

# Veritas NetBackup™ Emergency Engineering Binary Guide

Release 7.7 and 7.7.x.x

Document Version 4

**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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# About the NetBackup EEB and release content listings

This chapter includes the following topics:

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

## About the NetBackup EEB and release content listings

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

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

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

The *NetBackup Emergency Engineering Binary Guide* is published for each major release and minor (single-dot) release. The guide is then periodically updated to

include the EEB and release content listings for subsequent double-dot and triple-dot releases.

Much of the information that is found in the *NetBackup Emergency Engineering Binary Guide* can also be found on the Veritas 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 63.

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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 release content documentation conventions

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

- **Etrack Incident**  
Notes the Etrack number that targets a release
- *Associated Primary Etrack*  
An additional Etrack number that exists in the incident hierarchy
- *Associated Service Request Etrack*  
The Etrack that is associated with the customer support service request
- *Description*  
Describes a particular issue that has been fixed in a release, as well as additional notes and workarounds (if available).  
Workarounds can be used instead of applying the patch, however, 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.

# NetBackup 7.7.3 EEB and release content listings

This chapter includes the following topics:

- [NetBackup 7.7.3 EEB listing](#)
- [NetBackup 7.7.3 release content listing](#)

## NetBackup 7.7.3 EEB listing

[Table 2-1](#) contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 7.7.3 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 Operations Readiness Tools (SORT) website:

See [“About Veritas Services and Operations Readiness Tools”](#) on page 63.

**Table 2-1** NetBackup 7.7.3 EEB Listing

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."
3522488	A vault eject operation may fail with status code 287, even though the move to mailslot is successful.

**Table 2-1** NetBackup 7.7.3 EEB Listing (*continued*)

Etrack Number	EEB Description
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.
3720526	VMware backup with mapping enabled fails with status code 12.
3752003	If the drive_unmount_media script is in in /usr/opensv/volmgr/bin dir and fails to run, the drive at index 0 is marked down. If there is no drive at index 0, the drive that is used for a job is marked down when ejecting.
3778617	A vault eject operation may abort with status code 287, even though the move to mailslot is successful. This EEB adds debugging to vlrun to help determine the cause of the problem.
3789288	A Master Server with multiple attached robots and tape drives may exhibit different behavior when using the Java Console as opposed to the Windows Console, including mislabeled robotic libraries.
3808136	Single file restore initiated via OpsCenter fails with exit status 174.
3814257	If the nbgre client is terminated with an app fault when running a GRT site restore, the restore fails with a generic status 2804 in NetBackup due to an 'EXIT STATUS 13: file read failed' error.
3819308	Running OpsCenter TAPE Count report and filtering for scratch tapes and a particular robot's serial number may return incorrect results. The report includes all scratch tapes in that robot as well as all scratch tapes not assigned to a robot.
3821116	When trying to browse for SQL backups taken by the same SQL server, the NetBackup MS SQL agent (dbbackup.exe) throws a pop-up message stating 'Error encountered trying to read database images'. No images are displayed to restore in the SQL agent GUI.
3826478	Image verify and duplication operations fail and return error status 85 for NetBackup 7.0 and 7.1 images with True Image Restore if the TIR file exceeds 2GB in size.
3829151	Ops Center erroneously merges clients on upgrade if the client shortnames are the same, even if the fully-qualified domain names are different.
3829609	Replications fail with error code 150, 174, 191, or 84.
3841970	A simultaneous restore of multiple raw partition files on HP and Linux clients, using shared memory or fiber transport, will hang if the restore includes more than one file and the file size closely matches the block size in use by tar.
3842052	NetBackup Discovery for Exchange fails when there are empty database availability groups in the forest. When the forest is very large, NetBackup Discovery for Exchange, and mailbox gathering at backup time, both time out.



**Table 2-1** NetBackup 7.7.3 EEB Listing (*continued*)

Etrack Number	EEB Description
3848798	Remote users experience slow nbac responses due to slow remote home directories.
3850316	Hyper-V Backups of some virtual machines fail and VxMS returns code 5094. This EEB implements vhd dump logging for vhdx files to help analyze this issue.
3851731	Secondary duplications made to tape have expiration dates in the past, but are not expiring. Duplications written to new media inherit the past expiration date, the media is left in EXPIRED state, and the media's retention level is set to 0.
3851953, version 1	<p>Problem 1: BPDUPLICATE fails a particular backupid but appears to hold the RB drive allocation, which makes the drive unavailable for the next backupid or another job.</p> <p>Problem 2: Duplicating images from DataDomain disk to tape fails with error status 85</p>
3852162	Reports that include Job Directory do not show data for jobs that have snapshots enabled. This issue began with NetBackup 7.6.1.2 and 7.7.
3852373	When performing Pre-Recovery check using the NetBackup vCenter Plugin, the Pre-Recovery check fails with Read Timed Out because the credential validation takes longer than 1 minute.
3853228	Exchange 2010 Restore to a recovery database with Netbackup 7.7 fails with status 2810.
3853274	Ops Center merges clients on upgrade if the client shortnames are the same, even if the fully-qualified domain names are different. Reports show the short names instead of the FQDN.
3854249	A single file restore initiated via OpsCenter fails with exit status 174 if blknum is larger than 2 GB, but works from NetBackup BAR GUI.
3854906	If 'bpimagelist -json' returns a JSON-formatted file which contains multiple images, the JSON is syntactically incorrect and will not be recognized by JSON parsers. Running the command on a single image produces valid JSON.
3854974	A tape drive utilization report may not display all drives.
3855167	Duplication from Quantum DXi fails when reading TIR fragments that are 6 GB or larger. The job may eventually finish after several tries. This issue does not occur if there are no other duplications running.
3855954	Phase 2 import of NDMP backup image hangs for the following conditions: importing pre-7.0.1 NDMP backup image using NetBackup 7.0.1 or later, with TIR data greater than 63k, and a tape is mounted in drive attached to filer (NDMP media device)
3856559	Pre-recovery checks from the VMware VC Web or GUI client fail after exactly 60 seconds with the message "java.net.SocketTimeoutException: Read timed out."

**Table 2-1** NetBackup 7.7.3 EEB Listing (*continued*)

Etrack Number	EEB Description
3856696	Secondary duplications made to tape have expiration dates in the past, but are not expiring. Duplications written to new media inherit the past expiration date, the media is left in EXPIRED state, and the media's retention level is set to 0.
3856816	After a backup of a Windows 2008 R2 x64 Client using a MS-Windows policy and ALL_LOCAL_DRIVES, the security eventlog is redirected to another volume, which may not have enough space to store it. The backup still finishes with status 0.
3857679	Backup Jobs to msdp experience intermittent delays when closing the image.
3857988	After upgrading from NetBackup 7.5.x to 7.6.1.2, running /opt/openv/java/jnbSA with -H and then entering a username or password produces an 'Unable to login, status 514' error. Running the command without -H executes normally.
3858964	Checkpointed backup fails in HP plugin and cannot write image to disk. Media close fails with status 2060023.
3859161	Windows BMR recovery fails because TCP connections are set to time out in less than 30 minutes. Setting the Windows parameter net.ipv4.tcp_keepalive_time to 180 on both master and media server did not resolve the issue on all machines.
3859538	A full VMware restore to an alternate location fails with error code 2820 if the backup images have more virtual disks than are created on the new virtual machine.
3859561	If an AD security group is configured to include users from child domains, those users still may not be able to log in unless they are added individually.
3859809	spool crashes on media server during startup, when both media and master servers are running Windows Server 2012 R2 and NetBackup 7.6.0.3.
3860014	Pre-recovery checks from the VMware VC Web or GUI client fail after exactly 60 seconds with the message "java.net.SocketTimeoutException: Read timed out."
3860491	Policy change alerts contain incorrect change condition data in NetBackup 7.7.1.
3860956	When importing SQL server backup media on Windows Server 2008 R2 and NetBackup 7.7.1, stage II import fails with error code 191.
3861242	After a backup of a Windows 2008 R2 x64 Client using a MS-Windows policy and ALL_LOCAL_DRIVES, the security eventlog is redirected to another volume, which may not have enough space to store it. The backup still finishes with status 0.
3861243	After a backup of a Windows 2008 R2 x64 Client using a MS-Windows policy and ALL_LOCAL_DRIVES, the security eventlog is redirected to another volume, which may not have enough space to store it. The backup still finishes with status 0.

**Table 2-1** NetBackup 7.7.3 EEB Listing (*continued*)

Etrack Number	EEB Description
3861823	Replications on NetBackup appliance fail with error code 150, 174, 191, or 84, and CPU cores may experience uneven load distribution.
3862042	If an AD security group is configured to include users from child domains, those users still may not be able to log in unless they are added individually.
3862652	After upgrading to NetBackup 7.7.1, a replication job cannot be cancelled before the job complete. This can delay job cancellation for several hours.
3862680	No granular restore selections are available for backups of Web Applications which are configured with Host-named Site Collections.
3862695	Backup jobs to msdp experience intermittent delays, up to several hours, when closing the image.
3864476	Backup of a large SQL database fails with 'Arithmetic overflow error converting expression to data type int'.
3864545	Restore, duplication, or verify of NDMP backup fails. The bptm log shows error 'create_ndmp_frag_info: The size of this backup image (0) (nnnn) has been modified'. The steps in TECH177654 do not solve the problem.
3864737	Replication jobs fail with error code 191. This EEB changes the minimum replication thread number from 32 to 1.
3864779	Checkpointed backup fails in HP plugin and cannot write image to disk. Media close fails with status 2060023.
3865215	The Rate Unit field in the OpsCenter Chargeback - Cost variable does not accept any decimal numbers. Any digits after the decimal point are rounded down to 0.
3866000	Pre-recovery checks from VC Web or GUI client fail after exactly 120 seconds and return error EC:0, due to a timeout in the web gui. This occurs in large vSphere environments that result in bpVMutil running for over 2 minutes performing credential checks.
3866558	Live Browse of the snapshot or snapvault copy via NDMP fails to return the file info below the top level volume. Logs for ndmp, bpdbm and bpcd show that the file info is coming back to NetBackup, but the file info is not being sent to the GUI.
3867824	Some NetBackup services fail to start on a Windows server running NetBackup 7.7.2, and the NetBackup Java GUI fails to connect.
3868074	VMware Instant Recovery with a Solaris SPARC master server fails with a bprd core dump. The Activity Monitor shows a queued job with no details.
3869080	Backup Jobs to msdp experience intermittent delays when closing the image.

**Table 2-1** NetBackup 7.7.3 EEB Listing (*continued*)

Etrack Number	EEB Description
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.
3869251	After restoring some Unix files, setuid permissions are not set correctly.
3869552	Redirected Exchange GRT restores may fail or may restore items to the original location when the redirection path contains non-English characters such as accented vowels.
3871181	VMware backup fails with error status 12 for online resized ext volumes.
3872461	Copilot backups fail on standby node of Active Data Guard, but succeed on active node.
3872884	A phase-II import from a SQL server backup image fails with status 191.
3873487	After upgrading to NetBackup 7.7.x, a replication job cannot be cancelled before the job is complete. This can delay job cancellation for several hours.
3873755	VMware backups intermittently fail with error "VixDiskLib_Open() error: 3014" and produce a core dump. The backup completes successfully on subsequent attempts.
3874921	Backup of very large SQL databases fail with exception "Arithmetic overflow error converting expression to data type int".
3875838	Backup jobs to msdp experience intermittent delays, up to several hours, when closing the image. If the job is stopped and restarted, the same backup will perform normally. This can happen with no changes to the backup policy, media server, master server,

## NetBackup 7.7.3 release content listing

This topic contains a list of some of the known issues that were fixed and included in the NetBackup 7.7.3 release.

**Etrack Incident: 3795048**

- Associated Primary Etrack: 3773122
- Associated Service Request Etrack(s): 3773120
- Description:
 

After an upgrade to NetBackup 7.6.1.1, failed jobs and non-severity 4 messages were not put into the domain\_log table. All domain\_log entries had severity 4, and there were no failed jobs in the table.

**Etrack Incident: 3830972**

- Associated Primary Etrack: 3830860
- Associated Service Request Etrack(s): 3830859
- Description:  
OpsCenter capacity-based license report returns "Data Collection failed as it reached the maximum threshold limit" if the report was run on many master servers.

**Etrack Incident: 3833733**

- Associated Primary Etrack: 3741749
- Associated Service Request Etrack(s): 3741746
- Description:  
NDMP backup job froze for about 100ms approximately once a month on AIX 6.1 and NetBackup 7.1.0.3.

**Etrack Incident: 3850695**

- Associated Primary Etrack: 3850574
- Associated Service Request Etrack(s): 3850573
- Description:  
Exchange mailboxes which have been hidden from the Global Address List are not shown in the restore view after a GRT backup. The content of these mailboxes is present in the backup image, however, and can be restored with a non-GRT database restore.

**Etrack Incident: 3851393**

- Associated Primary Etrack: 3851456
- Associated Service Request Etrack(s): 3851458
- Description:  
NetBackup attempts to back up RAM-based operating system files instead of skipping them, resulting in a partial backup for single and multi-stream policies in OEL 6U6.

**Etrack Incident: 3852183**

- Associated Primary Etrack: 3852171
- Associated Service Request Etrack(s): 3852170
- Description:  
A cross-site scripting security vulnerability exists in OpsCenter. It is possible to inject JavaScript code into the parameters received from the user during report creation, and to execute it to compromise the user session.

**Etrack Incident: 3854939**

- Associated Primary Etrack: 3854764
- Associated Service Request Etrack(s): 3854763
- Description:  
Could not filter for 'State = !Done OR Status > 0' in the "By Example" tab; the filter returned 0 results. When the same Filter was created under the Advanced Tab of the Filter, it worked without issue and returned the expected results.

**Etrack Incident: 3858365**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The bpnbat -login command reads password information from the logininfo.txt file. This behavior is a security risk.

**Etrack Incident: 3860036**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
OpsCenter accepts requests on http port/protocol but redirects them to https, causing compliance issues.

**Etrack Incident: 3860246**

- Associated Primary Etrack: 3858819
- Associated Service Request Etrack(s): 3858818
- Description:  
A VCS clustered master server delays nbemm shutdown on a partially-configured SAN client.

**Etrack Incident: 3861038**

- Associated Primary Etrack: 3856568
- Associated Service Request Etrack(s): 3864623
- Description:  
The values displayed for Used Capacity and Available Space in the Cloud Storage Server Wizard are inaccurate. Available Space defaults to 8192.0 PB with no options to change. This renders High Water Mark, Low Water Mark, and Percent Full meaningless.

**Etrack Incident: 3861056**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
A policy with a full and incremental schedule reverts to a frequency of 1 week if the incremental schedule interval is changed to a full schedule in the Schedules Tab.

**Etrack Incident: 3861222**

- Associated Primary Etrack: 3857417
- Associated Service Request Etrack(s): 3857413
- Description:  
0kb image files under SLP control and set to "Expire On Copy" were never being expired. When nbstserv examined the file to decide whether to duplicate it or not, the 0kb file size caused it to skip the call to bpdbm which would have set the expiration date from infinity to the specified retention setting.

**Etrack Incident: 3861985**

- Associated Primary Etrack: 3861532
- Associated Service Request Etrack(s): 3861531
- Description:  
After upgrade media server from 7.6 to 7.7, NetBackup accelerator is not disabled automatically on unsupported old client versions.

**Etrack Incident: 3862141**

- Associated Primary Etrack: 3862135
- Associated Service Request Etrack(s): 3862134
- Description:  
After upgrading from NetBackup 7.6.0.4 to 7.7.1, the Netbackup Java Administration Console Devices Topology View did not correctly populate the status of tapes drives from an ACS robot. Netbackup did not report any failures when this issue occurred.

**Etrack Incident: 3862717**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Granular restore technology (GRT) restore of content database documents completed successfully, but documents returned a 404 error when attempting to open in SharePoint Services.

**Etrack Incident: 3864501**

- Associated Primary Etrack: 3863471
- Associated Service Request Etrack(s): 3863470
- Description:  
When the replication window closed during NetBackup AIR setup, nbreplicate sent a SIGHUP signal to process ID -1, which terminated the NBDB database service.

**Etrack Incident: 3864562**

- Associated Primary Etrack: 3858770
- Associated Service Request Etrack(s): 3858768
- Description:  
Attempting to run bpmedialist with the -count option causes core dump. This Etrack removes the -count option entirely.

**Etrack Incident: 3865274**

- Associated Primary Etrack: 3847659
- Associated Service Request Etrack(s): 3847657
- Description:  
If a client name started with a digit, clean up jobs would fail after P2V job is completed, and the customer would not be able to clean-up and delete the P2V jobs.

**Etrack Incident: 3868060**

- Associated Primary Etrack: 3864384
- Associated Service Request Etrack(s): 3864382
- Description:  
Following an upgrade to 7.6.1.2, a backup of a FIFO/pipe on AIX clients fails with status 41. The backup succeeds if the file is excluded.

**Etrack Incident: 3871416**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
After creating a High Number of Suspended Media alert in OpsCenter and adding the "FULL SUSPENDED" status to media, the alert will not be raised for that media.

**Etrack Incident: 3871676**



- Associated Primary Etrack: 3864384
- Associated Service Request Etrack(s): 3864382
- Description:  
Following an upgrade to 7.6.1.2, a backup of a FIFO/pipe on AIX clients fails with status 41. The backup succeeds if the file is excluded.

**Etrack Incident: 3873016**

- Associated Primary Etrack: 3873013
- Associated Service Request Etrack(s): 3873012
- Description:  
NetBackup 7.7.2 did not enable CBT on a new virtual machine, resulting in inefficient accelerator/incremental backups. Incremental backups became full backups, unless CBT is manually enabled for new virtual machines or bpfis runs a log level 3 or higher.

**Etrack Incident: 3875224**

- Associated Primary Etrack: 3872090
- Associated Service Request Etrack(s): 3872089
- Description:  
A NDMP Accelerator backup on a Windows master server failed with status 99 when the backup path included space characters.

# NetBackup 7.7.2 EEB and release content listings

This chapter includes the following topics:

- [NetBackup 7.7.2 EEB listing](#)
- [NetBackup 7.7.2 release content listing](#)

## NetBackup 7.7.2 EEB listing

[Table 3-1](#) contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 7.7.2 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 Operations Readiness Tools (SORT) website:

See [“About Veritas Services and Operations Readiness Tools”](#) on page 63.

**Table 3-1** NetBackup 7.7.2 EEB Listing

Etrack Number	EEB Description
3367069	Data purge hangs due to large number of expired images records.
3499871	VMware backup intermittently fails with status 42.
3693059	Scheduled email report is not the same as running the report and exporting.
3693945	Some backup clients are not displayed in the client view when restoring from OpsCenter.
3733097	System state backups did not include some expected files.

**Table 3-1** NetBackup 7.7.2 EEB Listing (*continued*)

Etrack Number	EEB Description
3733206	If a partition is mounted in more than one way, Windows backups may skip the entire partition, which will result in data loss.
3768537	Temporary snapshot state and metadata files for Exchange are not deleted from the fi_cntl file if the backup job is canceled during the snapshot phase.
3770575	Restore failed when image was cataloged with lower case instance name. This happens when backup script contains SQLHOST as FQDN and SQLINSTANCE in lower case characters.
3783376	OpsCenter Storage Lifecycle Policy (SLP) backlog reports display an additional 700TB in backlog whereas the SLP Status report shows correctly 109TB remaining for duplication.
3793804	Media Server Unreachable alerts do not auto-clear when the media server comes back online.
3799189	Fibre Transport restores fail with data corruption and error ORA-19599 under heavy load conditions, such as when running backups and restore (validation) concurrently.
3799619	The NetBackup Enterprise Media Manager (nbemm) process crashes frequently under certain circumstances.
3801019	During Restore Validation, database administrators receive Error 'ORA-19511: Error received from media manager layer...Failed to open backup file for restore.'
3804994	Unable to exclude status code 4239 from OpsCenter reports.
3806204	During a system state backup, the first hard link was not backed up.
3807876	The buffer overruns when vault breaks list of the media to eject into 10 or more chunks of tape. This buffer overrun causes the vault job to fail with status 278. (Similar behaviour observed with vmchange -pre_eject.)
3810592	VMware backups fail with status code 13 (file read failed).
3816750	When browsing a SharePoint GRT backup, some documents appear with incorrect names and zero size.
3824915	Tape load can take up to 25 minutes. This is the hardcoded maximum load time limit.
3825749	The NetBackup Deduplication Manager (spad) consumes a large percentage of system memory when duplications are running, causing performance issues on the appliance.
3830335	The NetBackup Deduplication Manager (spad) consumes a large percentage of system memory when duplications are running, causing performance issues on the appliance.
3835090	Some jobs do not correctly show up under Monitor - Jobs when Hierarchical View is selected. Some parent jobs display correctly, but others may display as though there are child jobs.

**Table 3-1** NetBackup 7.7.2 EEB Listing (*continued*)

Etrack Number	EEB Description
3835213	Restore of a SharePoint content database fails if the database name contains the string 'Resources'.
3838293	bpplinfo returns unnecessary output information.
3842436	If communication between an OpsCenter server and a NetBackup master server is interrupted during data gathering, subsequent data gathering for that master may resume from a later starting point than expected, leading to 'holes' in the data.
3847556	NetBackup fails to import cloud images if the bucket (volume) or container has more than 1000 images.
3849883	OpsCenter View Builder shows incorrect client names for unassigned objects. This results incorrect client names being shown in reports if such objects are assigned to a view.
3852204	While taking backup of Hyper-V guest VM, the bpbkar32 process may consume excessive memory and significantly slow your system down. This problem occurs when the guest virtual machine has a differencing disk .
3852488	After upgrading from 7.6.x to 7.7 in an NBAC Enabled environment, accelerator jobs do not work (0% optimization) for some alternate backup selections.
3852950	Unable to activate "snapshot backup enabled" policy via command line using bpplinfo CLI.
3853482	SharePoint GRT restore fails to restore and stays at "remains in progress phase." The restore job never finishes, and must be killed manually.
3853970	VMware backup fails intermittently with status 42.
3855691	VMware Backup of a VM can cause bpbkar to crash on Windows 2008 R2 with NetBackup 7.7.1.
3859122	In 7.7.1, Oracle Copilot snapshot backups produce status code 4207 errors.
3860695	During a backup of Hyper-V guest virtual machines that are using differencing disks, the bpbkar32 process consumes large amounts of memory and maxes out the pagefile, significantly slowing the system down. This issue does not occur on normal disks.
3861824	VMware backup fails intermittently with status 42.

## NetBackup 7.7.2 release content listing

This topic contains a list of some of the known issues that were fixed and included in the NetBackup 7.7.2 release.

**Etrack Incident: 3608087**

- Associated Primary Etrack: 3607997
- Associated Service Request Etrack(s): 3607994
- Description:  
The 'Copy Storage Unit' operation failed to populate the 'Select disk pool:' list in the Java GUI for non-SYMC OST disk pools.

**Etrack Incident: 3699979**

- Associated Primary Etrack: 3698261
- Associated Service Request Etrack(s): 3698257
- Description:  
Unable to restore from the Java GUI. "invalid date specified" error returned - Java GUI is truncating the path.

**Etrack Incident: 3735308**

- Associated Primary Etrack: 3672039
- Associated Service Request Etrack(s): 3672035
- Description:  
VxMS failed to find and resolve logical volume group in a virtual machine.

**Etrack Incident: 3741008**

- Associated Primary Etrack: 3638396
- Associated Service Request Etrack(s): 3638393
- Description:  
A P2V backup failed on Windows 2003 with status 1 ("MS-Windows policy restore error(2808)") if there were mount points configured on the physical host.

**Etrack Incident: 3781674**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The nboraadm command could not list running bphdb jobs, or details for specific jobid's.

**Etrack Incident: 3794747**

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

A hostname may have been added to the nbpem hostname subsystem with an indication that it does not require hostname resolution (for example, if it was a Vmware hostname returned by discovery.) Later, we may indicate that resolution is required for that hostname when new hostnames are added to the system. However, when we make this change, we needed to be able to compare it against all existing hostnames in the subsystem, because this hostname was previously able to be set equivalent to other hostnames and there may be a conflict.

**Etrack Incident: 3803192**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
This Etrack implements a new XBSA NBBSAGetMediaIDs API for Teradata, which returns a text string containing the Media IDs associated with a Netbackup image, given the copyID of any XBSA object in the image.

**Etrack Incident: 3806941**

- Associated Primary Etrack: 3776505
- Associated Service Request Etrack(s): 3776502
- Description:  
A cat\_export failed with error code 2505: "Unable to connect to the database."

**Etrack Incident: 3808436**

- Associated Primary Etrack: 3824914
- Associated Service Request Etrack(s): 3824915
- Description:  
Certain brands of libraries had an issue where a tape load would take a long time, up to the hardcoded time limit of 25 minutes.

**Etrack Incident: 3810468**

- Associated Primary Etrack: 3770981
- Associated Service Request Etrack(s): 3770978
- Description:  
After running a BMR recovery in Windows 2012, the 8.3 shortnames for all files and folders located in the system volume were removed.

**Etrack Incident: 3818096**

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:  
 An XSS vulnerability in OpsCenter was reported by an external Security Researcher.

**Etrack Incident: 3823581**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
 Previously, if prepareForAccess/EndAccess failed, we would retry 10 times over 10 minutes. During this time, open sessions were marked as idle. This enhancement takes into consideration the status we get back from the failed prepareForAccess/endAccess calls and only retries when useful. This saves some time during the backup window, and reduces the length of time that the connection is open.

**Etrack Incident: 3829962**

- Associated Primary Etrack: 3800852
- Associated Service Request Etrack(s): 3800850
- Description:  
 After upgrading from 7.5.x to 7.6.0.x, backups on clustered clients which previously finished with status 0 finished with status 1, when using w2koption -backup -ignore\_unresolved\_volumes.

**Etrack Incident: 3830206**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
 This Etrack implemented a new XBSA NBBSAGetJobID API for Teradata, which returns the job ID for the current backup or restore transaction, and also created test in xbsa test\_app.

**Etrack Incident: 3832814**

- Associated Primary Etrack: 3832804
- Associated Service Request Etrack(s): 3832802
- Description:  
 The pending\_request\_notify script, as described both in HOWTO106057 and the Admin Guide, did not exist in the "goodies" directory on Windows or Linux installs.

**Etrack Incident: 3840014**

- Associated Primary Etrack: 3804367
- Associated Service Request Etrack(s): 3809152
- Description:  
Catalog cleanup deleted image folders when there were still images in them, resulting in data loss. In order to restore from or duplicate the affected images, they needed to be expired and imported, or restored from catalog backups if and where possible.

**Etrack Incident: 3843045**

- Associated Primary Etrack: 3856558
- Associated Service Request Etrack(s): 3856556
- Description:  
nbjm produced a core dump on RedHat Linux.

**Etrack Incident: 3845036**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Java GUI did not have the abilities to show negative matches (items NOT matching the specified criteria) and to Filter Previous Results.

**Etrack Incident: 3845294**

- Associated Primary Etrack: 3827512
- Associated Service Request Etrack(s): 3827509
- Description:  
An incorrect message was repeatedly logged in the event log when NetBackup services are started, if the Japanese language pack is installed.

**Etrack Incident: 3845430**

- Associated Primary Etrack: 3828990
- Associated Service Request Etrack(s): 3828989
- Description:  
An Oracle archive log restore failed with error code 2801 in SAN Client mode(FT), but LAN restore succeeded for the same archive log.

**Etrack Incident: 3846795**

- Associated Primary Etrack: N/A



- Associated Service Request Etrack(s): N/A
- Description:  
Restores from copilot images to ASM database instances were slow and filled up available disk space.

**Etrack Incident: 3846820**

- Associated Primary Etrack: 3788358
- Associated Service Request Etrack(s): 3788357
- Description:  
A job with multiple images in NetBackup 7.6.0.4 was interrupted due to a block size change, which forced the remaining images to request new resources, causing large delays.

**Etrack Incident: 3850233**

- Associated Primary Etrack: 3849746
- Associated Service Request Etrack(s): 3849744
- Description:  
If Buffer\_Size in Windows BAR GUI was set to 0 or 1, it would revert back to the default value of 128kb if the user clicked the OK button in the File/Client Properties tab.

**Etrack Incident: 3850561**

- Associated Primary Etrack: 3836865
- Associated Service Request Etrack(s): 3836864
- Description:  
Master servers which were removed from their environment remain in OpsCenter with data older than 1 year.

**Etrack Incident: 3850762**

- Associated Primary Etrack: 3847043
- Associated Service Request Etrack(s): 3847041
- Description:  
NBSL core dumps occurred after upgrade to NetBackup 7.7 on Red Hat Enterprise Linux Server 5.11.

**Etrack Incident: 3851129**

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

- Description:  
Added the ability to generate usernames and groupnames for VMware Linux backups.

**Etrack Incident: 3852124**

- Associated Primary Etrack: 3839683
- Associated Service Request Etrack(s): 3839682
- Description:  
The nbdeployutil process hung and repeated bptestbpcd messages after upgrade from 7.6.0.3 to 7.6.1.1 on Microsoft Windows Server 2008 R2 Enterprise. nbdeployutil worked normally until bptestbpcd was run.

**Etrack Incident: 3853547**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
This Etrack implemented new XBSA NBBSAGetJobInfo and NBBSAFreeJobInfo APIs for Teradata, and created text in xbsa test\_app. The NBBSAGetJobInfo() call returns information about a job, which is equivalent to the information displayed by the command line bpdjobs "jobid <id> -all\_columns. The NBBSAFreeJobInfo() call frees the job information storage via a call to NBBSAGetJobInfo().

**Etrack Incident: 3854638**

- Associated Primary Etrack: 3854607
- Associated Service Request Etrack(s): 3854606
- Description:  
An upgrade to NetBackup 7.6.x failed with error message "ATTENTION! There is not enough free disk space available for upgrade" even though the server had at least the required 12% free space available.

**Etrack Incident: 3855122**

- Associated Primary Etrack: 3853456
- Associated Service Request Etrack(s): 3853453
- Description:  
An upgrade from OpsCenter 7.7 to 7.7.1 failed with error code 2 when attempting to stop the database.

**Etrack Incident: 3855775**

- Associated Primary Etrack: 3851000

- Associated Service Request Etrack(s): 3850999
- Description:  
dbbackup.exe crashed when attempting to select login parameters for the second time. This issue occurred only on master servers in Japanese environments.

**Etrack Incident: 3857140**

- Associated Primary Etrack: 3708717
- Associated Service Request Etrack(s): 3708714
- Description:  
A differential backup with move detection backed up unchanged files if their directory names contain the same string.

**Etrack Incident: 3861223**

- Associated Primary Etrack: 3857417
- Associated Service Request Etrack(s): 3857413
- Description:  
0kb image files under SLP control and set to "Expire On Copy" were never being expired. When nbstserv examined the file to decide whether to duplicate it or not, the 0kb file size caused it to skip the call to bpdbrm which would have set the expiration date from infinity to the specified retention setting.

**Etrack Incident: 3862219**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Could not filter for 'State = !Done OR Status > 0' in the "By Example" tab; the filter returned 0 results. When the same Filter was created under the Advanced Tab of the Filter, it worked without issue and returned the expected results.

# NetBackup 7.7.1 EEB and release content listings

This chapter includes the following topics:

- [NetBackup 7.7.1 EEB listing](#)
- [NetBackup 7.7.1 release content listing](#)

## NetBackup 7.7.1 EEB listing

[Table 4-1](#) contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 7.7.1 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 Operations Readiness Tools (SORT) website.

See [“About Veritas Services and Operations Readiness Tools”](#) on page 63.

**Table 4-1** NetBackup 7.7.1 EEB Listing

Etrack Number	EEB Description
3668279	OpsCenter Simplified File Restore (SFR) browse results fail to display folder contents.
3681723	BMRDB_DATA.db file grows too large on NetBackup version 7.6 and above.
3697806	Streaming Exchange 2007 database restore may fail when there is a very large number of transaction logs to restore.
3717990	nbwin.exe crashes when selecting the Folder in Virtual Machine Recovery wizard.

**Table 4-1** NetBackup 7.7.1 EEB Listing (*continued*)

Etrack Number	EEB Description
3733295	When you export a full Detailed View log for a large job by using the Logs page from the Monitor view, the resulting log file may appear truncated. The job details in NetBackup show the complete log data.
3740135	VMware backups with mapping enabled progress very slowly.
3740194	After upgrading from 7.1.0.3 to 7.6.0.4, when you select images from the previous version, the MSSQL SQL agent GUI displays the error message "Enter an integer between 1 and 31."
3747059	Microsoft Exchange 2013 GRT backups may not catalogue mailbox information for some databases. Gathering the mailbox list may take up to 30 minutes per database. All backups generate exit status 0.
3747590	When browsing backup images for restore in the NetBackup SQL GUI for a mirrored environment, the restore selection hierarchy may incorrectly form if differential backups are timestamped prior to a full backup.
3748212	An NDMP MPX restore fails with status code 150. NetBackup tape manager (bptm) sends Abort request to ndmpagent process.
3750680, version 2, 1	NDMP duplicating failure of query files file causes resource unreleased.
3752899	OpsCenter occasionally displays a blank page when a report is viewed.
3768680, version 1	When browsing for restore in the SQL GUI for a mirrored environment, the restore selection tree may be wrong with differential backups dated prior to a full backup appearing. A MOVE template for a mirrored environment has no MOVE or TO lines.
3784101	Mapping and optimizations fail when backing up a Windows virtual machine if the boot partition is on an independent disk.
3793591, version 1	EEB bundle for ext filesystem mapping fixes
3796112	The function "Inline copy of a Storage Lifecycle Policy on Storage Unit Groups" that was present in NetBackup 7.5 is not allowed in NetBackup 7.6.
3797930	The BPDuplicate process fails a backupid but appears to hold the Resource Broker drive allocation, which makes the drive unavailable for the next backupid or another job until the entire BPDuplicate process is cancelled or completes with an exit status.
3798733	Logs for the NetBackup client daemon (bpcd) grow extremely large and fill the disk on media servers.
3802254	When NetBackup Access Control (NBAC) is enabled, a Netbackup Admin (non-root) user cannot run the nbac_cron utility.

**Table 4-1** NetBackup 7.7.1 EEB Listing (*continued*)

Etrack Number	EEB Description
3807874	OpsCenter occasionally shows a blank page when a report is viewed.
3811020	The NetBackup Add-in for SCVMM Console is a new plugin being introduced in NetBackup 7.7. SCVMM versions supported with this release are SCVMM 2012 R2 Rollup 1 through 6. On Rollup 5 and 6, the VM admin is unable to select an alternate restore directory.
3831701	The bpfis process reports "ERR - DBCC_Check: dblk sub type is not valid it is 27."
3838441	The Storage Lifecycle Policy (SLP) report (nbstlutil) displays incorrect amounts for the SLP backlog.

## NetBackup 7.7.1 release content listing

This topic contains a list of some of the known issues that were fixed and included in the NetBackup 7.7.1 release.

### **Etrack Incident: 3616927**

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

The NetBackup Catalog Consistency (NBCC) utility for release 7.6.0.3 revealed that the operations `Oper_19_1` and `Oper_7_1` were incorrectly reported for all the assigned tapes on all the master servers due to host name normalization issues.

### **Etrack Incident: 3642276**

- Associated Primary Etrack: 3606051
- Associated Service Request Etrack(s): 3606030
- Description:
 

Resumed duplications (VTL to Physical tape SLP-driven duplications) failed with Status 174 error when media block size changed.

### **Etrack Incident: 3654531**

- Associated Primary Etrack: 3642862
- Associated Service Request Etrack(s): 3642859
- Description:
 

Fixes POODLE SSL 3.0 vulnerability on NetBackup products.

**Etrack Incident: 3736576**

- Associated Primary Etrack: 3695593
- Associated Service Request Etrack(s): 3769848
- Description:  
Restores initiated through OpsCenter Simplified File Restore (SFR) did not correctly restore files larger than 1 GB on Red Hat Enterprise Linux (RHEL).

**Etrack Incident: 3744445**

- Associated Primary Etrack: 3744258
- Associated Service Request Etrack(s): 3744256
- Description:  
The Java Administration Console did not properly filter "standalone" media in its **Media and Device Management > Media** displays.

**Etrack Incident: 3766148**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Encrypted file systems implemented as overlay filesystem (`ovlfs`) appeared as the same mount point (path) as the original mount path and were backed up twice.

**Etrack Incident: 3766947**

- Associated Primary Etrack: 3708214
- Associated Service Request Etrack(s): 3787053
- Description:  
Accelerator backups failed on Unix clients with there are sparse files with file sizes between 2GB and 2GB - 1MB.

**Etrack Incident: 3770744**

- Associated Primary Etrack: 3744068
- Associated Service Request Etrack(s): 3744064
- Description:  
VMware Intelligent Policy (VIP) backups and queries failed with Status 4234 when using complex passwords.

**Etrack Incident: 3771851**

- Associated Primary Etrack: 3755810

- Associated Service Request Etrack(s): 3755808
- Description:  
Redirected restore of a Lotus Domino database that contains Japanese characters was restored to the wrong directory.

**Etrack Incident: 3782350**

- Associated Primary Etrack: 3780411
- Associated Service Request Etrack(s): 3782812
- Description:  
When the Deduplication Catalog utility command `dedupecatutil --dry_run -- FORCE_DEDUPE_METADATA_CONSISTENCY` was run, replicated images were identified and (without `--dry_run`) deleted before they were imported into MSDP.

**Etrack Incident: 3784598**

- Associated Primary Etrack: 3783736
- Associated Service Request Etrack(s): 3783733
- Description:  
A SharePoint redirect completed with Status 0 even though the alternative SQL server was offline.

**Etrack Incident: 3790088**

- Associated Primary Etrack: 3737970
- Associated Service Request Etrack(s): 3737968
- Description:  
Single File Restore (SFR) recovery of files on a Windows virtual machine from a VMware backup would fail with a `tar32.exe` crash. The crash was preceded, at the end of tar startup, by a Volume Shadow Copy Service (VSS) security event wherein the Microsoft VSS System Writer was denied access to make a VSS call.

**Etrack Incident: 3794602**

- Associated Primary Etrack: 3794082
- Associated Service Request Etrack(s): 3794081
- Description:  
In the Backup, Archive, and Restore (BAR) Java user interface, client browsing was allowed even though the **Allow client browse** attribute was disabled.

**Etrack Incident: 3795437**

- Associated Primary Etrack: 3755462



- Associated Service Request Etrack(s): 3755461
- Description:
 

If the command `bpexpdate -recalculate` is run with no options, or with only the `-backupid` option to specify a single backup ID, the expiration time of completed image copies created by a storage lifecycle policy (SLP) was changed to 1 week after the original backup time, ignoring the retention levels that were set for the image copies by the SLP. `bpexpdate -recacululate` used the default retention level from the policy, which is zero (1 week), instead of the retention levels that were used for each copy by the SLP. The new `bpexpdate` command line option `-bybackuptime`, when used with `- recalculate` sets the expiration time of all image copies according to the retention level of each copy. (It does not use the retention level from the backup policy of the image, because that is always set to 1 week in policies using an SLP). After an import, use the `-bybackuptime` option to set the original expiration time on the image copies. See the *NetBackup Commands Reference Guide* for details.

**Etrack Incident: 3793373**

- Associated Primary Etrack: 3793933
- Associated Service Request Etrack(s): 3793932
- Description:
 

The "Exclude swap and paging files" option failed for a Windows virtual machine with multiple page files.

**Etrack Incident: 3801311**

- Associated Primary Etrack: 3791353
- Associated Service Request Etrack(s): 3791352
- Description:
 

Disk spanning failed with Status 114 on an NDMP backup with a storage unit group (SUG) consisting of 10 Basic Disks when `SIZE_DATA_BUFFER_DISK` is greater than 256 KB.

**Etrack Incident: 3802267**

- Associated Primary Etrack: 3794128
- Associated Service Request Etrack(s): 3794130
- Description:
 

OpsCenter upgrade to latest version 7.7 was successful, but failed to copy the upgraded database files to the installed location.

**Etrack Incident: 3805343**

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:  
Fixes POODLE SSL 3.0 vulnerability on NetBackup products.

**Etrack Incident: 3807720**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Fixes POODLE SSL 3.0 vulnerability on NetBackup products.

**Etrack Incident: 3811904**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
Processes that use the `nbuVMwaretools.dll` library failed on virtual machines (VMs) with an xHCI USB controller in the inventory.

**Etrack Incident: 3813203**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
A cross-site scripting (XSS) vulnerability was discovered in OpsCenter contextual help.

**Etrack Incident: 3817080**

- Associated Primary Etrack: 3770981
- Associated Service Request Etrack(s): 3770978
- Description:  
The 8.3 shortname for all files and folders that are located in system volume are removed after Bare Metal Restore (BMR) recovery.

**Etrack Incident: 3822895**

- Associated Primary Etrack: 3800852
- Associated Service Request Etrack(s): 3800850
- Description:  
After upgrading to NetBackup 7.6.x.x, backups with `w2koption Ignore_Unresolved_Volumes` option completed with Status 1 rather than the Status 0 with previous versions.

**Etrack Incident: 3828250**

- Associated Primary Etrack: 3800852
- Associated Service Request Etrack(s): 3800850
- Description:  
After upgrading to NetBackup 7.6.x.x, backups with `w2koption`  
`Ignore_Unresolved_Volumes` option completed with Status 1 rather than the  
Status 0 with previous versions.

# NetBackup 7.7 EEB and release content listings

This chapter includes the following topics:

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

## NetBackup 7.7 EEB listing

[Table 5-1](#) contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 7.7 resolves the issues that were fixed with each of these EEBs.

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

See [“About Veritas Services and Operations Readiness Tools”](#) on page 63.

**Table 5-1** NetBackup 7.7 EEB Listing

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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



**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

**Table 5-1** NetBackup 7.7 EEB Listing (*continued*)

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

## NetBackup 7.7 release content listing

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

**Etrack Incident: 1590239**

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

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

**Etrack Incident: 2078446**

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

**Etrack Incident: 3224350**

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

**Etrack Incident: 3244130**

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

**Etrack Incident: 3292025**

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

**Etrack Incident: 3376028**

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



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

**Etrack Incident: 3402687**

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

**Etrack Incident: 3442764**

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

**Etrack Incident: 3449498**

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

**Etrack Incident: 3477729**

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

**Etrack Incident: 3480844**

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

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

**Etrack Incident: 3504771**

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

**Etrack Incident: 3512935**

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

**Etrack Incident: 3526787**

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

**Etrack Incident: 3540555**

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

**Etrack Incident: 3554689**

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

**Etrack Incident: 3556290**

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

**Etrack Incident: 3556942**

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

**Etrack Incident: 3559188**

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

**Etrack Incident: 3559599**

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

**Etrack Incident: 3564780**

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

**Etrack Incident: 3575311**

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

**Etrack Incident: 3579141**

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

**Etrack Incident: 3579365**

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

**Etrack Incident: 3584411**

- Associated Primary Etrack: 3511082

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

**Etrack Incident: 3584474**

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

**Etrack Incident: 3586823**

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

**Etrack Incident: 3587220**

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

**Etrack Incident: 3587252**

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

**Etrack Incident: 3587291**

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

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

**Etrack Incident: 3588092**

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

**Etrack Incident: 3588099**

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

**Etrack Incident: 3589867**

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

**Etrack Incident: 3592790**

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

**Etrack Incident: 3598800**

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

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

**Etrack Incident: 3599124**

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

**Etrack Incident: 3603889**

- Associated Primary Etrack: 3558990
- Associated Service Request Etrack(s): 3558987
- Description:  
 Original text: Several sockets stay in CLOSE\_WAIT/FIN\_WAIT\_2 state during a synthetic backup. Edit text for RN: Several sockets stayed in the CLOSE\_WAIT/FIN\_WAIT\_2 state during a synthetic backup.

**Etrack Incident: 3605525**

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

**Etrack Incident: 3605785**

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

**Etrack Incident: 3606220**

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

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

**Etrack Incident: 3610633**

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

**Etrack Incident: 3618436**

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

**Etrack Incident: 3625896**

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

**Etrack Incident: 3628073**

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

**Etrack Incident: 3632351**

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



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

**Etrack Incident: 3633856**

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

**Etrack Incident: 3635997**

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

**Etrack Incident: 3636539**

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

**Etrack Incident: 3638096**

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

**Etrack Incident: 3644151**

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

**Etrack Incident: 3645164**

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

**Etrack Incident: 3662993**

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

**Etrack Incident: 3676113**

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

**Etrack Incident: 3676116**

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

**Etrack Incident: 3676269**

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

**Etrack Incident: 3676322**

- Associated Primary Etrack: 3675333

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

**Etrack Incident: 3681079**

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

**Etrack Incident: 3681691**

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

**Etrack Incident: 3694261**

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

**Etrack Incident: 3695969**

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

**Etrack Incident: 3702948**

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

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

**Etrack Incident: 3710187**

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

**Etrack Incident: 3710651**

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

**Etrack Incident: 3713698**

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

**Etrack Incident: 3715244**

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

**Etrack Incident: 3718600**

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

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

**Etrack Incident: 3718860**

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

**Etrack Incident: 3734398**

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

**Etrack Incident: 3741139**

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

**Etrack Incident: 3744142**

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

**Etrack Incident: 3746412**

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

**Etrack Incident: 3747889**

- Associated Primary Etrack: N/A

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

**Etrack Incident: 3748892**

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

# About SORT for NetBackup Users

This appendix includes the following topics:

- [About 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 65.
Create generic installation reports	See <a href="#">“To create a generic installation checklist”</a> on page 65.
Create system-specific installation reports	See <a href="#">“To create a system-specific installation report for Windows”</a> on page 66. See <a href="#">“To create a system-specific installation report for UNIX or Linux”</a> on page 67.



### 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 **Register**.
- 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 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/>
- 2** Select **SORT > SORT for NetBackup**
- 3** In the **Custom Reports Using Data Collectors**, select the **Data Collector** tab.
- 4** Select the radio button for **Graphical user interface** and download the correct data collector for your platform.

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

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

- 6 On the **Welcome** screen, select **NetBackup** from the product family section and click **Next**.
- 7 On the **System Selection** screen, add all computers you want analyzed. Click **Browse** to see a list of computers you can add to the analysis. 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/>
- 2 Select **SORT > SORT for NetBackup**
- 3 Change to directory that contains downloaded utility.
- 4 In the **Custom Reports Using Data Collectors**, select the **Data Collector** tab.
- 5 Download the appropriate data collector for your platform.  

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

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

- 9** Select **Installation/Upgrade report** when prompted **What task do you want to accomplish?**  
 You can select multiple options by separating your response with commas.
- 10** Specify the system or systems you want included in the report.  
 If you previously ran a report on the specified system, you may be prompted to run the report again. Select **Yes** to re-run the report.  
 The utility again lists the location of the log files for the session.  
 The progress of the utility is displayed to the screen.
- 11** Specify **NetBackup** when prompted for the product you want installation or upgrade reports.
- 12** Enter the number that corresponds to the version of NetBackup you want to install.  
 The utility again lists the location of the log files for the session.  
 The progress of the utility is displayed to the screen.
- 13** The utility prompts you to upload the report to the SORT website if you want to review the report online. The online report provides more detailed information than the text-based on-system report.
- 14** When your tasks are finished, you can exit the utility. You have the option to provide feedback on the tool, which 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 65.

**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 66. See <a href="#">"To create a system-specific installation report for UNIX or Linux"</a> on page 67.
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 69. See <a href="#">"To review hot fix and emergency engineering binary information"</a> on page 69.

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

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

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

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

<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.