

# NetBackup™ Emergency Engineering Binary Guide

Release 10.0 and 10.x

Document Version 1

**VERITAS™**

# NetBackup™ Emergency Engineering Binary Guide

Last updated: 2022-03-25

## Legal Notice

Copyright © 2022 Veritas Technologies LLC. All rights reserved.

Veritas, the Veritas Logo, and NetBackup are trademarks or registered trademarks of Veritas Technologies LLC or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

This product may contain third-party software for which Veritas is required to provide attribution to the third party ("Third-party Programs"). Some of the Third-party Programs are available under open source or free software licenses. The License Agreement accompanying the Software does not alter any rights or obligations you may have under those open source or free software licenses. Refer to the Third-party Legal Notices document accompanying this Veritas product or available at:

<https://www.veritas.com/about/legal/license-agreements>

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Veritas Technologies LLC and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. Veritas Technologies LLC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, et seq. "Commercial Computer Software and Commercial Computer Software Documentation," as applicable, and any successor regulations, whether delivered by Veritas as on premises or hosted services. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Veritas Technologies LLC  
2625 Augustine Drive  
Santa Clara, CA 95054

<http://www.veritas.com>

## Technical Support

Technical Support maintains support centers globally. All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policies. For information about our support offerings and how to contact Technical Support, visit our website:

<https://www.veritas.com/support>

You can manage your Veritas account information at the following URL:

<https://my.veritas.com>

If you have questions regarding an existing support agreement, please email the support agreement administration team for your region as follows:

Worldwide (except Japan)

[CustomerCare@veritas.com](mailto:CustomerCare@veritas.com)

Japan

[CustomerCare\\_Japan@veritas.com](mailto:CustomerCare_Japan@veritas.com)

## Documentation

Make sure that you have the current version of the documentation. Each document displays the date of the last update on page 2. The latest documentation is available on the Veritas website:

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

## Documentation feedback

Your feedback is important to us. Suggest improvements or report errors or omissions to the documentation. Include the document title, document version, chapter title, and section title of the text on which you are reporting. Send feedback to:

[NB.docs@veritas.com](mailto:NB.docs@veritas.com)

You can also see documentation information or ask a question on the Veritas community site:

<http://www.veritas.com/community/>

## 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)

# Contents

Chapter 1	NetBackup release content listings .....	5
	About NetBackup release content listings .....	5
	About the NetBackup "known issues" documentation conventions .....	6
Chapter 2	EEBs and other known issues resolved in NetBackup 10.0 .....	7
	Previous EEBs now resolved in NetBackup 10.0 .....	7
	Other known issues resolved in NetBackup 10.0 .....	22
Appendix A	About SORT for NetBackup Users .....	31
	About Veritas Services and Operations Readiness Tools .....	31

# 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 31.

---

**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.

---

## 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 10.0

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 10.0](#)
- [Other known issues resolved in NetBackup 10.0](#)

## Previous EEBs now resolved in NetBackup 10.0

[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 10.0 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 10.0

Etrack Number	EEB Description
3952829	Nbdeployutil report shows inaccurate capacity numbers for some clients.
3956103, version 24, 23	The EEB bundle contains the fixes for MSDP issues on NetBackup 8.1.2

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
3962067	NBDEPLOYUTIL does not show the correct results.
3967906	NBDEPLOYUTIL does not show the correct results.
3973251	GRT phase of an Exchange backup occasionally fails with Jet error -1022. The backup job ends with status 1. The database can be restored but GRT browse fails.
3979291	NBDEPLOYUTIL is not showing correct results with FEDS data for sparse files.
3981098	Exchange GRT restore fails when user deletes DisableLoopBackCheck from the Registry.
3981133, version 33, 32, 31, 30, 29, 28, 27	8.2 MSDP Preferred EEB bundle
3981837, version 25, 24	The EEB bundle contains fixes for Cloud Catalyst issues on NetBackup 8.2.
3983247	VXupdate shuts down vmd.exe without checking to see if it is a Veritas process.
3983309, version 6, 5, 4, 3, 2, 1	EEB Fix for CVE-2021-44228 - Update NetBackup with Apache Log4j 2.17.1
3989733	nbdisco crashes on the primary server after upgrading NetBackup to 8.2
3991551, version 3, 1	Restore network at vCenter level for VCD restores.
3992265	GRT phase of an Exchange backup occasionally fails with Jet error -1022. The backup job ends with status 1. The database can be restored but GRT browse fails.
3996205	GRT phase of an Exchange backup occasionally fails with Jet error -1022. The backup job ends with status 1. The database can be restored but GRT browse fails.
3999214	GRT phase of an Exchange backup occasionally fails with Jet error -1022. The backup job ends with status 1. The database can be restored but GRT browse fails.
4002232	Multiple clients display zero size in Itemization tab of capacity report.
4010507, version 1	1-This fix ensure the NetBackup Resource Broker related data is stored in a SQLite DB instead of Sybase. 2-Files and folders restore option greyed out when attempting restore via the Web UI.
4012007	GRT restore fails because EWS autodiscovery is rejected when DisableLoopbackCheck registry value is removed.
4013370, version 2, 1	OpsCenter generates alerts for connection to media server lost



**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4013394, version 23, 22, 21, 20, 19, 18, 17, 16, 15, 14	The EEB bundle contains fixes for MSDP issues on NetBackup 8.3.0.1
4015947, version 4	The EEB bundle contains fixes for Cloud Catalyst and MSDP Direct Cloud Tiering issues on NetBackup 8.3.0.1.
4016996	HBase backups fail with service ID configuration which is not using the hostname of the server in hbase-site.xml. It instead uses the service name which is a virtual name.
4017144	Introduction of NetBackup Performance Monitor (nbperfmon) tool.
4017931	Introduction of NetBackup Performance Monitor (nbperfmon).
4019103	SLP (duplication and replications) jobs fail with error 50.
4019469	Email notifications not resuming for like issues after 24 hours as they should.
4019481	SLP (duplication and replications) jobs fail with error 50.
4019819	Updates Tomcat to 9.0.38 or higher to resolve CVE-2020-13943 for OpsCenter version 8.2.
4020029	GRT phase of an Exchange backup occasionally fails with Jet error -1022. The backup job ends with status 1. The database can be restored but GRT browse fails.
4020247, version 2	Bundle of fixes for OST changes from 9.0 release.
4020631	Fixes an issue in credential fetching caused by a passphrase that is too long.
4020765	The Queued Jobs are not shown in the Activity Monitor, but bpdjobs output show multiple jobs.
4021177	Tomcat version 9.0.37 shipped with Netbackup affected by CVE vulnerability
4021210	VMware ASC backup fails with error code 20 if the client VM has iSCSI type disks.
4022378	CVE vulnerability found in Tomcat.
4022693	OpsCenter 8.3.0.1 generates false "media server unreachable" alerts every few minutes.
4023134	Upgrade to Tomcat 9.0.40.
4024151	Backups that use dbclient when the client and media are the same do not report the Buffer Waits/Delay messages in the Job Detail status.
4026558	VMware snapshot state files are not getting cleaned
4026941	Errors are received while attempting VMware recovery from Web UI.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4027101	Customer network topology prohibits NetBackup source media server to target DD storage connectivity
4027539	This EEB provides security requirements for upgrading Apache Tomcat version to 9.0.40 on NetBackup 9.0.
4027944	VMware snapshot is not deleted after backup.
4028002	VMware snapshot state files are not getting cleaned
4028637, version 2, 1	This EEB provides Apache Tomcat version 9.0.43 for NetBackup 8.2.
4028759	The nbdeployutil report does not complete.
4029433	BMR boot CD couldn't drive up NIC. While performing BMR procedure, qllogic drivers fails to load.
4029532	VMware restore for certain VMs fail to create VM due to PopulateVirtualMachineConfigInfoFromXml: SYM_VMC_ERROR.
4029596	This EEB provides Apache Tomcat version 9.0.40.
4030014, version 4, 3	The EEB bundle contains fixes for Cloud Catalyst and MSDP Direct Cloud Tiering issues on NetBackup 8.3.
4030336	Improvements in traditional licensing report for virtualization-related information.
4030341	Improvements in traditional licensing report for virtualization-related information.
4030343	Improvements in traditional licensing report for virtualization-related information.
4030350	SLP (duplication and replications) jobs fail with error 50.
4030619	nbdisco service crashes frequently on the primary server.
4030628	'Exclude swap and paging files' option in NetBackup VMware backup policy only excludes first page file.
4031123	OpsCenter reports incorrectly show dates in the future when using Time Frame Group by of Weeks of Year
4031137, version 3, 2	The EEB bundle contains fixes for MSDP Direct Cloud Tiering issues on NetBackup 9.0.
4031187, version 5	Accelerated NDMP images fail with status code 13/99 due to inode corruption in images.
4031237	Granular restoration not working on a VM Hyper-V with a NetBackup agent.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4031358	Trying to delete SLPs created by a protection plan fails with status code 2528 (Changes are not allowed for an SLP that a Protection Plan manages).
4031725	Unable to view policies from the web UI ("system error occurred") when the Exchange server list has more than 255 entries.
4032016	VMware virtual machine entered into emergency mode at first boot after successful restore.
4032167	This EEB provides Apache Tomcat version 9.0.43 for NetBackup 8.3.0.1.
4032263, version 1	BMR self restore for redhat7.6 fails with 'GRUB boot loader installation failed'
4032294	This EEB provides Apache Tomcat version 9.0.43 for NetBackup 9.0.
4032321	The NetBackup 8.3.0.1 NBDeployutil Capacity Report fails.
4032333	OpsCenter generates false "lost contact with media server" alerts.
4032565	Improvements in traditional licensing report for virtualization-related information.
4032831	nbemmcmd -resethost does not propagate changes and connections can fail after a client downgrade from 8.2 to 7.7.3
4032886	Vulnerability found in Apache Tomcat shipped with OpsCenter.
4032902	HTTPS-enabled Hadoop backups fail with error codes 636 and 24.
4033018	vxupdate unable to identify bpps process binary path
4033116	HTTPS-enabled Hadoop backups fail with error codes 636 and 24.
4033203	This EEB provides Apache Tomcat version 9.0.43 for NetBackup 8.1.2.
4033425	Java GUI 8021 error on login, cannot access security management nodes.
4033469	PostgreSQL backups do not always return the correct error code. At times, return status 0 is returned even when a job fails.
4033575	Exchange GRT restore fails. The EWSLog00 log shows that EWS autodiscover fails, and URLs found by monad do not succeed.
4033858	Improvements in traditional licensing report for virtualization-related information.
4033971, version 3, 2, 1	The EEB bundle contains fixes for MSDP issues on NetBackup 9.0.0.1
4034016	Adds Cache-Control and Pragma headers to HTTP responses with value no-cache.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4034425	There is a potential for data loss when doing the BMR restore with the Accelerator backup images.
4034501	nb-runtime collection (a daily process) consumes 13-15 GB of memory and takes 12-15 hours to complete, resulting in a large portion of server memory locked up during that time.
4034657	NDMP backups are not showing up in the nbdeployutil report.
4034678, version 2, 1	Unable to view storage servers in the web UI and fails to fetch storage unit details.
4034734	VMware Intelligent Policy (VIP) is shown in the policies subtab of the OpsCenter Client view.
4034848	This EEB provides Apache Tomcat version 9.0.43 for NetBackup 8.1.1.
4034869	OpsCenter reports incorrectly show dates in the future when using Time Frame Group by of Weeks of Year
4035034	NetBackup 9.0 Active Directory (AD) login takes 5-10 minutes to login to NetBackup Java GUI.
4035409	When the install agent attempts to access large registry keys on windows hosts, the agent crashes, due to an internal buffer that is incorrectly sized. This is a Windows-specific defect.
4035508	Improvements in traditional licensing report for virtualization-related information.
4035556	Improvements in traditional licensing report for virtualization-related information.
4035671	Asset cleanup does not complete successfully, throwing an exception error stating SQL statement cannot be executed.
4035779	VXUpdate fails with status 7226: Can't write to C:\long_path_with_more_than_260_char
4035833	OpsCenter cannot send email to SMTP server by 465 port with SSL.
4035901	Exporting the client backup report fails with array index out of bounds exception.
4036209	A verify or restore of a large image from a NetApp StorageGrid is very slow.
4036271	This EEB provides Apache Tomcat version 9.0.43 for NetBackup 8.3.
4036318	When performing a VMDK restore, bprd times out because bprd was incorrectly being invoked without passing a timeout, resulting in a 30-second timeout being used.
4036764, version 2, 1	The preferred EEB bundle contains fixes for MSDP issues on NetBackup 8.3.0.1 for WORM containers.
4037140	This EEB provides Apache Tomcat version 9.0.43 for OpsCenter 8.2.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4037218	NetBackup Policy Execution Manager (Nbpem) spends too much time in host name resolution leading to backup jobs not going active.
4037296	Improvements in traditional licensing report for virtualization-related information.
4037448	Improvements in traditional licensing report for virtualization-related information.
4037523	This EEB deploys netbackup.war
4037866	Week at a Glance report fails with "An unknown exception has occurred".
4037939	OpsCenter generates alerts for connection to media server lost
4038043, version 1	The EEB bundle contains fixes for MSDP Direct Cloud Tiering issues on NetBackup 9.0.0.1.
4038434	Parent backup job takes a long time to complete even though all child jobs have been already completed.
4038500	VMware snapshot job returns status 1 invalid command parameter.
4038578	Adds SAP Multistream Backup.
4038744	Modifies restore library to prevent GEN_DATA directories from being written to disk.
4038803	bpcatlist GB size representation issue
4038839	OpsCenter reports media appliances offline.
4038909	Support for additional license types in usage reporting.
4039021	Improvements in traditional licensing report for virtualization-related information.
4039066	Improvements in traditional licensing report for virtualization-related information.
4039161	nbdisco service crashes frequently on the primary server.
4039184	Support for SAP Hana BRINT 1.5
4039270	vCloud Director restore is failing with status code 1.
4039377	VMware backup hangs for /etc/fstab /dev/mapper entries with unescaped hyphens.
4039392	Improvements in traditional licensing report for virtualization-related information.
4039431	Bundle request for NetBackup 8.1.1.
4039436, version 1	Conflict with bpdbm and bptm, request a bundle EEB
4039468	Granular restore is not working on a VM Hyper-V with a NetBackup agent.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4039490	Browsing of Exchange images is very slow
4039573	Nbdeployutil is not counting multiple database policies correctly.
4039605	nbdeployutil incremental report creates a blank line in Capacity_Itemization.out causing the licensing API call to fail with HTTP error 500.
4039700	ADK 8.1 installation fails while creating SRT on BMR boot server (9.0).
4039702	ADK 8.1 installation fails while creating SRT on BMR boot server (8.1.1).
4040120	The EEB bundle contains fixes for MSDP issues on NetBackup 8.3.0.1.
4040139	If you make an HTTP OPTIONS request to NetBackup, HSTS headers are not present in the response.
4040162	User initiated backups and archives with large filelists fail if the FEDS payload is sufficiently large.
4040246	Incorrect group permissions are set for restores when restored from the client as a user.
4040387	Support for SAP Hana BRINT 1.5
4040388	Support for SAP Hana BRINT 1.5
4040389	Support for SAP Hana BRINT 1.5
4040397	Support for SAP Hana BRINT 1.5
4040909	nbusagerpeorting.exe fails on Windows platforms.
4040970, version 5, 4, 3, 2, 1	The EEB bundle contains fixes for MSDP issues on NetBackup 9.1
4041165	A core dump occurs when adding cloud storage is not possible.
4041222	Using the NetBackup plugin for vsphere web client, VMware restores fail when selecting multiple NICs.
4041235	When trying to create a universal share from the web UI, only some of the storage servers in the environment are listed as available for choosing.
4041260	Allows setting Sybase images to 664 in NetBackup 8.2
4041264	This EEB updates Spring and Shiro libraries.
4041296	OpsCenter reports media appliances offline.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4041439	Unable to export Audit Trails Report in OpsCenter.
4041458	Optimized duplication of TIR enabled incremental backup may fail with error Failed to duplicate image with error 'events out of sequence - image inconsistency (229)'.
4041532	User initiated backups and archives with large filelists fail if the FEDS payload is sufficiently large.
4041576	NetBackup Agent Request Server (nbars) hangs after a couple of weeks.
4041700, version 1	Bundle EEB to resolve netbackup.war conflict.
4041779	Exchange GRT restore fails. The EWSLog00 log shows that EWS autodiscover fails, and URLs found by monad do not succeed.
4041937	The Host properties of media servers and clients cannot be displayed in NetBackup Administration Console when Enhanced Auditing or NBAC is configured.
4042104	VXUpdate failing with status 7272: Cant write to C:\{long_path_with_more_than_260_chars}
4042266, version 1	SRT creation issue fixes and handling of some fixes for LVM, SWAP for supporting new proliferations for BMR client/boot support for RHEL 7.9, 8.2, 8.3
4042317	Smartmeter is not recording usage data correctly. Gather phase of nbdeployutil fails due to FEDS API failure with error code 404.
4042376	Protection Plan for VMware workload cannot be created without an Accelerator license.
4042401	System state backup fails with FS_INVALID_DIR processing System Files.
4042524	Tape drive down on SSO environment with NDMP_TAPE_OPEN error.
4042640	BMR Restore completes but with the wrong disk letter.
4042834	OpsCenter generates false alerts for lost contact with media server.
4042976, version 1	Images sometimes have try to keep time set to infinity when a connection to bpdpm cannot be made on SLP process startup.
4042999	GRT phase of an Exchange backup occasionally fails with Jet error -1022. The backup job ends with status 1. The database can be restored but GRT browse fails.
4043014	Vcloud director restore to same Vapp failing with status 2820.
4043142	Atime and mtime of a file was reset to the nearest second on an AIX client after full backup.
4043308	DNAS doesn't work with Isilon's export path greater than 2 levels.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4043382, version 1	This EEB has fixes for BMR client proliferations for RHEL 7.9, RHEL 8.2, RHEL 8.3. Createsrt.conf EEB should be applied on boot server, and other EEB will install bmrprep on primary server, for RHEL primary server it also add createsrt.conf file.
4043448	Issue restoring a snapshot file-level backup from a 8.3.0.2 media server to RHEL 6 8.0 client.
4043457	OpsCenter generates false Service Stopped alerts.
4043584, version 1	-include_discovered switch to command bppllist.exe, gives the list of VMGUIDs as the clientnames, regardless of what Primary VM identifier is selected in Hyper-V HIP policy
4043586	Upgrading to 9.1 fails
4043620	VMware backup job fail with status 6 with "Exclude swap and paging files" disabled.
4043724	NetInsight is reporting incorrect sizes for NDMP images
4043905	NetBackup 9.0.0.1, nbusage reporting.exe fails when running 'nbdeployutil --gather -- capacity'
4043971	OpsCenter 8.3.0.1 generates false 'media server unreachable' alerts every few minutes.
4044244	Week at a Glance report fails with "An unknown exception has occurred".
4044330	OpsCenter 9.1 - Host Alias page not working correctly (RFA).
4044423	VMware virtual machine enters into emergency mode at first boot after successful restore on Netbackup 9.0.
4044522	NetBackup 8.1.2 Service Layer (NBSL) terminated and processed a core occasionally.
4044560	Unable to open GUI console after upgrade to 9.0.0.1 using AD credential (with SSO) on remote Java GUI
4044688	SLP Status report - drill down reports are broken.
4044798	JRE update for vulnerability fix specific to OpsCenter 9.0.0.1.
4044802	nbcomponentupdate fails to execute due to parser issues.
4045067	Logging into the Web UI fails but via IP address succeeds.
4045158, version 1	Accelerated NDMP images fail with status code 13/99 due to inode corruption in images.
4045159, version 1	Accelerated NDMP images fail with status code 13/99 due to inode corruption in images.
4045303	Updates JRE to 1.8U301.



**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4045315	This EEB bundle addresses NetBackup PostgreSQL agent problems of log rotation and return code.
4045322, version 2, 1	The EEB bundle contains fixes for MSDP issues on NetBackup 8.3.0.2
4045407	Support for OpsCenter 8.2 HSTS issues.
4045431	Oracle and DB2 DBA's and database maintenance functions can initiate image expiration request to expire images from the NetBackup catalog. These requests can inadvertently cause compliance issues if allowed to succeed.
4045648	For RHV 4.4 ,after restore, a VM does not boot if VM had BIOS information as 'Q35 Chipset with UEFI'.
4045670	False "Lost Contact with Media Server" alerts are reported in OpsCenter.
4045680	Email notifications for duplicate alerts are not sent even after 24 hours passed.
4045815	VMware virtual machine enters into emergency mode at first boot after successful restore.
4045844	Smart Meter Dashboard shows incorrect values for used licenses.
4045942	VMware restore for certain VMs fail to create VM due to PopulateVirtualMachineConfigInfoFromXml: SYM_VMC_ERROR.
4045959	AIR replications between two msdpc pools fail due to credentials errors.
4046218	Enables MySQL backups in secfs2 environments.
4046331	Tomcat update 9.0.52
4046480	Apache Tomcat upgrade to 9.0.48 for Netbackup 9.1.
4046488	CVE Vulnerability found in Apache Tomcat
4046723	Adds support for nbcertcmdtool options -tasks crl_refresh AND -crl_mtime_refresh
4046955	A media server is unable to communicate with the primary server via bptestbpcd, generating status 23: socket read failed.
4047040, version 1	The EEB bundle contains fixes for MSDP issues on NetBackup 9.1.0.1
4047114	VMware virtual machine enters into emergency mode at first boot after successful restore.
4047123	nbdisco service crashes frequently on the primary server.
4047201	On Windows clients, remove 300 second delay (30 seconds pre-NB_8.3) during bpfiler startup for client encrypted backups.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4047256	Cannot restore folders or files from OpsCenter 9.1.
4047622	Upgrade JRE to 8u301.
4047649	8.3.0.1: Apache tomcat 9.0.52 upgrade
4047816, version 1	This is a nbinstallagent 8.3.0.1 package.
4048010	VMware virtual machine enters into emergency mode at first boot after successful restore.
4048016	bprd experiences a core dump issue while performing Oracle crosschecks.
4048055	SharePoint 2019 GRT restore failing with error 2804 - V-479-5 error creating virtual view.
4048067, version 1	bptestbpcd returns status 23 with verbose flag and status 0 without verbose flag
4048590	The SO will fail to decrypt and the logs will report a KMS key decryption failure.
4048709	Nborautl runs continuously until manually stopped.
4048741	Vcloud director restore to same Vapp fails with status 2820.
4048748	After upgrading to NetBackup 9.0.0.1, unable to validate the user or group error is received.
4048877	Views do not display objects that are already in the view.
4048892	BPDBM Consistency experienced a core dump issue.
4048993	Exchange GRT restore fails because NetBackup cannot connect to Exchange Web Services.
4049145	NetBackup Policy Execution Manager (Nbpem) spends too much time in host name resolution leading to backup jobs not going active.
4049666	If the media from the pool on which the backup is taken becomes offline, the restore fails instead of selecting a different media server from pool.
4049783	bpbkar on 8.3.0.1 client is under-reporting to FEDS database.
4049936	VMware virtual machine enters into emergency mode at first boot after successful restore.
4049964	NAS Data Protection Policy backups using CIFS are failing with 'Cannot access the snapshot'.
4050360	Policy filter is not available for saved reports in Opscenter UI.
4050474	Import of some AIR related images fail.
4050570	Restores of RHV VMs with description field containing ampersand symbol fail with REST API error 34;Request syntactically incorrect.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4050616	Upgrading to OpsCenter 9.1.0.1 fails.
4050733	bpbkar on 8.1.2 client is over-reporting backup size to FEDS database.
4050903	At times, OpenStack reports the wrong device path for an attached device, which causes NetBackup to wait indefinitely for device to come online.
4050957	Apache Tomcat 9.0.52 upgrade.
4051131	bpbntat CLI experiences multiple issues.
4051253	NetBackup 9.1 Java GUI login is slow, taking more than 2 mins.
4051315	Java Runtime Environment (JRE) 1.0.8_301 for Flex 8302.
4051403	The jobs are not displayed in the Activity Monitor of the web UI.
4051830	Saved custom SQL reports cannot be edited after upgrading to 9.1.0.1
4052151	SAN media server backups file access time gets reset when backups are taken.
4052232	nbdeployutil reports for Oracle are incorrect after upgrade from 9.1 to 9.1.0.1
4052382	bpbkar on 9.1 client is under-reporting to FEDS database.
4052408	Not able to log into the Web UI using the hostname when the hostname begins with NetBackup.
4052665	NetBackup MSSQL option to convert differential backups to full fails with status code: 199
4052941	Apache Tomcat upgrade to 9.0.54.
4053159	Cannot setup remote authentication broker on Windows media server.
4053271	User initiated backups and archives with large file lists fail if the FEDS payload is sufficiently large.
4053509	Unable to create encrypted cloud storage server through Java GUI when External KMS configuration is configured.
4053542	BMR prepare for restore fails because it is unable to locate 'EFI System Partition/EFI/Microsoft/Boot/BCD'.
4053786	SQL Intelligent backups fail with status 200 due to Instance disappearing from Java GUI due to NBARS/
4053850	Accelerator backups are not working due to negative timeout value in backup and restore manager (bpbm).

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4053961	SQL Intelligent backups fails with status 200 due to Instance getting disappeared from Java GUI (due to NBARS)
4053985	SQL intelligent policies won't load in 8.3.0.1 GUI. Appears as if nbars is hung.
4054106	Nborautil process continuously runs until it is manually stopped.
4054198	Support for CloudPoint 9.1 upgrade with NetBackup 9.0.
4054209	nbdeployutil 8.3.0.2 fails with error 'DBD::SQLite::st execute failed...'
4054238	Cannot restore folders or files from OpsCenter 9.1.0.1.
4054308	Updates JRE to 311.
4054348	Apache Tomcat upgrade to 9.0.54 for OpsCenter 9.1.0.1
4054547, version 5, 3	VMware backups create temporary bitmap files in the /tmp directory during mapping. These bitmap files can be very large when backing up large VMs and can cause the partition to fill up and jobs to fail.
4054611	Upgrade to Apache Tomcat version to 9.0.54
4054624	With Flex Universal Share, an error occurred when mounting vpfs shares using loop devices.
4054642	Upgrade for Apache Tomcat to 9.0.54 for NetBackup 8.2.
4054796	Views do not display objects that are already in the view and admins are unable to perform restores when using views.
4054876	Msdpcheck fails due to refdbutil segfaulting.
4055052	SQL database fails with error 'Arithmetic overflow error converting expression to data type int.'
4055084, version 2, 1	The EEB bundle contains fixes for MSDP Direct Cloud Tiering issues on NetBackup 9.1.0.1.
4055324	No jobs are displayed in the Activity Monitor of the web UI. The transfer rate value is too large for the declared value type, so it cannot be loaded.
4055342	Exchange GRT restore fails because NetBackup cannot connect to Exchange Web Services.
4055349	Updates JRE to 311.
4055391	VxUpdate Deployment - nbfp error if /tmp is mounted noexec
4055495, version 1	When EEB4053850 is installed over EEB3997921, it resulted into backup failure. It is due to binary conflict between the two EEB's as both EEB's share same binaries.

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4055538	Java GUI login is slow (taking more than 2 minutes).
4055712	nbdeployutil generates UsageData_Sanitized.out files, but nbtelemetry is not detecting them, generating the Usage Insights report, or uploading that report to the Veritas Usage Insights portal.
4055717	bprd process crashes during RMAN cross-checks.
4055800	SRT creation and post restore boot fails.
4055806	User initiated backups and archives with large file lists fail if the FEDS payload is sufficiently large.
4055823	Apache Tomcat upgrade to 9.0.54.
4055912	Addresses RHEL 8.4 SRT creation and post restore booting issues.
4056590	while creating universal shares, only 10 storage servers are shown at a time on the storage servers list.
4056621	Client direct backup for HPUX Client fails with error : Client Direct plugin not available
4056627	Exchange GRT backups return status 1 due to a Jet error in the granular phase of the backup. The problem is intermittent.
4056740	Request for OpenSSL 1.0.2za.
4056830	After CloudPoint plugin migration (from older CloudPoint server to newer CloudPoint server), snapshot cleanup jobs fails.
4056844	Exchange GRT backups return status 1 due to a Jet error in the granular phase of the backup. The problem is intermittent.
4056879	The restore virtual machine operation fails at pre-recovery check step for workload protected by CloudPoint.
4057305	Single file restore of VMware backup image does not retain file ownership when the original file is owned by domain user or domain group, due to the large uid/gid values.
4057718	VM becomes unavailable intermittently after successful instant access restore.
4057720, version 1	EEB to allow Catalog Management and Host Properties to function in the Web UI
4057857	NetBackup Policy Execution Manager (Nbpem) spends too much time in host name resolution.
4058202	Unable to restore VM to same Vapp using vCloud Director
4058562	Upgrade to Apache Log4j 2.17.1

**Table 2-1** Previous EEBs now resolved in NetBackup 10.0 (*continued*)

Etrack Number	EEB Description
4059359, version 3, 2, 1	Addressed security vulnerabilities for log4J, Spring and Shiros.
4061030	VMware virtual machine enters into emergency mode at first boot after successful restore.
4061622	After CloudPoint plugin migration (from older CloudPoint server to newer CloudPoint server) snapshot cleanup jobs fail.
4062651	bprd process crashes during RMAN cross-checks.
4062835	vCloud Director restore fails with status code 1, where a chunked HTTP response was not properly terminated from vCloud.
4062860	Addresses bpnbat CLI issues.
4062991	Unable to open GUI console after upgrade to 9.0.0.1 using AD credential (with SSO) on remote Java GUI
4063857, version 1	This EEB adds support for using the Subject Common Name (CN) as the identifier for external certificates in NetBackup and also included the log4j 2.17.1 JARs
4065455	Parent backup job takes a long time to complete even though all child jobs have been already completed.
4065969	Windows client upgrade using vxupdate fails with error 'NetBackup SERVER registry value not found'.
4067124	VMware backups create temporary bitmap files in the /tmp directory during mapping. These bitmap files can be very large when backing up large VMs and can cause the partition to fill up and jobs to fail.
4068076	NetBackup Agent Request Server (nbars) hangs due to connection being held by threads.
4068275	Dummy data EEB installation fails in media-only cluster due to permission issues of /vx/MEDIA_FS mount point in replace node case.

## Other known issues resolved in NetBackup 10.0

### Etrack Incident: 4018766

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
 VM conversion to AWS AMI failed due to IAMROLE with more that 64 characters.

**Etrack Incident: 4030481**

- Associated Primary Etrack: 4022349
- Associated Service Request Etrack(s): 4022348
- Description:  
Vulnerability CVE-2020-5398 detected in OpsCenter 8.2 on Linux.

**Etrack Incident: 4030557**

- Associated Primary Etrack: 4028918
- Associated Service Request Etrack(s): 4028917
- Description:  
`nbdecommission` deleted images on a different disk pool.

**Etrack Incident: 4032435**

- Associated Primary Etrack: 4029799
- Associated Service Request Etrack(s): 4029798
- Description:  
Backups failed "system error occurred" for web UI protection plans with three schedules.

**Etrack Incident: 4033613**

- Associated Primary Etrack: 4032665
- Associated Service Request Etrack(s): 4032664
- Description:  
While upgrading NetBackup Windows clients which are also running VCS/InfoScale processes/service, Veritas Highly Available (HAD- VCS/InfoScale) services running on that same clients were terminated.

**Etrack Incident: 4034798**

- Associated Primary Etrack: 3988550
- Associated Service Request Etrack(s): 3988548
- Description:  
`NBEMM` experienced core dump issues.

**Etrack Incident: 4035406**

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

CloudPoint snapshot indexing failed with status code 156.

**Etrack Incident: 4035674**

- Associated Primary Etrack: 4031733
- Associated Service Request Etrack(s): 4031732
- Description:  
AD GRT backup randomly failed when using the `ADLocation` parameter and multiple data streams.

**Etrack Incident: 4036182**

- Associated Primary Etrack: 4033060
- Associated Service Request Etrack(s): 4033059
- Description:  
AWS discovery encounters error "botocore.exceptions.ReadTimeoutError: Read timeout on endpoint URL: ..."

**Etrack Incident: 4036463**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Appliance CLISH run of `NBSU doid` not show the default `/log/netbackup/nbsu` path in the final output.

**Etrack Incident: 4036493**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
`NBSU` generated multiple incorrect Windows paths in `NBU_nbdb_info.txt`.

**Etrack Incident: 4036532**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
`EXIT STATUS 5908: Unknown error` occurred received while re-enrolling a certificate for a host with a different common name.

**Etrack Incident: 4036620**

- Associated Primary Etrack: N/A



- Associated Service Request Etrack(s): N/A
- Description:  
Java console error Status 8021 was received on login and when opening anything under Security Management.

**Etrack Incident: 4036965**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Too many files in <INSTALLDIR>\NetBackup\Logs\user\_ops caused installation to fail.

**Etrack Incident: 4039397**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
HPE applies storage-server-side contracts that requires knowledge of WORM indelibility before writing any data.

**Etrack Incident: 4039583**

- Associated Primary Etrack: 4037147
- Associated Service Request Etrack(s): 4037146
- Description:  
NetBackup for Microsoft SQL Server restores created cross-linked 'ghost jobs' between replicated primary servers that cannot be deleted or canceled.

**Etrack Incident: 4040117**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Web UI allowed the unsubscription of instance protection at the database level.

**Etrack Incident: 4040190**

- Associated Primary Etrack: 4039079
- Associated Service Request Etrack(s): 4039078
- Description:  
bpclntcmd -pn for non-root users receives back an authentication error (160).

**Etrack Incident: 4040201**

- Associated Primary Etrack: 4040086
- Associated Service Request Etrack(s): 4040085
- Description:  
"Master server security configuration is unknown" error was received while setting up NetBackup domains on a single-node Flex appliance.

**Etrack Incident: 4040216**

- Associated Primary Etrack: 4039414
- Associated Service Request Etrack(s): 4039413
- Description:  
Client Agent update failed on Windows and UNIX Servers.

**Etrack Incident: 4040763**

- Associated Primary Etrack: 4012582
- Associated Service Request Etrack(s): 4012581
- Description:  
While upgrade from NetBackup 8.0 to 8.2, intelligent SQL polices failed with an error 2.

**Etrack Incident: 4041021**

- Associated Primary Etrack: 4040115
- Associated Service Request Etrack(s): 4040114
- Description:  
After successfully adding the CloudPoint plugin for EMC PowerScale, the following error occurred: `flexsnap.OperationFailed: Failed to discover assets. Error: 'NoneType' object has no attribute 'id'.`

**Etrack Incident: 4042382**

- Associated Primary Etrack: 4041568
- Associated Service Request Etrack(s): 4041567
- Description:  
Authentication service did not start after upgrading to NetBackup 9.1

**Etrack Incident: 4042635**

- Associated Primary Etrack: 4036145
- Associated Service Request Etrack(s): 4036144
- Description:

CloudPoint Azure snapshots were not deleted despite being expired from the NetBackup Catalog.

**Etrack Incident: 4043030**

- Associated Primary Etrack: 4042193
- Associated Service Request Etrack(s): 4042192
- Description:  
Some Cloud assets that are deleted were not flagged by the `isDeleted` API option.

**Etrack Incident: 4043249**

- Associated Primary Etrack: 4038742
- Associated Service Request Etrack(s): 4038741
- Description:  
Application-consistent snapshot creation failed for Linux client with Oracle databases.

**Etrack Incident: 4044383**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Unable to add an LDAP principle with a large ID to an RBAC role.

**Etrack Incident: 4045113**

- Associated Primary Etrack: 4042193
- Associated Service Request Etrack(s): 4042192
- Description:  
Some assets that are deleted were not flagged by the `isDeleted` API option.

**Etrack Incident: 4047235**

- Associated Primary Etrack: 4039295
- Associated Service Request Etrack(s): 4039294
- Description:  
Oracle Stream Handler was working only after explicitly enabling it with the `cacontrol` command. (It should be enabled by default.)

**Etrack Incident: 4047332**

- Associated Primary Etrack: 4033237

- Associated Service Request Etrack(s): 4033236
- Description:  
Basic disk storage unit filled the problem log with "storage server up" messages after restart of server or NetBackup.

**Etrack Incident: 4047501**

- Associated Primary Etrack: 4047352
- Associated Service Request Etrack(s): 4047351
- Description:  
Manual Discovery was only listing a partial successful operation on multiple CloudPoint systems.

**Etrack Incident: 4048598**

- Associated Primary Etrack: 4048599
- Associated Service Request Etrack(s): 4048598
- Description:  
When creating a WORM storage server instance, the storage server was created the storage server properties could not be accessed and a disk pool for the storage server could not be created.

**Etrack Incident: 4052286**

- Associated Primary Etrack: 4050711
- Associated Service Request Etrack(s): 4050710
- Description:  
No messages were issued when an Azure app did not have access to a subscription.

**Etrack Incident: 4052344**

- Associated Primary Etrack: 4045307
- Associated Service Request Etrack(s): 4045306
- Description:  
Long delays occurred with all backups writing to the MSDP WORM container.

**Etrack Incident: 4052970**

- Associated Primary Etrack: 4050600
- Associated Service Request Etrack(s): 4050599
- Description:

An undesired media server was assigned as the disk polling server for OST storage.

**Etrack Incident: 4055254**

- Associated Primary Etrack: 4051279
- Associated Service Request Etrack(s): 4051278
- Description:  
OpsCenter users were unable to perform restores when using Views.

**Etrack Incident: 4055516**

- Associated Primary Etrack: 4054427
- Associated Service Request Etrack(s): 4054426
- Description:  
CloudPoint service failed and then asked for backup of CloudPoint metadata.

**Etrack Incident: 4056638**

- Associated Primary Etrack: 4054427
- Associated Service Request Etrack(s): 4054426
- Description:  
An incorrect notification message was issued with discovery failure.

**Etrack Incident: 4056639**

- Associated Primary Etrack: 4055827
- Associated Service Request Etrack(s): 4055826
- Description:  
Snapshot creation failed for Windows VM if the AWS NVME tool reported the device path as `/dev/sda1`.

**Etrack Incident: 4058385**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
NetBackup SQL Server Availability group database when demoted from AG was missing recovery points in web UI.

**Etrack Incident: 4064288**

- Associated Primary Etrack: 4061023
- Associated Service Request Etrack(s): 4061022

- Description:  
The service user specified during the primary server installation was not registered in `bp.conf`.

**Etrack Incident: 4064498**

- Associated Primary Etrack: 4060220
- Associated Service Request Etrack(s): 4060219
- Description:  
Google Cloud Platform (GCP) CloudPoint deployment from Marketplace failed if selecting "Enable regular snapshot of CloudPoint".

**Etrack Incident: 4065935**

- Associated Primary Etrack: 4064437
- Associated Service Request Etrack(s): 4064436
- Description:  
`msdpcutil` failed when creating a bucket with error "current user has NO permission of cloud admin".

**Etrack Incident: 4066353**

- Associated Primary Etrack: 4060220
- Associated Service Request Etrack(s): 4060219
- Description:  
Google Cloud Platform (GCP) plugin addition failed when a private key had an explicit line break (`\n`).

**Etrack Incident: 4066424**

- Associated Primary Etrack: 4054598
- Associated Service Request Etrack(s): 4066425
- Description:  
Some duplicate VMs appeared with properties and sometimes hostname and IP Address blank.

# About SORT for NetBackup Users

This appendix includes the following topics:

- [About Veritas Services and Operations Readiness Tools](#)

## 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