Bare Metal Restore Boot Server Assistant** wizard.

Etrack Incident: 3504771

- Associated Primary Etrack: 3406756
- Associated Service Request Etrack(s): 3406714
- **Description:**
 An Accelerator-enabled backup could slow down significantly if antivirus software was installed or the backup was made from a network share. In these situations, consider creating a touch file named `ENABLE_OPENED_FILE_LIST` in the `Veritas\NetBackup\bin` directory.

Etrack Incident: 3512935

- Associated Primary Etrack: 3469295
- Associated Service Request Etrack(s): 3468969
- **Description:**
 This fix handles the occurrence of inadvertent control character sequences in user names for storage servers upon creation (the tab character `"t"` and the newline characters `"\n"`) so that they are correctly entered into the NetBackup Enterprise Media Manager (EMM). Failing to do so lead to user name truncation and failed logins.

Etrack Incident: 3526787

- Associated Primary Etrack: 3520044
- Associated Service Request Etrack(s): 3519907
- **Description:**
 When a client alias was added to the original client, NetBackup created a file system directory with the name of the client alias at `install_path/netbackup/db/image/filename`. On a UNIX platform, this folder is a symbolic link to the real client directory. On Windows, NetBackup created an `ALTPATH/filename` file that contained the path to the real client directory. When the client alias was removed, the file system directory was not deleted. When the real client was removed (catalog cleanup), the symbolic links directory (on Linux) became a dead symbolic link. This issue caused two problems: the catalog backup failed with status code 1; and the already-used client alias name could not be reused even though it is removed.

Etrack Incident: 3540555

- Associated Primary Etrack: 3525123
- Associated Service Request Etrack(s): 3524940
- Description:
When Accelerator encountered a file with a newline character (\n) in the name, it would lead to a backup failure on the subsequent Accelerator-enabled backup.

Etrack Incident: 3554689

- Associated Primary Etrack: 3504901
- Associated Service Request Etrack(s): 3504841
- Description:
When an NDMP restore was specified to an alternate location with localize characters in the source file path, the data was restored to the original location.

Etrack Incident: 3556290

- Associated Primary Etrack: 3538389
- Associated Service Request Etrack(s): 3605681
- Description:
A successful restore of a SharePoint GRT backup failed to restore values in a lookup column of a list. The values referenced values from other lists. The list itself could be restored as well as the list items but the column values were missing.

Etrack Incident: 3556942

- Associated Primary Etrack: 3538487
- Associated Service Request Etrack(s): 3537763
- Description:
If a client had been backed up using two different policies (BMR and non-BMR), at the time of restore, BMR picked up wrong backup images. At restore, BMR picked the last full backup images which may result in restoring the data from incorrect backup images.

Etrack Incident: 3559188

- Associated Primary Etrack: 3538410
- Associated Service Request Etrack(s): 3537932
- Description:
Original text: Use instant UUID instead of Bios UUID as it is unique in vCenter.
Edited text in RN: When BIOS UUIDs were not unique, the results of VMware Infrastructure Planner (VIP) queries filtering on custom attributes became unpredictable.

Etrack Incident: 3559599

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
VxMS would get stuck in a loop when the `vxpvddump` operation failed.

Etrack Incident: 3564780

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Many images that were identified as TIR prunable should not have been identified as such. Processing these unnecessary images added load to the database and wasted processing time for the `BPDBM` child process.

Etrack Incident: 3575311

- Associated Primary Etrack: 3551519
- Associated Service Request Etrack(s): 3551500
- Description:
During a mapped backup, volumes in a Linux VM were resolved with the wrong path.

Etrack Incident: 3579141

- Associated Primary Etrack: 3498178
- Associated Service Request Etrack(s): 3526622
- Description:
The number of files for an imported AIR backup image did not match between source and target master servers.

Etrack Incident: 3579365

- Associated Primary Etrack: 3436478
- Associated Service Request Etrack(s): 3436394
- Description:
A Microsoft Exchange Granular Recovery Technology (GRT) restore of daily full backup images generated before the current day failed due to slow catalog file list response.

Etrack Incident: 3584411

- Associated Primary Etrack: 3511082

- Associated Service Request Etrack(s): 3509188
- Description:
Under **Client Properties > Access Control** in the NetBackup-Java Administration Console, selecting **Automatic** and then **Apply** resulted in the following error: **Invalid Entry: Enter host for authorization service**. As a result, entries in `bp.conf` for a Linux client were not added for `AUTHENTICATION DOMAIN`. Note, this issue never affected the NetBackup Administration Console for Windows.

Etrack Incident: 3584474

- Associated Primary Etrack: 3541355
- Associated Service Request Etrack(s): 3541260
- Description:
Advanced Success Rate report did not display accurate figures.

Etrack Incident: 3586823

- Associated Primary Etrack: 3549507
- Associated Service Request Etrack(s): 3549053
- Description:
Restores initiated by OpsCenter Simplified File Restore (SFR) did not correctly restore files larger than 1 GB.

Etrack Incident: 3587220

- Associated Primary Etrack: 3300570
- Associated Service Request Etrack(s): 3300031
- Description:
BMR failed to create a partition on Advanced Format (512e) disk.

Etrack Incident: 3587252

- Associated Primary Etrack: 3560161
- Associated Service Request Etrack(s): 3559744
- Description:
The SQL Agent GUI failed when it browsed a large number of backup images in the database which had SQL fulltext catalog configured in a mirrored environment.

Etrack Incident: 3587291

- Associated Primary Etrack: 3535804
- Associated Service Request Etrack(s): 3535615

- Description:
OpsCenter reports where the Job Directory column was selected showed the `SNAP_ID SET` directive resulting into duplicate entries of same job.

Etrack Incident: 3588092

- Associated Primary Etrack: 3571768
- Associated Service Request Etrack(s): 3571687
- Description:
A segmentation fault occurred when a service pack or Linux update was added with the **Modify an existing Shared Resource Tree (SRT)** option of the `bmrstadm` command.

Etrack Incident: 3588099

- Associated Primary Etrack: 3571539
- Associated Service Request Etrack(s): 3570742
- Description:
Bare Metal Restore (BMR) database initialization failed if the NetBackup install path was different from the default path.

Etrack Incident: 3589867

- Associated Primary Etrack: 3452104
- Associated Service Request Etrack(s): 3452090
- Description:
If you ran catalog or database backups with short frequencies (typically a day or less) where the backup images are written to a storage lifecycle policy (SLP), you could encounter cases where the backup jobs would run more frequently than expected.

Etrack Incident: 3592790

- Associated Primary Etrack: 3563163
- Associated Service Request Etrack(s): 3562267
- Description:
The NetBackup Java user interface (UI) **Images on Media (Tape & Disk)** report incorrectly indicated images on hold where the image hold did not exist.

Etrack Incident: 3598800

- Associated Primary Etrack: 3393497
- Associated Service Request Etrack(s): 3465142
- Description:

An SQL MOVE template containing a MOVE restore for both a Full (with VSS snapshot) and a Diff database backup failed on restoring the Diff (INCR) backup.

Etrack Incident: 3599124

- Associated Primary Etrack: 3582494
- Associated Service Request Etrack(s): 3582058
- Description:
During a manual duplication from the catalog, the duplication process would fail with error code 144 when filters were used to specify attributes such as disk pool and disk media.

Etrack Incident: 3603889

- Associated Primary Etrack: 3558990
- Associated Service Request Etrack(s): 3558987
- Description:
Original text: Several sockets stay in CLOSE_WAIT/FIN_WAIT_2 state during a synthetic backup. Edit text for RN: Several sockets stayed in the CLOSE_WAIT/FIN_WAIT_2 state during a synthetic backup.

Etrack Incident: 3605525

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
The script `setupWmc.bat` failed on German Windows setups because the script had hard-coded string values for the permissions of Administrators and System users. Therefore the **NetBackup Web Management Console** service failed to start.

Etrack Incident: 3605785

- Associated Primary Etrack: 3567958
- Associated Service Request Etrack(s): 3567235
- Description:
OpsCenter Policy & Schedule Data Collector returned the message `Data collection has failed because of unknown reason.`

Etrack Incident: 3606220

- Associated Primary Etrack: 3597407
- Associated Service Request Etrack(s): 3597381
- Description:

Generating the OpsCenter Disk Usage report failed with the error `failed to execute stored procedure getDiskUsage.`

Etrack Incident: 3610633

- Associated Primary Etrack: 3540796
- Associated Service Request Etrack(s): 3540779
- Description:
Defragmenting the OpsCenter database took too long to complete when long retention periods were defined and "Enable Expired Image Purge" was not selected.

Etrack Incident: 3618436

- Associated Primary Etrack: 3532560
- Associated Service Request Etrack(s): 3621792
- Description:
A restore of an NDMP backup image failed with the error "The size of this backup image (0) nnnnnnnn has been modified. Expected size = xxxxxxxx". This error occurred when attempting to duplicate an NDMP image created prior to NetBackup 7.0.

Etrack Incident: 3625896

- Associated Primary Etrack: 3554728
- Associated Service Request Etrack(s): 3554187
- Description:
The Drive Utilization report did not display information for encrypted backups.

Etrack Incident: 3628073

- Associated Primary Etrack: 3608379
- Associated Service Request Etrack(s): 3608374
- Description:
SLP Name filters of storage lifecycle policies could not be used in **SLP Backlog** reports.

Etrack Incident: 3632351

- Associated Primary Etrack: 3627605
- Associated Service Request Etrack(s): 3627604
- Description:

NetBackup Windows Console (nbconsole.exe) failed when trying to display policies if any policy had more than 1000 include and/or exclude dates. The number of dates is now limited only by the memory resources on the host.

Etrack Incident: 3633856

- Associated Primary Etrack: 3419540
- Associated Service Request Etrack(s): 3419509
- Description:
Duplicate clients appeared in reports when each client had different IDs.

Etrack Incident: 3635997

- Associated Primary Etrack: 3628883
- Associated Service Request Etrack(s): 3628881
- Description:
Clients were missing in OpsCenter views because there were no associated IDs.

Etrack Incident: 3636539

- Associated Primary Etrack: 3632253
- Associated Service Request Etrack(s): 3632250
- Description:
The `dbbackup -v` command failed with the error message `database is in recovery mode`.

Etrack Incident: 3638096

- Associated Primary Etrack: 3575855
- Associated Service Request Etrack(s): 3575458
- Description:
The wrong status was displayed when there were multiple versions of a policy. This issue was due to an issue with the `PolicyActive` flag.

Etrack Incident: 3644151

- Associated Primary Etrack: 3623188
- Associated Service Request Etrack(s): 3623187
- Description:
In some cases, attempting to change an expiration time could result in needing to expire a copy immediately. In such cases, a synchronous request to run the `nbddelete` process to clean underlying storage would result in slow performance of the `nbstserv` process, which waits for `nbddelete` to complete.

Etrack Incident: 3645164

- Associated Primary Etrack: 3576320
- Associated Service Request Etrack(s): 3645141
- Description:
SQL restores could not be performed due to a character mistranslation issue.

Etrack Incident: 3662993

- Associated Primary Etrack: 3662942
- Associated Service Request Etrack(s): 3662938
- Description:
When backing up a Linux VM using Accelerator with an incremental schedule, several temporary files were created in a folder named `BPFSMAP_TMPDIR` located in the NetBackup install directory. These files were not cleaned up after the backup completed.

Etrack Incident: 3676113

- Associated Primary Etrack: 3634366
- Associated Service Request Etrack(s): 3634365
- Description:
A FlashBackup job on a 20TB NTFS file system failed with `ERR- Unable to read next index. VFM error = 6.`

Etrack Incident: 3676116

- Associated Primary Etrack: 3642670
- Associated Service Request Etrack(s): 3642669
- Description:
Browsing virtual machines (VMs) in a Hyper-V policy resulted in an error code 195.

Etrack Incident: 3676269

- Associated Primary Etrack: 3661279
- Associated Service Request Etrack(s): 3661278
- Description:
Low optimization rates were observed with Accelerator-enabled backups of files that contain extended attributes on Solaris file servers.

Etrack Incident: 3676322

- Associated Primary Etrack: 3675333

- Associated Service Request Etrack(s): 3675331
- Description:
OpsCenter data collection failed with error 25 for virtual machines with Solaris or AIX master servers.

Etrack Incident: 3681079

- Associated Primary Etrack: 3679626
- Associated Service Request Etrack(s): 3679624
- Description:
Automated mail message to a mailbox user at the start of an Exchange GRT restore told them to check the job ID, which was blank in the message.

Etrack Incident: 3681691

- Associated Primary Etrack: 3680647
- Associated Service Request Etrack(s): 3680646
- Description:
Accelerator-enabled backups completed with a status code 1 for Windows Server 2003 32-bit systems.

Etrack Incident: 3694261

- Associated Primary Etrack: 3688412
- Associated Service Request Etrack(s): 3688409
- Description:
Accelerator jobs failed with a status code 24 if `\Program Files\Veritas\Netbackup\temp (Windows)` or `/usr/opensv/tmp (UNIX)` was missing.

Etrack Incident: 3695969

- Associated Primary Etrack: 3689169
- Associated Service Request Etrack(s): 3689167
- Description:
OpsCenter ignored jobs that were marked as deleted when it calculated **Job Sync Time**.

Etrack Incident: 3702948

- Associated Primary Etrack: 3682473
- Associated Service Request Etrack(s): 3682470
- Description:

The expiration time was not updated if an image copy was expired manually.

Etrack Incident: 3710187

- Associated Primary Etrack: 3668950
- Associated Service Request Etrack(s): 3668946
- Description:
Accelerator-enabled backups would hang when the volume being backed up was replicated using EMC Replication Manager.

Etrack Incident: 3710651

- Associated Primary Etrack: 3692585
- Associated Service Request Etrack(s): 3692580
- Description:
Oracle RAC 2 node backups failed with status code 6. Too many backup records needed to iterate if no cache existed before a new backup job ran. When the cache was lost because one backup job failed, the large number of backup records lead to timeout for the job.

Etrack Incident: 3713698

- Associated Primary Etrack: 3707518
- Associated Service Request Etrack(s): 3707517
- Description:
An email address would break into two addresses if the original address contained an ampersand.

Etrack Incident: 3715244

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
UNIX ALL_LOCAL_DRIVE multistream backups with an include list and an exclude list that specified '/' backed up the same data path specified in the include list for each stream (per mount point). The result was duplicated backup data.

Etrack Incident: 3718600

- Associated Primary Etrack: 3718462
- Associated Service Request Etrack(s): 3718458
- Description:

VMware Virtual Intelligent Policy (VIP) backups using custom attributes failed if another vCenter (VC) is needed but does not have custom attributes.

Etrack Incident: 3718860

- Associated Primary Etrack: 3691681
- Associated Service Request Etrack(s): 3691680
- Description:
 The NetBackup Storage Lifecycle Manager `nbstserv` experienced a core dump issue when attempting to add duplicate workgroups to the map.

Etrack Incident: 3734398

- Associated Primary Etrack: 3725885
- Associated Service Request Etrack(s): 3766134
- Description:
 A FlashBackup Windows policy failed with a status 13 (can't open raw device) if the backup selection included a root volume and a path to a mount point off the root volume.

Etrack Incident: 3741139

- Associated Primary Etrack: 3665653
- Associated Service Request Etrack(s): 3665650
- Description:
 Activity Monitor job details incorrectly reported the KB/sec value of the last write action for local and remote NDMP restores.

Etrack Incident: 3744142

- Associated Primary Etrack: 3743133
- Associated Service Request Etrack(s): 3743129
- Description:
 NetBackup and PBX failed to start after a reboot on Mac OS X 10.10 Yosemite.

Etrack Incident: 3746412

- Associated Primary Etrack: 3540143
- Associated Service Request Etrack(s): 3540114
- Description:
 After successful completion of a Catalog backup, a DR email was not sent.

Etrack Incident: 3747889

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:
A new policy ignored Include dates if the first job for a calendar schedule specified the **Retries allowed after runday** option.

Etrack Incident: 3748892

- Associated Primary Etrack: 3744068
- Associated Service Request Etrack(s): 3744064
- Description:
VMware Intelligent Policy (VIP) backups and query failed when long passwords were used.

About SORT for NetBackup Users

This appendix includes the following topics:

- [About Symantec Operations Readiness Tools](#)
- [Recommended SORT procedures for new installations](#)
- [Recommended SORT procedures for upgrades](#)

About Symantec Operations Readiness Tools

Symantec Operations Readiness Tools (SORT) is a robust set of standalone and web-based tools that support Symantec enterprise products. For NetBackup, SORT provides the ability to collect, analyze, and report on host configurations across UNIX/Linux or Windows environments. This data is invaluable when you want to assess if your systems are ready for an initial NetBackup installation or for an upgrade.

Access SORT from the following webpage:

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

Once you get to the SORT page, more information is available as follows:

- **Installation and Upgrade Checklist**
Use this tool to create a checklist to see if your system is ready for a NetBackup installation or an upgrade. This report contains all the software and the hardware compatibility information specific to the information provided. The report also includes product installation or upgrade instructions, as well as links to other references.
- **Hot fix and EEB Release Auditor**

Use this tool to find out whether a release that you plan to install contains the hot fixes that you need.

- **Custom Reports**

Use this tool to get recommendations for your system and Symantec enterprise products.

- **NetBackup Future Platform and Feature Plans**

Use this tool to get information about what items Symantec intends to replace with newer and improved functionality. The tool also provides insight about what items Symantec intends to discontinue without replacement. Some of these items include certain NetBackup features, functionality, 3rd-party product integration, Symantec product integration, applications, databases, and the OS platforms.

Help for the SORT tools is available. Click **Help** in the upper right corner of the SORT home page. You have the option to:

- Page through the contents of the help similar to a book
- Look for topics in the index
- Search the help with the search option

Recommended SORT procedures for new installations

Symantec recommends new NetBackup users perform the three procedures that are listed for an initial introduction to SORT. The tool has many other features and functions, but these serve as a good introduction to SORT. In addition, the procedures provide a helpful base of knowledge for other SORT functionality.

Table A-1

Procedure	Details
Create a SymAccount profile on the SORT webpage	See "To create a SymAccount profile on the SORT page" on page 39.
Create generic installation reports	See "To create a generic installation checklist" on page 39.
Create system-specific installation reports	See "To create a system-specific installation report for Windows" on page 40. See "To create a system-specific installation report for UNIX or Linux" on page 41.

To create a SymAccount profile on the SORT page

- 1 In your web browser, navigate to:
<https://sort.symantec.com/netbackup>
- 2 In the upper right corner, click **Register**.
- 3 Enter the requested login and contact information:

Email address	Enter and verify your email address
Password	Enter and verify your password
First name	Enter your first name
Last name	Enter your last name
Company name	Enter your company name
Country	Enter your country
Preferred language	Select your preferred language
CAPTCHA text	Enter the displayed CAPTCHA text. If necessary, refresh the image.

- 4 Click **Submit**.
- 5 When you receive your login information, you can log into SORT and begin uploading your customized information.

To create a generic installation checklist

- 1 In your web browser, navigate to:
<https://sort.symantec.com/netbackup>
- 2 Find the **Installation and Upgrade Checklist** widget.

3 Specify the requested information

Product	Select the appropriate product from the drop-down menu. For NetBackup select NetBackup Enterprise Server or NetBackup Server .
Product version you are installing or upgraded to	Select the correct version of NetBackup. The most current version is always shown at the top of the list.
Platform	Select the operating system that corresponds to the checklist you want generated.
Processor	Select the correct processor type for your checklist.
Product version you are upgrading from (optional)	For new installations, do not make any selections. For upgrades, you can select the currently installed version of NetBackup.

4 Click **Generate Checklist**.

- 5 A checklist corresponding to your choices is created. You can modify your selections from this screen, and click **Generate Checklist** to create a new checklist.

You can save the resulting information as a PDF. Numerous options are available for NetBackup and many of them are covered in the generated checklist. Please spend time reviewing each section to determine if it applies to your environment.

To create a system-specific installation report for Windows

- 1 Go to the SORT website:
<https://sort.symantec.com/>
- 2 Select **SORT > SORT for NetBackup**
- 3 In the **Custom Reports Using Data Collectors**, select the **Data Collector** tab.
- 4 Select the radio button for **Graphical user interface** and download the correct data collector for your platform.

The data collector is OS-specific. To collect information about Windows computers, you need the Windows data collector. To collect information about UNIX computers, you need the UNIX data collector.

- 5 Launch the data collector after it finishes downloading.

- 6 On the **Welcome** screen, select **NetBackup** from the product family section and click **Next**.
- 7 On the **System Selection** screen, add all computers you want analyzed. Click **Browse** to see a list of computers you can add to the analysis. Symantec recommends starting the tool with an administrator or a root account.
- 8 When all systems are selected, review the **System names** section and click **Next**.
- 9 In the **Validation Options** screen, under **Validation options**, select the version to which you plan to upgrade.
- 10 Click **Next** to continue
- 11 The utility performs the requested checks and displays the results. You can upload the report to My SORT, print the results, or save them. Symantec recommends that you upload the results to the My SORT website for ease of centralized analysis. Click **Upload** and enter your My SORT login information to upload the data to My SORT.
- 12 When you are finished, click **Finish** to close the utility.

To create a system-specific installation report for UNIX or Linux

- 1 Go to the SORT website:
<https://sort.symantec.com/>
- 2 Select **SORT > SORT for NetBackup**
- 3 Change to directory that contains downloaded utility.
- 4 In the **Custom Reports Using Data Collectors**, select the **Data Collector** tab.
- 5 Download the appropriate data collector for your platform.

The data collector is OS-specific. To collect information about Windows computers, you need the Windows data collector. To collect information about UNIX computers, you need the UNIX data collector.
- 6 Run `./sortdc`

The utility performs checks to confirm the latest version of the utility is installed. In addition, the utility checks to see it has the latest data. The utility then lists the location of the log file for this session.
- 7 If requested, press **Enter** to continue.
- 8 Select the **NetBackup Family** at the **Main Menu**.

9 Select Installation/Upgrade report when prompted **What task do you want to accomplish?**

You can select multiple options by separating your response with commas.

10 Specify the system or systems you want included in the report.

If you previously ran a report on the specified system, you may be prompted to run the report again. Select **Yes** to re-run the report.

The utility again lists the location of the log files for the session.

The progress of the utility is displayed to the screen.

11 Specify **NetBackup when prompted for the product you want installation or upgrade reports.**

12 Enter the number that corresponds to the version of NetBackup you want to install.

The utility again lists the location of the log files for the session.

The progress of the utility is displayed to the screen.

13 The utility prompts you to upload the report to the SORT website if you want to review the report online. The online report provides more detailed information than the text-based on-system report.

14 When your tasks are finished, you can exit the utility. You have the option to provide feedback on the tool, which Symantec uses to make improvements to the tool.

Recommended SORT procedures for upgrades

Symantec recommends current NetBackup users perform the three procedures that are listed for an initial introduction to SORT. The tool has many other features and functions, but these serve as a good introduction to SORT for users who already use NetBackup. In addition, the procedures provide a helpful base of knowledge for other SORT functionality.

Table A-2

Procedure	Details
Create a SymAccount profile on the SORT webpage	See "To create a SymAccount profile on the SORT page" on page 39.

Table A-2 (continued)

Procedure	Details
Create a system-specific upgrade report	See "To create a system-specific installation report for Windows" on page 40. See "To create a system-specific installation report for UNIX or Linux" on page 41.
Review the future platform and feature plans. Review the hot fix and emergency engineering binary release auditor information.	See "To review future platform changes and feature plans" on page 43. See "To review hot fix and emergency engineering binary information" on page 43.

To review future platform changes and feature plans

- 1 In your web browser, navigate to:
<https://sort.symantec.com/netbackup>
- 2 Find the **NetBackup Future Platform and Feature Plans** widget.
- 3 Click **Display Information**.
- 4 Review the information provided
- 5 Optional - sign in to create notification - Click **Sign in and create notification**.

To review hot fix and emergency engineering binary information

- 1 In your web browser, navigate to:
<https://sort.symantec.com/netbackup>
- 2 Find the **NetBackup Hot Fix and EEB Release Auditor** widget.
- 3 Enter the hot fix or emergency engineering binary (EEB) information.
- 4 Click **Search**.
- 5 The new page shows a table with the following columns:

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