

# Symantec NetBackup™ Appliance Release Notes

Release 2.6

NetBackup 52xx



# Symantec NetBackup™ Appliance Release Notes

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Documentation version: 2.6

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- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

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

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- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
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If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan	<a href="mailto:customercare_apac@symantec.com">customercare_apac@symantec.com</a>
Europe, Middle-East, and Africa	<a href="mailto:semea@symantec.com">semea@symantec.com</a>
North America and Latin America	<a href="mailto:supportsolutions@symantec.com">supportsolutions@symantec.com</a>

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# NetBackup Appliance 2.6 features, enhancements, and changes

This chapter includes the following topics:

- [NetBackup 52xx hardware features](#)
- [About NetBackup Appliance 2.6 new features, enhancements, and changes](#)
- [About the new appliance home page](#)
- [About the new NetBackup Appliance Web Console](#)
- [About changes made to the NetBackup Appliance Shell Menu](#)
- [About storage enhancements](#)
- [About upgrade and rollback enhancements](#)
- [About appliance restore enhancements](#)
- [About LDAP server configuration and authentication](#)
- [About data migration](#)
- [About hardware monitoring and alerting](#)
- [About fault handling and healing](#)
- [About the enhanced context-sensitive Help](#)
- [About AutoSupport](#)
- [About the new international environment features](#)



- [About changes made in NetBackup Appliance 2.5.2 and later](#)

## NetBackup 52xx hardware features

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**Note:** Hardware enhancements may be released in between software version releases. To see if any new hardware enhancements are available, please see the following tech note on the Symantec Support website:

<http://www.symantec.com/docs/TECH209751>

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This release supports the 52xx hardware architectures for the appliance. These architectures run the same software so you can configure them in any of the following modes:

- An appliance master server
- An appliance master and media server
- An appliance media server only

All appliance architectures support the following features and functionalities:

- Dual processor, Quad Core, Intel-based systems.
- Each has a number of hot swap external drives.
- Fibre Channel connectivity that supports external tape drives.
- The base configuration supports a Gigabit Ethernet network.
- High-performance hardware RAID controller.
- The Intel X520 SR2 10 Gb Ethernet card is either standard on the systems or an option.
- Each uses NetBackup as their code base.
- Linux operating system (provided by Symantec).
- Each can run the latest version of NetBackup Appliance software.

The NetBackup 5220 Appliance contains eight internal storage disk drives with a total formatted storage capacity of 4 TB.

The NetBackup 5230 Appliance contains eight internal storage disk drives that are available in 1-TB and 3-TB storage capacities. The 1-TB disks provide a total formatted storage capacity of 4 TB. The 3-TB disks provide a total formatted storage capacity of 14 TB.

The NetBackup 5220 and 5230 can be used with attached Symantec Storage Shelves for additional storage. A storage shelf can support either 2-TB or 3-TB disk drives, but all drives within a shelf must be the same capacity.

[Figure 1-1](#) shows the available, formatted storage capacity of the NetBackup 5220 Appliance, with or without attached storage shelves.

**Figure 1-1** NetBackup 5220 storage capacity

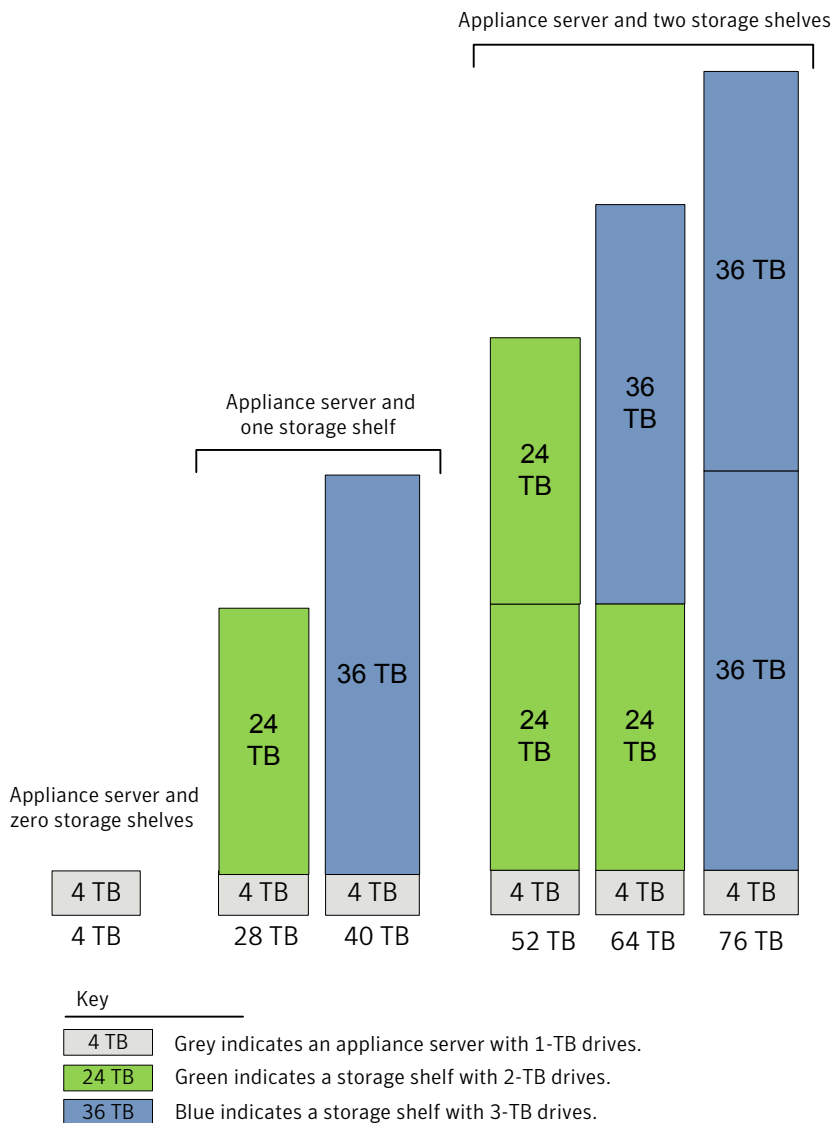
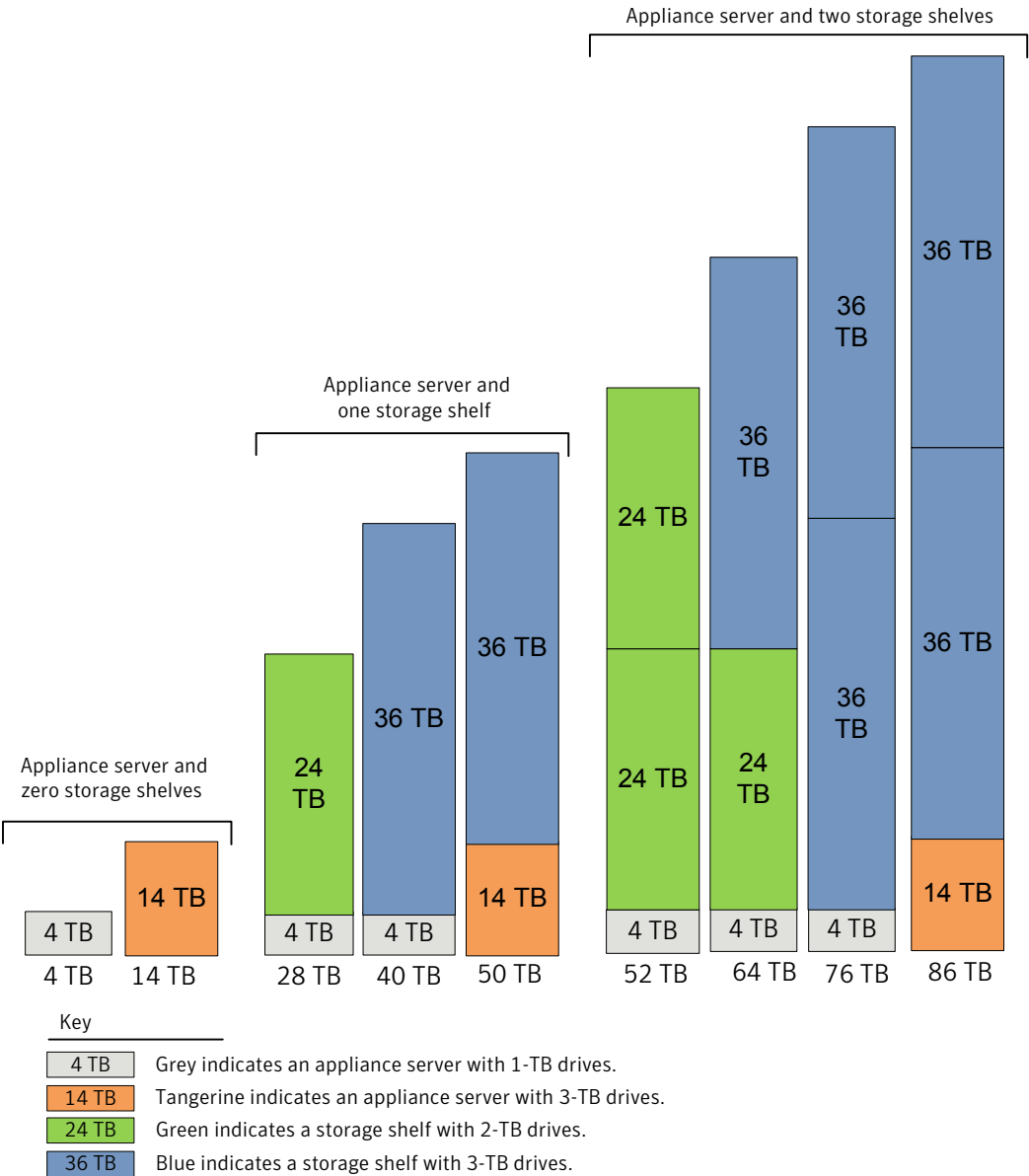


Figure 1-2 shows the available, formatted storage capacity of the NetBackup 5230 Appliance, with or without attached storage shelves.

Figure 1-2 NetBackup 5230 storage capacity



## NetBackup 5230 hardware features

The following list includes features specifically for the 5230 appliance:

- The deduplication engine provides up to 100 times reduction in storage. The client side plug-in provides similar levels of bandwidth reduction.
- Due to fingerprinting and RAID redundancy, the overall storage capabilities are not a simple multiplication of the disk size and the total number of disks.  
A NetBackup 5230 Appliance provides 4 TB (with 1-TB drives) or 14 TB (with 3-TB drives) of storage without added storage shelves. The 5230 appliance ships with zero, one, or two Symantec Storage Shelves. Each storage shelf has a capacity of 24 TB (with 2-TB disks) or 36 TB (with 3-TB disks). The maximum capacity of a 5230 appliance with two attached storage shelves is 86 TB.  
[Figure 1-2](#) shows all available storage configurations of the NetBackup 5230 Appliance, with or without attached storage shelves.
- Supports redundant power modules and fan modules. The 5230 also supports hot swappable disk modules and power modules.
- The system disk drives are external to the chassis. They can be hot-swapped without opening the chassis or shutting down the system. This is an improvement over the NetBackup 5220.
- Provides separate out-of-band management network interfaces. You can remotely turn on, turn off, and reset appliances through the network.  
Supports remotely configuring and managing the appliances through KVM over IP.  
Supports SNMP traps and automatically reports alarms.  
Supports reporting the disk information through the out-of-band management channel.
- RAID 1 and RAID 6:
  - Appliance system disks: RAID 1 (software RAID)
  - Storage shelf data storage disks: RAID 6
- The NetBackup 5230 Appliance can be ordered with one, four, or five FC HBA cards already installed. You can order a SAS RAID card to be preinstalled if you plan to use one or more storage shelves. A 10 Gb Ethernet card can also be ordered and preinstalled.
- Rear panel ports:
  - Two SAS ports that are located on a card in one of the PCI riser assemblies. The SAS ports connect to the storage shelf.
  - One 1 Gb/s IPMI management network port.

- One VGA port.
- Three USB 2.0 ports.
- Four 1GE network ports, with link and activity LEDs.
- Two 10GE network ports, with link and activity LEDs.
- Only one SAS card and one 10 Gb Ethernet can be installed in the six PCI slots. The other slots can be used for additional Fibre Channel connections.

[Table 1-1](#) outlines the differences between the NetBackup 5220 and 5230 Appliances.

**Table 1-1** Comparison of NetBackup 5220 and NetBackup 5230 Appliances

Parameter	NetBackup 5220	NetBackup 5230
Cores	4	6
Cache (MB)	12	15
RAID Cache	512 MB	1 GB
Speed (GHz)	2.4	2.0
Turbo Speed (GHz)	2.66	2.5
QPI Speed (GT/s)	5.86	7.2
System memory (GB)	96	128
Memory Config (DIMMs)	8GB x 12	8GB x 16
Thermal (Watts)	80	95
Data Retention	One Li-ion battery backup unit	Two maintenance-free backup units (MFBU) with Flash and Supercapacitor
PCI add-in card slots	5	6
On-board 10 Gb Ethernet ports	0	2
Additional 10 Gb Ethernet cards in PCI assembly	Yes	Yes
Additional 1 Gb Ethernet cards in PCI assembly	Yes	No

## About NetBackup Appliance 2.6 new features, enhancements, and changes

In addition to a number of new features, this release offers many enhancements to the issues and improvements from previous NetBackup Appliance releases. Information about the new features, enhancements, and changes in this release of NetBackup Appliance can be found in the following sections of this chapter.

When an appliance is released, the latest version of NetBackup is used as a basis on which the appliance code is built. That ensures that all applicable features, enhancements, and fixes that were released within NetBackup are included in the latest release of the appliance.

NetBackup 7.6 is the version of NetBackup software that the NetBackup Appliance 2.6 release installs. Information about the new features, enhancements, and fixes found in NetBackup 7.6 can be found in the *NetBackup 7.6 Release Notes* document on the Symantec Support website:

<http://www.symantec.com/docs/DOC6138>

## About the new appliance home page

When you log in to the appliance, it displays the **Welcome to Symantec NetBackup** home page. This page is displayed after you have configured the appliance as a media or a master server. We have created a new home page that provides a quick Dashboard view of your appliance. It displays the status of the following components that determine the successful functioning of your appliance:

- **Storage** - Displays the used storage space across the appliance. The information is dynamically updated to display the current storage utilization.
- **Notifications** - Displays the latest notifications for your appliance, like the connectivity status for the Call Home server.
- **Hardware** - Displays an overall view of the hardware health, with quick drill-down to the hardware monitoring view for details.
- **Deduplication Summary** - Displays the current deduplication ratio pertaining to the current backup being taken.

The NetBackup Appliance Web Console home page also displays an expandable footer with links to the documentation set, Technical Support, and Symantec Connect. This footer is displayed for all the pages on the NetBackup Appliance Web Console. To view the contents of the footer, click on the downward arrows on the footer.

## About the new NetBackup Appliance Web Console

The NetBackup Appliance Web Console has been redesigned to provide a more user-friendly experience. The interface includes more graphical representations for ease of use. The initial configuration wizard guides you through the process of getting your appliance communicating within your network and getting the storage partitions configured for backups. The post-configuration interface provides a new menu flow that lets you easily locate anything from hardware monitoring to reviewing and changing appliance settings.

The following diagram provides a brief overview of how the menu structures have evolved for version 2.6:

**Figure 1-3** NetBackup Appliance Web Console version 2.6 menu structure for 52xx appliance

Menus	Symantec NetBackup 52xx - v2.5.1	Symantec NetBackup Appliance 52xx – v2.6
Home		Symantec NetBackup Welcome Page ★
Manage	Storage	Storage
	NetBackup License	License
	Additional Servers*	Additional Servers*
	Appliance	Appliance Restore
	Add Media Appliance ●	Migration Utility ★
	Download Updates	Policy Conversion
	Browse for Updates	Selection Criteria
	Install Updates	Migration Job Status
		Software Updates
		Host
Monitor		Deduplication
		Data Buffer
		Lifecycle*
		Advance*
	Hardware	Hardware
	SCSP Audit Logs*	SCSP Audit View
	Hardware Monitoring	Notification
	Configuration	Alert Configuration
	SNMP	Registration ★
	SMTP	Network
Settings	WAN Optimization	WAN Optimization
	Appliance Reconfig.	Network
	Network Config.	Host
	DNS Configuration	Fiber Transport
	Fiber Transport	
	Security	Password
	Date and Time	Date and Time
		Authentication ★
	NetBackup ●	Server Configuration
	Deduplication	User Management
	Data Buffer	
	Lifecycle*	
	Advance*	

★ New ● Moved to **Manage** tab  
 ● Removed \* Master Servers



## About changes made to the NetBackup Appliance Shell Menu

The NetBackup command-line shell feature has been improved so that NetBackup administrators with superuser privileges can execute NetBackup commands. These privileges enable NetBackup administrators to execute the commands that support full NetBackup logging as well as develop and use scripts and automation.

NetBackup Appliance administrators have the authority to provide access for multiple NetBackup administrators and audit the activity of these administrators. In addition, NetBackup Appliance administrators can manage the NetBackup administrator accounts from the `Main > Manage > NetBackupCLI` view within the NetBackup Appliance Shell Menu. From the `NetBackupCLI` view, a NetBackup Appliance administrator can create, delete, and list NetBackup administrator accounts as well as manage their user account passwords.

## About storage enhancements

The following enhancements relate to the storage and the storage management on NetBackup appliances:

- We have improved how you manage and configure storage in the NetBackup Appliance Web Console. The console now provides a graphical representation of the storage partitions within your appliance. The **Manage > Storage > Partitions** pane lets you resize or move the partitions. The **Manage > Storage > Disks** pane provides a tabular representation of the logical disks within the appliance. You can add or remove disks from the **Disks** tab. These improvements are the result of many hours of usability sessions with appliance customers. These tasks remain available from the NetBackup Appliance Shell Menu.
- MSDP (Media Server Deduplication Pool) is now supported on all 52xx master and media appliances. MSDP offers up to the maximum available capacity on a 52xx appliance.

## About upgrade and rollback enhancements

This version of NetBackup Appliance contains enhancements in how you download and install software updates. You can download software updates from the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu.

From the NetBackup Appliance Web Console you can see the version of software that is installed on your appliance. You can also see the available software updates that are available for you to download. Once you have selected a software update

to download and have begun the process, you are shown a status page. That status page enables you to observe the progress of the operation to its completion.

In addition to the upgrades, you can choose to roll back the software version on an appliance to a particular checkpoint. When you begin this process, a status page appears and enables you to watch the progress of the rollback until the status reaches completion. The status screen shows the server name, the version, and the status, which is displayed as a percentage.

## About appliance restore enhancements

In this release, we offer additional ways to return an appliance to a previous state. The factory reset capability has been enhanced with the option of retaining storage configuration and backup data.

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**Note:** Factory reset is not supported if you have upgraded a 52xx master server or media server to version 2.6. If you want the latest version of the appliance software on your appliance, you can install the latest software version from the USB flash drive. Contact Symantec Technical Support for the latest version of the appliance software.

You also have the option to roll back to a post-upgrade checkpoint, which is created automatically after a successful upgrade.

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The product offers the ability to roll back to the later states that are defined by a checkpoint. All of these methods to restore the appliance to a previous point in time are available in a management area called **Appliance Restore**. You can use checkpoints to roll back the appliance. Those checkpoints are described in the following list:

- A pre-upgrade checkpoint is created before you install a software upgrade. You can use this type of checkpoint as a rollback checkpoint in case a software upgrade fails.
- A post-upgrade checkpoint is created after an appliance has been upgraded to a new software version.
- A user-directed checkpoint is a checkpoint that you create at any point in time using the application user interface or the NetBackup Appliance Shell Menu. This checkpoint offers you more flexibility when you roll back your appliance. Only one user-directed checkpoint may exist at any given time. If a new user-directed checkpoint is created, it overwrites the previous user-directed checkpoint if one exists.

- A factory checkpoint is created during a new installation of the NetBackup Appliance software, as well as during an upgrade of an unconfigured appliance. This checkpoint is used when you decide to perform a factory reset operation.

Only one of each checkpoint type can exist on the appliance at a time. At most, there can be four checkpoints on your appliance: a pre-upgrade checkpoint, a post-upgrade checkpoint, a user-directed checkpoint, and a factory checkpoint.

## About LDAP server configuration and authentication

This feature enables you to use the PAM (Pluggable Authentication Module) plug-in from your appliance operating system to configure and work with an LDAP (Lightweight Directory Access Protocol) server. You can use your LDAP directory as a single directory source to access user information and authenticate the users across all your appliances. Using the LDAP/AD Authentication feature, you can perform the following tasks:

- Configure your appliance to use LDAP for authentication of appliance administrators.
- If you use user groups in your environment, you can create dedicated groups of users using your LDAP or Active Directory. Then, you can authorize the group as Appliance administrators.
- Reuse the LDAP server configuration information across all the appliances through the use of import and export templates.

## About data migration

This feature introduces a new utility in the NetBackup Appliance Web Console that seamlessly automates the transfer of a backup workload to a NetBackup appliance. The Migration Utility provides the ability to choose what workloads to redirect, then performs non-disrupted seeding of the appliance, and optionally automates the policy conversion. The user has the flexibility to choose which backup policies to migrate, and the duration and the start time of the seeding window. The utility predicts how much can be accomplished in the window by assessing past performance.

The utility migrates the last full backup for each specified policy. For any policy types that do not follow the full backup convention, the Migration Utility tries to include everything that is required to represent the latest complete backup picture.

The Migration Utility handles the creation of the image worklist for seeding and the policy conversion. All of this activity can be done while the system performs the

standard daily backup and duplication functions. Progress can be tracked in the **Manage > Migration Utility** pane.

For more information on the Migration Utility, refer to the *Symantec NetBackup Appliance Administrator's Guide*:

<http://www.symantec.com/docs/DOC6736>

## About hardware monitoring and alerting

This release of the appliance provides enhancements with the monitoring and alerting capabilities within the appliance. This release enables an administrator to monitor and report on the appliance hardware as an entire ecosystem. These enhancements make it easy to see the overall health of the appliance and the health of individual hardware components of the appliance.

With this feature comes an upgraded look-and-feel for how the hardware monitoring is presented in the NetBackup Appliance Web Console. The hardware monitoring page lets you accomplish the following tasks:

- View the overall hardware summary
- View the overall enclosure or shared storage summary
- Identify and investigate errors or warnings
- Acknowledge the errors or warnings for which you do not want to receive error notifications

## About fault handling and healing

You can now troubleshoot multiple failures and resolve issues in NetBackup appliance using some interactive self-repair Wizards. These Wizards can be accessed from the following icon in the NetBackup Appliance Web Console:



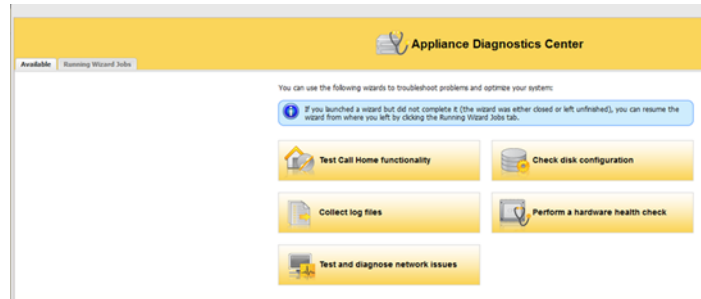
The Wizards help you perform the following tasks:

- Test Call Home functionality
- Troubleshoot disk storage issues, tuning, and availability
- Collect all the log files for Appliance configurations
- Perform a hardware health check of your environment
- Test and diagnose network-related issues

A separate Wizard helps you perform each task. Some Wizards also guide you through system optimization and tuning.

All the troubleshooting Wizards are listed under the **Available** tab.

**Figure 1-4** Available tab in the Appliance Diagnostics Center



## About the enhanced context-sensitive Help

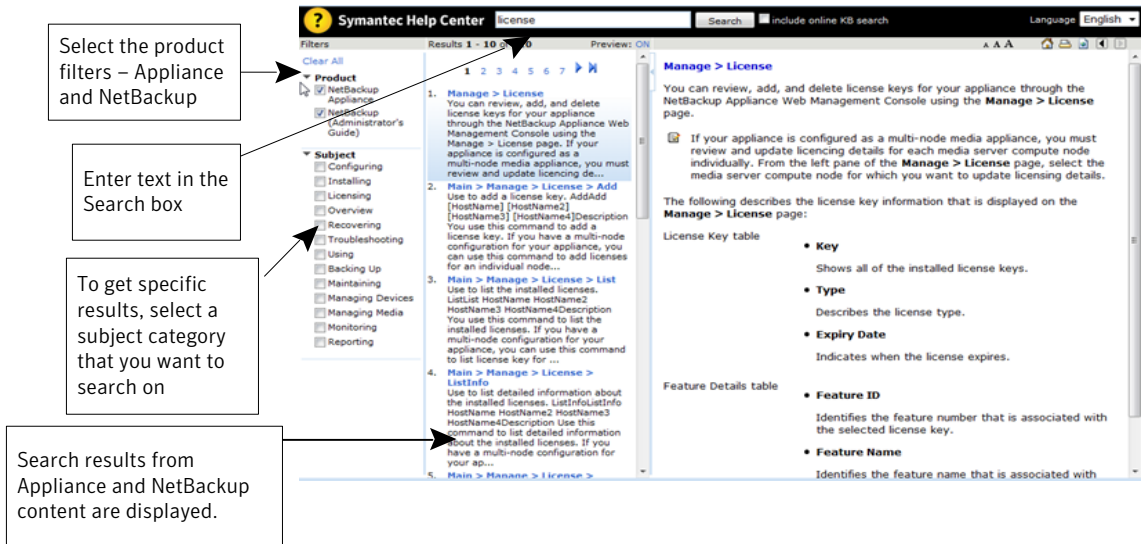
This release of NetBackup Appliance contains an enhanced context-sensitive Help system called the Symantec Help Center (SymHelp). SymHelp is a browser-based, Help delivery system with advanced search, autosuggest, and filtering capabilities.

SymHelp offers the following advantages over traditional Help systems:

- SymHelp lets you search from a much larger NetBackup Appliance content set. SymHelp includes content from the *NetBackup Appliance Administrator's Guide*, the *Troubleshooting Guide*, and the *Command Reference Guide*. That means you can search all of the *NetBackup Appliance Administrator's Guide*, the *Troubleshooting Guide*, and the *Command Reference Guide* content from one SymHelp Search window.
- In addition to the appliance content, SymHelp lets you search content from the *NetBackup Administrator's Guide*. By default, you can view and search the Appliance content. To be able to search NetBackup content, you must first select *NetBackup (Administrator's Guide)* from the **Filters** section on the **Help** pane. You can then type in your NetBackup-related search query in the search toolbar.

Figure 1-5 shows a sample view of SymHelp and how you can search Appliance and NetBackup content from SymHelp.

Figure 1-5 Sample view of SymHelp



### To access and use SymHelp

- 1 Click ? on the upper-right corner of the NetBackup Appliance Web Console. That opens a new browser window that displays context-sensitive Help for the specific page.
- 2 SymHelp is a search-based Help system. You can type the text or phrase that you want to search for in the text box. You can also type in a query like "About Appliance," "configuring NetBackup Appliance," etc.

You can view and search the Appliance content by default. To be able to search NetBackup content, select *NetBackup (Administrator's Guide)* from the **Product Filters** section. You can then type in your NetBackup-related search query in the search toolbar.

- 3 Click **Search**.

## About AutoSupport

The AutoSupport feature lets you register the appliance and your contact details with Symantec Support. The registration can be done during the initial configuration of the appliance or from the Symantec Support website. Symantec Support uses this information to resolve any issue that you report. The objective of the AutoSupport feature is to minimize downtime, simplify the support experience, simplify the repair process, open incidents to track, and respond automatically.

The initial configuration wizard asks you to provide the following details:

- Name: Your name, company name
- Address: City, street, state, ZIP code
- Contact information: Phone number, email address
- Location of the appliance

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**Note:** If your appliance was already registered before delivery, you are shown the values on file with Symantec and are given the opportunity to change them.

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## About the new international environment features

NetBackup Appliance 2.6 offers some new features that enhance the international environment.

### New appliance login language selection

A new language drop-down list is now available on the Symantec NetBackup Appliance Web Console login page. Based on the language you select, the labels on the NetBackup Appliance Web Console are displayed in that language. English, Japanese, and Simplified Chinese web user interfaces are available for this release. Symantec recommends that the language that you select in the NetBackup Appliance Web Console is the same as your system locale. See the *Symantec NetBackup Appliance Administrator's Guide* for more information about the NetBackup Appliance Web Console login page:

<http://www.symantec.com/docs/DOC6736>

### New appliance `SystemLocale` commands

The `Settings > SystemLocale` command is now available in the NetBackup Appliance Shell Menu. Use this command to change the system locale of the NetBackup Appliance to correctly display, back up, and restore the files and the folders that are named with non-7-bit ASCII characters. For example, Chinese, Japanese, Korean, German Umlaut, or French accents. The following is a brief summary of the commands:

- `SystemLocale ListLanguage`  
Use this command to list all available locales for a given language.
- `SystemLocale SetLocale`  
Use this command to change the existing system locale of the appliance to another locale.

- `SystemLocale Show`

Use this command to view the current system locale on the appliance.

See the *Symantec NetBackup Appliance Command Reference Guide* for more information about the new `SystemLocale` commands:

<http://www.symantec.com/docs/DOC6738>

## About changes made in NetBackup Appliance 2.5.2 and later

Starting in NetBackup Appliance 2.5.2, changes were made that affect how you can add a media server appliance or decommission a media server appliance.

The following sections describe the changes that occur after you have successfully upgraded to the NetBackup Appliance 2.5.2 software release update or later.

### Adding a media server appliance

Before you configure a media server appliance, you must first add the name of that server to the master server. To add the new media server appliance name to a master server, perform the following steps:

- |        |   |
|--------|---|
| Step 1 | Log in to the master server.  |
| Step 2 | <p>Add the media server appliance name as an additional server. Perform one of the following steps:</p> <ul style="list-style-type: none"> <li>■ From the NetBackup Appliance Web Console, select: <b>Manage &gt; Additional Servers &gt; Add.</b></li> <li>■ From the NetBackup Appliance Shell Menu after network configuration, use the <code>Main_Menu &gt; Settings &gt; NetBackup AdditionalServers Add media-server</code> command.</li> </ul>               |
| Step 3 | <p>Perform the initial configuration of the appliance as a media server. Log in to the media server appliance and perform one of the following steps:</p> <ul style="list-style-type: none"> <li>■ From the <b>Role Configuration</b> page during the initial configuration process, specify the master server name.</li> <li>■ From the NetBackup Appliance Shell Menu, use the <code>Main_Menu &gt; Appliance &gt; Media master-server</code> command.</li> </ul> |

### To decommission a newly added media server appliance

Symantec recommends that you do not decommission a newly added media server appliance from the master server. If you need to decommission a newly added media server appliance, perform the following steps:



- Step 1      Log in to the media server appliance.
- Step 2      Open the NetBackup Appliance Shell Menu and run the following command:
- ```
Main_Menu > Support > FactoryReset
```

If you inadvertently run the `Main_Menu > Appliance > Remove` command on the master server for a newly added media server appliance, log in to the media server appliance and run the `Main_Menu > Support > FactoryReset` command.

## Changes to the deduplication storage server password

The deduplication storage server password for newly added media server appliances is not shared with the master server appliance. Each newly added media server appliance gets its own deduplication password. You can use the `Main_Menu > Appliance > ShowDedupPassword` command on the media server appliance to retrieve this password.

A preconfigured media server appliance continues to share the deduplication password with the master server appliance.

# NetBackup Appliance compatibility

This chapter includes the following topics:

- [About NetBackup Appliance 2.6 version numbering](#)
- [About upgrade paths to the NetBackup Appliance 2.6 line of releases](#)
- [About software release types](#)
- [About NetBackup Appliance release compatibility](#)
- [About NetBackup Appliance software upgrades](#)
- [About NetBackup Appliance third-party legal notices](#)

## About NetBackup Appliance 2.6 version numbering

To ensure a quality release, Symantec chose to incorporate the 2.6.0.1 maintenance release into the 2.6 release. Therefore, NetBackup Appliance 2.6 has been delivered as a downloadable package that is labeled as version 2.6.0.1. This package provides a one-step upgrade process for customers running previous versions of NetBackup Appliance (2.5.x). The following list describes some key points about the NetBackup Appliance 2.6.0.1 release:

- The release of NetBackup Appliance 2.6 is versioned as 2.6.0.1.

---

**Note:** The NetBackup Appliance 2.6.0.1 release is based off of the NetBackup 7.6.0.1 release. A NetBackup 7.6 release was not made generally available.

---

- References to version 2.6 in the NetBackup Appliance software and documentation apply to the 2.6.0.1 release.

## About upgrade paths to the NetBackup Appliance 2.6 line of releases

---

**Note:** If you do not plan to upgrade your NetBackup appliance to version 2.6 within the first half of calendar year 2014, you can safely ignore this topic. Additionally, if you are running NetBackup Appliance 2.5 or 2.5.x and do not plan to upgrade to version 2.6 within the first half of calendar year 2014, Symantec recommends that you upgrade to the most recent 2.5.x maintenance release to take advantage of the latest bug fixes and compatibility features.

---

Upgrades to NetBackup Appliance 2.6 are supported from any release in the 2.5 line of releases. However, some of the functionality that was introduced in NetBackup Appliance 2.5.3 and later is not present in the NetBackup Appliance 2.6 release. The difference in functionality is limited to bug fixes and a small set of features. The following list describes the various upgrade paths that Symantec recommends:

- If you are currently running NetBackup Appliance 2.5.2 or earlier, your upgrade path is to NetBackup Appliance 2.6.
- If you are currently running NetBackup Appliance 2.5.3 and you do not use Amazon S3 cloud storage buckets in regions other than US Standard, your upgrade path is to NetBackup Appliance 2.6.
- If you are currently running NetBackup Appliance 2.5.3 and you do use Amazon S3 cloud storage buckets in regions other than US Standard, your upgrade path is to a release in the NetBackup Appliance 2.6 maintenance line (triple-dot) available within the first half of calendar year 2014.
- If you are currently running a 2.5.x release later than NetBackup Appliance 2.5.3, your upgrade path is to a release in the NetBackup Appliance 2.6 maintenance line (triple-dot) available within the first half of calendar year 2014.

For more information on these issues, see the *NetBackup Release Notes* for the 7.6 release.

---

**Note:** NetBackup Appliance 2.6.0.1 is a full media kit release and is not considered part of the NetBackup Appliance 2.6 maintenance (triple-dot) release line. NetBackup Appliance 2.6.0.1 is not the recommended upgrade path to address the functionality differences that are described in this topic. Symantec will publicly declare the maintenance release that provides the recommended upgrade path when that software is released to manufacturing (RTM). Please check the following tech note periodically for updated information:

<http://www.symantec.com/docs/TECH210859>

See “About NetBackup Appliance 2.6 version numbering” on page 26.

---

## Upgrading from NetBackup Appliance 2.5.3

If your NetBackup environment relies on any of the following functionality that is found in NetBackup Appliance 2.5.3 and later, then your upgrade path is to a release in the NetBackup Appliance 2.6 maintenance line (triple-dot):

- Amazon S3 cloud storage buckets in regions other than US Standard

# About software release types

Symantec maintains a policy by which NetBackup can deliver various levels of releases to accommodate customer needs. The following list defines the various release types and the version number schemes that are associated with each type. The NetBackup family of software and appliance products use these release types and number schemes.

- A major release is the first in a series of releases. This type of release contains new features, new supported platforms, and a complete set of the latest product documentation.
- A minor release is a single-dot release that follows a major release; for example, 2.6 or 7.6. This release type contains much of the same requirements as a major release. It contains a smaller set of new features and enhancements, any platform proliferation, and a complete set of updated documentation.
- A software release update is a double-dot release; for example, 2.6.1 or 7.6.1. This release type may contain a few new features and enhancements as well as many product fixes. Only those documents that are applicable to the new features or enhancements are updated and republished.
- A maintenance release update is a triple-dot release; for example, 2.6.0.1 or 7.6.0.1. This release type is primarily comprised of a number of fixes that are developed to address issues in major, minor, and software update releases. This release type may also include a small number of new features, enhancements, and platform or application proliferations. The only documentation

that is provided is an online Readme and a release notes document that is available on the Symantec Support website.

---

**Note:** NetBackup versions 2.6.1 and 7.6.1 are used in this topic as examples. These versions of NetBackup do not exist at the time of this document's publication.

---

## About NetBackup Appliance release compatibility

NetBackup appliances enable customers to quickly add an appliance as a media server or client in an existing NetBackup environment.

When an appliance is released, the latest version of NetBackup is used as a basis on which the appliance code is built. That ensures that all applicable features, enhancements, and fixes that were released within NetBackup are included in the latest release of the appliance.

For information about NetBackup compatibility with the NetBackup appliances, see the following tech note on the Symantec Support website:

<http://www.symantec.com/docs/TECH136970>

Symantec NetBackup has always maintained that the master server within an environment must be at a version level that is equal to or greater than the version levels of the media servers and clients within that environment. Symantec recommends that you keep your entire NetBackup environment up-to-date with the latest maintenance (triple-dot) releases. However, NetBackup offers the flexibility of an environment where the clients and the media servers are running a different triple-dot release than the master server. For example, you can upgrade a media server or client to version 2.6.0.1 (7.6.0.1) in an environment where the master server is running version 2.6 (7.6).

Since the NetBackup catalog resides on the master server, the master server is considered to be the client for a catalog backup. If your NetBackup configuration includes a media server, it must use the same NetBackup version as the master server to perform a catalog backup. See the *NetBackup Installation Guide* for information about mixed version support.

See “[About software release types](#)” on page 28.

**Table 2-1** shows the various compatibility schemes that are supported with the current NetBackup Appliance 2.6 product line. The numbers in parentheses reflect the base NetBackup version level that is applied to that particular version of NetBackup Appliance software.

**Note:** Any future 2.5.x (7.5.0.x) maintenance releases will also be compatible as media servers or clients under a 2.6 (7.6) master server. All 2.5.x releases follow the compatibility guidelines that are outlined in this topic.

**Table 2-1** NetBackup Appliance 2.6 release compatibility

| NetBackup appliance master server version | NetBackup appliance media server version | NetBackup client version        |
|-------------------------------------------|------------------------------------------|---------------------------------|
| <b>2.6 (7.6)</b>                          | <b>2.5.3 (7.5.0.6)</b>                   | 7.1, 7.1.0.x, 7.5, 7.5.0.x      |
| <b>2.6 (7.6)</b>                          | <b>2.6 (7.6)</b>                         | 7.1, 7.1.0.x, 7.5, 7.5.0.x, 7.6 |

All NetBackup 52xx appliances can be upgraded to NetBackup Appliance version 2.6.

**Note:** If an appliance server is currently at a version earlier than 2.5, you cannot upgrade directly to version 2.6. You must first upgrade to version 2.5, and then upgrade to version 2.6.

## About NetBackup Appliance software upgrades

When a software update release is available, Symantec recommends that you install it to make sure that you have the latest product features and fixes.

When you upgrade appliance software, the update release may install an updated version of the operating system, NetBackup, and all appliance interfaces. All services are shut down automatically when the upgrade begins, and then restarted automatically after all updates have been applied.

**Note:** If an appliance server is currently at a version earlier than 2.5, you cannot upgrade directly to version 2.6. You must first upgrade to version 2.5, and then upgrade to version 2.6.

Symantec recommends that you plan your appliance upgrades in advance to help minimize system down time.

The following describes how you should plan for and perform appliance software upgrades:

- Always schedule upgrades when system activity is at its lowest. Symantec recommends that you suspend all backup and restore operations before starting the upgrade.

- An appliance master server must always be at an equal or a later version than any appliance media server that is used with it. The only exception to this rule is if Symantec provides a maintenance release to any major, minor, or software update release. A maintenance release version number is identified with four digits (2.x.x.x).
- When you upgrade your appliance, you must only use the software updates that are available for the appliance. An appliance software update is a complete package that consists of updates to the appliance, NetBackup, and the operating system components. Symantec does not support appliance upgrades for any of the individual components separately.
- Appliance master servers must always be upgraded before any appliance media servers are upgraded.
- During an upgrade from NetBackup Appliance 2.5.x to 2.6, the Media Server Deduplication Pool (MSDP) requires 13% free space to complete the conversion. If you do not have the necessary amount of free space, the upgrade fails.
- The upgrade takes approximately three hours to complete but can extend beyond that timeframe, depending on the environment. During that time, the appliance can restart several times. This behavior is normal.
- Once the upgrade has started, you must let it run until it has completed.

---

**Note:** Symantec recommends that you do not attempt to cancel an upgrade. Otherwise, you may experience unexpected system behavior. For example, backups may fail immediately after a canceled upgrade while the services are restarted. Although this behavior is to be expected, other parts of the system may potentially have been affected.

---

## About NetBackup Appliance third-party legal notices

NetBackup Appliance products may contain third-party software for which Symantec is required to provide attribution. Some of the third-party programs are available under open source or free software licenses. The license agreement accompanying the software does not alter any rights or obligations you may have under those open source or free software licenses.

The proprietary notices and the licenses for these third-party programs are documented in the *Symantec NetBackup Appliance Third-party Legal Notices* document, which is available at the following website:

<http://www.symantec.com/about/profile/policies/eulas/>

# Operational notes

This chapter includes the following topics:

- [About operational notes for NetBackup Appliance 2.6](#)
- [General NetBackup Appliance notes](#)
- [NetBackup Appliance user interface notes](#)
- [Installation and configuration notes](#)
- [Upgrade and rollback notes](#)
- [Reimage and factory reset notes](#)
- [Storage notes](#)
- [Migration Utility notes](#)
- [VMware notes](#)
- [Logging notes](#)
- [Internationalization and localization notes](#)
- [Documentation notes](#)
- [About NetBackup support utilities](#)
- [About working with log files](#)

## About operational notes for NetBackup Appliance 2.6

This chapter contains the topics that explain important aspects of NetBackup Appliance 2.6 operations that may not be documented elsewhere in the documentation set. This document is posted on the Symantec Support website and may be updated after the GA release of NetBackup Appliance 2.6. Therefore,



Symantec recommends that you refer to the following link to view the latest release information:

<http://www.symantec.com/docs/DOC6139>

Because NetBackup Appliance 2.6 installs NetBackup 7.6 software, the operational notes that apply to NetBackup 7.6 also apply to NetBackup Appliance 2.6. For more information on the operational notes for NetBackup, refer to the *Symantec NetBackup 7.6 Release Notes* on the Symantec Support website:

<http://www.symantec.com/docs/DOC6138>

## General NetBackup Appliance notes

The following list contains the notes and the known issues that relate to the general workings of the NetBackup 52xx appliances:

- An issue can occur where policies cannot be viewed or changed on the NetBackup-Java Administration Console and policies fail with a status code 811. The `nbpem` process and the `nbevtmgr` process also go down. This issue occurs on the appliance when the 192.168.1.1 default address is set to `eth0` and another system on the network has the same internal address.

If this issue occurs, add the following entry to the `/etc/hosts` file:

```
192.168.1.1 nb-appliance-internal-address nb-appliance-internal-address
```

- During the boot up of an appliance, the following message may appear:

```
mount server reported tcp not available, falling back to udp
```

The error message can occur when the system attempts to start the `nfs` service. That error occurs because when the `nfs` service is started, all file systems in `/etc/fstab` are mounted, and some of them are `nfs` directories. On a SUSE operating system, the `nfs` directories can be mounted only after the kernel-based `nfs` server (`nfsserver` service) is started. However, after the appliance installation, the `nfsserver` service comes after the `nfs` service in the startup sequence, which causes the message to appear. The error message is not harmful; after the boot up finishes, the `nfs` service and the `nfsserver` service run correctly.

To remove this error message, open `/etc/init.d/.depend.start`, and use the following command to make `nfs` a dependent of `nfsserver`:

```
Nfs: network portmap nfsserver
```

- If your NetBackup environment contains any appliances, those appliances cannot be used as a BMR boot server. This convention is unlike NetBackup, where you can use any master server, media server, or client as a BMR boot server.
- After you upgrade and install the BMR boot server on a NetBackup client, you should restart the `BMRBD` service to ensure that BMR restores are not interrupted.
- There can be rare instances where the VxFS file system might be corrupt. The issue can appear as configuration failures, backup failures, and status and monitoring failures. The error messages, in most cases, do not point directly to a VxFS file system corruption. The software stack masks the actual error and presents a different error.  
You can find more information about troubleshooting a file system issue in the *Symantec NetBackup Appliance Administrator's Guide*.
- During hardware monitoring, a false temperature alert may be sent out. If you encounter a hardware temperature alert, please wait 15 minutes to see if the alert is sent again. If you still get the same error, contact Symantec Support.
- If you open any of the NetBackup Appliance CIFS shares using NetBackup Appliance 2.6, an error can occur when you attempt to log in to the directory. If you encounter this issue, restart the samba service and try again. You can restart the samba service with the `Support > RestartService smb` command.
- Due to an operating system update, some of the RPM packages that were available for NetBackup Appliance 2.5.x are no longer available for 2.6. For a complete list of the affected packages, see the following tech note on the Symantec Support website:  
[www.symantec.com/docs/TECH213501](http://www.symantec.com/docs/TECH213501)

## NetBackup Appliance user interface notes

The following list contains the notes and the known issues that relate to the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu:

- The appliance interface cannot be accessed from an IPv6 address.
- During the rollback process after an unsuccessful software update, the NetBackup Appliance Web Console may temporarily display the following status: "The appliance is 2.6 and not in upgrade state." In addition, the progress bar shows 100% completion. Please note that this behavior does not mean that the upgrade completed successfully.  
The appliance restarts shortly after, but no status update or prompt displays on the web console. Wait for the restart to complete, and you can reconnect to the appliance. More information is available if you run the `UpgradeStatus` command in the NetBackup Appliance Shell Menu during the upgrade.

- The NetBackup Appliance Web Console views OpenLDAP and Active Directory user names as case sensitive, although the NetBackup Appliance Shell Menu does not.
- The `Main > Settings > Security > Authentication > LDAP > Certificate set path name` command in the NetBackup Appliance Shell Menu does not allow any certificate path names that contain dashes. Path names with dashes are allowed in the NetBackup Appliance Web Console.
- The **Deduplication** output of the `Main > Manage > Storage > Show` command on the NetBackup Appliance Shell Menu does not take into account the 4% of storage that is used internally. The output thus shows more storage than is available. The **Deduplication** entry on the appliance email alert shows the correct amount of deduplication storage.
- Multiple email addresses cannot be added for a point of contact from the **Settings > Notification > Registration** page of the NetBackup Appliance Web Console. However, you can add multiple email addresses for the point of contact from the NetBackup Appliance Shell Menu. To add multiple email addresses from the shell menu, run the `Settings > Alerts > CallHome Registration Email` command and enter multiple email addresses separated using a semicolon.
- Before you run the `cp-bu-config` command, make sure that the permission of the NetBackup touch file in your home directory is set to 644. If the permission is not set properly before you use the command, you may not be able to see the content of the touch file in the `/usr/openv/netbackup/db/config` directory.
- If you use Internet Explorer 8.0 or later to access the NetBackup Appliance Web Console, security certificate warnings may appear when you access a pop-up menu. Select the **Continue to this website (not recommended)** option to log in to the appliance. Once you select this option, the security certificate warnings do not appear on the pop-up menus, and the web console appears and functions properly.  

On some server-class systems, an enhanced security configuration can cause some pages to not display properly in Internet Explorer. If you encounter this issue, add the NetBackup Appliance Web Console to the Trusted-sites list and lower the security setting. To resolve this issue, open Internet Explorer and select **Tools > Internet Options > Security** to configure the Trusted-sites list and lower the security level.

For more information, refer to the "About the NetBackup Appliance Web Console login page" topic in the NetBackup Appliance Web Console.
- The **Monitor > Hardware** page of the NetBackup Appliance Web Console and the `Monitor > Hardware` commands of the NetBackup Appliance Shell Menu show health details of the appliance hardware. In the RAID information table of

hardware health details, you might observe that although the Status of the RAID displays as **Degraded**, the State of the RAID displays as **OK**.

This behavior is observed during an appliance upgrade from an older version to a newer version. Previously, the RAID status column showed a **Degraded** status as a **Warning**. However, it has now been rectified to show the status as **Degraded (Rebuilding)** with the state as **OK**. During the upgrade process, one of the drives is in a failed state, which minutes later starts rebuilding. Hence, in spite of the failed status, the state is displayed as **OK**.

Further, you may also see the percentage of the disk that is being rebuilt in the disk information table for the appliance hardware.

- The topology functionality has been removed from the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu. As a result, the web console and shell menu no longer display configured media server appliances or attached tape information. To access configured media server appliances and attached tape information, use the NetBackup Administration Console.

## Installation and configuration notes

The following list contains the notes and the known issues that relate to the installation and configuration of the appliance:

- In new NetBackup Appliance deployments, an appliance master server running version 2.6 does not support adding a new appliance media server that is running version 2.5.1 or earlier. Any new NetBackup appliance media server that you want to add to a version 2.6 appliance master server must be running version 2.5.2 or later.
- A reinstallation of the NetBackup Appliance software on a 5220 appliance may fail. The issue occurs because the database is backed up before the OS is reinstalled.

If you encounter this issue, contact your Symantec Support representative and have them reference DOC6035 to help resolve this issue.

- A client-side deduplication operation may fail with a status error 83. When you configure your appliance, if DNS is used, you must make sure that the network names of all appliances and the master server are DNS-resolvable (fully qualified host name (FQHN) and short name). If DNS is not used, you must make sure that you enter the proper host entries for the appliance that you configure.

If you configure your appliance without DNS set and the `/etc/hosts` file does not contain an IP address that resolves to the FQHN mappings, you may receive a status error 83. If the value configured in the `required_interface` variable for

the appliance media server is a short name and not a fully qualified host name, the client may not resolve correctly

To work around this issue, ensure that the DNS and the `/etc/hosts` file exist, and both have the host names that are resolvable.

For more information about this error condition, see the following tech note on the Symantec Support website:

<http://www.symantec.com/docs/TECH179320>

- The following self-test errors have been identified with this release:

- The self-test may fail with the following error message when it tests if NetBackup is configured and running:

```
....cannot connect on socket - CORBA transient error(3000001)
```

To resolve this issue, perform the following:

- Stop all of the NetBackup services.
- Stop the Symantec Private Branch Exchange (PBX).
- Start the Symantec Private Branch Exchange (PBX).
- Start the NetBackup daemons.

For more information about this issue, see the following tech note on the Symantec Support website:

<http://www.symantec.com/docs/TECH87179>

- The self-test may fail when backup and restore operations are tested. The following error may appear:

```
Error:
```

```
[10-21-2011 00:33:17] [10882]
```

```
Debug (/opt/NBUAppliance/scripts/self_test.pm 812):
```

```
"Trying restore attempt number <1>"
```

```
[10-21-2011 00:34:50] [10882] cmd:" /usr/opensv/netbackup/bin/bprestore
```

```
00:03:00 /tmp/test_backup.txt"( 10 )
```

```
stderr: EXIT STATUS 10: allocation failed
```

The system memory allocation fails because of an insufficient amount of available system memory. A possible cause is that the system is overloaded with too many processes and not enough physical or virtual memory.

Symantec recommends that you stop any unnecessary processes that consume memory and add more swap space or physical memory.

- When you attempt to copy a software update to the share directory, do not initiate any other commands until the copy finishes. If you run a command during the copy process, you may see that the software update is listed and available. However, if you install that software update, it can fail.

To avoid this situation, do not run any other commands until the copy process completes.

- When you perform the initial setup of your appliance, or when you apply a patch, Symantec recommends that you take certain precautions to avoid loss of connectivity. The computer that you use to configure the device should be set up so that it does not go to sleep, shut down, lose power, or otherwise lose its network connection. If you lose connectivity during initial configuration or during a patch installation, the operation will fail.
- After you complete the initial configuration of a new appliance, Symantec recommends that you create a user-directed checkpoint. Then, if you need to do a factory reset, you can reset to that checkpoint and maintain your network configuration settings. If you have not created a user-directed checkpoint and do a factory reset, the appliance is reset to an unconfigured state, and you need to go through initial configuration again.  
Symantec also recommends that you create a new user-directed checkpoint any time you change the network configuration, in case you need to do a factory reset in the future.

## Upgrade and rollback notes

The following list contains the notes and the known issues that relate to upgrades and rollbacks:

- If an appliance server is currently at a version earlier than 2.5, you cannot upgrade directly to version 2.6. You must first upgrade to version 2.5, and then upgrade to version 2.6.
- Rollback of a NetBackup 2.6 appliance to an earlier version is not supported. However, rollback to a 2.6 checkpoint is supported in this release.
- If the current version of your appliance is 2.5 and you want to upgrade to this version of the appliance software, you must use the NetBackup Appliance Shell Menu to install the software update. You can use the NetBackup Appliance Web Console to download a software update. However, you cannot use the web console to install the upgrade. You must use the shell menu to install a software update.
- During an upgrade from NetBackup Appliance 2.5.x to 2.6, the Media Server Deduplication Pool (MSDP) requires 13% free space to complete the conversion. If you do not have the necessary amount of free space, the upgrade fails.
- For this release of NetBackup Appliance, the ability to perform a remote upgrade from a master server appliance to a media server appliance is not supported. To upgrade media server appliances to this version of the appliance software,

log in to each media server appliance as "admin" and follow the upgrade procedure.

- Windows patch containers that are available on the appliance should only be used to patch Windows client computers that were previously installed from the appliance. You should not use those patch container files to patch Windows master or media servers. In addition, you should not use those container files to patch Windows clients that were installed with regular (non-appliance) NetBackup releases.
- After an upgrade completes successfully or is rolled back successfully, the system drive rebuild begins automatically. This process typically takes around three or four hours but can take longer depending on the system load. Do not attempt to remove any drives during this time.  
If the rebuild process takes significantly longer than expected based on your system load, you may have a bad drive. Contact Symantec Technical Support for assistance.
- If you upgrade an unconfigured 2.5.x appliance to 2.6, the upgrade performs a reimage of the appliance rather than an upgrade. During a reimage of an unconfigured appliance, all configuration settings, such as host name and IP addresses are lost, and the storage is reset.
- When you upgrade an unconfigured appliance from 2.5.x to 2.6, the appliance has a factory-install checkpoint. Configured appliances that have been upgraded from 2.5.x to 2.6 only have a post-upgrade checkpoint.

## Reimage and factory reset notes

The following list contains the notes and the known issues that relate to the reimage process and the factory reset utility:

- If you perform a factory reset operation and remove the storage unit shelf during this process, the factory reset operation can fail. Symantec recommends that you leave all storage unit shelves attached during a factory reset.
- For disaster recovery purposes, a reimage of your appliance does not automatically reset the storage. If you want to clear the storage, you can do so with the `Support > Storage Reset` command in the NetBackup Appliance Shell Menu. For more information on disaster recovery and reimaging, see the *Symantec NetBackup Appliance Administrator's Guide*.
- Because NetBackup 5200 Appliances are no longer shipped, Symantec does not support the ability to reimage a 5200 with the 2.6 software release. You must reimage the 5200 appliance to a version that is supported, such as 2.5, and then upgrade to the 2.6 release.

- NetBackup Appliance 2.6 contains enhancements in the storage configuration area, and it supports a new disk layout version of Storage Foundation 6.0. Because of these enhancements, Symantec does not support the ability to reimage a 52xx appliance to a lower version after you have installed and configured version 2.6.
- When you perform a reimage of an appliance to version 2.6, there are some instances where the appliance media role configuration fails during the deduplication disk pool creation. The following message may appear:

```
- [Error] Failed to enable optimized synthetic full backups. This appliance may
not be used for synthetic full backups.
- [Error] Failed to create the NetBackup disk pool 'dp_disk_nbapp145' and
storage unit 'stu_disk_nbapp145' for 'MSDP' storage.
- [Error] Failed to create storage partitions for appliance 'nbapp145'.
Restarting command interface...
```

For a workaround if this error occurs:

See [“Updating the deduplication storage password”](#) on page 40.

## Updating the deduplication storage password

The following procedure details how to update the deduplication storage password if a reimage to 2.6 fails during storage partition creation.

### To update the deduplication storage password:

- 1 Log on to the appliance as an administrator and open the NetBackup Appliance Shell Menu.
- 2 Create a NetBackup user account.
- 3 Use the `NetBackupCLI` command and log in to your NetBackup user account.



- 4 Enter the following command: `tpconfig -dsh -stype PureDisk -all_hosts`

The output looks similar to the following:

```
nbappl43:~ # tpconfig -dsh -stype PureDisk -all_hosts
=====
Media Server:                nbappl103
Storage Server:              nbappl103 <PureDisk>
User Id:                     root <PureDisk>
=====
Media Server:                nbappl103
Storage Server:              nbappl143 <PureDisk>
User Id:                     root <PureDisk>
=====
Media Server:                nbappl143
Storage Server:              nbappl143 <PureDisk>
User Id:                     root <PureDisk>
=====
nbappl43:~ #
```

- 5 Enter the following command: `tpconfig -delete -stype PureDisk -storage_server <hostname> -media_server <hostname> -stu_user_id root`

Every media server that has a matching storage server entry for the appliance needs to be updated. For example, if you set up nbappl143 from the example, run the command for nbappl103 and nbappl143.

- 6 Using the example above, you would enter the following commands on nbappl143:

```
#tpconfig -delete -stype PureDisk -storage_server nbappl143
-media_server nbappl103 -stu_user_id root

#tpconfig -delete -stype PureDisk -storage_server nbappl143
-media_server nbappl143 -stu_user_id root
```

- 7 Log on to the appliance as an administrator and open the NetBackup Appliance Shell Menu. Finish the media server role configuration by entering the following command:

```
Appliance > Media <master server>
```

- 8 After the media server is configured successfully, re-add the credentials for the media server that has a matching storage server entry for the appliance. If you do not re-add the credentials, you cannot use the other media servers as deduplication load balancing servers for the re-imaged appliance. You need to obtain the deduplication password to complete this step. Enter the following command and make note of the password:

```
Appliance > ShowDedupPassword
```

- 9 Enter the following command to re-add the credentials for the media server:

```
tpconfig -update -stype PureDisk -storage_server <hostname>  
-media_server <hostname> -stu_user_id root
```

- 10 Using the example above, you would enter the following commands on nbapp143. Enter the deduplication password from Step 8 when prompted for the password.

```
#tpconfig -update -stype PureDisk -storage_server nbappl43  
-media_server nbappl03 -sts_user_id root  
  
#tpconfig -update -stype PureDisk -storage_server nbappl43  
-media_server nbappl43 -sts_user_id root
```

## Storage notes

The following list contains the notes and the known issues that relate to storage and storage expansion:

- If you enable or disable the SAN Client Fibre Transport on a 5220 appliance, you may need to do the following to ensure that your tape devices are recognized and the SAN Client daemons are running:
  - If you enable or disable the SAN Client Fibre Transport on a 5220 appliance, you must rescan for tape devices unless you have persistent device paths configured. That is necessary because the enable and disable operations cause the Fibre Channel HBA driver to be reloaded. The reloading causes the tape device paths on the appliance to be renumbered unless you have persistent paths configured. Thus, to use the tape devices, you must perform a rescan so that the appliance can discover tape device paths again.
  - If you disable SAN Client Fibre Transport on a 5220 appliance and then enable it again at some later time, you must restart any SAN Client daemons that are running on the client systems. For example, you must enable the SAN Client on the 5220 appliances **before** the SAN Client daemon is started on the client because it only discovers targets on startup.

- Symantec recommends that the Media Server Deduplication Pool (MSDP) partition resides on the expansion disk for optimum performance. If all or a part of your MSDP partition resides on the Appliance base unit (base disk), it is recommended that you move the MSDP partition to an expansion disk. See [“Moving the MSDP partition from a base disk to an expansion disk for optimum performance”](#) on page 43.

For additional information about troubleshooting storage issues, see the *Symantec NetBackup Appliance Troubleshooting Guide*.

## Moving the MSDP partition from a base disk to an expansion disk for optimum performance

If all or a part of your Media Server Deduplication Pool (MSDP) partition resides on the appliance base unit (base disk), it is recommended that you move the MSDP partition to an expansion disk. This recommendation applies to 5220 and 5230 appliances and is needed for optimum performance.

The following procedure explains how to move the MSDP partition from a base disk to an expansion disk. The base disk resides on the appliance base unit. The expansion disk resides on a storage shelf that is attached to the appliance. A 5220 or a 5230 appliance can have up to two expansion disks.

### To move the MSDP partition from a base disk to an expansion disk

- 1 Log on to the NetBackup Appliance Web Console.
- 2 Click **Manage > Storage > Partitions**
- 3 Check if the MSDP partition is located on the base disk. In the **Partitions** section, click the **MSDP** link next to the pie chart.
- 4 Check the **Distributions for MSDP** section. If the **Type** is Base for any of the disks, all or a part of the MSDP partition resides on the base disk.  
  
If the type is Expansion for all the disks, the MSDP partition doesn't exist on the base disk. In this case, you do not need to move the MSDP partition. You can ignore the rest of the procedure.
- 5 Go to the MSDP partition and click **Move** next to it.

- 6 The **Move <MSDP>** window displays the following parameters:

|                         |                                                                                                                                                                                                                     |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Source Disk</b>      | Displays the name of disk that currently holds the selected partition. The source disk must be a base disk on which the MSDP partition resides.                                                                     |
| <b>Partition Size</b>   | Displays the selected partition's size on the source disk.                                                                                                                                                          |
| <b>Target Disk</b>      | Click the drop-down list and select the target disk to which you want to move the partition. The target disk must be an expansion disk.<br><br><b>Note:</b> The target disk must be different from the source disk. |
| <b>Unallocated Size</b> | Displays the unallocated size on the target device.                                                                                                                                                                 |
| <b>Size</b>             | You do not need to specify a size. If the size is not specified, the appliance moves the entire partition.<br><br><b>Note:</b> The size to be moved cannot be greater than the unallocated size.                    |

- 7 Click **OK** to move the partition.

---

**Note:** The partition size and the workload on the system determine the time it takes to move a partition.

---

- 8 The **Move** dialog displays the progress details and status of the move operation. Click **OK** once the operation is complete. The **Manage > Storage > Partitions** page is automatically refreshed.

## Migration Utility notes

The following list contains the notes and the known issues that relate to the Migration Utility:

- Before you begin a migration job from the **Manage > Migration Utility** tab of the NetBackup Appliance Web Console, you must make sure that you have the proper credentials to complete the migration. To ensure that you have the proper credentials, go to the **Media and Device Management > Credentials > Storage Servers > Media Servers** window in the NetBackup Administration Console. Make sure that the check boxes next to the media servers to be used for your migration job have been selected. Then continue with the migration job.

- After you cancel a migration job, the logging of the cancellation may carry over into the logs of the next successful migration job if the two jobs were started too close together. This behavior results in incorrect information displaying for the subsequent job. This issue also affects the information that displays in the **Manage > Migration Utility > Migration Job Status** tab of the NetBackup Appliance Web Console. The number that is displayed for **images copied** may be incorrect.  
To avoid this situation, Symantec recommends that you do not begin a new job immediately after a cancellation.
- In some cases, the Migration Utility does not migrate all of the images that are associated with a multistream backup.

## VMware notes

The following list contains the notes and the known issues that relate to VMware:

- NetBackup 7.6 has delayed the release of the VMware vCenter Plug-in package. A package will be made available for download soon at the following link:  
<http://www.symantec.com/docs/HOWTO82515>
- Concurrent VM restores may fail if you use the appliance as the restore host on a SAN. If you use the SAN transport mode to restore multiple VMs at the same time, the job status log may contain messages similar to the following:

```
4/19/2012 1:16:14 PM - Error bptm(pid=30649) cannot write  
data to socket, Connection reset by peer  
4/19/2012 1:16:14 PM - Info bptm(pid=30648) EXITING with status 24
```

Symantec has opened a VMware support request on this issue: 12172237605.

- Try the following:  
On the **Virtual Machines Options** dialog, for the format of the restored virtual disks, select **Thin Provisioning** and retry the restore.
- If that fails, select **NBD** as the transport mode on the **Recovery Options** dialog and try the restore again.
- In this release of NetBackup Appliance, VM Instant Recovery requires a Windows-based VMware recovery host. This host is necessary to identify the objects that are needed to initiate Instant Recovery. The recovery host is not used for any data movement. Any Windows-based system with NetBackup client (physical or virtual) installed in the environment may be used if it has network connectivity to vCenter.

While the VMware recovery host (NetBackup client) must be on Windows, the VMware backup host that made the backup can be on Windows, Linux, or

NetBackup Appliance. If the backup host was Linux, you must use the `-vmproxy` option on the `nbrestorevm` command to specify a Windows-based VMware recovery host. For more information, refer to the *Symantec NetBackup for VMware Administrator's Guide*.

## Logging notes

The following list contains the notes and the known issues that relate to logging:

- The *Symantec NetBackup Appliance Administrator's Guide* and the *Symantec NetBackup Appliance Troubleshooting Guide* contain a few references to the `app_debug` log and the `app_change_control` log. To streamline the logging, a change was made late in the product cycle to transfer the content of those logs to the VxUL (unified) logs. Hence, the `app_debug` log and the `app_change_control` log have been removed. The information that was contained in the logs is now available with the other unified logs, under the Commands module. You can access this information from either the NetBackup Appliance Web Console or the NetBackup Appliance Shell Menu.
- To access the unified logs from the NetBackup Appliance Web Console, use the Collect Logs Wizard in the Appliance Diagnostics Center. Select the log type **Appliance**.
- To access the unified logs from the NetBackup Appliance Shell Menu, enter `Main > Support > Logs > VxLogView Module ModuleName`. The available module names are: All, CallHome, Checkpoint, Common, Config, Database, Hardware, HWMonitor, Network, RAID, Seeding, SelfTest, Storage, SWUpdate, Commands, CrossHost, and Trace. Use the `Commands` module to access the information that was in the `app_debug` log and the `app_change_control` log.  
You can also copy the unified logs from the shell menu. Use the commands `Main > Support > Share Open` and use the desktop to map, share, and copy the logs.
- To limit the amount of space that logs consume, some changes have been made to the NetBackup Appliance VxUL (unified) logs, as well as to the NetBackup legacy and VxUL logs.
  - The NetBackup Appliance VxUL logs are no longer archived by a cron job, or a scheduled task. In addition, log recycling has been enabled, and the default number of log files has been set to 50.
  - The NetBackup legacy and VxUL logs are also no longer archived by a cron job. Robust logging has been added for the legacy logs to enable log recycling

and to limit the maximum disk space that the logs can use. In addition, the default number of log files has been set to 50.

- In this release, the `Support > DataCollect` command collects an additional set of logs that can be shared with Symantec Technical Support if a problem occurs with your appliance. Along with the operating system, IPMI, and storage logs, the `DataCollect` command now collects the following logs as well:
  - Patch logs
  - Veritas File System logs
  - Test hardware logs
  - CPU information
  - Disk performance logs
  - Memory information
  - Hardware information

## Internationalization and localization notes

The following list contains the notes and the known issues that relate to internationalization and localization:

- The NetBackup Appliance Shell Menu user interface cannot input or modify multi-byte characters, and they are not localized to any language for this release.
- Non-English characters are not shown on the NetBackup Appliance Shell Menu user interface after you finish appliance configuration.

This issue occurs when you use the NetBackup Appliance Web Console during the initial configuration of a NetBackup appliance. When you input non-English characters to register your appliance on the **Registration** page, the non-English characters cannot be shown on the shell menu interface.
- If you install the NetBackup-Java Administration Console on a non-English Windows system to administrate the NetBackup server inside a NetBackup appliance, the console can hang when you attempt to log in to the NetBackup server. To avoid this issue, use the following workaround:
  - Modify the `install_path\Java\setconf.bat` file on the Windows system where the NetBackup-Java Administration Console is installed and set the `NBJAVA_FILE_ENCODING` parameter with the proper encoding. Use the same encoding as you previously set on the appliance system with the `SystemLocale` command.

To determine the coding name, refer to the **Canonical Name for java.nio API and java.lang API** column in the *Supported Encodings* document on the following website:

[Oracle Supported Encodings Documentation](#)

For example, if you set a UTF-8 locale like `zh_CN.utf8` or `ja_JP.utf8` on your appliance system, the canonical name for java.nio API and java.lang API is UTF8.

Uncomment the `SET NBJAVA_FILE_ENCODING` parameter in the `install_path\Java\setconf.bat` file, and specify UTF8 (in this example) as follows:

```
REM SET NBJAVA_FILE_ENCODING=
```

becomes:

```
SET NBJAVA_FILD_ENCODING=UTF8
```

For more information on the `SystemLocale` command, see the *Symantec NetBackup Appliance Command Reference Guide* or the "About the NetBackup Appliance Web Console login page" section in the *Symantec NetBackup Appliance Administrator's Guide*.

## Documentation notes

The following list contains the notes and the known issues that relate to NetBackup Appliance documentation:

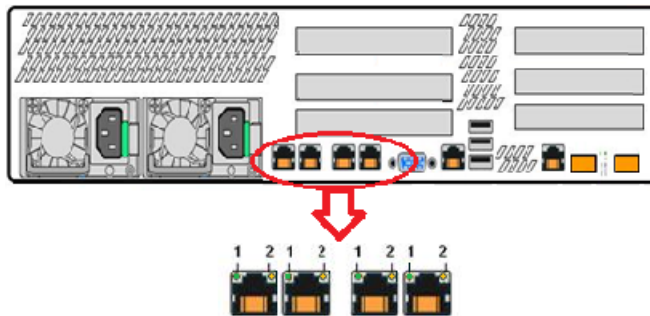
- For this release, the *Symantec NetBackup Appliance Getting Started Guide* and the *Symantec NetBackup Appliance Hardware Installation Guide* have been combined to form the *Symantec NetBackup Appliance Hardware Installation and Initial Configuration Guide*.
- The *Symantec NetBackup Appliance Hardware Troubleshooting and Parts Replacement Guide* has been discontinued for the 2.6 release. For information on hardware parts and troubleshooting, refer to the *Symantec NetBackup Appliance Troubleshooting Guide*.
- Table 4-8 of the *Symantec NetBackup Appliance Administrator's Guide* incorrectly defines the **Maximum bandwidth** field of the **Manage > Host > Deduplication** tab of the NetBackup Appliance Web Console. The *Administrator's Guide* describes the **Maximum bandwidth** field as "the maximum bandwidth that is allowed for optimized duplication." This definition is incorrect.  
The **Maximum bandwidth** field of the **Manage > Host > Deduplication** tab determines the maximum bandwidth that is allowed when backing up or restoring data between the media server and the deduplication pool. It does not set the bandwidth for optimized deduplication.



The option to configure bandwidth throttling for optimized deduplications is not available in the NetBackup Appliance Web Console. If you want to configure bandwidth throttling, you can use the NetBackup Appliance Shell Menu. Go to the `Main_Menu > Settings > Deduplication > Tune` view to configure `OPTDUP_BANDWIDTH`. For more information, refer to the "Settings > Deduplication" topic in the *Symantec NetBackup Appliance Command Reference Guide*.

- In the "Appliance Ethernet NIC port LEDs" topic in the *Symantec NetBackup Appliance and Symantec Storage Shelf Safety and Maintenance Guide*, the figure that shows the 1Gb Ethernet port LEDs has the LED colors reversed. The figure shows an amber LED on the left side of the port and a green LED on the right. It should show a green LED on the left side of the port and an amber LED on the right.

The following figure shows the correct 1Gb Ethernet port LEDs.



In addition, because of the error in the figure, the associated table in the "Appliance Ethernet NIC port LEDs" topic is also incorrect.

[Table 3-1](#) lists the correct NIC port LED indications.

**Table 3-1** 1Gb NIC port LED indications

| LED location | State         | Description                      |
|--------------|---------------|----------------------------------|
| 1            | Off           | No LAN connection                |
|              | Solid Green   | Connected to LAN                 |
|              | Flashes Green | Transmit/receive activity occurs |
| 2            | Off           | 10-Mbps connection               |
|              | Solid Amber   | 100-Mbps connection              |
|              | Solid Green   | 1000-Mbps connection             |

# About NetBackup support utilities

The NetBackup 52xx provides the following support utilities to help diagnose NetBackup problems:

- [NetBackup Domain Network Analyzer \(NBDNA\)](#)
- [NetBackup Support Utility \(nbsu\)](#)

## NetBackup Domain Network Analyzer (NBDNA)

You can run the NBDNA utility on a NetBackup primary or secondary appliance to perform the following tasks:

- Identifying the NetBackup domain configuration to resolve network-related issues
- Identifying the NetBackup performance issues
- Ensuring the behavior with regards to the host name lookup is functional
- Ensuring that the connectivity between NetBackup hosts and the appliance is established and functional based on their role within the NetBackup domain
- Generating the reports that are meant for Symantec Technical Support.

The NBDNA utility provides the following types of information in its output:

```
Running audit as Media Server.
```

```
Collection Version: x.x
  Collection Time: Tuesday, October 7, 2010 at 19:17:11 PM
    NBU Release: NetBackup-SuSE2.6.16 7.0.1.5
    NBU Version: 7.0.1.5
  NBU Major Version: 7.0
  NBU Minor Version: 1
    NBU Patch Type: GA
  NBU GlobDB Host: "host name"
    Is GlobDB HOST? No
    UNAME:
      Hostname: sample.name.symantec.com
    Host's Platform: Linux
  Perl Architecture: Linux
```

```
Initialization completed in 14.040101 seconds.
```

```
Brief Description of What It Does (for type 1):
```

```
-----
```

- 1) Perform basic self checks.
  - 2) Check connectivity to Master (and EMM) server.
  - 3) If SSO configured, get list of media servers sharing devices.
  - 4) Get list of all clients which could send data here for backup.
  - 5) Test NBU ports for basic connectivity between media servers sharing devices.
  - 6) Test NBU ports for basic connectivity between media server and clients it backs up.
  - 7) Perform service level tests for phase 2
  - 8) Capture data for reports; save reports.
  - 9) Save data to report files.
- 

Discovering and mapping the NetBackup domain network for analysis by extracting data from current system's configuration.  
(To see more details, consider using '-verbose' switch.)

Probing Completed in 4.695464 seconds.

Initiating tests...

COMPLETED. Thank you for your patience.

/log/dna/sample.name.symantec.com.NBDNA.20100907.191711.zip  
Archive created successfully!  
Return /log/dna/sample.name.symantec.com.NBDNA.20100907.191711.zip  
to Symantec Support upon request.

## NetBackup Support Utility (nbsu)

You can use the `nbsu` utility to gather appropriate diagnostic information about NetBackup and the operating system. The *Symantec NetBackup Troubleshooting Guide* describes when you would use this utility, as well as how to run it.

## About working with log files

As you define and troubleshoot a problem, always try to capture potentially valuable information. NetBackup Appliance has the ability to capture hardware-, software-, system-, and performance-related data. These log files capture information such as how the appliance has been running, whether there are any issues such as unconfigured volumes or arrays, temperature issues, batteries not being found, etc.

These log files are stored in specific directories and can be accessed using the following methods:

[Table 3-2](#) lists the methods you can use to access the various appliance logs.

**Table 3-2** Viewing log files

| From...                         | Using...                                                                                                                                        | Logs collected..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NetBackup Appliance Web Console | You can use the <b>Collect Log files</b> wizard from the NetBackup Appliance Web Console to collect log files from an appliance.                | <ul style="list-style-type: none"><li>■ Logs created by the NetBackup Copy Logs tool (<code>nbcplogs</code>)</li><li>■ Appliance logs including high availability, hardware, and event logs</li><li>■ Operating system logs</li><li>■ All logs related to Media Server Deduplication Pool (MSDP)</li><li>■ All logs related to the NetBackup Appliance Web Console</li><li>■ Diagnostic information about NetBackup and the operating system</li><li>■ Hardware and storage device logs</li></ul> |
| NetBackup Appliance Web Console | You can use the <b>Monitor &gt; SCSP Audit View</b> screen from the NetBackup Appliance Web Console to retrieve the audit logs of an appliance. | NetBackup appliance's audit logs                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

**Table 3-2** Viewing log files (*continued*)

| From...                           | Using...                                                                                                                                                                                                                                                                                                 | Logs collected..                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NetBackup Appliance<br>Shell Menu | You can use the <code>Main &gt; Support &gt; Logs &gt; Browse</code> commands to open the <code>LOGROOT/&gt;</code> prompt. You can use commands like <code>ls</code> and <code>cd</code> to work with the appliance log directories and obtain the various logs.                                        | <ul style="list-style-type: none"> <li>■ NetBackup appliance configuration log</li> <li>■ NetBackup logs, Volume Manager logs, and the NetBackup logs that are contained in the <code>openv</code> directory</li> <li>■ NetBackup appliance operating system (OS) installation log</li> <li>■ NetBackup administrative web user interface log and the NetBackup web server log</li> <li>■ NetBackup 52xx appliance device logs</li> </ul> |
| NetBackup Appliance<br>Shell Menu | You can use the <code>Main &gt; Support &gt; Logs &gt; VxLogView Module <i>ModuleName</i></code> commands to access the NetBackup Appliance VxUL (unified) logs. You can also use the <code>Main &gt; Support &gt; Share Open</code> commands and use the desktop to map, share, and copy the VxUL logs. | <p>NetBackup Appliance unified logs:</p> <ul style="list-style-type: none"> <li>■ All</li> <li>■ CallHome</li> <li>■ Checkpoint</li> <li>■ Commands</li> <li>■ Common</li> <li>■ Config</li> <li>■ CrossHost</li> <li>■ Database</li> <li>■ Hardware</li> <li>■ HWMonitor</li> <li>■ Network</li> <li>■ RAID</li> <li>■ Seeding</li> <li>■ SelfTest</li> <li>■ Storage</li> <li>■ SWUpdate</li> <li>■ Trace</li> </ul>                    |

**Table 3-2** Viewing log files (*continued*)

| From...                           | Using...                                                                                                                                                           | Logs collected..                                 |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| NetBackup Appliance<br>Shell Menu | You can use the <code>Main &gt; Support &gt; DataCollect</code> commands to collect storage device logs.                                                           | NetBackup 5xxx storage device logs               |
| NetBackup-Java applications       | If you encounter problems with the NetBackup-Java applications, you can use the scripts in this section to gather the required information for contacting support. | Logs relating to the NetBackup-Java applications |

# Release content

This appendix includes the following topics:

- [About the current release content](#)
- [About release content conventions](#)
- [NetBackup Appliance 2.6 release content](#)
- [NetBackup Appliance 2.6 Emergency Engineering Binary \(EEB\) listing](#)

## About the current release content

This release incorporates fixes to several known issues that existed with the NetBackup Appliance software. This section contains a list of Etracks that documents the known issues that have been fixed in this release of NetBackup Appliance.

This NetBackup Appliance 2.6 release is an upgrade to the NetBackup Appliance 2.5 release and its associated maintenance releases. Refer to the release notes documents on the Symantec Support website to see all of the fixes and enhancements in previous releases:

<http://www.symantec.com/docs/DOC2792>

When an appliance is released, the latest version of NetBackup is used as a basis on which the appliance code is built. That ensures that all applicable features, enhancements, and fixes that were released within NetBackup are included in the latest release of the appliance.

NetBackup 7.6 is the version of NetBackup software that the NetBackup Appliance 2.6 release installs. Information about the new features, enhancements, and fixes found in NetBackup 7.6 can be found in the *NetBackup 7.6 Release Notes* document on the Symantec Support website:

<http://www.symantec.com/docs/DOC6138>

For the latest NetBackup Appliance compatibility information, refer to the *NetBackup Enterprise Server and Server 7.x Hardware Compatibility List* on the Symantec Support website:

<http://www.symantec.com/docs/TECH59978>

## About release content conventions

The following list describes the conventions used in the subsections that follow this section. Each item listed in the release content subsection describes a feature, enhancement, or fixed issue contained in this release:

- **Etrack Incident**  
Notes the Etrack number that targets this 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 this release, as well as additional notes or workarounds. Workarounds can be used instead of applying the patch; however, Symantec recommends the "best practice" of being at the latest available patch 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.

### About current release content Etracks

For more information on the Etracks that are listed in this section, or any other service request Etrack, Symantec recommends that you use Symantec Operations Readiness Tools (SORT). To access SORT, go to the following website:

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

## NetBackup Appliance 2.6 release content

The following list contains the known issues that were fixed and that are now included in this release of NetBackup Appliance:

**Etrack Incident: 2812749**



- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
A record of every appliance restart has been added to the logs to make it easier to track user-initiated restarts.

**Etrack Incident: 3024964**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
A self test on a 52xx media server appliance failed if the media server was tagged with an Administrative Pause in Enterprise Media Manager (EMM). The self test now checks for this scenario and prompts the user to change the state of the media server if it is tagged with an Administrative Pause. When the state of the media server is changed, the self test runs correctly.

**Etrack Incident: 3052324**

- Associated Primary Etrack: 3289934
- Associated Service Request Etrack(s): 3052324
- Description:  
The **Registration** page of the Initial Configuration Wizard did not always display correctly in Internet Explorer 8 on a Windows 2003 server.

**Etrack Incident: 3052378**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
An issue occurred with the "Hostname set" operation during initial configuration due to the host name being treated as case sensitive when it should not have been

**Etrack Incident: 3094697**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
If Fibre Transport was enabled, disabled, and then re-enabled, the Fibre Channel port was no longer recognized and displayed as Unknown.

**Etrack Incident: 3249834**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:  
The default Media Server Deduplication Pool (MSDP) storage unit fragment size has been changed from 25 GB to 50 GB for new installations and configurations.

# NetBackup Appliance 2.6 Emergency Engineering Binary (EEB) listing

The following table contains the known issues that were identified, fixed, and available to customers in the form of an EEB. NetBackup Appliance 2.6 resolves the issues that were addressed in each of these EEBs. Additional EEBs may have been released since this document was posted. For more information on the Etracks that are listed in this section, or any other service request Etrack, Symantec recommends that you use Symantec Operations Readiness Tools (SORT). To access SORT, go to the following website:

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

Alternatively, if you do not see an EEB that you expected to see in this document, or you require additional information about an issue in this table, contact Symantec Support.

**Note:** The following table includes only the EEBs that are associated with NetBackup Appliance. For a complete listing of the NetBackup EEBs that were resolved for this release, refer to the following document on the Symantec Support website:

<http://www.symantec.com/docs/DOC6085>

**Table A-1** NetBackup Appliance 2.6 EEB Listing

| Etrack Number | EEB Description                                                                                                     |
|---------------|---------------------------------------------------------------------------------------------------------------------|
| 2893954       | The NetBackup 5220 Appliance reports the Power Supply status and the Fan status as being in a "Non-critical" state. |
| 3015994       | The NetBackup 5220 Appliance reports the Power Supply status and the Fan status as being in a "Non-critical" state. |
| 3116615       | A NetBackup appliance sends high disk performance alerts.                                                           |
| 3220291       | Multiple scripts writing to chinfo.txt at the same time causes the file to be in an inconsistent state.             |

**Table A-1** NetBackup Appliance 2.6 EEB Listing *(continued)*

| Etrack Number | EEB Description                                                                                                                                                                           |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3143927       | Multiple scripts writing to chinfo.txt at the same time causes the file to be in an inconsistent state.                                                                                   |
| 3061449       | NetBackup Appliance RAID Controller firmware upgrade to version 1.40.325-1650.                                                                                                            |
| 3072210       | NetBackup Appliance RAID Controller firmware upgrade to version 1.40.325-1650.                                                                                                            |
| 3200495       | Enhanced logic for battery backup unit (BBU) monitoring, so that customers and AutoSupport get proactive BBU failure alerts.                                                              |
| 3206566       | Enhanced logic for battery backup unit (BBU) monitoring, so that customers and AutoSupport get proactive BBU failure alerts.                                                              |
| 3228789       | The following error displays on hardware monitoring calls: "Use of uninitialized value in numeric eq (==) at /opt/NBUAppliance/scripts/hwmon/components/enclosure/enclosure.pm line 735." |
| 2996534       | The user cannot install a license key that does not have the base NetBackup bit enabled.                                                                                                  |
| 3063241       | The user cannot install a license key that does not have the base NetBackup bit enabled.                                                                                                  |
| 3079545       | Upgrades the Fibre Channel QLogic card driver on the NetBackup appliance to address NVSRAM-related errors that are seen in the operating system messages log.                             |
| 3164157       | Upgrades the Fibre Channel QLogic card driver on the NetBackup appliance to address NVSRAM-related errors that are seen in the operating system messages log.                             |
| 3181952       | Upgrades the Fibre Channel QLogic card driver on the NetBackup appliance to address NVSRAM-related errors that are seen in the operating system messages log.                             |
| 3215241       | Upgrades the Fibre Channel QLogic card driver on the NetBackup appliance to address NVSRAM-related errors that are seen in the operating system messages log.                             |
| 3144171       | Adds support to enable Call Home when a proxy server requires NT LAN Management (NTLM) authentication.                                                                                    |
| 3226741       | New firmware 11.1.0-0057/1.41.372.2527 addresses an issue with a good battery backup unit (BBU) being marked bad (Full Capacity Charge 'FCC' value set to 0%).                            |
| 3227119       | New firmware 11.1.0-0057/1.41.372.2527 addresses an issue with a good battery backup unit (BBU) being marked bad (Full Capacity Charge 'FCC' value set to 0%).                            |
| 3227113       | New firmware 11.1.0-0057/1.41.372.2527 addresses an issue with a good battery backup unit (BBU) being marked bad (Full Capacity Charge 'FCC' value set to 0%).                            |
| 3227114       | New firmware 11.1.0-0057/1.41.372.2527 addresses an issue with a good battery backup unit (BBU) being marked bad (Full Capacity Charge 'FCC' value set to 0%).                            |

**Table A-1** NetBackup Appliance 2.6 EEB Listing *(continued)*

| Etrack Number                              | EEB Description                                                                                                                                                                                             |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2967999                                    | The hardware log data that is generated for upload to SORT fills the root partition on a NetBackup 5220 Appliance.                                                                                          |
| 2904199                                    | The hardware log data that is generated for upload to SORT fills the root partition on a NetBackup 5220 Appliance.                                                                                          |
| 3329088                                    | Redesigned NetBackupCLI user feature to address limitations and issues.                                                                                                                                     |
| 2782144                                    | Eliminates directory or file system access from within the NetBackup Appliance Web Console.                                                                                                                 |
| 2988155                                    | RAID Controller upgrade to 1.40.352-2004 to address a fatal error and incorrect reporting of battery backup unit (BBU) charging.                                                                            |
| 3037088                                    | RAID Controller upgrade to 1.40.352-2004 to address a fatal error and incorrect reporting of battery backup unit (BBU) charging.                                                                            |
| 3037089                                    | RAID Controller upgrade to 1.40.352-2004 to address a fatal error and incorrect reporting of battery backup unit (BBU) charging.                                                                            |
| 2879388, version 1                         | This is a fix for the Fibre Transport (FT) component of a NetBackup Appliance version 2.0.3. Without this fix, AIX cfgmgr may fail to discover FT ARCHIVE Python target devices presented by the appliance. |
| 2970466, version 9, 8, 7, 6, 5, 4, 3, 2, 1 | Increases the performance of Auto Image Replication imports on the destination server when you use Media Server Deduplication Pool (MSDP).                                                                  |

# Related documents

This appendix includes the following topics:

- [About related NetBackup Appliance documents](#)
- [About getting started guides](#)
- [About administrator guides](#)
- [About troubleshooting guides](#)
- [About release notes](#)
- [About other documents](#)

## About related NetBackup Appliance documents

The NetBackup Appliance technical manuals for this release can be downloaded from the following website:

<http://www.symantec.com/docs/DOC2792>

For the technical manuals that relate to NetBackup, refer to the following website:

<http://www.symantec.com/docs/DOC5332>

To view the PDF copies of the manuals, you need an Adobe Acrobat reader. You can download a copy of this product from the Adobe website at the following URL:

<http://www.adobe.com>

Symantec assumes no responsibility for the correct installation or use of the reader.

## About getting started guides

The following getting started guides were released with this version of NetBackup Appliance:

- *Symantec NetBackup Appliance Hardware Installation and Initial Configuration Guide*  
 This document contains information on how to install and configure a NetBackup appliance.

## About administrator guides

The following administrator guides were released with this version of NetBackup Appliance:

- *Symantec NetBackup Appliance Administrator's Guide*  
 This document contains information on how to monitor and manage a NetBackup appliance.

## About troubleshooting guides

The following troubleshooting guides were released with this version of NetBackup Appliance:

- *Symantec NetBackup Appliance Troubleshooting Guide*  
 This document provides troubleshooting information for the NetBackup appliances. It describes how to gather and work with log files and the troubleshooting procedures for a variety of issues. It also provides instructions on how to remove and replace some hardware components.

## About release notes

The following release notes documents were released with this version of NetBackup Appliance:

- *Symantec NetBackup Appliance Release Notes*  
 This document contains information about the latest release of NetBackup Appliance, such as compatibility with NetBackup, new features, enhancements, and changes. It also contains any operating notes that may not be in the NetBackup Appliance manuals or the online Help.

## About other documents

The following guides were also released with this version of NetBackup Appliance:

- *Symantec NetBackup Appliance Command Reference Guide*  
 This document contains information on the commands that can be used in the NetBackup Appliance Shell Menu.
- *Symantec NetBackup Appliance and Symantec Storage Shelf Product Description: NetBackup 5220*  
 This document contains an overview of the NetBackup 5220 Appliance and the Symantec Storage Shelf, such as layout, cables, and technical specifications.
- *Symantec NetBackup Appliance and Symantec Storage Shelf Product Description: NetBackup 5230*  
 This document contains an overview of the NetBackup 5230 Appliance and the Symantec Storage Shelf, such as layout, cables, and technical specifications.
- *Symantec NetBackup Appliance and Symantec Storage Shelf Safety and Maintenance Guide: NetBackup 5220*  
 This document contains information on the NetBackup 5220 Appliance and the Symantec Storage Shelf. It contains maintenance and safety information, as well as information on the LED status indicators.
- *Symantec NetBackup Appliance and Symantec Storage Shelf Safety and Maintenance Guide: NetBackup 5230*  
 This document contains information on the NetBackup 5230 Appliance and the Symantec Storage Shelf. It contains maintenance and safety information, as well as information on the LED status indicators.
- *Symantec NetBackup Appliance Third-party Legal Notices*  
 This document contains information on the third-party software that is used in this release of NetBackup Appliance.
- *Symantec NetBackup Network Ports Reference Guide*  
 This document contains information on the NetBackup network ports, including the NetBackup 52xx Appliance ports.