

# Veritas NetBackup™ Emergency Engineering Binary Guide

Release 8.1

Document Version 1

**VERITAS™**

# Veritas NetBackup™ Emergency Engineering Binary Guide

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## Veritas Services and Operations Readiness Tools (SORT)

Veritas Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

[https://sort.veritas.com/data/support/SORT\\_Data\\_Sheet.pdf](https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf)

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# NetBackup release content listings

This chapter includes the following topics:

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

## About NetBackup release content listings

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

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

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

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

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

See ["About Veritas Services and Operations Readiness Tools"](#) on page 38.

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

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## About the NetBackup "known issues" documentation conventions

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

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

# EEBs and other known issues resolved in NetBackup 8.1

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 8.1](#)
- [Other known issues resolved in NetBackup 8.1](#)

## Previous EEBs now resolved in NetBackup 8.1

[Table 2-1](#) contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 8.1 resolves the issues that were fixed with each of these EEBs.

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

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

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1

Etrack Number	EEB Description
3438839	A vault eject operation may fail on Windows 2008 with status code 287. The SID detail log shows messages indicating that vmchange attempts to execute multiple times, and "vmchange not responding with volumes and aborting the eject."

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3522488	A vault eject operation may fail with status code 287, even though the move to mailslot is successful.
3708346	In some circumstances vault log file shows vmchange not responding with volumes and aborting the eject with status 287 instead of 288, even though the move to mailslot is successful.
3778617	A vault eject operation may abort with status code 287, even though the move to mail-slot is successful.
3782915	Duplication of AIR-replicated VMware backup images to media manager fails with status 227 and error "cannot add fragment to imagedatabase, error = no entity was found".
3832239	This EEB adds additional logging information to help investigate an issue with SSL connections between NBRMMS and SPAD.
3861570	After upgrading to OpsCenter 7.7.1, a log file called java%d.log is created in the /root directory. The file with the highest %d value is locked by OpsCenter and grows to about 350mb when OpsCenter is started. This EEB controls the growth of this file.
3861615	Backups of certain virtual machines run very slowly if the virtual machines contain files with thousands of named streams and file-level mapping is enabled. Disabling file-level mapping allows the backups of these virtual machines to run quickly.
3867371	An SLP duplication job fails with status 191 ("no images were successfully processed") if the image's VMware backups contain failed ASC jobs.
3867771	Backup fails for Unix operating system files with the error message "File [X] shrunk by [Y] bytes, padding with zeros"
3868394	After upgrading to OpsCenter 7.7.1, a log file called java%d.log is created in the /root directory. The file with the highest %d value is locked by OpsCenter, and grows to about 350mb when OpsCenter is started. This EEB controls the growth of this file.
3869212	A vault eject operation may abort with status code 287, even though the move to mailslot was successful. This EEB adds debugging to vltrun to help determine the cause of this problem.
3869731	When performing a restore on a DB2 server, duplicate databases appear in the Backup and Restore GUI, and NetBackup hangs if you attempt to expand the instance to view the instance's table spaces.
3871143	Mapped VMware/Hyper-V backups run very slowly if file-level mapping is enabled and the virtual machine contains thousands of named streams. Disabling file-level mapping allows the backups of these virtual machines to run quickly.



**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3871818	An AIR import job failed with error 191: "No images were successfully processed" due to a deadlock condition while updating the image details in the NetBackup database.
3873918	After upgrading from SharePoint 2010 to SharePoint 2013, GRT restores fail with status 2804 ("MS-SharePoint policy restore error") and the GRE log reports SQLSTATE(07002).
3875341	GRT restores in SharePoint 2013 fail with status 2804 ("MS-SharePoint policy restore error") and the GRE log reports SQLSTATE(07002).
3877395	The NetBackup Policy Execution Manager stops submitting jobs.
3879480	A backup fails with status 52 ("timed out waiting for database information") because the ACSD daemon stopped during the backup.
3879872	A snapshot backup fails on Hitachi devices when using the snapshot method "Hitachi_ShadowImage" and an off-host client.
3880102	Status code 1006 ("Unable to load required module NDMPD.NLM") is not listed in the OpsCenter database table "Lookup_JobStatusCode."
3880105	After cloning virtual machines and then recovering them in a disaster recovery (DR) testing environment, OpsCenter reports return their DR names. These names are no longer being backed up.
3881318	This EEB implements a NetBackup S3 plugin fix to support China Mobile, and a CloudProvider.xml configuration file change to include China Mobile Cloud Storage configuration parameters.
3882307	This EEB implements a NetBackup S3 plugin fix to support China Mobile, and a CloudProvider.xml configuration file change to include China Mobile Cloud configuration parameters.
3882845	OpsCenter client summary dashboard report does not show all NetBackup clients.
3888576	A vault eject operation may fail with status code 287 (vault eject failed), even though the move to mail-slot is successful on Windows servers.
3889736	A "Client Not Backed Up" report for a VMware policy type shows media_server name as a client.
3890278	During a vmdk restore in an AIR target environment, accelerated incremental virtual machine images are incorrectly treated as non-accelerated.
3890759	This EEB enables keyword support for stream-based Sybase database agent images, with or without multistreaming.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3891877	This EEB adds support for the Keyword field in the DB2 Agent for NetBackup 7.7.3 for stream-based backups.
3891879	This EEB adds support for the Keyword field with Sybase stream-based database images.
3893826	After upgrading Linux master and media servers (but not the client) from 7.7.2 to 7.7.3, OIP backups fail with error 1405 (No images are found) after what appears to be an unhandled exception to a SQL query.
3893838	This EEB upgrades Apache Tomcat to version 8.0.33 to fix several vulnerabilities
3894418	Backups are not actually accelerated when the policy points to a app_cluster storage unit with accelerator enabled.
3894656	A vault eject operation may fail with status code 287 (vault eject failed), even though the move to mail-slot is successful on Windows servers.
3895379	Unable to restore from imported tapes because the restored file size is incorrect.
3895387	An SLP duplication job fails with status 191 ("no images were successfully processed") if the image's VMware backups contain failed ASC jobs.
3895410	After upgrading to OpsCenter 7.7.3, a log file called java%d.log is created in the /root directory. The file with the highest %d value is locked by OpsCenter and grows to about 350mb when OpsCenter is started. This EEB controls the growth of this file.
3895443	After upgrading Linux media and master servers (but not the NetBackup client) from 7.7.2 to 7.7.3, OIP backups fail with status code 1405 (No images are found) due to an unhandled exception to a SQL query.
3895479	OpsCenter fails to create a Tabular Backup Report with the error messages "Error while running the schedule report" and "scheduled report execution failed for report".
3895679	OpsCenter custom reports display incorrect client names. Some unique clients display the same client ID, the entityalias entries for some clients show entries for other clients.
3895996	Unable to restore from imported tapes because the restored file size is incorrect.
3896157	Backups of SAP/Sybase ASE v16 environments on AIX fail because the NetBackup 32-bit library is incompatible with the SAP/Sybase 64-bit binaries. This EEB adds a 64-bit library which is compatible with the SAP/Sybase binaries.
3896477	An OpsCenter 7.7.3 stored procedure fails with an unknown exception.
3896635	A Hyper-V intelligent policy fails with status 200 ("scheduler found no backups due to run") if one or more nodes on the Hyper-V cluster is down.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3897224	A "Clients Not Backed Up" report for a VMware policy type shows media_server names as clients. This can happen for multiple hosts in the same report.
3897240	OpsCenter reports incorrectly show some virtual client host names as fully-qualified domain names.
3897244	The NetBackup Policy Execution Manager stops submitting jobs.
3897274	After running an nbccr command composed of many ChangeVolAssign repairs, a few fail because the VolDB and ImageMedia assign times differ.
3897428	If a database on your system is configured with a database alias, the left pane of the Backup and Restore GUI may show a duplicate entry for that alias and the source database.
3897573	After an upgrade from NetBackup 7.7.1 to 7.7.2, any server which has more than one physical network interface will not honor the PREFERRED_NETWORK setting. The pbx_exchange process produces a core dump intermittently while writing logs.
3897623	After an upgrade from NetBackup 7.7.1 to 7.7.2, any server which has more than one physical network interface will not honor the PREFERRED_NETWORK setting. The pbx_exchange process produces a core dump intermittently while writing logs.
3897726	Backups of certain virtual machines run very slowly if the virtual machines contain files with thousands of named streams and file-level mapping is enabled. Disabling file-level mapping allows the backups of these virtual machines to run quickly.
3897952	Some AIR-replicated import jobs fail with error 191: "No images were successfully processed" due to a deadlock condition while updating the image details in the NetBackup database.
3898185	Single files are listed multiple times in the "Restore Marked Files" screen if multiple images are selected in "Backup history" on the Backup and Recovery GUI.
3898480	Some reports, such as those with the "Job Size" report template, do not complete before OpsCenter times out if they filter for more than one server or include more than one month in their time frame.
3898586	The Problem Report in NetBackup is filled with messages indicating that a volume/storage server is UP, but contains no DOWN messages.
3898713	Copilot backup failures occur if backups fail and the umask values have been changed from the default value set in the Oracle client.
3898959	Duplications do not handle network errors correctly, causing subsequent retries to fail. The bpdm process hangs and consumes 100% of one CPU core. All subsequent attempts to duplicate the same image fail until the hung bpdm is killed manually.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3899040	When running a Hyper-V backup using a System Center Virtual Machine Manager query, the query detects multiple virtual machines (VMs) with the same ID, which causes primary VMs to be marked as not to be backed up.
3899391	The NetBackup Enterprise Media Manager (nbemm) process crashes and fails over to a passive node after a core dump, but low-verbosity logging does not indicate why the core dump was initiated.
3899722	The Java console hangs on the "Login in progress..." message after credentials are entered, but no errors are reported.
3900035	An upgrade of a clustered Windows master server fails because Microsoft Cluster API calls do not find the device name for the shared disk resource.
3900329	A specific SQL query produces from 10 to 40 seconds of slow performance and high CPU usage.
3900373	The Netbackup Deduplication Engine will not run on HP-UX filesystems larger than 16TB.
3901023	After expanding a 32-bit filesystem, the messaging service flags the file system as corrupted.
3901099	Running the "nbhba -l" command after enabling nbhba mode causes the media server to reboot.
3901148	Multiplexing backups of an Oracle system fail when two different clients are different Oracle users, vnetd is given an incorrect user ID.
3901354	OpsCenter reports incorrectly show some virtual client host names as fully-qualified domain names.
3901719	An OpsCenter Risk Analysis report shows that clients are at risk, even if they have been backed up and should not be present in the report.
3901805	The bpverify command fails with the error message "database contains conflicting or erroneous entries".
3901822	Some jobs appear in the Jobs Monitor with a state of "unknown" and "no status".
3902511	NetBackup 7.7.3 fails to obtain the database list due to a collation conflict, but NetBackup 7.6.1.2 succeeds.
3902559	Deleting one node of a clustered master server returns status code 196 ("EMM database error").
3903041	A client-initiated restore may fail and generate a core dump if the requested file is not found in the data range specified.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3903072	Instant Recovery fails with error code 5 if the virtual machines were backed up using a Windows media server and only contain empty VMDKs.
3903204, version 4, 3, 2, 1	This Bundle Contains fixes for Accelerator backup failures that result in status 1 ("The requested operation was partially successful"), 13 ("file read failed"), and 84 ("media write error").
3903267	The NBdiscovery service crashes periodically. nbdisco.exe crashes at startup, whether a manual startup or as part of a NetBackup failover from one node to another.
3903360	The "Enable vCloud director integration" checkbox is disabled if a vCloud policy has previously been opened in the Java GUI.
3903449	The "Clients Not Backed Up" report incorrectly shows client backup policies that ran successfully.
3903769	A bare metal restore or alternative client restore drops ownership of files or directories owned by regular users if the user_id is above 2097151 and fits into an 8-character octal number.
3903831	A report with the "all failed backups" template does not display failed backups for multi-stream FS backups.
3903935	A Hyper-V Intelligent Policy excludes replicated virtual machines because it detects that they are duplicates.
3903951, version 3, 2, 1	This EEB allows NetBackup 7.7.3 to integrate with Velocity R7. The changes in this EEB allow NetBackup to write Oracle Copilot backups to a Velocity share, and enables Velocity to provision a copy from that database.
3903952, version 3, 2, 1	This EEB allows NetBackup 8.0 to integrate with Velocity R7/R8. The changes in this EEB allow NetBackup to write Oracle Copilot backups to a Velocity share, and enables Velocity to provision a copy from that database.
3903954	The NetBackup GUI hangs after upgrading to 7.7.3.
3903957	After upgrading to NetBackup 7.7.3, clients with names that include "_AH" (without quotes) might fail with Status 83 "Operation not supported" when backing up to Media Server Deduplication Pool (MSDP).
3904079	Too many SLP jobs are active. The number of active SLP jobs exceeds the number of tape drives.
3904186	Old clients show up in the client summary dashboard report after upgrading to 7.6.1.2.
3904271	Optimized Duplications fail with error 150 ("termination requested by administrator").

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3904720	If a backup image with missing fragments is included in an import operation with other images, and is not the first one to be imported, the import operation will succeed. Attempting to import an image with missing fragments should fail with status 191.
3904730, version 3, 2, 1	This server EEB adds support for backup and recovery of VMware virtual machines that have non-ASCII characters in their display names, or which reside in folders or datastores which have non-ASCII characters in their names.
3904850	Restores of Enterprise Vault FSA placeholders of files from a VMware backup generates files with garbage contents.
3905018	An Index From Snapshot for RD-VMware job fails with status 103 ("error occurred during initialization, check configuration file").
3905065	A Hyper-V Intelligent Policy will fail with status 200 ("scheduler found no backups due to run") when one or more nodes are down.
3905073, version 3, 2, 1	This client EEB adds support for backup and recovery of VMware virtual machines that have non-ASCII characters in their display names, or which reside in folders or datastores which have non-ASCII characters in their names.
3905074	This EEB adds support for backup and recovery of VMware virtual machines that have non-ASCII characters in their display names, or which reside in folders or datastores which have non-ASCII characters in their names.
3905346	This EEB implements the ability to create an OpenStack Swift storage server with Identity v3 credentials, and provides support for FUJITSU Cloud Service K5 provider for Identity v3.
3905362	The BAR GUI fails to browse some folders of NDMP backups with the error message "Unable to obtain list of files" or "Database system error". The directory may be returned empty.
3905545	An incremental backup does not include some files. The archive bits are reset but the files are not backed up.
3905550	The bpbkar process is terminated with an access violation while performing a GRT backup of SharePoint objects.
3905939	When verifying images using bpverify, the bpverify operation may fail intermittently with the error message "database contains conflicting or erroneous entries".
3906170	During a Browse/Restore of a Granular (GRT) Database backup, if the vmdk path is a multifolder hierarchy, datastore and folder names are not extracted correctly and the browse operation fails with the message "ERROR: system database error".
3906200	Multiplexing backups of an Oracle system fail when two different clients are different Oracle users, vnetd is given an incorrect user ID.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3906238	The Activity Monitor shows a Vxss authentication error when you are logged into the Java GUI as an EAM user who has administrative privileges on a clustered master server.
3906313	A VIP policy cannot be saved after updating it to contain vApp information and a vCD query. The save process does not complete.
3906441, version 2, 1	This EEB adds a script which allows a restore to produce on-demand duplication of remote images to a production location from which the restore can run.
3906463	A bare metal restore from SRT media fails if the client that is used for the master has multiple NICs, and ICMP is disabled for communication.
3906483	A remote NDMP tape import fails with status code 191 ("no images were successfully processed") for some images, even if they reside on the same tape.
3906605	A multistream DB2 restore fails with the error "Unexpected End of File of Backup Image" if the original backup streams did not start within 24 hours.
3906624	If a database is backed up during an Exchange backup using multiple streams, the wrong database may be backed up when the job is rescheduled. The second backup may finish with status 0, implying that all the databases were backed
3906682	The Preview Media function in Backup and Restore (BAR) interface gives error 'Null for the fileData arg' when images from two policies are selected at the same time in the GUI. This error does not generate logs, and appears for both disk and tape images.
3906692, version 1	Under considerable load, NetBackup Enterprise Media Manager (nbemm) daemon crashes and produces a core dump.
3906715	This EEB fixes OpenSSL security vulnerability CVE-2016-2107 in NetBackup 7.7.3.
3906984	A backup of a Hitachi VSP G1000 array using the snapshot method "Hitachi_ShadowImage" fails with a snapshot creation error.
3907069	A VMware backup initiated from OpsCenter fails with status 239 ("the specified client does not exist in the specified policy") if the client name (display name) includes a capital letter.
3907124	An NDMP restore of an NDMP drive that has been disabled never finishes and does not produce an exit status code, even though the job appears to be active in the Activity Monitor.
3907213	An OpsCenter stored procedure fails with the error "An unknown exception has occurred" due to a special character in the column name.
3907237	This server EEB adds support for backup and recovery of VMware virtual machines that have non-ASCII characters in their display names, or which reside in folders or datastores which have non-ASCII characters in their names.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3907238	This client EEB adds support for backup and recovery of VMware virtual machines that have non-ASCII characters in their display names, or which reside in folders or datastores which have non-ASCII characters in their names.
3907239	This EEB adds support for backup and recovery of VMware virtual machines that have non-ASCII characters in their display names, or which reside in folders or datastores which have non-ASCII characters in their names.
3907240	SUSE Linux Enterprise Server 11 SP4 does not appear in the list of compatible operating systems for the NetBackup SAN Client server.
3907273	An off-host SMB of a Hitachi_ShadowImage fails with error 4213 ("Snapshot import failed"). The aixlvmfi log shows that the command "recreatevg" failed on the off-host.
3907334	BMR client configuration fails to run a batch file to unmap NIC which includes Japanese attribute.
3907361	This EEB allows virtual clients to get their client names from the "DNS Name" identified in vCenter.
3907370	An incremental accelerated backup finishes with status 1 ("The requested operation was partly successful") because it attempts to back up client locations which do not exist.
3907676	Multiple telemetry processes appear in system monitor and consume excessive system resources.
3907717	An NDMP backup fails with status 25 if the backup includes multiple file paths which are identical but which use different "set FILES" directives.
3907732	The bpcd process fails to start on the first try, even if the second try is successful.
3907823	A SharePoint 2016 GRT restore fails with status code 2804: "An error caused the restore of the SharePoint data to fail." The ncfgre log shows the error "Unable to identify the SharePoint entity for the target."
3907827	The NetBackup monitor script incorrectly detects that the bprd process is down, which triggers a failover.
3907869	After upgrading to 8.0, a multi-stream backup fails with status 71 ("none of the files in the file list exist") if stat fails for any of the paths.
3907949	A manual backup of SQL intelligent policies from OpsCenter fails with error 239 ("the specified client does not exist in the specified policy"). The backup succeeds if performed from NetBackup, or if the SWL backup was configured with legacy methods.



**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3908039, version 1	A VIP policy update cannot be saved in advanced mode if the query contains both vApp information and a vCD query. Also, after toggling away from a policy and double-clicking "Clients", the vCloud policy check box is not selected.
3908096	After an upgrade from NetBackup 7.7.3 to NetBackup 8.0, scheduled and manual backup jobs do not start.
3908102	This EEB implements the ability to create an OpenStack Swift storage server with Identity v3 credentials, and provides support for FUJITSU Cloud Service K5 provider for Identity v3.
3908159	NDMP accelerator-enabled backups fail with status 114.
3908360	A large number of VMware backups fail with error 13 ("file read failed") due to fi_cntl files growing too large and causing timeouts.
3908424	Backups of 64-bit SAP/Sybase ASE v16 environments on AIX fail because the NetBackup 32-bit library is incompatible with the SAP/Sybase 64-bit binaries. This EEB adds a 64-bit library which is compatible with the SAP/Sybase binaries.
3908427	Backups of 64-bit SAP/Sybase ASE v16 environments on AIX fail because the NetBackup 32-bit library is incompatible with the SAP/Sybase 64-bit binaries. This EEB adds a 64-bit library which is compatible with the SAP/Sybase binaries.
3908854	A specific SQL query produces from 10 to 40 seconds of slow performance and high CPU usage.
3908984	Large NDMP restore jobs fail with buffer errors. The ndmpagent log will show "leftover full buffers" errors.
3909024	When attempting to restore a compressed file on a Unix client, the restored file is corrupted and smaller than the backup file.
3909148	An NDMP restore with many fragments (approximately over 5000) will suffer performance degradation during the restore process.
3909350	A Hyper-V Client single file restore fails with status 2821 ("Hyper-V policy restore error").
3909359	After an SLP-managed duplication to tape job fails with status 84 ("media write error"), subsequent attempts to use the same tape also fail with status 86 ("media position error").
3909483	The bpjobd process consumes an excessive amount of memory. Job updates to the job table do not succeed because a RUS client returned invalid characters.
3909490	During a virtual machine discovery job, if login to any vCenter fails, the discovery job fails and no backup jobs are generated.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3909580	A bare metal restore or alternative client restore drops ownership of files or directories owned by regular users if the user_id is above 2097151 and fits into an 8-character octal number.
3909594	The bpverify command fails with the error message "database contains conflicting or erroneous entries".
3909769	An alternate client restore of an replicated OpenVMS client backup uses the wrong diskpool.
3909856	Clients with names that include "_AH" (without quotes) might fail with Status 83 ("Operation not supported") when backing up to Media Server Deduplication Pool (MSDP).
3909865	When running a restore, many jobs are provisioned and some of the restore requests are answered by bprd, but no jobs are queued up and the restore fails.
3909919	Backups with accelerator enabled are not actually accelerated when the policy points to an app_cluster storage unit.
3910073	After upgrading from NetBackup 7.7.3 to 8.0, OpsCenter data collection fails with multiple foreign key errors.
3910118	An Exchange GRT backup fails with error 13 (file read failed) and a bpfis fatal exception.
3910233	Backups of 64-bit SAP/Sybase ASE v16 environments on Solaris fail because the NetBackup 32-bit library is incompatible with the SAP/Sybase 64-bit binaries. This EEB adds a 64-bit library which is compatible with the SAP/Sybase binaries.
3910423	The NetBackup Backup and Archive process (bbbkarv) consumes a large amount of memory in NetBackup 8.0, due to a suspected memory leak issue.
3910598	A bare metal restore or alternative client restore drops ownership of files or directories owned by regular users if the user_id is greater than 2097151 and fits into an 8-character octal number.
3910833	After AIR replication of an image to a media server, an attempt to restore the image fails if it used the replication server instead of the backup media server.
3910851	An installation of NetBackup 8.0 on a Windows 2016 Hyper-V virtual machine with Secure Boot enabled failed with the error "A digitally signed driver is required. Windows blocked the installation of a digitally unsigned driver."
3910861	Incremental changes for bprd (internal use only)
3910880	If a SQL Server database name is a single character, NetBackup catalogs it between slash (/) characters. For example, database "A" is catalogued as "/A/".
3910903	An incremental backup with no change set skips available media and mounts active media instead. The NetBackup Tape Manager receives an I/O error while positioning the media.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3910904	A Tabular Backup Report is blank for a particular client if the client ID and entity ID of the client object and media server object do not match on that client, and if the Client Name filter is selected on the report.
3910991	When backing up all instances of SQL 2012 or higher, the backup will complete with status 0, even if an instance was skipped due to a permission error.
3911042	A compressed restore on a Unix system can be restored successfully, but may be corrupted.
3911251	The "All Failed Backups" report does not display both Snapshot and backup failed jobs.
3911259	The NBDNA utility v2.5 only performs self-tests on UNIX/Linux systems, because a necessary file was renamed in NetBackup versions 7.7.2 and later.
3911271	A full NDMP accelerator backup fails with status code 41 ("network connection timed out") during a write to catalog operation.
3911315	The bpcd process fails with error 145: "daemon is already running".
3911374	Bundle of bprd changes
3911451	This EEB includes several nbdeployutil enhancements, including accurate reporting of data overlaps in FileSystem and SQL agent backup policies, incremental gathering and reporting of capacity usage information, and a job to trigger nbdeployutil daily.
3911452	This EEB includes several nbdeployutil enhancements, including accurate reporting of data overlaps in FileSystem and SQL agent backup policies, incremental gathering and reporting of capacity usage information, and a job to trigger nbdeployutil daily.
3911646	An NDMP backup succeeds but is not restorable because the backup is missing directory information. This EEB will cause the backup job to fail with status 42 if this information is missing.
3911697	Japanese messages in Activity Monitor are not displayed correctly in 8.0. Characters with SJIS encoding appear as garbage characters in the Job Details tab.
3911750	After upgrading to NetBackup 8.0, a VMware backup which succeeded before the upgrade appears to complete successfully with status 0, but does not restore individual files and folders.
3912274	An NDMP backup fails with status code 25 ("cannot connect on socket") if the backup includes multiple file paths which are identical but which use different "set FILES" directives.
3912319	A file's modification time is reset to 0 after it is backed up.
3912471, version 3, 2, 1	Bundle of bprd fixes and changes

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3912472	Bundle of NetBackup server fixes.
3912564	A backup of a Hitachi VSP G1000 array using the snapshot method "Hitachi_ShadowImage" fails with a snapshot creation error.
3912573	The EEB adds the DB2_SERVER and DB2_CLIENT variables to the DB2 OPTIONS command line.
3912576	After upgrading a master server from 7.7.3 to 8.0, any accelerator-enabled backup jobs for which a previous backup copy exists produce a accl_send_image_align_guide warning and are delayed by 5 minutes.
3912678	Bundle of NetBackup client fixes.
3912679, version 6	Bundle of NetBackup client fixes and changes for bpnbat and bpcd.
3912680	Bundle of NetBackup client fixes.
3912916	The table nb_JobDbInstanceArchive does not show job details for SQL intelligent policies, but shows traditional SQL backups which use batch files.
3913017	When parsing NetBackup events posted to vCenter in a non-English system locale, the backup events graph may contain no visible event data.
3913038	A GRT browse or restore operation fails with the message "ERROR: system database error" if the vmdk path is a multifolder hierarchy.
3913179, version 3, 2, 1	Bundle of bprd fixes and changes
3913192	Snapshot deletion fails with status 4204 ("incompatible client found"), but the snapshot job is still marked as successful instead of a partial success.
3913341	When selecting a SQL differential database image for backup using the NetBackup SQL client, the "create move template" option is not available in the Restore Options - Scripting dropdown menu.
3913548	This EEB upgrades the Apache struts2 libraries to resolve Apache vulnerability CVE-2017-5638.
3913549	This EEB fixes security vulnerability CVE-2017-5638 in NetBackup 7.7.3.
3913550	This EEB fixes OpsCenter security vulnerability CVE-2017-5638 in NetBackup 8.0.
3913591	Unable to generate a single file recovery map for a Unix virtual machine configured for logical volume management and softlinks for some directories.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3913674	When a Windows backup is imported on a media server which is running an operating system that is big endian (such as Solaris Sparc), phase 1 and 2 of the import are successful but the backup cannot be browsed.
3913796	An incremental backup does not include certain files. The archive bits were reset, but the files were not backed up.
3913859	Some client fully-qualified domain names are reported incorrectly in OpsCenter.
3913881	The NetBackup GUI freezes after an upgrade.
3914209	The NBDNA utility v2.5 only performs self-tests on UNIX/Linux systems, because a necessary file was renamed in NetBackup versions 7.7.2 and later.
3914210	A file's modification time is reset to 0 after it is backed up.
3914428	Inferior performance of nbtar restores in NetBackup 7.7.3 compared to the restore performance of previous tar files in NetBackup 7.7.1.
3914512	A VMware backup with mapping and optimizations enabled succeeds, but after the operation the VMDK is locked and snapshot removal fails. After the lock expires, the snapshot can be manually removed.
3914520	When Replication Director is used to protect VMware, index jobs using the SLP "Index from Replica" sometimes fail with status 144 ("invalid command usage").
3914602	After upgrading from NetBackup 7.6.1.2 to 8.0, multiple Sharepoint content databases experience GRT failures.
3914844	After an upgrade to NetBackup 8.0, a failover on a Sun Cluster causes the nbwebservice process to shut down.
3914944	If an Oracle restore brings back a control file which has information about a backup that is no longer on the share or in the RMAN catalog, the next Oracle backup will fail.
3915146	After upgrading to NetBackup 7.7.3, when selecting multiple files to restore, only a subset of files are restored with no signs of errors.
3915424, version 3, 2, 1	bpdbrm stops due to 'software has expired', since daemonized bpdbrm hits lots of EMFILE failure
3915496	Backups of SQL 2012 and later complete with status 0 even if all instances are not backed up successfully.
3915497	Backups of SQL 2012 and later complete with status 0 even if all instances are not backed up successfully.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3915645	An Exchange 2007 GRT restore to the same location fails due to a MAPI logon failure.
3915971	This EEB adds the capability to generate new VMDK disk UUIDs during the instant recovery of VMware virtual machines.
3916027	An Exchange GRT backup fails with error 13 ("file read failed") and a bpfis fatal exception.
3916030	A backup fails with status 52 ("timed out waiting for database information") because the ACSD daemon stopped during the backup.
3916033	A backup fails with status 52 ("timed out waiting for database information") because the ACSD daemon stopped during the backup.
3916118	The NetBackup Archive process (bparchive) removes files which have been added to a directory, even if they have not been backed up.
3916147	An SAP/Oracle multi-stream restore of a multi-stream backup succeeds with status 0, but some files are listed as not restored.
3916403	The SnapshotEvent process runs intermittently and at incorrect times.
3916781	The NetBackup Policy Execution Manager intermittently stops scheduling jobs.
3916825	After an upgrade to NetBackup appliance 3.0, single file restores fail on Windows virtual machines (VMs). After the upgrade, mapping fails on these VMs, and they contain no dynamic disks.
3916875	If a client has been added to the Client Attributes, an export of host properties of a master server fails.
3916893	After upgrading to NetBackup 8.0, a traditional licensing report shows capacity as '0'. After the upgrade, the log shows clients with their short host names, where before the report it showed them with their fully-qualified domain names.
3916997	A remote NDMP tape import fails with status code 191 ("no images were successfully processed") for some images, even if they reside on the same tape.
3917066	The preinstall nbcheck process does not check for user membership in the domain local group.
3917184	After installing the OpsCenter Struts EEB, no AD domain drop-down selections appear when adding a new user.
3917196	After upgrading Linux master and media servers (but not the client) from 7.7.2 to 7.7.3, OIP backups fail with error 1405 ("No images are found") after what appears to be an unhandled exception to a SQL query.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3917353	Attempting to restore a full virtual machine from an IBM Cleversafe S3 cloud object storage fails with status code 2820 ("NetBackup VMware policy restore error"). Verification operations on this VM fail with status code 85 ("media read error").
3917467	NetBackup initialization takes longer than it should on Windows systems. Policies with hundreds or thousands of streams can suffer hours of performance degradation.
3917921	A manual backup of SQL intelligent policies from OpsCenter fails with error 239 ("the specified client does not exist in the specified policy"). The backup succeeds if performed from NetBackup, or if the SWL backup was configured with legacy methods.
3918179	If a client has been added to the Client Attributes, an export of host properties of a master server fails.
3918337	A GRT restore browse fails with status 227 ("no entity was found") for Exchange 2016.
3918386	A multistream backup fails if its backup selection includes a wildcard and any of the folders selected by that wildcard include special characters in their names.
3918613	NetBackup is unable to use a source port above 1000 for a NetBackup File System Service (nbfsd) connection.
3918619	The NetBackup Cloud Storage Service Container produces a core dump during backups to SwiftStack cloud storage.
3918718	Performing a differential backup on an ReFS file system can result in data loss.
3918719	Performing a differential backup on an ReFS file system can result in data loss.
3918720	After a valid OpsCenter "media server unreachable" alert with an "active" status is set to "cleared", another identical alert set to "active" appears shortly after.
3919046	The NetBackup 7.7.3 PBX service stops intermittently and may generate a core dump.
3919343	When selecting a SQL differential database image for backup using the NetBackup SQL client, the "create move template" option is not available in the Restore Options - Scripting dropdown menu.
3919407	If two or more clients have been added to Client Attributes, the exported client names for all clients except the first are returned as zero.
3919447	The NetBackup database server uses a high amount of CPU if the database contains many image fragments and media IDs.
3919776	NetBackup / Veritas Cluster Server monitor script incorrectly detects the status of the bprd process, which triggers a fail over.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3919843	Files from Isilon snapshots cannot be backed up via a CIFS share due to Windows error 19 ("Media is write protected").
3919867	OpsCenter reports show incorrect client names after upgrading to NetBackup 8.0 and installing 8.0 plugins to vCenter.
3920114	Files from Isilon snapshots cannot be backed up via a CIFS share due to Windows error 19 ("Media is write protected").
3920230	After upgrading to NetBackup 8.0, the NetBackup Web Management Console fails to start with the SQL exception "java.sql.SQLException: JZ0SU:" and produces a core dump.
3920236	Backups of certain virtual machines run very slowly if the virtual machines contain files with thousands of named streams and file-level mapping is enabled. Disabling file-level mapping allows the backups of these virtual machines to run quickly.
3920421	The host properties of a master server cannot be exported if one or more targets has been added to the Preferred Network. A blank dialog box with an OK button appears.
3920601	After upgrading to NetBackup 8.0, physical-to-virtual testing fails and tar32.exe produces a crash dump.
3920722	Backups of Sybase 64bit ASE v16 on Solaris fail because libsybackup.so is incompatible with 64bit Sybase backup API. Sybase returns the error "Unable to open API library for device".
3920957	Hyper-V backups of fixed-size VHD appear successful, but do not back up the disks. The Backup and Restore GUI does not display the volume size for the backed-up volumes.
3921259, version 1	This EEB resolves a binary conflict between two other EEBs which add support for the Keyword field in Sybase and DB2 backup images.
3921298	Some client fully-qualified domain names are reported incorrectly in OpsCenter.
3921806	An NDMP image is registered due to a successful previous backup, but cannot be restored or the files are not listed.
3921820, version 1	A VMware single file restore fails with status code 2820 ("NetBackup VMware policy restore error") if the master server does not have access to the client.
3922051, version 1	This EEB resolves a conflict between two other EEBs which add functionality for the Keyword field in Sybase and DB2.
3922353	An Accelerator-enabled backup job becomes unresponsive and never writes data. The process must be ended manually.



**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3922555	An OpsCenter 7.7.3 stored procedure fails with an unknown exception. The report shows the message "an unknown exception has occurred".
3922853	Inferior performance of nbtar restores in NetBackup 7.7.3 compared to the restore performance of previous tar files in NetBackup 7.7.1.
3922936	An Accelerated backup for NDMP fails with error 41 ("network connection timed out").
3923035, version 1	After upgrading to NetBackup 8.0, physical-to-virtual testing fails and tar32.exe produces a crash dump.
3923206	Unable to expand Exchange mailboxes in the restore browser. The browser also shows a public folder mailbox in all databases, instead of only in the database that hosts it, and inappropriately displays system mailboxes.
3923348	Inferior performance of nbtar restores in NetBackup 8.0 compared to the restore performance of tar file restores in prior versions.
3923380	Using the bpxpdate command to extend the retention period of a VMware image which was created using Replication Director policy fails with "Unable to process request."
3923616	After successfully running multiple concurrent backup jobs to SwiftStack Object Storage, NetBackup fails to verify all of them. This issue can cause potential data loss.
3923662	If the vCenter login process fails during virtual machine discovery for a VIP query, the discovery job fails and no backup jobs are generated. This EEB fixes this to no longer be a fatal error, and allows the job to proceed with for discovered VMs.
3923667	The NetBackup 8.0 monitoring script incorrectly fails to detect that the bprd process is running, which triggers a failover.
3923968	A System State Restore fails to start when restoring from a Synthetic Full Backup.
3924134	Backup images written to the Disk Staging Storage Unit cannot be duplicated to the final destination storage if the client name contains an underscore ("_") character followed by a 10-digit number.
3924222, version 1	After expanding a 32-bit Logical Volume Management, the Veritas Federated Mapping Service skips the filesystem. Also, a virtual machine backup succeeds but the Virtual Machine Development Kit becomes unresponsive and snapshot removal fails.
3924521	After installing an EEB which installs OpsCenter struts, the "Domain Name" field on the Add User screen does not show a drop-down menu.
3924964	This EEB fixes several issues with Exchange 2016 CU5. The Exchange interface cannot expand, restore, or browse any mailboxes, can only expand a public folder mailbox from the database that hosts it, and cannot restore system mailboxes.

**Table 2-1** Previous EEBs now resolved in NetBackup 8.1 (*continued*)

Etrack Number	EEB Description
3925149	A full restore of a virtual machine does not restore data from a FAT32 drive.
3925162	After upgrading to NetBackup 8.0, a multi-stream backup fails with status 71 ("none of the files in the file list exist") if the stat command fails for any of the paths.
3925321	Exporting host properties of a master server fails if two or more clients have been added to the Clients Attributes, or if one or more targets have been added to the Preferred Network.
3925598	The Authentication Broker for Amazon C2S does not send its cloud communication through the appropriate proxy, only its data.
3925839	Phase 2 of an image import where the image is larger than 100 GB fails with status code 50 ("client process aborted").
3926366	A SharePoint 2016 GRT restore fails with status code 2804 ("MS-SharePoint policy restore error") due to inadequate user permissions.
3926633	The Veritas Federated Mapping Service mapping process leaks memory when the incremental backup schedule is run for a VMware policy.
3926641	After running the "nbftsrv_config -nbhba" command, running "nbhba -l" causes the server to reboot.
3927093, version 1	The NBCheck preinstall script fails when used to validate user memberships in local domain accounts, as well as when verifying the domain controller.
3927993	The NetBackup Archive process (bparchive) removes files which have been added to a directory, even if they have not been backed up.
3928006	Accelerator-enabled NDMP backups fail with either status code 114 ("unimplemented error code") or 13 ("file read failed"). Backups work again after the track logs are cleared.
3928433	The Authentication Broker for Amazon C2S does not send its cloud communication through the appropriate proxy, only its data.
3928484, version 1	This EEB bundles several other EEBs together to resolve a conflict between them.
3928959	When restoring an Enterprise Vault placeholder file from a VMware backup image, the size of the placeholder file on disk is the same as the size of the original file.
3929557	The NetBackup Cloudstore Service Container (process nbcssc) produces a core dump when writing to cloud storage.
3930039	Unable to generate a single file recovery map for a Unix virtual machine configured for logical volume management and softlinks for some directories.

## Other known issues resolved in NetBackup 8.1

This topic contains a list of some of the known issues that were fixed and included in the NetBackup 8.1 release.

### **Etrack Incident: 3863843**

- Associated Primary Etrack: 3863844
- Associated Service Request Etrack(s): 3867093
- Description:  
In the Cost tabular report, values in the Amount column display too many characters after the decimal point.

### **Etrack Incident: 3865968**

- Associated Primary Etrack: 3865854
- Associated Service Request Etrack(s): 3865853
- Description:  
OpsCenter added a second forward slash ("/") to the destination path, causing restore jobs to fail with status code 185: "tar did not find all the files to be restored."

### **Etrack Incident: 3871112**

- Associated Primary Etrack: 3866697
- Associated Service Request Etrack(s): 3866695
- Description:  
Renaming a file restore from OpsCenter to a NAS/NDMP client created files with additional "~1" (tilde followed by a numeral one) characters in the name.

### **Etrack Incident: 3872756**

- Associated Primary Etrack: 3893571
- Associated Service Request Etrack(s): 3893570
- Description:  
The Java GUI was unable to restore a virtual machine located on CSV to an SMB 3.0 share, and vice versa. This etrack checked in the GUI code changes.

### **Etrack Incident: 3879315**

- Associated Primary Etrack: 3877831
- Associated Service Request Etrack(s): 3877830
- Description:

If the date range of a "NetBackup Disk Pool Size vs. Percentage Full" report began before daylight savings time and included the current date, the current date appeared as 0% used.

**Etrack Incident: 3882315**

- Associated Primary Etrack: 3868088
- Associated Service Request Etrack(s): 3868087
- Description:  
VMware Single File Restore failed on RedHat Linux for folders which had Access Control Lists set using the setfacl utility. The restore failed with the error "errno = 22: Invalid argument" due to "chmod 40444 /logs/part3 to reset permissions."

**Etrack Incident: 3896609**

- Associated Primary Etrack: 3895317
- Associated Service Request Etrack(s): 3895315
- Description:  
When configuring Cloud Storage Server, the data compression checkbox did not appear on some master servers.

**Etrack Incident: 3898487**

- Associated Primary Etrack: 3897581
- Associated Service Request Etrack(s): 3897580
- Description:  
"Awaiting resource" messages in the job details of a bpdbjobs report were not comma-separated.

**Etrack Incident: 3898618**

- Associated Primary Etrack: 3898219
- Associated Service Request Etrack(s): 3898218
- Description:  
The saved value of a custom retention period changed when the user selected another retention period and then selected the custom retention period again.

**Etrack Incident: 3900186**

- Associated Primary Etrack: 3899540
- Associated Service Request Etrack(s): 3899539
- Description:  
After replication, a target master server recorded hundreds of "invalid entry" warnings in the bperro log.

**Etrack Incident: 3901368**

- Associated Primary Etrack: 3900384
- Associated Service Request Etrack(s): 3900383
- Description:  
Microsoft Exchange DAG resolution does not differentiate between two DAGs with the same short name, even if their FQDNs differ.

**Etrack Incident: 3902042**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
This etrack added parent-inode support to libcatalog for NDMP backups.

**Etrack Incident: 3902060**

- Associated Primary Etrack: 3901288
- Associated Service Request Etrack(s): 3901287
- Description:  
When running the "Configure Storage Devices" wizard on a clustered master server, the device scan failed with the error message "Invalid host(88) The host is not defined in EMM".

**Etrack Incident: 3903172**

- Associated Primary Etrack: 3806950
- Associated Service Request Etrack(s): 3806948
- Description:  
Sharepoint GRT cataloging process slowed to a crawl on certain List objects because the physical objects resided outside the SQL Content Database.

**Etrack Incident: 3903413**

- Associated Primary Etrack: 3903265
- Associated Service Request Etrack(s): 3903264
- Description:  
When attempting to browse backup files in the Policy Backup Selection wizard, any byte size over 4GB was displayed as a stack overflow.

**Etrack Incident: 3903502**

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

- **Description:**  
The NetBackup GUI did not display the correct server version in connection error messages. The GUI truncated the second decimal point and third digit (for example: 7.7 instead of 7.7.3).

**Etrack Incident: 3903720**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**  
When Auditing was disabled, NetBackup would not report some events, which may have been highly relevant to domain security. Because we do not report changes to AUDITING in the reports, the customer may have had a false sense of security.

**Etrack Incident: 3904057**

- Associated Primary Etrack: 3903495
- Associated Service Request Etrack(s): 3903493
- **Description:**  
OpsCenter reports did not correctly filter clients for Windows 2012 and Windows Server 2012 R2. Many clients which should have been displayed were instead omitted.

**Etrack Incident: 3904161**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**  
After a restart due to system panic, web services were not running due to a PID conflict.

**Etrack Incident: 3904246**

- Associated Primary Etrack: 3904195
- Associated Service Request Etrack(s): 3904194
- **Description:**  
The Activity Monitor did not correctly display the Detailed Status of an active duplication job when the user attempted to navigate to the active job details from the Detailed Status screen of the previous job.

**Etrack Incident: 3905174**

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:  
The nbtar process produced a large amount of extraneous logs when verbosity was set to 0.

**Etrack Incident: 3905371**

- Associated Primary Etrack: 3903582
- Associated Service Request Etrack(s): 3903581
- Description:  
When attempting to browse the results of a large import job in the NetBackup GUI, the NetBackup console hangs and opens several dialogue boxes with "Memory usage ~95-100%" messages.

**Etrack Incident: 3905621**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The bpps command fails to report the nbwebsvc process when run by a non-root user.

**Etrack Incident: 3906096**

- Associated Primary Etrack: 3905860
- Associated Service Request Etrack(s): 3905859
- Description:  
Setting the schedule frequency too high caused nbpem to stop with an assertion failure

**Etrack Incident: 3906647**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
If MAX\_NUM\_LOGFILES was set to 0 or 1 in the bp.conf file, this file was overwritten continuously. This could cause processes to generate core dumps.

**Etrack Incident: 3907630**

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

vCenter credentials were always associated with "Any" media server, even when the credentials were added to a specific server.

**Etrack Incident: 3908268**

- Associated Primary Etrack: 3908177
- Associated Service Request Etrack(s): 3908176
- Description:  
When trying to add a new node to a High Availability Cluster Multiprocessing cluster while installing NetBackup 7.1, the following error appeared: "Service label [label] is already configured into a resource group. Initial NetBackup HA configuration must be into a resource group that does not already exist. Please rerun this script, specifying either a preexisting, unassigned service label, or a not yet configured virtual name which will be configured as an ipaliased service label by this utility."

**Etrack Incident: 3908335**

- Associated Primary Etrack: 3907815
- Associated Service Request Etrack(s): 3907814
- Description:  
If a Windows backup host had an asterisk (\*) as an entry in the exclude list, full backups of any virtual machine failed with status 90, and incremental backups showed status 0 and did not back anything up.

**Etrack Incident: 3909849**

- Associated Primary Etrack: 3909776
- Associated Service Request Etrack(s): 3909775
- Description:  
In a SIP policy, the "Parallel Backup Operations" parameter is present in both the "Transaction Log Options" and the "Database Options". If a value was given for this parameter in "Database Options", the value specified in the "Transaction Log Options" was ignored.

**Etrack Incident: 3910320**

- Associated Primary Etrack: 3907798
- Associated Service Request Etrack(s): 3907796
- Description:  
The nbemm process exhibited a memory leak when an invalid server name was repeatedly provided to the bpmedialist -h command.

**Etrack Incident: 3910550**



- Associated Primary Etrack: 3909489
- Associated Service Request Etrack(s): 3909488
- Description:  
If the Web Service Account and Group named during installation were not Domain-based, the pre-install check failed with the error "Critical error found during pre-install check" was thrown.

**Etrack Incident: 3910709**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The volume master daemon did not authenticate any incoming connections or command requests by default. The daemon only authenticated based on the server list if AUTHENTICATION\_REQUIRED was set in vm.conf.

**Etrack Incident: 3910736**

- Associated Primary Etrack: 3910475
- Associated Service Request Etrack(s): 3910474
- Description:  
The "Configure Cloud Storage Server" wizard failed with the error message "Login credentials verification failed for server xxxx."

**Etrack Incident: 3912527**

- Associated Primary Etrack: 3912466
- Associated Service Request Etrack(s): 3912465
- Description:  
The VIP query editor did not display queries correctly if any filters in the query contained the words "and" or "or".

**Etrack Incident: 3913171**

- Associated Primary Etrack: 3913060
- Associated Service Request Etrack(s): 3913059
- Description:  
A VIP query truncated virtual machine network names if they ended with any characters in parentheses, and did not report these VMs in query results.

**Etrack Incident: 3913566**

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:  
VMware backups did not report virtual machine parameters in snapshot jobs.

**Etrack Incident: 3914158**

- Associated Primary Etrack: 3910002
- Associated Service Request Etrack(s): 3910001
- Description:  
The "VirtiFile.Sys" minifilter setting did not use the default altitude value which Microsoft recommended (280700).

**Etrack Incident: 3914272**

- Associated Primary Etrack: 3914062
- Associated Service Request Etrack(s): 3914060
- Description:  
After backing up a VM, powering it off, restoring it with the original settings, and running the backup again, the original VM is backed up instead of the new one, even though the original VM is powered off.

**Etrack Incident: 3916420**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
vxms logs were not being cleaned up because they did not conform to the filename patterns used to determine what files were logs.

**Etrack Incident: 3916924**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
This etrack implemented a new web service which creates audit records if certificate validation fails. For more information, see NBU-40376.

**Etrack Incident: 3916946**

- Associated Primary Etrack: 3916928
- Associated Service Request Etrack(s): 3916927
- Description:

When the user attempted to change the NetBackup time zone through the "Adjust Application Timezone" option in NetBackup interface, the Activity Monitor did not reflect the change.

**Etrack Incident: 3917170**

- Associated Primary Etrack: 3917051
- Associated Service Request Etrack(s): 3917049
- Description:  
 After an upgrade to NetBackup 8.0, some NetBackup Web Management Console and Tomcat services prevented the creation of host ID-based certificates to allow access to the NetBackup user interface.

**Etrack Incident: 3917173**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
 This etrack implemented several TPIP upgrades for OpsCenter. It upgraded iTect from version 5.2.1 to 5.5.11, mail from 1.4.4 to 1.4.7, cloning from 1.7.4 to 1.9.3, and objensis from 1.2 to 2.5.1.

**Etrack Incident: 3917715**

- Associated Primary Etrack: 3917456
- Associated Service Request Etrack(s): 3917455
- Description:  
 The Backup Archive and Restore Preview button failed with the error "No media required for restore. Images are on a disk" if the client name contained a space character.

**Etrack Incident: 3919022**

- Associated Primary Etrack: 3918990
- Associated Service Request Etrack(s): 3918988
- Description:  
 The Backup and Archive Manager crashed when running a backup with Active Directory Application Mode enabled.

**Etrack Incident: 3919274**

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

After upgrading to NetBackup 8.0, the NetBackup CloudStore Service Container tried to use an old certificate whose hostname was no longer present in the environment.

**Etrack Incident: 3919901**

- Associated Primary Etrack: 3919894
- Associated Service Request Etrack(s): 3919892
- Description:  
A Bare Metal Restore failed with the error "Could not create first boot script".

**Etrack Incident: 3920217**

- Associated Primary Etrack: 3912307
- Associated Service Request Etrack(s): 3912306
- Description:  
During a manual failover of a clustered master server, the NetBackup EMM daemon froze.

**Etrack Incident: 3920413**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
This etrack created a mailing infrastructure to send email notifications from SLP.

**Etrack Incident: 3922739**

- Associated Primary Etrack: 3922694
- Associated Service Request Etrack(s): 3922691
- Description:  
This etrack fixes security vulnerabilities on server ports 13783 and 5637.

**Etrack Incident: 3922818**

- Associated Primary Etrack: 3919970
- Associated Service Request Etrack(s): 3919969
- Description:  
After upgrading to NetBackup 8.0, the -getCACertificate operation fails with status code 5969 ("Response from the NetBackup Web Management Console service could not be parsed")

**Etrack Incident: 3923661**

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:  
After upgrading to NetBackup 8.0, certificate deployment failed with status code 8503 ("Unknown error returned by CURL").

**Etrack Incident: 3923907**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
This etrack stamps .war files with static strings to identify the version of its EEB.

**Etrack Incident: 3926684**

- Associated Primary Etrack: 3910460
- Associated Service Request Etrack(s): 3910459
- Description:  
User was unable to set the granular proxy server for a Database Availability Group in the NetBackup GUI.

# About SORT for NetBackup Users

This appendix includes the following topics:

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

## About Veritas Services and Operations Readiness Tools

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

Access SORT from the following webpage:

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

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

- **Installation and Upgrade Checklist**

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

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

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

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

## Recommended SORT procedures for new installations

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

**Table A-1**

Procedure	Details
Create a Veritas Account on the SORT webpage	See <a href="#">“To create a Veritas Account on the SORT page”</a> on page 40.
Create generic installation reports	See <a href="#">“To create a generic installation checklist”</a> on page 40.
Create system-specific installation reports	See <a href="#">“To create a system-specific installation report for Windows”</a> on page 41. See <a href="#">“To create a system-specific installation report for UNIX or Linux”</a> on page 42.

### To create a Veritas Account on the SORT page

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

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

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

### To create a generic installation checklist

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



**3** Specify the requested information

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

**4** Click **Generate Checklist**.

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

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

**To create a system-specific installation report for Windows**

- 1** Go to the SORT website:  
<https://sort.veritas.com/netbackup>
- 2** In the **Installation and Upgrade** section, select **Installation and Upgrade custom reports by SORT data collectors**.
- 3** Select the **Data Collectors** tab
- 4** Select the radio button for **Graphical user interface** and download the correct data collector for your platform.

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

- 5** Launch the data collector after it finishes downloading.

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

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

- 1 Go to the SORT website:  
<https://sort.veritas.com/netbackup>
- 2 In the **Installation and Upgrade** section, select **Installation and Upgrade custom reports by SORT data collectors**.
- 3 Select the **Data Collector** tab.
- 4 Download the appropriate data collector for your platform.  

The data collector is OS-specific. To collect information about Windows computers, you need the Windows data collector. To collect information about UNIX computers, you need the UNIX data collector.
- 5 Change to directory that contains downloaded utility.
- 6 Run `./sortdc`  

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

- 9** Select **Installation/Upgrade report** when prompted **What task do you want to accomplish?**  
 You can select multiple options by separating your response with commas.
- 10** Specify the system or systems you want included in the report.  
 If you previously ran a report on the specified system, you may be prompted to run the report again. Select **Yes** to re-run the report.  
 The utility again lists the location of the log files for the session.  
 The progress of the utility is displayed to the screen.
- 11** Specify **NetBackup** when prompted for the product you want installation or upgrade reports.
- 12** Enter the number that corresponds to the version of NetBackup you want to install.  
 The utility again lists the location of the log files for the session.  
 The progress of the utility is displayed to the screen.
- 13** The utility prompts you to upload the report to the SORT website if you want to review the report online. The online report provides more detailed information than the text-based on-system report.
- 14** When your tasks are finished, you can exit the utility. You have the option to provide feedback on the tool, which Veritas uses to make improvements to the tool.

## Recommended SORT procedures for upgrades

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

**Table A-2**

Procedure	Details
Create a Veritas Account on the SORT webpage	See <a href="#">"To create a Veritas Account on the SORT page"</a> on page 40.

**Table A-2** (continued)

Procedure	Details
Create a system-specific upgrade report	See <a href="#">"To create a system-specific installation report for Windows"</a> on page 41. See <a href="#">"To create a system-specific installation report for UNIX or Linux"</a> on page 42.
Review the future platform and feature plans. Review the hot fix and emergency engineering binary release auditor information.	See <a href="#">"To review future platform changes and feature plans"</a> on page 44. See <a href="#">"To review hot fix and emergency engineering binary information"</a> on page 44.

**To review future platform changes and feature plans**

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

**To review hot fix and emergency engineering binary information**

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

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