

NetBackup™ Emergency Engineering Binary Guide

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Cohesity Services and Operations Readiness Tools (SORT)

Cohesity 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

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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 Cohesity Services and Operations Readiness Tools (SORT) website using the NetBackup Hot Fix and EEB Release Auditor widget.

See ["About Cohesity Services and Operations Readiness Tools"](#) on page 25.

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 Cohesity 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, Cohesity 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 11.0

This chapter includes the following topics:

- [Previous EEBs now resolved in NetBackup 11.0](#)
- [Other known issues resolved in NetBackup 11.0](#)

Previous EEBs now resolved in NetBackup 11.0

The following table 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 11.0 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 on the [Cohesity Services and Operations Readiness Tools \(SORT\)](#) website.

Table 2-1 Previous EEBs now resolved in NetBackup 11.0

| Etrack Number | EEB Description |
|--------------------------------------|--|
| 4019635 | vCloud Director queries fail with Status 1, whenever the VCD integration option is selected in a policy. |
| 4020022, version 1 | VMware redirected restores are not populating the ESX field in NetBackup UI. |
| 4021634, version 7, 6, 5, 4, 3, 2, 1 | Fixes for MSDP issues on NetBackup 9.0. |

Table 2-1 Previous EEBs now resolved in NetBackup 11.0 (*continued*)

| Etrack Number | EEB Description |
|---------------------|--|
| 4063857, version 1 | 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. |
| 4079016, version 17 | Fixes for MSDP Direct Cloud Tiering issues on NetBackup 10.0.0.1. |
| 4098866 | Capacity licensing reports fail in the NetBackup OpsCenter. |
| 4124797, version 8 | Fixes for MSDP Direct Cloud Tiering issues on NetBackup 10.2.0.1. |
| 4139015 | Backup images of Windows Data Deduplication volume do not appear in the BAR interface with the Optimized Backups option enabled. |
| 4156054 | OneUI library versions updated to v1.0.11 and NBFS help link updated. |
| 4156710 | Addressing scale issues where NetBackup Continuous Data Protection, protects multiple numbers of disks in VMs. |
| 4158148 | Oracle backup shows partial completion status, with child jobs successful, but parent job shows error in the end: Oracle metadata collection has failed with error - 5458. |
| 4159376 | NetBackup client services become unresponsive on startup due to 'hastatus -summary' query - Solaris zones. |
| 4162354 | The summary page in the deployutil capacity report is blank. |
| 4162775 | Pure Storage discovery failure: Error - Failed to fetch protection group. |
| 4163508 | The nbcomponentupdate.exe operation failed to replace binaries on a localized Windows server. |
| 4164080 | Antimalware scans failed on images on an MSDP WORM 19.0.1 on FLEX, backups run fine. |
| 4164845 | Malware scans show failed status if paths containing Japanese characters are skipped. |
| 4165557 | Postgres backups fail with the error: Failed to enumerate the path. Status 50. |
| 4165719 | Backups to AWS disk pool fail with the STS error: 2060019, cURL error: 56, multi cURL error: 0, HTTP return value: 206 (status code 84). |
| 4165891 | PostgreSQL databases are not discovered in the web UI when the port number is set with single quotes in the <code>postgresql.conf</code> file. |
| 4166370 | Upgraded TPIP RHEL to 8.10. |
| 4166850 | Unable to send notification mail when configured and used from web UI. |
| 4167366 | After upgrade to NetBackup 10.4, client backup of Microsoft SQL Servers failed. |

Table 2-1 Previous EEBs now resolved in NetBackup 11.0 (*continued*)

| Etrack Number | EEB Description |
|--------------------|--|
| 4167520 | MSDP S3 server cannot create a policy for Elastic Search integration. |
| 4168310 | Snapshots report disk sizing errors after upgrade to NetBackup Snapshot Manager 10.4.0.1. |
| 4168408 | Provided support to back up ADE enabled VMs. |
| 4168779 | The LVM Snapshot of MySQL INCR cannot detect the binlog objects. |
| 4168949 | NetApp plug-in discovery and backup from snapshot failures in NetBackup 10.4.0.1. |
| 4169356 | Upgrades Apache Tomcat to 9.0.91 for NetBackup 10.2.0.1. |
| 4169394 | The bpdbsbora process takes up a large amount of system memory, causing the Oracle applications to crash. |
| 4169973 | MS Sentinel certificate validation fails. |
| 4171300 | Upgraded JRE version to 8u421. |
| 4171396 | For GCP restores, Pre-recovery checks fail with the error: Unable to retrieve the keys. |
| 4171428 | The NetBackup Snapshot Manager policy container is unable to start due to missing executing permission. |
| 4172048 | Cannot eject tape media from NetBackup web UI. |
| 4172055 | Restore fails for the RDS PostgreSQL databases containing CAST objects. |
| 4172075 | Universal share self-service recovery fails with system error, if the backup copy 1 is not found. |
| 4172174, version 1 | Security updates for NetBackup. |
| 4172189 | Ms SQL backups fail if the number of instances exceed 29. |
| 4172214 | Instant Access single file restore fails for Ubuntu 22 clients with LVM running. |
| 4172230 | IMDSv2 VMs that are restored to AWS, are restored as IMDSv1. |
| 4172680 | Image cleanup does not delete snapshots on storage after the snapshot image expires. |
| 4173264 | NetApp export policy gets modified during D-NAS snapshot or backup. |
| 4173795 | In NetBackup 10.2, the configuration file <code>initSAP.utl</code> was not present on <code>PlinuxR</code> , in the path <code>/usr/openv/netbackup/ext/db_ext/sap/scripts/sap_oracle</code> . |
| 4174093 | Cannot add AWS Intelligent groups to Protection plans. |
| 4174153 | D-NAS policies for SMB shares show success status for backups that have access-denied files. |

Table 2-1 Previous EEBs now resolved in NetBackup 11.0 (*continued*)

| Etrack Number | EEB Description |
|------------------------------------|--|
| 4174251 | In NetBackup 10.3.0.1, for SQL instances, incorrect OS version was displayed in NetBackup Administration Console and web UI. |
| 4174307 | PaaS DB backups for the GCP replica database instance, fail with Error 3802. |
| 4174672 | Restore fails for the RDS PostgreSQL databases that contain CAST objects. |
| 4174698 | Upgraded the libxml related binaries used by NetApp. |
| 4174845 | INCR backups fail for non-Postgres user for bsa_AssignObjDesc check. |
| 4175320 | During SQL backups, the dbbackex.exe process consumes excessive amounts of memory. |
| 4175343 | Cannot backup /VM/Hyper-V using host name, when the VM is not a part of the domain. |
| 4175469 | Enabled auto detection of Postgres and MySQL bin path and autodiscovery of EDB deployed PostgreSQL instances. |
| 4175502 | NetBackup Policy Execution Manager (nbpem) crashes when a backed-up VM has a blank UUID. |
| 4175826 | Intermittent backup failures with status 25, after upgrade to 10.2.0.1. |
| 4175905 | Unable to start restore of Microsoft SQL Server database with move template. |
| 4176059 | Agentless VMware restores to Linux Guest VM fails if the /tmp partition is NOEXEC. |
| 4176208 | The netbackup script becomes unresponsive when trying to start or stop NetBackup. |
| 4176217 | VMDK disk restores not working for VMware policy for NetBackup Snapshot Manager for Data Center replication type. Error: Cannot perform specified media operation 174. |
| 4176353, version 2, 1 | The nbdeployutil utility usage report does not include archive backups. |
| 4176358, 4177068, 4179306, 4180268 | Security vulnerability fixes. |
| 4176436 | During Azure VM restore, NetBackup Snapshot Manager, creates a Network Security Group (NSG), even when None is selected. |
| 4176451, version 1 | Cannot add Root or Intermediate CA for Smartcard Authentication. If the CA cert does not contain CN in the subject, it fails. |
| 4176859 | If the Throttle Bandwidth option is set, the backup job throughput does not exceed after a certain limit. |
| 4177118 | Oracle backups intermittently fail when they continue for more than a day. |

Table 2-1 Previous EEBs now resolved in NetBackup 11.0 (*continued*)

| Etrack Number | EEB Description |
|--------------------|--|
| 4177256 | Optimized the Catalog collection queries used by Opscenter, to prevent Postgres memory spike. |
| 4177332 | Adding cloud assets to Protection plans fails with the error: Unable to create subscriptions. Asset validation failed. |
| 4177432 | The bmrsavecfg.exe process fails on Windows clients. |
| 4177539 | In NetBackup 10.1.1, issues with vpfcd, df -h becomes unresponsive, backups fail with status 87. |
| 4177619 | Clone Oracle database fails with status 5462, using Oracle instant recovery in web UI. |
| 4177880, version 1 | For Oracle databases: The database type changes automatically from RAC to Single Instance after every backup. |
| 4177994 | Back up from snapshot fails with FTL: Cannot retrieve the list of changed blocks from Azure US West. |
| 4178083 | The msdpclutil update live process fails with an access-denied error, for AWS S3 bucket on Recovery Vault. |
| 4178151 | NetBackup Server Migrator fails while migrating from Windows primary server to Linux primary server. |
| 4178270 | Cloud object store creation fails with the error: Service URL must exist in any one of the specified regions. |
| 4178470 | Upgraded Spring version to 5.3.39 for NetBackup 10.4.0.1. |
| 4178607 | In NetBackup version 10.1, malware scanning fails to find operating system information. |
| 4178612 | During the cleanup operation of K8s Assets the NetBackup Web Management Console service (nbwmc) is causing high CPU utilization. |
| 4178623 | Disk space is full on the WORM access storage server and cannot delete orphaned images. |
| 4178713 | Disk pool creation fails in for Private Cloud Storage (NetApp StorageGRID Webscale Object Storage - LAN). |
| 4178720 | Error during Oracle clone restore: ORA-01180: Cannot create datafile 1. |
| 4178785 | Poor backup performance after migration to 5360 Flex HA appliances due to GCP Bucket lock configure checking. |
| 4178788 | NBSL logging errors in the NetBackup Administration Console. |
| 4178833 | D-NAS backups are not cleaning old snapshots on the NetApp arrays. |

Table 2-1 Previous EEBs now resolved in NetBackup 11.0 (*continued*)

| Etrack Number | EEB Description |
|--------------------|--|
| 4178992 | The ADD INDEX query from the OpsCenter causes a Postgres memory spike. |
| 4179019 | Cannot add the Dell Power Store plug-in. |
| 4179022 | PostgreSQL using backup type of pg_basebackup fails, but reported in NetBackup as successful. |
| 4179130 | Unable to browse the mailboxes after successful GRT backup. Error: Database system error. |
| 4179181 | On NetBackup 10.2.0.1, primary server, VRTSPostgres 14.13.1.0 upgraded to mitigate existing vulnerability. |
| 4179294 | Cannot run NetBackup commands from CLI and cannot log on to the web UI using the root user. |
| 4179313 | VM restores fail because the Azure account has a policy requiring the OS and data disks to be encrypted with a customer-managed key. |
| 4179335 | Restores taking over one hour, fails with the error: CloudSnapioResiliency: Retry exhausted for error 403. |
| 4179337, version 1 | Catalog backup jobs are failing with status 21: Socket open failed. |
| 4179554 | NBServerMigrator fails migration job. |
| 4179564 | Ms SQL Server restore using the web UI, fails if the role access is granted using a group account rather than an individual account. |
| 4179576 | VMware incremental backups and restores may fail. Backups jobs end with status 84. |
| 4179845 | Unable to restore multiple SQL databases in a single restore script. |
| 4179867 | Error while restoring Cyrillic character file names on Windows clients. |
| 4179932 | For NetBackup version 10.4.0.1, pre-recovery checks fail during GCP restore. Cannot retrieve the disk encryption key. |
| 4180158 | Fix for the filtering errors in the: /security/anomaly-extension, and the /security/anomaly-extension-details APIs. The issue is specific to filters containing date fields. |
| 4180423, version 1 | Upgraded Spring to 5.3.39 and upgraded sqLite-jdbc JAR version from 3.46.0.0. Fixed cloned JWT group access. |
| 4180427 | Malware scanning fails when using a service account, but succeeds when using an AD user account. |
| 4180515 | Jobs taking longer than expected. Unable to launch web UI. |

Table 2-1 Previous EEBs now resolved in NetBackup 11.0 (*continued*)

| Etrack Number | EEB Description |
|--------------------------|---|
| 4180516 | NBServer Migrator is reporting wrong migration type. |
| 4180829 | With NetBackup RBAC enabled on primary, the SLP Job Details probe data collection required more permissions to be granted than actually needed. |
| 4180833 | A one-time script was created to address a specific condition. |
| 4180931 | Cannot modify policies from NetBackup Administration Console, after upgrade to NetBackup 10.5 (Error: 25). |
| 4181070 | While restoring NDMP backup from web UI, NetBackup only restores data from one image, even though multiple images are selected. |
| 4181227 | Cannot retrieve the Class_att_defs information: Intermittent connectivity lost with the server. |
| 4181338 | Asset validation for cloud workloads fails if assets service domain is ALL_ACCOUNT or more than 10 asset service domain are present. |
| 4181791 | NFS mounts fail with version 4. |
| 4181792, version 3, 2, 1 | Provided security fixes, resolved VMware restore issues, and fixed a web UI restore problem when alternate paths contain non-ASCII characters. |
| 4182356 | VMware incremental backups and restores may fail. Typically, backup jobs end with status 84. Full backups work. |
| 4182560 | Teradata policy functionality tested successfully for NetBackup version 10.4.0.1. |
| 4182640 | NetApp ONTAP OnPrem S3 bucket fails during Cloud object store policy configuration. |
| 4182681 | Implemented the <code>-Fc</code> option in the Postgres <code>pg_dump</code> feature. |
| 4182851, version 2 | External KMS operations fail with invalid command parameter error after upgrade to NetBackup 10.3. |
| 4182934 | NetBackup is not sending notification emails when configured and used from the web UI. |
| 4182943 | In NetBackup 10.4.0.1, cannot complete a full backup of a CIFS share hosted in Hitachi HNAS, using NAS-Data-Protection policy. |
| 4182996 | The log clearing process does not clean the logs stored in the <code>/user_ops/mssql</code> folder. |
| 4183081 | NetBackup 10.4.0.1: Python Library Certifi upgraded to 2024.07.04. |
| 4183087 | The Yes option is not present in the confirmation window, when trying to convert an MSDP Image Sharing image. |
| 4183188 | The Intelligent Group Query edit becomes unresponsive. |

Table 2-1 Previous EEBs now resolved in NetBackup 11.0 (*continued*)

| Etrack Number | EEB Description |
|---------------|---|
| 4183397 | RBAC error, while performing restore of VMware backup to client agent. |
| 4183418 | D-NAS performance issues in NetBackup 10.3.0.1, when using multiple CIFS servers on HNAS arrays. |
| 4183482 | VMware incremental backups and restores fail. The backup jobs end with the status 84. |
| 4183497 | Upgraded Apache Tomcat version to 9.0.98 for NetBackup version 10.0.0.1. |
| 4183613 | Secure communications to BYO Malware Scan host using NetBackup. |
| 4183707 | BMR support for Linux and Windows AWS instances in local zone with multiple NICS. |
| 4183907 | Provided Postgres pg_dump backup support for databases over 1 TB. |
| 4183933 | Autodiscovery of Oracle Exadata databases from NetBackup primary server fails. |
| 4183969 | The command <code>nbrestorevm</code> does not work with the <code>-e</code> option when used with <code>#nbcmdrun</code> on Appliance 5240 MR2 5.3.0.1. |
| 4184481 | BMR recovery support for Linux and Windows VMs with Multi-NIC, in AWS cloud. |
| 4184556 | NetBackup Snapshot Manager support for NIC discovery for Windows BMR Recovery workflow on AWS in NetBackup 10.5. |
| 4184630 | During the cleanup operation of K8's Assets the NetBackup Web Management Console service (nbwmc) is causing high CPU utilization. |
| 4184806 | Enabled users to check the msdpcheck progress from CLISH. |
| 4184869 | NetBackup Administration Console cannot connect to NBSL. |
| 4184903 | After upgrading the primary server from NetBackup version 10.3.0.1 to 10.4.0.1, the audit logs are not forwarded to Microsoft Sentinel. |
| 4184967 | Failed to configure the plug-in instance in Snapshot Manager for Data Center. |
| 4185388 | The Protobuf library updated to 3.21.7. |
| 4185834 | Upgraded the Python module cryptography to 43.0.3. |
| 4185928 | To avoid expired token errors for the Open Cloud Storage Daemon (OSCD) in the Recovery Vault, refresh the Recovery Vault SAS URL every 20 minutes. |
| 4185957 | Client backup reports give errors in the NetBackup Administration Console. |
| 4186037 | Upgraded the Python module pyOpenSSL to 24.2.1. |

Table 2-1 Previous EEBs now resolved in NetBackup 11.0 (*continued*)

| Etrack Number | EEB Description |
|-----------------------|---|
| 4186450, version 1 | Catalog backups fail with the status: 21: socket open failed. |
| 4186740 | Upgraded the Python Library Certifi to 2024.07.04, for NetBackup 10.3.0.1. |
| 4186908 | The clone Oracle database operation is failing with status 5462. |
| 4187376 | SQL AG instances disappear after successful backup, the original computer name and NetBackup client name remains the same on all nodes. |
| 4187882 | The <code>bptestbpcd</code> command takes longer to run with a 10.2.0.1 Windows client, compared to a similar connection with a 8.2 Windows client. |
| 4188012 | Update Apache Tomcat version to 9.0.98 for NetBackup 10.3.0.1 version. |
| 4188015 | Update Apache Tomcat version to 9.0.98 for NetBackup 10.4.0.1 version. |
| 4188029 | Snapshot Manager failed to complete discovery in specific conditions. |
| 4188139 | Restore of malware-affected VMware recovery point becomes unresponsive. |
| 4188162, version 2, 1 | Backups using the NAS-Data-Protection policy are encountering a failure with status 50. |
| 4188210 | Backup from snapshot job fails with the error: unable to update data mover image. |
| 4188485 | Updates to NetBackup space check to more accurately validate the required space for installing. |
| 4188625 | Update Apache Tomcat version to 9.0.98 for NetBackup 10.1.1 version. |
| 4188988 | Cannot add Nutanix Files under NetBackup Snapshot manager plug-in. |
| 4189007, version 1 | Upgraded Netty to 1.1.15, Jackson databind to 2.15.3, PostgreSQL JDBC driver to 42.7.2, Spring to 5.3.39, and vCloud Datastore API to return child Datastores in a Datastore cluster. |
| 4189597 | A large number of <code>'''</code> are written to the file <code>bpstart_notify_stdout.txt</code> after MySQL backup jobs fail. |
| 4189794 | Error when logging on to the NetBackup 10.5 Administration Console. |
| 4189840 | Protection plans do not show all subscriptions, limited to 100. |
| 4189850 | Excluded the <code>openssl.cnf.log</code> file from the DR package. Due to the increase size of DR package, DR package is not getting sent over email due to size constraints. |
| 4189990 | For Oracle databases, the Database type changes from RAC to Single Instance after every backup. |
| 4190529 | Fixes to retry fetching of policy attributes and tokenization. |

Table 2-1 Previous EEBs now resolved in NetBackup 11.0 (*continued*)

| Etrack Number | EEB Description |
|--------------------|--|
| 4190671 | Upgraded Apache Tomcat version to 9.0.98 for NetBackup 10.4. |
| 4190898, version 1 | Fixes to address library conflict. |
| 4190900 | The Intelligent Group Query edit becomes unresponsive. |
| 4190916 | The NetBackup DR file grows in size and cannot be emailed. |
| 4191867 | Microsoft Sentinel Integration stopped working after upgrade to NetBackup version 10.5 from 10.2. |
| 4192375 | Error when logging on to the NetBackup 10.4.0.1 Administration Console. |
| 4192993 | Unable to add more than 50 Oracle databases to a policy in the web UI. |
| 4193151 | Intermittent connectivity error in the NetBackup Administration Console. Notable to change policy attributes. |
| 4193277 | Client Backups reports giving errors in the NetBackup Administration Console. |
| 4193596 | NetBackup 10.3.0.1, backup failure for Big Share files, for Qumulo. |
| 4195065 | Backups to AWS disk pool fail with STS error: 2060019, cURL error: 56, multi cURL error: 0, HTTP return value: 206 (status code 84). |

Other known issues resolved in NetBackup 11.0

Etrack Incident: 4094503

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Convert the PEM_USE_SAME_HOST_BY_NAME environment variable to a bp.conf setting after upgrade to 10.x.

Etrack Incident: 4155843

- Associated Primary Etrack: 4119930
- Associated Service Request Etrack(s): 4119929
- Description:
Cannot browse granular Active Directory images in the web UI.

Etrack Incident: 4166646

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
A host certificate renewal code must check if the primary server is configured as ECA only, and it is ECA only, it should skip renew operation without generating a notification.

Etrack Incident: 4168967

- Associated Primary Etrack: 4166736
- Associated Service Request Etrack(s): 4166735
- Description:
NBPEM fails when performing failover on a Microsoft cluster, on NetBackup 10.0.0.1.

Etrack Incident: 4173899

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
NetBackup Flex Scale 3.1 upgraded from NetBackup Flex Scale 3.1 to 3.2, NetBackup 10.1.1 to 10.3.0.1.

Etrack Incident: 4176457

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Upgrade fails and NetBackup is not usable when the password for NBDB contains the "%" character, and cannot change the password afterwards.

Etrack Incident: 4176693

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
The nbtelagent binaries are not using the cluster directory on the Windows servers to find the `nbdeployutilconfig.txt`.

Etrack Incident: 4177384

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

- Description:
Cannot edit storage for OpenStack protection plans.

Etrack Incident: 4177490

- Associated Primary Etrack: 4175311
- Associated Service Request Etrack(s): 4175310
- Description:
Post upgrade from 10.3 to version 10.4, the Oracle database backups in RAC fail.

Etrack Incident: 4178479

- Associated Primary Etrack: 4176233
- Associated Service Request Etrack(s): 4176232
- Description:
Issues while creating MSDPC to ONTAP S3 provider.

Etrack Incident: 4178509

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Setting user permissions after EEB installation takes up to 54 minutes.

Etrack Incident: 4178746

- Associated Primary Etrack: 4179457
- Associated Service Request Etrack(s): 4179458
- Description:
Reduce optimized duplication delays in bpdms.

Etrack Incident: 4179187

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Disable the edit storage options for the OpenStack protection plans.

Etrack Incident: 4179440

- Associated Primary Etrack: 4176973
- Associated Service Request Etrack(s): 4176972
- Description:

Cannot access the DTE settings in web UI host properties, if accessed using the client name.

Etrack Incident: 4179484

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
 The `pg_ctl` command times out after 60 seconds if the database needs recovery and the `nbdms_start_stop` service exits with return value 1.

Etrack Incident: 4179989

- Associated Primary Etrack: 4179957
- Associated Service Request Etrack(s): 4179956
- Description:
 The command `create_nbdb -drop calls create_pgnbdb with -data C:\Program Files\Veritas\NetBackupDB\data`, fails without quotes.

Etrack Incident: 4180493

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
 Support AWS clients with multiple network interfaces.

Etrack Incident: 4180498

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
 Update namespace to delete if not present in K8s.

Etrack Incident: 4180680

- Associated Primary Etrack: 4180620
- Associated Service Request Etrack(s): 4180680
- Description:
 Critical and high CVEs with known fixes in NetBackup Snapshot Manager 10.5.

Etrack Incident: 4180925

- Associated Primary Etrack: 4180422
- Associated Service Request Etrack(s): 4180421

- **Description:**
After upgrading to NetBackup 10.3.0.1, cannot perform VMware GRT restore from NSS, due to RBAC issues.

Etrack Incident: 4181615

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**
Improve indexing speed on AWS for time and cost implications.

Etrack Incident: 4181802

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**
In K8S, some namespaces and assets related to those namespaces are not getting deleted, during the asset clean-up cycle.

Etrack Incident: 4182203

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**
Expose the required APIs to list ECA certificate details.

Etrack Incident: 4183641

- Associated Primary Etrack: 4163355
- Associated Service Request Etrack(s): 4163354
- **Description:**
After NSS 10.4 upgrade, all servers are not appearing in the Usage report.

Etrack Incident: 4183792

- Associated Primary Etrack: 4182269
- Associated Service Request Etrack(s): 4182268
- **Description:**
Silent client installation in Windows server fails while reading the `installdir`.

Etrack Incident: 4183968

- Associated Primary Etrack: 4174790
- Associated Service Request Etrack(s): 4174789

- **Description:**
NetBackup DB recovery using bprecover or web UI changes file and folder ownerships, and causes the recovery to fail, leading to an unresponsive NetBackup DB.

Etrack Incident: 4183996

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- **Description:**
When upgrading NetBackup from pre-10.2 to 10.2 or later, the database or logs directory may contain many large files causing disk space issue.

Etrack Incident: 4184531

- Associated Primary Etrack: 4183655
- Associated Service Request Etrack(s): 4183654
- **Description:**
Web services do not work with Arabic locale.

Etrack Incident: 4184567

- Associated Primary Etrack: 4168880
- Associated Service Request Etrack(s): 4168879
- **Description:**
The nbwmc service does not start after a Flex instance upgrade, because the nbwmc script is not upgraded.

Etrack Incident: 4185596

- Associated Primary Etrack: 4180620
- Associated Service Request Etrack(s): 4180680
- **Description:**
Updated Python to 3.9.20 in NetBackup Snapshot Manager v10.5.

Etrack Incident: 4186115

- Associated Primary Etrack: 4184437
- Associated Service Request Etrack(s): 4184436
- **Description:**
When using `bpplinfo -set` command to set the VMware policy type, the default values for the policy parameters are not set.

Etrack Incident: 4186472

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Issues with **nb_license_check_critical**, while handling B2B and reinstalls scenarios.

Etrack Incident: 4186473

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Usability improvements for the SLIC license key.

Etrack Incident: 4187656

- Associated Primary Etrack: 4182958
- Associated Service Request Etrack(s): 4182957
- Description:
Flex REST API upgrade from 10.0.0.1 to 10.4.0.1, fails due to an incomplete `veritas_customer_registration_key.json` file.

Etrack Incident: 4189034

- Associated Primary Etrack: 4188384
- Associated Service Request Etrack(s): 4188383
- Description:
After upgrade, Sybase BMRDB files get deleted even if the migration to Postgre is not successful.

Etrack Incident: 4189103

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Improvements to AWS multi-NIC environment.

Etrack Incident: 4190799

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
The `configureMQ` command fails when the `/tmp` directory is mounted using the `noexec` mode.

Etrack Incident: 4192347

- Associated Primary Etrack: 4173541
- Associated Service Request Etrack(s): 4173540
- Description:
MQBroker on a Windows cluster gives an error concerning disk space monitoring.

Etrack Incident: 4192641

- Associated Primary Etrack: 4189861
- Associated Service Request Etrack(s): 4189860
- Description:
In an ECA only setup, NetBackup upgrade from version 10.1.1 to 10.4.0.1, prompts to enter the PEM passphrase multiple times during the upgrade.

Etrack Incident: 4193219

- Associated Primary Etrack: 4192353
- Associated Service Request Etrack(s): 4192352
- Description:
Issues with transmission of trusted data within the URL, for API calls.

Etrack Incident: 4193854

- Associated Primary Etrack: 4181418
- Associated Service Request Etrack(s): 4181385
- Description:
In NetBackup 10.5, upon restart of the instance, the PBX service automatically starts as UID 1112, causing other NetBackup services to fail.

Etrack Incident: 4157539

- Associated Primary Etrack: 4154931
- Associated Service Request Etrack(s): 4154930
- Description:
Accelerator backups fail if it includes an image from a different LSU.

Etrack Incident: 4178651

- Associated Primary Etrack: 4178287
- Associated Service Request Etrack(s): 4178286
- Description:

Add a hidden option for nbapiutil to dump a NetBackup web token authorization context.

Etrack Incident: 4185100

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
Enable progress monitoring while msdpcheck runs.

Etrack Incident: 4189098

- Associated Primary Etrack: 4188581
- Associated Service Request Etrack(s): 4188580
- Description:
Critical and high CVEs with known fixes in NetBackup 10.5 Kubernetes extension.

About SORT for NetBackup Users

This appendix includes the following topics:

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

About Cohesity Services and Operations Readiness Tools

Cohesity Services and Operations Readiness Tools (SORT) is a robust set of standalone and web-based tools that support 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.

- **NetBackup Future Platform and Feature Plans**

Use this tool to determine what items you can expect to see replaced with newer and improved functionality. The tool also provides insight about what items you can expect to see discontinued without replacement. Some of these items include certain NetBackup features, functionality, 3rd-party product integration, other 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