



# Sun StorageTek Enterprise Backup Software 7.4

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Release Notes

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The *Sun<sup>TM</sup> StorageTek Enterprise Backup Software<sup>TM</sup>, Release Notes* provides information on the latest updates, bug fixes and known limitations in the Sun StorageTek software.

For full install instructions, refer to the *Sun StorageTek Enterprise Backup Software, Release 7.4 Installation Guide*.

After you install the Sun StorageTek EBS<sup>®</sup> software, refer to the *Sun StorageTek Enterprise Backup Software<sup>TM</sup> Release 7.4, Administrator's Guide* and the program's online help for detailed instructions on how to configure, administer, and use the Sun StorageTek EBS software.

The information in this guide is intended for system administrators who are responsible for installing software and maintaining the servers and clients on a network. Operators who monitor the daily backups may also find this manual useful.

### Using UNIX Commands

This document may not contain information on basic UNIX commands and procedures such as shutting down the system, booting the system, and configuring devices.

See one or more of the following for this information:

- ◆ *Solaris Handbook for Sun Peripherals*
- ◆ AnswerBook2<sup>TM</sup> online documentation for the Solaris<sup>TM</sup> operating environment
- ◆ Other software documentation that you received with your system

## Conventions used in this guide

The following conventions for notes, cautions, warnings, and danger notices.

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**Note:** A note presents information that is important, but not hazard-related.

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## Typographical conventions

EMC uses the following type style conventions in this guide:

### **bold**

- User actions (what the user clicks, presses, or selects)
- Interface elements (button names, dialog box names)
- Names of keys, commands, programs, scripts, applications, utilities, processes, notifications, system calls, services, applications, and utilities in text

### *italic*

- Book titles
- New terms in text
- Emphasis in text

### `Courier`

- Prompts
- System output
- Filenames
- Pathnames
- URLs
- Syntax when shown in command line or other examples

### **`Courier, bold`**

- User entry
- Options in command-line syntax

### *`Courier italic`*

- Arguments in examples of command-line syntax
- Variables in examples of screen or file output
- Variables in pathnames

### <>

Angle brackets for parameter values (variables) supplied by user.

### []

Square brackets for optional values.

### |

Vertical bar symbol for alternate selections. The bar means or.

### ...

Ellipsis for nonessential information omitted from the example.

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These release notes contain supplemental information about the Sun StorageTek EBS® release 7.4. Topics include:

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## Product description

The Sun StorageTek EBS release 7.4, provides significant functional enhancements in a number of areas, including internationalizing the Sun StorageTek EBS software.

This release also includes enhanced features such as supporting Software Distribution, and improvements in the Sun StorageTek EBS Management Console (also referred to as Sun StorageTek EBS Console). These new features and enhancements are described in [“New features and changes” on page -10](#).

Before installing Sun StorageTek EBS release 7.4, please review the installation guide, administration guide, and other documentation for the release. The section [“Documentation” on page -95](#) contains a full listing of the Sun StorageTek EBS release 7.4 documentation.

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## New features and changes

These new features appear in the Sun StorageTek EBS software. The *Sun StorageTek EBS Administration Guide* has more detailed information on these features.

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### Release 7.4

Sun StorageTek EBS release 7.4 includes these new features:

- ◆ [“Internationalization” on page -11](#)
- ◆ [“Temporary enabler required for a Virtual Tape Library” on page -14](#)
- ◆ [“Update enabler required when updating from Sun StorageTek EBS releases prior to 7.3” on page -14](#)
- ◆ [“Microsoft Vista support” on page -14](#)
- ◆ [“Direct SCSI backup and recover feature” on page -15](#)
- ◆ [“Improved advanced file type device configuration” on page -15](#)
- ◆ [“Software Distribution: Updating Sun StorageTek EBS clients using the Software Administration Wizard” on page -16](#)
- ◆ [“Changes to log files” on page -21](#)
- ◆ [“Sun StorageTek EBS Management Console drag-and-drop enhancements” on page -22](#)
- ◆ [“Copy groups with clients” on page -23](#)

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- ◆ “Inactive files report” on page -24
- ◆ “Most client graphical interfaces on UNIX discontinued” on page -25
- ◆ “SILO License Changes” on page -25
- ◆ “Cluster support and internationalization” on page -26

## Internationalization

The Sun StorageTek EBS release 7.4 software has been internationalized. As a result, the Sun StorageTek EBS software now supports language packs, which can be installed as part of the Sun StorageTek EBS installation process, or can be installed separately after the Sun StorageTek EBS software has been installed.

The following sections detail enhancements and important notes pertaining to the internationalized Sun StorageTek EBS software:

- ◆ “Man page locales” on page -12
- ◆ “Supported Locales” on page -12
- ◆ “Multiple locales fully supported within the same datazone” on page -13
- ◆ “Multi-locale log file viewing” on page -13
- ◆ “Interoperability with previous releases of Sun StorageTek EBS” on page -13
- ◆ “Scheduled backup or Archive Requests of non-ASCII files or directories” on page -14
- ◆ “Date and times may be still in North American format” on page -14
- ◆ “Internationalization support” on page -86

### Man page locales

Man pages are displayed based on the locale setting for a specific language.

The following EUC locales are supported:

- ◆ Chinese: **EUC-CN**
- ◆ French: **ISO8859-15**
- ◆ Korean: **EUC-KR**
- ◆ Japanese: **EUC-JP**

If the locale is not set to a specific language matching an installed language pack, the man pages will be displayed in English.

### Supported Locales

[Table 1 on page -12](#) lists the supported locales.

**Table 1**      **Supported Locales**

Language	Operating system				
	Windows	Solaris	HPUX	AIX	Linux
English	English	OS Default Locale	OS Default Locale	OS Default Locale	OS Default Locale
French	French (France)	UTF-8 ISO8859-1 ISO8859-15	UTF-8 ISO8859-1 ISO8859-15	UTF-8 ISO8859-1 ISO8859-15	UTF-8 ISO8859-1 ISO8859-15
Japanese	Japanese (Japan)	UTF-8 EUC-JP S-JIS	UTF-8 EUC-JP	UTF-8 EUC-JP	UTF-8 EUC-JP S-JIS
Chinese	Chinese (China)	UTF-8 EUC-CN GB18030 GBK BIG5	UTF-8 EUC-CN	UTF-8 EUC-CN	UTF-8 EUC-CN GB18030 GBK BIG5
Korean	Korean (Korea)	UTF-8	UTF-8	UTF-8	UTF-8
<b>Note:</b> Localization is not supported on the Mac OS, Tru 64 or SGI platforms.					

### Multiple locales fully supported within the same datazone

The Sun StorageTek EBS software now fully supports the use of multiple languages within the same datazone. A server running in any locale can manage clients running in any locale. This includes configuration, data backup and recovery, and maintenance.

For example, a Sun StorageTek EBS server running in an English locale can be used to view and manage backups from a client running in a Japanese locale. There are certain limitations in this support, depending on the platform; for example, when browsing client backups on a UNIX system, only those characters supported by the locale currently running on the system from which the browsing is performed will be correctly displayed.

### Multi-locale log file viewing

Log files can be displayed in the user's current locale, regardless of the locale running on the host where the log files were created. The section [“Changes to log files” on page -21](#) has more information about viewing log files.

### Interoperability with previous releases of Sun StorageTek EBS

Multiple locales within the same datazone is only fully supported if all Sun StorageTek EBS installations in the datazone are at release level 7.4. The following limitations apply:

- ◆ In datazones with a Sun StorageTek EBS release 7.3 server and Sun StorageTek EBS 7.4 clients, support for scheduled backups of path or file names containing non-ASCII characters is limited to the support provided by the Sun StorageTek EBS release 7.3.
- ◆ Binaries from releases earlier than 7.3 will not be able to display UNIX save sets containing non-ASCII characters correctly.
- ◆ UNIX paths containing non-ASCII characters may be incorrectly displayed on Microsoft Windows. Windows does not have native support for many character sets used on UNIX. If a non-ASCII character is encoded using these character sets, it will not be displayed correctly on Windows. An example of these character sets include **euc-jp**, **euc-cn** and **euc-tw**.

### Scheduled backup or Archive Requests of non-ASCII files or directories

The value of the **Save Operations** attribute in Clients or Archive Requests resource should be set to:

- ◆ Sun StorageTek EBS UNIX clients at release 7.4 or higher:  
**I18N:mode=nativepath.**
- ◆ Sun StorageTek EBS UNIX clients at a release level prior to 7.4:  
**I18N:mode=utf8path.**
- ◆ Microsoft Windows clients: **I18N:mode=utf8path**

If the Client Configuration Wizard is used to create the Clients resource, the Save Operations attribute will be automatically filled-in based on the client platform when non-ASCII save sets are specified

### Date and times may be still in North American format

Date and times may be still in North American format. Not all date and time displayed are internationalized. This is a known deficiency that will be addressed in a future release.

### Temporary enabler required for a Virtual Tape Library

A temporary Virtual Tape Library (VTL) license *must* be applied before updating to Sun StorageTek EBS release 7.4 or the VTL may become disabled. The temporary enabler is **3b38bd-77c79e-0ebe01**. If a VTL becomes disabled, set the VTL's Enabled attribute to **Yes** after the VTL enabler code is installed. Each Virtual Tape Library hardware frame requires one VTL frame license and will support an unlimited number of VTLs on that frame.

Contact EMC licensing to get the VTL enabler permanently authorized.

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**Note:** Prior to release 7.4, a VTL was licensed as an individual jukebox. You will not be able to use the jukebox enabler for a VTL.

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### Update enabler required when updating from Sun StorageTek EBS releases prior to 7.3

When updating from a Sun StorageTek EBS release earlier than 7.3, the required update enabler is **150397-d1e144-54605f**.

### Microsoft Vista support

The Sun StorageTek EBS client is now supported on Microsoft Windows Vista. The Sun StorageTek EBS server and storage node are not supported on Microsoft Windows Vista.

### **Volume Shadow Copy (VSS) with Microsoft Windows Vista**

Microsoft Windows Vista supports Volume Shadow Copy (VSS) backups only. Legacy (non-VSS) SYSTEM save sets are not supported on Windows Vista. VSS support is provided with the base Vista client license; no VSS client license is required for Vista.

### **Automated System Recovery (ASR) with Microsoft Windows Vista**

The Automated System Recovery (ASR) feature in Microsoft Vista is not supported with the 7.4 release of the Sun StorageTek EBS software.

## **Direct SCSI backup and recover feature**

Direct SCSI backup and recover feature enables:

- ◆ The direct backup and recovery of Small Computer System Interface (SCSI) devices without the requirement of mounting on the backup host if an access path is available to these devices over a Storage Area Network (SAN).
- ◆ Migration to the Sun StorageTek EBS software to perform a backup and recover of business continuance volume (BCV) devices on a Symmetrix server (as well as backup and recover of raw devices) over a SCSI bus. In a Symmetrix storage environment, these devices can be viewed from a primary application host and from a proxy backup host.
- ◆ Protect BCV devices from a proxy backup host as a raw backup.

The *Sun StorageTek EBS Administration Guide* provides more information on the direct SCSI backup and recover feature.

## **Improved advanced file type device configuration**

A new advance file type device (AFTD) Allowed Directories attribute provides control over the directories where an AFTD can be created on a storage node. Only a Sun StorageTek EBS administrator with security privileges can set up an allowed directory list for creating an AFTD.

Before creating an AFTD, set up a AFTD Allowed Directories to control access to storage node file systems. If this attribute is populated, it will restrict the creation of an AFTD so that the device path will be under it's list of directories. If this attribute is left empty, there will be no restrictions placed on the path of an AFTD when it is created.

When creating a new AFTD device from the **nwadmin** program, a verification dialog will pop up after the user commits the new AFTD device. The verification dialog will ask the user if they wish to have the Sun StorageTek EBS software verify the device path to ensure that it exists on the filesystem of the storage node where the AFTD will be created. If you select the verification option, the Sun StorageTek EBS software ensures that the device path exists. If the device path does not exist, an error message will be displayed and the AFTD will not be created.

The user may then re-type a different path or quit the creation of the AFTD. If there is a conflict due to change of allowed directories, the change of allowed directories will be rejected.

### Software Distribution: Updating Sun StorageTek EBS clients using the Software Administration Wizard

Use the **Software Administration Wizard** to remotely distribute and update the Sun StorageTek EBS software from a centralized Sun StorageTek EBS server to one or more Sun StorageTek EBS clients. The *Sun StorageTek EBS Installation Guide* contains full instructions on how to update clients.

You can update these Sun StorageTek EBS software packages on computers that have the Sun StorageTek EBS release 7.3 or later client software already installed:

- ◆ Client
- ◆ Storage node
- ◆ Man pages
- ◆ Sun StorageTek EBS Application Modules

Ensure that all Sun StorageTek EBS scheduled backups have been stopped before starting the upgrade.

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**Note:** The Software Administration Wizard is *unsupported* on: HP Tru 64 UNIX, IRIX, Mac OS X, NetWare, Open VMS platforms, and cluster environments.

The software distribution feature is unsupported by module releases prior to NetWorker Module for Oracle, Release 4.5, EMC NetWorker Module for Exchange, Release 5.1 and EMC NetWorker Module for Sequel, Release 5.1. For more information on software distribution support, refer to the latest release of these modules at the EMC Powerlink® website at <http://Powerlink.EMC.com>.

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## Limitations when updating clients using the Software Administration Wizard

The following limitations exist when using the Software Administration Wizard to push client software:

- ◆ “Software Distribution databases must be manually backed up (LGTpa95236)” on page -17
- ◆ “Client inventory is not performed automatically when you run the update (LGTpa95237)” on page -18
- ◆ “Software Distribution repository location cannot be changed once it is set (LGTpa95240)” on page -18
- ◆ “Software Distribution is not supported on Sun StorageTek EBS servers with a system block size less than 1024 bytes (LGTsc06051)” on page -19
- ◆ “The nsrpsd daemon incorrectly detects a software administration operation is still running, and will not allow another operation to be started (LGTsc03204)” on page -19
- ◆ “Clients that cannot be updated using the Software Administration Wizard” on page -20
- ◆ “The nsrpush -L command fails if the software distribution repository is not created (LGTsc06034)” on page -21

### Software Distribution databases must be manually backed up (LGTpa95236)

Software Distribution databases must be manually backed up. Currently, there is no means to backup the Software Distribution database using the bootstrap. As a result, Software Distribution resources (for example, <nsr\_dir>\res\cpdb) are not recovered during a disaster recovery and are not saved as part of the bootstrap.

### Workaround

There are two ways to back up the Software Distribution databases and recreate the Software Distribution resources:

- ◆ Manually back up the <nsr\_dir>\res\cpdb directory and the software repository directory (by default /nsr/repository),
- ◆ and then recover it. This method is not a substitute for disaster recovery.
- ◆ Re-create the database, since it is not critical to server operations.

**Client inventory is not performed automatically when you run the update (LGTpa95237)**

Client inventory is not performed automatically when you run the update. Before updating to release 7.4, perform an inventory of the client.

Running Software Distribution to perform an inventory before an update is necessary in order to retrieve the latest list of software installed on the client.

If an inventory of the client is not performed before updating, the following can occur:

- ◆ The update will install only the packages retrieved during the last inventory. Newly installed and supported packages will not be updated.
- ◆ Software Distribution will not have the information about these unsupported packages if you install an unsupported package on the client after an inventory is done.

**Software Distribution repository location cannot be changed once it is set (LGTpa95240)**

The Software Distribution repository location cannot be changed once it is set, and the repository directory cannot be deleted once it is created. If the repository operation fails (for example, because of a permissions error), you cannot delete the repository. Once Software Distribution becomes aware that the repository is created it begins adding products.

If the repository creation fails, no error message appears to identify that the repository has not been created. Software Distribution continues to ask for products to be added and for the location of media. Upon addition of products, the program displays a success message even though no products have been added to the repository.

**Workaround**

To re-create the repository:

1. Delete the master resource by running the following command:

```
nsradmin -d location
```

where *location* is the location of the resource files. (i.e., /nsr/res/cpdb).

2. Enter the following commands at the `nsradmin>` prompt:

```
nsradmin> . type: NSR Client Push Master
nsradmin> delete
```

3. Type **Y** when prompted with **Delete?**.
4. Type **quit** to exit the **nsradmin** program .
5. End the **nsrccd** process before restarting the SAW or **nsrpush** process.
6. Restart the **nsrccd** process. You will then be prompted to re-create the repository the next time you attempt a repository operation.  
Note that the issue with not checking for permissions still exists.

**The nsrccd daemon incorrectly detects a software administration operation is still running, and will not allow another operation to be started (LGTsc03204 )**

If the Sun StorageTek EBS Management Console or the nsrccd daemon crashes during a Software Administration operation (for example, an inventory or upgrade operation), and you attempt the operation again without restarting the Sun StorageTek EBS software, the software distribution daemon still detects the operation is running, and returns an error indicating the operation failed.

When the daemon is in this state, you cannot start another inventory or upgrade operation, although you can still do repository operations or monitoring activities.

### Workaround

Stop and restart the software distribution daemon (nsrccd), or restart all of the Sun StorageTek EBS daemons.

**Software Distribution is not supported on Sun StorageTek EBS servers with a system block size less than 1024 bytes (LGTsc06051)**

Software Distribution operations will fail on Sun StorageTek EBS Server hosts that have an operating system block size that is less than 1024 bytes. The Dell PE2950 is an example of one such host.

**Clients that cannot be updated using the Software Administration Wizard**

You cannot use the **Software Administration Wizard** to push the Sun StorageTek EBS software to a client under the following conditions:

- ◆ Cannot perform a fresh install of the Sun StorageTek EBS software on a client machine. Sun StorageTek EBS release 7.3 must already be installed on the client machine.
- ◆ Cannot upgrade clustered clients. This is automatically prevented.
- ◆ Cannot upgrade clients with PowerSnap packages installed. This is automatically prevented.
- ◆ Cannot upgrade hosts with Sun StorageTek EBS Server, License Manager or Sun StorageTek EBS Console packages installed (automatically prevented).
- ◆ Cannot upgrade the Sun StorageTek EBS software on clients where a module is installed unless both the Sun StorageTek EBS and module software is upgraded simultaneously on AIX. Modules can be upgraded independently.
- ◆ Cannot upgrade the Sun StorageTek EBS software if the Sun StorageTek EBS software is not installed on the same drive for the Windows operating system.
- ◆ Cannot install language packages as part of the upgrade process from Sun StorageTek EBS release 7.3 to release 7.4. English is installed by default.

### The **nsrpush -L** command fails if the software distribution repository is not created (LGTsc06034)

The **nsrpush -L** command is used to list products in the Client push repository. If the repository has not yet been created, the following error message is displayed:

```
Repository location is not set.
```

### Workaround

Use the Sun StorageTek EBS Console interface to create the repository.

## Changes to log files

A number of changes have been made to log files in Sun StorageTek EBS release 7.4 to better accommodate internationalized message logging.

### New log file viewer

Log files must be viewed using the **nsr\_render\_log** (UNIX/Linux) or the **nsr\_render\_log.exe** (Microsoft Windows) program. The **nsr\_render\_log** program is a non-interactive command line program which renders internationalized Sun StorageTek EBS log files into the desired language that the user wishes to view the log in. The default language is based on the user's current locale. Users in different geographical locations can simultaneously render the same log file. For more information on the **nsr\_render\_log** program, see the Sun StorageTek EBS manpages.

The new log file viewer should not be used to view log files from clients previous to release 7.4. These files should continue to be viewed using a regular text editor.

### Log file naming convention

Log files in Sun StorageTek EBS release 7.4 are now named with a .raw extension (for example, **daemon.raw**). This indicates that the log file has not rendered into a language-specific version and must be viewed using the **nsr\_render\_log** program.

Users concerned about security-sensitive information in their log file may want to render with the **-z** option. This will obfuscate the following types of confidential information:

- ◆ Usernames
- ◆ Hostnames
- ◆ IP addresses

This may be of particular interest to users who may not want to share this information for confidentiality reasons.

Localization is not supported on the Mac OS, Tru 64 or SGI platforms.

### Sun StorageTek EBS Management Console drag-and-drop enhancements

The Sun StorageTek EBS Management Console has been enhanced to include the following drag-and-drop functionality:

- ◆ [“Drag-and-drop resources between resource types” on page -22](#)
- ◆ [“Copy and paste tabular information” on page -23](#)
- ◆ [“Move clients between groups” on page -23](#)

### Drag-and-drop resources between resource types

The enhanced drag-and-drop functionality allows multiple resources to be selected and moved from one resource type to another.

In the Sun StorageTek EBS Console user interface, the enhanced functionality provides the ability to:

- ◆ Drag-and-drop an individual folder node in the enterprise hierarchy to another folder.
- ◆ Drag-and-drop a host node in the enterprise hierarchy to another folder in the hierarchy tree.
- ◆ Drag-and-drop volumes for mounting and unmounting volumes.
- ◆ Select an individual folder in the navigation tree to display its contents. Select a series of folders and/or hosts in the table and drag-and-drop into the hierarchy tree or the folder contents table.

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**Note:** Multiple selection for drag-and-drop is unsupported in the navigation tree. Only one object may be selected for drag-and-drop in the navigation tree

In the Sun StorageTek EBS Administrator user interface, you can drag-and-drop selected Sun StorageTek EBS clients from one group to another.

### **Copy and paste tabular information**

Tabular information can be selected and moved to a operating system clipboard using the enhanced drag-and-drop functionality provided in the 7.4 release. All tables support selecting multiple rows in a table and the ability to copy and paste the data in the selected rows to the system clipboard using drag-and-drop functionality. Subsequently, the data in the operating system clip board can be moved to a target application.

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**Note:** Drag-and-drop operations from the operating system clipboard back to a table is unsupported.

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### **Move clients between groups**

The added drag-and-drop functionality allows you to select multiple clients from one group and drag them to another group.

## **Copy groups with clients**

A Copy with Clients operation has been added to the 7.4 release to manage Sun StorageTek EBS resources. The Copy with Client feature allows you to copy an existing group resource including the associated Sun StorageTek EBS group and all client resources. The Copy with Clients operation enables the following actions:

- ◆ Copy an existing NSR group.
- ◆ Ensure the original client list is preserved in the new group.
- ◆ All NSR client resources are automatically updated.

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**Note:** The Copy with Clients operation is only available to a NSR group resource type. Consequently, the new functionality is only available if a Sun StorageTek EBS group is selected in the configuration window in the Sun StorageTek EBS console.

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## Ability to operate on multiple library devices and slots

A single operation can be performed on multiple library devices and slots. Multiple rows can be selected in both the Devices and Slots tables at the same time.

In the Devices table for a library, multiple devices can be selected to perform the following operations:

- ◆ Unmount
- ◆ Release device (STL only)
- ◆ Enable/Disable

In the Slots table for a device, multiple volume operations can be performed for the following operations:

- ◆ Mount
- ◆ Load without Mount
- ◆ Withdraw
- ◆ Label
- ◆ Inventory
- ◆ Remove (STL and AlphaStor only)

## Inactive files report

A Sun StorageTek EBS administrator can manage inactive files on a client or group and set the Sun StorageTek EBS software to automatically generate a list of inactive files in an environment. Inactive files are files that have not been accessed or modified other than being backed up regularly. The period of time a file has been inactive is called the Inactivity Threshold. The inactive files report can do the following:

- ◆ Generate a report on the percentage of inactive files backed up as part of a group.
- ◆ Set the threshold time periods per group so that the percentage of inactive files in that group does not exceed the threshold time period.
- ◆ Set alerts so that the Sun StorageTek EBS software sends an alert when the Inactivity Threshold set for a group is exceeded.
- ◆ Provide a report that details the percentage of inactive files backed up as part of a group.
- ◆ Report the percentage of inactive files per client.



The inactivity files report is unsupported on pre-7.4 release Sun StorageTek EBS servers.

Client support for this feature will only be enabled on Windows platforms. Server enhancements (new attributes in `nsrd` and `nsrjobd`) are available on all supported server platforms.

### Most client graphical interfaces on UNIX discontinued

With Sun StorageTek EBS release 7.4, a number of client graphical interfaces on UNIX have been discontinued. The following interfaces are no longer supported:

- ◆ **nwbackup**
- ◆ **nwarchive**
- ◆ **nwretrieve**

The `nwretrieve` program remains visible in the 7.4 release and functions as a symbolic link to the `nwrecover` program for backwards compatibility. The **nwretrieve** program will open in Recover Archive Save Set mode.

The `nwrecover` graphical interface continues to be supported for data recovery. The functionality in the `nwretrieve` interface has been added to the `nwrecover` interface.

Command line interfaces are available to perform the actions that the discontinued interfaces supported:

- ◆ To perform ad hoc backups, use the **save** command.
- ◆ To perform manual archive operations, use the **nsrarchive** command.

### SILO License Changes

SILO licenses will be discontinued in the 7.4 release. Autochanger licenses will support SILO functionality. Sun StorageTek EBS will continue to support existing SILO licenses. Autochanger licenses will support SILO functionality on SILO hardware.

For example, you want to license 120 slots of a 300 slot SILO, a 128-slot Autochanger license will suffice.

## Cluster support and internationalization

Microsoft Cluster Server (MSCS) is fully supported in all supported locales.

The following clusters are supported in English only:

- ◆ Sun Cluster
- ◆ Veritas Cluster
- ◆ HP MC/ServiceGuard
- ◆ TruCluster
- ◆ IBM HACMP

## Fixed problems

[Table 2 on page -26](#) lists bugs that have been addressed in the 7.4 release.

**Table 2 Fixed in Sun StorageTek EBS Release 7.4**

Number	Description
LGTpa89454	The nsrexecd process core dumped intermittently when backing up an Oracle database.
LGTpa89690	The nsrjb - l command has been enhanced. The nsrjb manpage has full details on the enhancements.
LGTpa93433	The nsrlcpd command stopped responding after attempting to make a third ssi connection.
LGTpa93937	The Sun StorageTek EBS management console version 3.2.3 displayed the same information for two different groups when one group was already open on another system.
LGTpa90414	The gstd.exe program consumed large amounts of memory after upgrading to Sun StorageTek EBS Console version 3.2.2.
LGTpa93479	A media database entry that had ssflags and/or clflags in an expired state could not be recovered.
LGTpa93791	The gstd log file was populated with large amounts of error messages indicating data was not being stored causing a the Sun StorageTek EBS Console to stop responding.
LGTpa93988	A ssi process did not follow the SSI_HOSTNAME directive and associate itself with the defined Alias/IP address.

**Table 2      Fixed in Sun StorageTek EBS Release 7.4**

<b>Number</b>	<b>Description</b>
LGTpa94577	The Sun StorageTek EBS Console could not reconfigure devices.
LGTpa94844	After installing Sun StorageTek EBS Console, the gstd services did not connect the correct port to the http service.
LGTpa96035	A log in error was reported when using the gstdreport command if the command was dependant on port 2638.
LGTpa90245	The modload and modunload commands did not always successfully read the sgen.conf file on Solaris 10.
LGTsc00555	During a startup, the Sun StorageTek EBS software did not differentiate between multiple configured ACSLS systems and reported unknown volumes loaded in other configured ACSLS silos.
LGTpa96100	If the /etc/utmp directory was emptied, removed, or corrupted, the nsrjb and inquire commands stopped responding on HP-UX.
LGTsc00473	If one of multiple configured ACSLS silos failed when starting the Sun StorageTek EBS software, other nsrlcpd processes connected to the wrong ssi process causing other libraries to fail as well.
LGTsc00637	A silo became unavailable and could not be configured after upgrading from Sun StorageTek EBS release 7.2.1 to 7.3.2.
LGTsc01053	An save set that was aborted then restarted after an End of Tape error was not reported by an AIX generic driver with HP LTO2 drives.
LGTsc01315	The nsrim -X command took many days to complete and the nsrmmdbd process used 100% of the CPU.
LGTsc02627	The nsrmmgd process stopped responding after external library issues. As a result, the backup server had to be restarted.
LGTsc02687	Performance spikes in the nsrjobd process caused a session channel failure resulting in a loss of reported data.
LGTsc02781	The nsrjb command core dumped causing issues when trying to label, mount and un-mount tapes.
LGTsc04683	The nsrd process did not start correctly in AAM cluster.

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## Environment and system requirements

The following section describes specific environment and system requirements.

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### Recommended System Configuration Requirements for a dedicated Sun StorageTek EBS server

[Table 4-1 on page -29](#) outlines the following:

- ◆ Minimum system configuration requirements be met when running the Sun StorageTek EBS software on a dedicated Sun StorageTek EBS server.
- ◆ Tips when setting parameters at the operating system level.

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**Note:** If the following system requirements are not met, the performance of the Sun StorageTek EBS software could be significantly affected or the Sun StorageTek EBS daemons might crash.

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**Table 4-1 Minimum system requirements for a dedicated Sun StorageTek EBS server**

	Minimum recommended configuration		
CPU	Dual Core with a minimum of 1.5 GHz speed for each CPU		
RAM	2 GB		
Swap space	4 GB minimum (at least twice RAM)		
Kernel parameters	The following <b>plimit</b> values for all Sun StorageTek EBS daemons should be set to maximum as follows:		
	Resource	Current	Maximum
	Time	Unlimited	Unlimited
	file(blocks)	Unlimited	Unlimited
	data(Kbytes)	Unlimited	Unlimited
	stack(Kbytes)	8192	Unlimited
	coredump(blocks)	Unlimited	Unlimited
	nofiles(descriptors)	65536	65536
	vmemory(Kbytes)	Unlimited	Unlimited
	Dedicated Sun StorageTek EBS storage nodes and servers should be tuned to for shared memory usage as follows:		
	<b>msgsys:msginfo_msgmni=1024</b> <b>msgsys:msginfo_msgtql=1024</b> <b>semsys:seminfo_semmni=2048</b> <b>semsys:seminfo_semmns=2048</b> <b>semsys:seminfo_semopm=128</b> <b>shmsys:shminfo_shmmax=33554432</b> <b>shmsys:shminfo_shmmni=512"</b>		
	These settings are not required for Solaris 10, but are required for Solaris 8 and 9.		
	The EMC NetWorker Cross-Platform Version Performance Tuning Guide has more information on tuning the operating system and is available at: <a href="http://powerlink.emc.com">http://powerlink.emc.com</a> .		

# Java Web Start jnlp file caching issue after upgrading the Sun StorageTek EBS Console

After the Sun StorageTek EBS Console is upgraded or a client locale is changed, the gconsole.jnlp file will be different than the original gconsole.jnlp file in the Java Web Start cache. The Sun StorageTek EBS console will fail to launch.

## Workaround

Remove the Select the Sun StorageTek EBS Management Console Application and Language Pack from the Java Application Cache Viewer:

1. Run the **Java Application Cache Viewer**. From the command line, use the **javaws** command to launch the application.
2. Select the **Sun StorageTek EBS Management Console Application and Language Pack**.
3. Click **Remove Selected Application**.

## Features provided with base enablers

[Table 3 on page -30](#) lists the features that are available as part of Sun StorageTek EBS base enablers.

**Table 3**      **Features provided with base enablers**

Feature	Support by edition			
	Power	Network	Workgroup	Business
Number of included client connections	10	10	8	8
Parallel data streams per Sun StorageTek EBS server	64	32	32	32
Parallel datastreams per storage node <sup>a</sup>	64	32	N/A	N/A
Number of physical devices per server	32	16	4	4
Increase in datazone's devices, per storage node license	32	16	N/A	N/A
Maximum number of devices	512 <sup>b</sup>	256	4	4

a.Storage nodes available for additional cost for the Power and Network Editions only.

b.Available in Sun StorageTek EBS 7.2.x and later. For Sun StorageTek EBS 7.1.x the maximum is 256.

## Additional features available with base enablers

[Table 4 on page -31](#) lists the features that are available for support with Sun StorageTek EBS base enablers.

**Table 4 Additional features available with base enablers (Sheet 1 of 2)**

Feature	Support by edition			
	Power	Network	Workgroup	Business
Additional client connections	Yes	Yes	No	No
Storage nodes	Yes	Yes	No	No
Cluster support	Server and Client	Client	No	Maximum 2 Cluster client connections
ClientPak Module for heterogeneous environments	Yes	Yes	Yes	Yes
Sun StorageTek EBS NDMP Client Connections	Yes	Yes	No	Maximum 2 NDMP client connections
Dynamic Drive Sharing Option	Yes	Yes	N/A	N/A
Sun StorageTek EBS DiskBackup Option	Yes	Yes	Yes	Yes
Sun StorageTek EBS Archive Module	Yes	Yes	No	No
Autochanger Software Modules	All	All	1-9, 1-16, 1-20, 1-32	Only 1-26 included in base
Sun StorageTek EBS Application Modules	Yes	Yes	Yes	Yes
Microsoft Windows Server 2003 Open File Option	Yes	Yes	Yes	Yes
Open File Manager	Yes	Yes	Yes	Yes
Sun StorageTek EBS PowerSnap Modules	Yes	Yes	No	No

Table 4 Additional features available with base enablers (Sheet 2 of 2)

Feature	Support by edition			
	Power	Network	Workgroup	Business
Sun StorageTek EBS SnapImage Module	Yes	Yes	No	Yes
VSS Support for Windows 2003	Yes	Yes	Yes	Yes
Simple Network Management Protocol (SNMP)	Yes	Yes	Yes	Yes

## Known problems and limitations

This section describes known limitations found in the entire Sun StorageTek EBS family of releases. It is divided into these release specific sections that list the limitations found in each release:

- ◆ [“Problems and limitations discovered in release 7.4” on page -32](#)
- ◆ [“Some limitations in release 7.4 may originated in a prior release. Table 5 on page -35 lists limitations discovered prior to release 7.4.” on page -33](#)

### Problems and limitations discovered in release 7.4

[Table 4-2 on page -33](#) identifies problem issues and limitations discovered in Sun StorageTek EBS release 7.4 that continue to be applicable.



**Note:** Some limitations in release 7.4 may originated in a prior release. [Table 5 on page -36](#) lists limitations discovered prior to release 7.4.

**Table 4-2 Limitations discovered in Sun StorageTek EBS release 7.4 (Sheet 1 of 3)**

Number	Description of limitation	Limitation in operating system
<a href="#">“LGTsc02314” on page -42</a>	The EBS storage node package (SUNWebsn) might fail to correctly install	UNIX
<a href="#">“LGTsc06577” on page -45</a>	The nwrecover program might fail to launch on a Solaris Sparc V240 server	UNIX
<a href="#">“LGTsc03478” on page -43</a>	Incorrect error message reported when starting the Sun StorageTek EBS console on Red Hat 64-bit Enterprise Server 4	UNIX
<a href="#">“LGTsc06288” on page -43</a>	Error incorrectly states you need to perform an uninstall when updating from Sun StorageTek EBS 7.2.2 32-bit to Sun StorageTek EBS 7.4 64-bit	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc06172” on page -44</a>	Testing large number of groups in parallel causes core dumps	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc06375” on page -44</a>	Combined update of Sun StorageTek EBS and Sun StorageTek EBS Module for Exchange is successful but is reported as failed	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc05990” on page -44</a>	FSRM Disk Quota may not be restored to previous settings after recovery	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc05965” on page -45</a>	The nsrjb command operations not displaying information on all cartridges	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc06661” on page -43</a>	Cannot re-label a WORM tape after creating the tape using the Create DLT WORM and WORM attribute in a pool	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc06229” on page -43</a>	The expiration column for a newly labelled volume is displayed as disabled	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc06358” on page -48</a>	Sun StorageTek EBS becomes unresponsive when attempting an invalid clone operation	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc01923” on page -51</a>	Cannot query UNIX non-ASCII save sets in the Sun StorageTek EBS Management Console	UNIX

Table 4-2 Limitations discovered in Sun StorageTek EBS release 7.4 (Sheet 2 of 3)

Number	Description of limitation	Limitation in operating system
<a href="#">“LGTsc02903” on page -48</a>	Sun StorageTek EBS Management Console may become unresponsive when opened using Exceed	UNIX and Linux
<a href="#">“LGTpa88188” on page -50</a>	Encryption asm and compression asm do not work together in directive file	UNIX and Linux
<a href="#">“LGTpa91475” on page -51</a>	The savenpc command fails if the precommand and post command contains any non-ASCII characters	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc00365” on page -49</a>	On HP-UX the Sun StorageTek EBS Server window does not appear	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc01115” on page -50</a>	Cannot copy and paste Japanese characters using the Sun StorageTek EBS Management Console	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa95162” on page -49</a>	Newly created groups are not displayed by the Sun StorageTek EBS Console GUI after moving system date back in time	Linux and UNIX
<a href="#">“LGTpa88188” on page -50</a>	Scan for Devices configures all devices as a regular storage node device	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc01705” on page -49</a>	Unable to perform a stage operation with a 7.4 storage node and a 7.3.x server without the 7.3.2 Jumbo Update 1 installed	Linux and UNIX
<a href="#">“LGTsc00850” on page -55</a>	Restrictions associated with the ZFS file system	UNIX
<a href="#">“LGTsc01587” on page -54</a>	Group details window is empty after upgrading from Sun StorageTek EBS release 7.2.2	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc01446” on page -48</a>	The Virtual Jukebox attribute for a CDL virtual tape library is not automatically set after upgrading to release 7.4	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa96168” on page -48</a>	Cannot launch Sun StorageTek EBS Console Help program on Solaris 10 with a JRE earlier than version 1.5.0_09	UNIX
<a href="#">“LGTpa95406” on page -48</a>	The jbverify command is not supported on Solaris 10	UNIX
<a href="#">“LGTsc03171” on page -73</a>	The Sun StorageTek EBS Console is not Java Web Start 1.6 compliant with Microsoft Windows	Microsoft Windows

Table 4-2 Limitations discovered in Sun StorageTek EBS release 7.4 (Sheet 3 of 3)

Number	Description of limitation	Limitation in operating system
<a href="#">“LGTpa93001” on page -73</a>	Virtual tapes are listed as "full" after mounting	Microsoft Windows
<a href="#">“LGTpa95900” on page -73</a>	On NetApps files, filenames ending with special characters might be renamed	Microsoft Windows
<a href="#">“LGTpa95019” on page -74</a>	When upgrading from release 7.3.1 the Virtual jukeboxes attribute will not be set correctly	Microsoft Windows
<a href="#">“LGTsc03894” on page -89</a>	The garbled characters may appear in the Sun StorageTek EBS Console GUI on Solaris	UNIX
<a href="#">“LGTsc04756” on page -89</a>	The font is very small in the Japanese language Configuration Client Wizard	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa92833” on page -90</a>	Non-ASCII save set names are displayed incorrectly in nsradmin visual mode on Linux	Linux
<a href="#">“LGTpa88887” on page -90</a>	Entering non-ASCII characters in Sun StorageTek EBS user interfaces	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc02865” on page -90</a>	The Sun StorageTek EBS Console fonts seem corrupted when launched on a Linux operating system for Asian languages	Linux
<a href="#">“LGTsc05339” on page -89</a>	Recovering a large number of files may take a long time in the French locales on Solaris	UNIX
<a href="#">“LGTsc05879” on page -46</a>	NMC version 3.4 and NWD version 1.0.1 cannot be installed on the same host	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTsc06280” on page -47</a>	Inventory operation in Software Administration Wizard delays for unreachable clients	UNIX
<a href="#">“LGTsc04674” on page -46</a>	Save to tape fails on HP-UX 11iv3	UNIX
<a href="#">“LGTsc05166” on page -45</a>	DiskXtender Data Manager filesystems get archived on Sun StorageTek EBS	Microsoft Windows
<a href="#">“LGTsc03123” on page -89</a>	The nwrecover program might fail to launch in UTF-8 locales on Linux platform	Linux
<a href="#">“LGTsc02814” on page -89</a>	Problem with highlighted text in the Sun StorageTek EBS Console Help program after search using JRE 1.5.x in Japanese or Chinese Languages	UNIX

## Limitations discovered in releases previous to 7.4

Table 5 on page -36 identifies problem issues and limitations discovered in Sun StorageTek EBS release prior to 7.4 that continue to be applicable.

**Table 5**      **Limitations discovered in Sun StorageTek EBS releases prior to 7.4**  
(Sheet 1 of 7)

Number	Description of limitation	Limitation in operating system
<a href="#">“LGTpa88341” on page -51</a>	Access control list permissions are not automatically propagated to the recovered files	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa89947” on page -52</a>	Cannot deposit volumes in a DAS silo	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa89946” on page -51</a>	Cannot configure a DAS silo using the Sun StorageTek EBS Management Console	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa87308” on page -52</a>	Using the withdraw command to withdraw a volume on a partitioned library fails	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa89233” on page -52</a>	NDMP recovery fails if both the NSR_NDMP_DDAR and NSR_NDMP_RECOVER_DIR variables are toggled	Linux and UNIX
<a href="#">“LGTpa91299” on page -52</a>	ZFS file systems are not automatically backed up when performing a savegrp backup of ALL	Linux and UNIX
<a href="#">“LGTpa88065” on page -53</a>	If a connection is lost during an NDMP backup to a NAS filer the Sun StorageTek EBS software stops responding	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa91406” on page -53</a>	The ls -l command does not display files recovered from a NetApp Data ONTAP 6.5 file system	Linux and UNIX
<a href="#">“LGTpa88232” on page -54</a>	The mminfo command displays incorrect output if the greater than (>) or less than (<) characters are used when querying an advanced file type device	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa87730” on page -55</a>	Cannot launch the Sun StorageTek EBS Console from a Linux PowerPC client	Linux
<a href="#">“LGTpa83798” on page -55</a>	The gstd process fails to initiate on Linux SuSE SLES 8	Linux

**Table 5**      **Limitations discovered in Sun StorageTek EBS releases prior to 7.4**  
**(Sheet 2 of 7)**

Number	Description of limitation	Limitation in operating system
<a href="#">“LGTpa83221” on page -56</a>	Backup might default to an incorrect server If the -s option is not specified with the save command	Linux and UNIX
<a href="#">“LGTpa83579” on page -56</a>	Device operations using the right click option might be lost	Linux and UNIX
<a href="#">“LGTpa83273” on page -57</a>	Misleading error message reported if an invalid NDMP storage node password is entered when labeling a volume	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa83221” on page -56</a>	Backup might default to an incorrect server If the -s option is not specified with the save command	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa82503” on page -56</a>	Media capacity notification not logged in the media database	Linux and UNIX
<a href="#">“LGTpa81024” on page -57</a>	Fatal error incorrectly reported no printer available to print a bootstrap on AIX 5.3	Linux and UNIX
<a href="#">“LGTpa83273” on page -57</a>	Misleading error message reported if an invalid NDMP storage node password is entered when labeling a volume	Linux and UNIX
<a href="#">“LGTpa80901” on page -58</a>	Labeling volumes concurrently might fail when using the Sun StorageTek EBS Console	Linux and UNIX
<a href="#">“LGTpa80764” on page -58</a>	No alternative location provided for the java14.sdk.tar file if the /tmp directory is full	Linux and UNIX
<a href="#">“LGTpa87657” on page -70</a>	The udev tool is unsupported on Emulex running Linux RedHat AS 4 using default kernel 2.6	Linux
<a href="#">“LGTpa82503” on page -56</a>	Media capacity notification not logged in the media database	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa81401” on page -57</a>	Cannot label an advanced file type device on a storage node that uses a virtual LAN	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa80901” on page -58</a>	Labeling volumes concurrently might fail when using the Sun StorageTek EBS Console	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa73044” on page -77</a>	Only local administrators can change the save operations setting using the Sun StorageTek EBS user program	Microsoft Windows

**Table 5      Limitations discovered in Sun StorageTek EBS releases prior to 7.4  
(Sheet 3 of 7)**

<b>Number</b>	<b>Description of limitation</b>	<b>Limitation in operating system</b>
<a href="#">"LGTpa77990" on page -76</a>	Cannot run commands in nsradmin without the nsrexecd daemon	Microsoft Windows
<a href="#">"LGTpa78867" on page -76</a>	Device operations cannot be performed without operate devices and jukebox privileges	Microsoft Windows
<a href="#">"LGTpa78900" on page -76</a>	Tape label operations can only be performed with change security settings privilege	Microsoft Windows
<a href="#">"LGTpa80163" on page -75</a>	The nsrlcpd process might not start when configuring an IBM 3494 silo	Microsoft Windows
<a href="#">"LGTpa83706" on page -74</a>	ASR and non-ASR recovery fails if the windows install CD does not match the service pack level of the data being backed up	Microsoft Windows
<a href="#">"LGTpa88065" on page -53</a>	If a connection is lost during an NDMP backup to a NAS filer the Sun StorageTek EBS software stops responding	UNIX
<a href="#">"LGTpa79047" on page -75</a>	Windows firewall interferes with the client configuration wizard	Microsoft Windows
<a href="#">"LGTpa76457" on page -59</a>	The mminfo command does not display a weekly summary of save set usage during the change to daylight savings time	Linux, UNIX, and Microsoft Windows
<a href="#">"LGTpa75719" on page -59</a>	Save set status is displayed as invalid if A DSA backup is terminated due to an invalid backup path	Linux and UNIX
<a href="#">"LGTpa75339" on page -77</a>	Backup will fail with remote exec service if passwords are not configured correctly	Microsoft Windows
<a href="#">"LGTpa75200" on page -78</a>	Use double slash (\\) to specify a pathname for a save set List	Microsoft Windows
<a href="#">"LGTpa74026" on page -59</a>	The scanner command might stop responding if it encounters an aborted save set backed up to an NDMP device	Linux and UNIX
<a href="#">"LGTpa73509, Sun Bug ID 6192129" on page -60</a>	The /system/object and /system/contract directories are not skipped during a backup on Solaris 10	UNIX Only
<a href="#">"LGTpa70320" on page -59</a>	Automatic cloning might fail when using a single staging policy	Linux, UNIX, and Microsoft Windows
<a href="#">"LGTpa70034" on page -77</a>	Cannot start a savegroup a second time If the original operation is in progress	Microsoft Windows

**Table 5      Limitations discovered in Sun StorageTek EBS releases prior to 7.4  
(Sheet 4 of 7)**

Number	Description of limitation	Limitation in operating system
<a href="#">“LGTpa68867” on page -60</a>	Tape gets stuck in a drive when labeling Linux Red Hat	Linux
<a href="#">“LGTpa66140” on page -78</a>	The jbconfig command reports a BNCHMARKVS640 DLT drive as 4mm	Microsoft Windows
<a href="#">“LGTpa61855” on page -70</a>	Sun StorageTek EBS 7.x servers trigger a kernel panic on SGI IRIX 6.5.x	UNIX Only
<a href="#">“LGTpa62490” on page -61</a>	Cloning on an EMC DART CFS 5.2 is unsupported	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa61643” on page -61</a>	Package installation on Linux IA64 Red Hat results in an error	Linux
<a href="#">“LGTpa54632” on page -62</a>	Error message appears in daemon log when labeling a volume that contains PowerSnap save sets	Linux and UNIX
<a href="#">“LGTpa55566” on page -62</a>	When recovering data from multiple volumes the Sun StorageTek EBS software might stop responding	Linux and UNIX
<a href="#">“LGTpa54165” on page -63</a>	Error message generated if the snapshot policy is configured to request more snapshots than a Savegroup can generate	Linux and UNIX
<a href="#">“LGTpa53364” on page -63</a>	SCSI device ID displayed differently than Sun StorageTek EBS NDMP devices	Linux and UNIX
<a href="#">“LGTpa55128” on page -64</a>	Slow Solaris tape operations when using an IBMtape driver with IBM LTO-2 Tape drives and the Sun StorageTek EBS CDI	UNIX Only
<a href="#">“LGTpa51725” on page -64</a>	Sun StorageTek EBS software attempts to eject a stuck tape	Linux and UNIX
<a href="#">“LGTpa57899” on page -61</a>	Device filename does not appear in the inquire command output (Resolved in the 7.3.2 release)	Linux and UNIX
<a href="#">“LGTpa66565” on page -61</a>	Volume retention information does not apply to volumes that contain snapsets	Linux, UNIX, and Microsoft Windows
<a href="#">“LGTpa51184” on page -65</a>	Increase server parallelism to complete concurrent operations	Linux and UNIX
<a href="#">“LGTpa51045” on page -65</a>	Perform a save set recovery when using the save command with the -l input_file option	Linux and UNIX

**Table 5      Limitations discovered in Sun StorageTek EBS releases prior to 7.4  
(Sheet 5 of 7)**

<b>Number</b>	<b>Description of limitation</b>	<b>Limitation in operating system</b>
<a href="#">"LGTpa50807" on page -65</a>	Error downgrading to business edition	Linux, UNIX, and Microsoft Windows
<a href="#">"LGTpa50485" on page -66</a>	Increase the value of the save mount timeout attribute when auto media management is enabled and a corrupt tape is encountered	Linux and UNIX
<a href="#">"LGTpa45470" on page -67</a>	Volume remains in the tape drive if the storage node nsrmmd is not responding in a shared drive environment with DDS	Linux, UNIX, and Microsoft Windows
<a href="#">"LGTpa44863" on page -67</a>	Files larger than 2 GB can break the save set consolidation process	Linux, UNIX, and Microsoft Windows
<a href="#">"LGTpa43135" on page -67</a>	System log notifications fail on SuSE 8.0	Linux
<a href="#">"LGTpa37996" on page -68</a>	The nsrjb -L and -I operations fail with an Exabyte Mammoth-2 tape drive with Fibre Channel device	Linux and UNIX
<a href="#">"LGTpa65644" on page -69</a>	NDMP save sets in status recyclable are not recoverable	Linux, UNIX, and Microsoft Windows
<a href="#">"LGTpa62381" on page -78</a>	Incorrect warning message displayed when configuring a jukebox using the Sun StorageTek EBS administration window	Microsoft Windows
<a href="#">"LGTpa62224" on page -79</a>	Sun StorageTek EBS License Manager allowance limitation	Microsoft Windows
<a href="#">"LGTpa61694" on page -77</a>	SHAREPOINT save set cannot be excluded with directives when a save set of ALL is specified	Microsoft Windows
<a href="#">"LGTpa59710" on page -79</a>	Installation Path Cannot Contain Non-ASCII Characters	Microsoft Windows
<a href="#">"LGTpa58888" on page -79</a>	Command-Line Backup and Recovery of SYSTEM Save Sets	Microsoft Windows
<a href="#">"LGTpa58422" on page -81</a>	VSS backups of raw devices unsupported	Microsoft Windows
<a href="#">"LGTpa58356" on page -71</a>	Label tape operation fails on an HP-UX platform if CDI is turned on and IBM tape driver is used	Linux and UNIX



**Table 5**      **Limitations discovered in Sun StorageTek EBS releases prior to 7.4**  
**(Sheet 6 of 7)**

<b>Number</b>	<b>Description of limitation</b>	<b>Limitation in operating system</b>
<a href="#">"LGTpa58215" on page -81</a>	Jukebox fails to allocate enough devices	Microsoft Windows
<a href="#">"LGTpa57709" on page -81</a>	Removable storage manager jukebox configures all devices automatically	Microsoft Windows
<a href="#">"LGTpa55110" on page -81</a>	EMC GEMS SmartMedia unsupported	Microsoft Windows
<a href="#">"LGTpa54620" on page -85</a>	Microsoft VSS backups on a FAT32 partition take longer than on an NTFS partition	Microsoft Windows
<a href="#">"LGTpa50089" on page -82</a>	Entering the inquire command during tape activity causes a device error	Microsoft Windows
<a href="#">"LGTpa48556" on page -82</a>	Preventing duplicate filenames during recovery	Microsoft Windows
<a href="#">"LGTpa48374" on page -71</a>	Managing optical drives with Solaris 9	Linux and UNIX
<a href="#">"LGTpa50279" on page -72</a>	Cannot label a tape if CDI is enabled on a tape drive on HP Tru64 5.1	Linux and UNIX
<a href="#">"LGTpa45205" on page -69</a>	Permission problems with DAR recovery of NetApp servers	Linux and UNIX
<a href="#">"LGTpa37996" on page -68</a>	The nsrjb -L and -I operations fail with an Exabyte Mammoth-2 tape drive with Fibre Channel device	Linux, UNIX, and Microsoft Windows
<a href="#">"LGTpa37508" on page -69</a>	Limitation on browse and retention policy dates	Linux, UNIX, and Microsoft Windows
<a href="#">"LGTpa35856" on page -82</a>	No message is logged if resource files are missing	Microsoft Windows
<a href="#">"LGTpa36367" on page -85</a>	Tape Drive Requires Cleaning Error Message	Microsoft Windows

**Table 5      Limitations discovered in Sun StorageTek EBS releases prior to 7.4  
(Sheet 7 of 7)**

<b>Number</b>	<b>Description of limitation</b>	<b>Limitation in operating system</b>
<a href="#">"LGTpa35407" on page -83</a>	Change journal manager problems with multiple servers	Microsoft Windows
<a href="#">"LGTpa28717" on page -84</a>	A backup fails if the servers file lists only the virtual Sun StorageTek EBS server	Microsoft Windows
<a href="#">"LGTpa33868" on page -85</a>	Windows 2000 server cannot handle large numbers of concurrent saves	Microsoft Windows

## Limitations in feature support

This section describes limitations in Sun StorageTek EBS features.

### The EBS storage node package (SUNWebsn) might fail to correctly install

#### LGTsc02314

The EBS storage node package (SUNWebsn) might fail to install due to another instance of the same storage node package already existing on the system. The SUNWebsn package fails to completely remove an Optical Device Driver (op) resulting in a partially failed package removal. Consequently, remnants of the original package are left behind.

The following error messages are reported if the SUNWebsn fails to properly deinstall:

```
" optical driver did not unload properly"
"pkgm: ERROR: preremove script did not complete
successfully"
.....
"Removal of <SUNWebsn> partially failed."
```

#### Workaround

Reinstall the original version of the package that failed to deinstall and then immediately remove it.

## **Incorrect error message reported when starting the Sun StorageTek EBS console on Red Hat 64-bit Enterprise Server 4**

### **LGTsc03478**

On a Red Hat 64-bit Enterprise Server 4, the preinstalled Mozilla browser incorrectly reports that the JRE is not installed. The Sun StorageTek EBS console uses Javascript to detect the JRE installation and a warning message appear reporting that the correct JRE is not installed on the client machine.

If correct JRE is already installed, ignore the error message. To start the Sun StorageTek EBS Console, click the Start link in the line of "If you have installed JRE1.4.2 and 1.5, then click here to start Sun StorageTek EBS Management Console " from the Mozilla browser.

## **Cannot re-label a WORM tape after creating the tape using the Create DLT WORM and WORM attribute in a pool**

### **LGTsc06661**

After creating a WORM (write-once, read-many) tape using the Create DLT WORM and WORM attribute in a pool, you cannot re-label the tape.

The tape is now a WORM tape and only data appends are allowed. Attempting to re-label a WORM tape will cause nsrmmd to crash.

## **The expiration column for a newly labelled volume is displayed as disabled**

### **LGTsc06229**

In the Volumes tab, the Expiration column for a newly labelled volume is displayed as Disabled. The Expiration column should be empty for a newly labelled volume.

In the Media Volumes table, the Expiration column for a newly labelled volume is displayed as disabled. The Expiration column should be empty for a newly labelled volume.

### **Workaround**

Use the **mminfo** command to obtain the correct volume information.

## **Error incorrectly states you need to perform an uninstall when updating from Sun StorageTek EBS 7.2.2 32-bit to Sun StorageTek EBS 7.4 64-bit**

### **LGTsc06288**

When updating from Sun StorageTek EBS release 7.2.2 32-bit on x64 to Sun StorageTek EBS 7.4 64-bit, an error message is displayed stating that the 32-bit Sun StorageTek EBS software is already

installed and should be uninstalled. It is not necessary to do a complete uninstall of Sun StorageTek EBS release 7.2.2 to perform this update.

#### **Workaround**

Perform a partial uninstall of Sun StorageTek EBS release 7.2.2 32-bit, then install Sun StorageTek EBS release 7.4 64-bit to the same location that the 7.2.2 32-bit version was installed.

---

**Note:** The 32-bit version of Sun StorageTek EBS release 7.3.x is the only version of 32-bit Sun StorageTek EBS software that is supported on ntx64. Sun StorageTek EBS release 7.4 and later does not allow 32-bit Sun StorageTek EBS to be installed on ntx64.

---

### **The nsrjobd process core dumped when running a large number of groups in parallel**

#### **LGTsc06172**

The **nsrjobd** process core dumped when running a large number of groups (exceeding 150) running in parallel. Several other core dumps might occur in the same scenario including the **nsrindexd** and **nsrexecd**.

### **Combined update of Sun StorageTek EBS and Sun StorageTek EBS Module for Exchange is successful but is reported as failed**

#### **LGTsc06375**

A combined update of the Sun StorageTek EBS client and storage node from release 7.3.1 to 7.4 and Sun StorageTek EBS Module for Exchange from release 5.0 to 5.1 is reported as failed in the Software Administration wizard and in the daemon log file, but a verification of the client afterwards reveals that both Sun StorageTek EBS and the Sun StorageTek EBS Module for Exchange were updated and that the Sun StorageTek EBS daemons were successfully restarted.

#### **Workaround**

Update Sun StorageTek EBS and the Sun StorageTek EBS Module for Exchange separately. The status of each update will be reported correctly.

### **FSRM Disk Quota may not be restored to previous settings after recovery**

#### **LGTsc05990**

The Sun StorageTek EBS software might not restore the previous FSRM Disk Quota configuration after the Disk Quota recovery. Some of the changes made to the setup values after saving the FSRM Disk Quota may remain after the recovery operation. However, if the Disk

Quota is completely deleted, it can be restored to the previous configuration.

### The **nsrjb** command operations not displaying information on all cartridges

#### **LGTsc05965**

Running the **nsrjb** command with **-a**, **-x**, **-w** and **-d** options only displays an informational message regarding the last cartridge, instead of providing information on every cartridge involved in the operation.

### The **nwrecover** program might fail to launch on a Solaris Sparc V240 server

#### **LGTsc06577**

The **nwrecover** program might fail to launch on a Solaris Sparc V240 server if the following CDE/Motif patch is not installed:

**Solaris 10 CDE 1.6 Runtime update:**

**sparc: 119280**

**x86: 119281**

### DiskXtender Data Manager filesystems get archived on Sun StorageTek EBS

#### **LGTsc05166**

On the Data Manager filesystem for Windows, when you perform a client or server initiated archive of the filesystem containing the file stubs (or if you archive the file stubs themselves), filesystems managed by the DiskXtender Data Manager are archived by Sun StorageTek EBS, and no error message is displayed. With DiskXtender UL running on UNIX, Sun StorageTek EBS properly fails the archiving and reports the error.

There are several problems that may result from the archive:

- ◆ If an archive is scheduled with grooming, this may cause the file stubs to be deleted
- ◆ If an archive retrieve is performed, the existing file stubs may be overwritten.
- ◆ If the DX schedule is running after grooming, the file on the media server may be deleted.

## NMC version 3.4 and NWD version 1.0.1 cannot be installed on the same host

### LGTsc05879

If Sun StorageTek EBS Dashboard (NWD) 1.0.1 is installed on the Sun StorageTek EBS Management Console Server 3.4 host, the NMC GUI fails to download, and a Java Web Start error displays. NMC 3.4 and NWD 1.0.1 cannot function together due to database security and Java certificate issues, and the NMC GUI will not launch if NWD is installed on the same host as the NMC Server.

### Workaround

Uninstall NWD before updating to NMC 3.4 for Sun StorageTek EBS release 7.4.

## Performing a save set query can take a long time if the query parameter in the Query Save Set tab is set to "Save Time" and From and To calendars for 3 or more days

### LGTsc05053

In a large scale Sun StorageTek EBS environment, performing a save set query can take a long time if the query parameter in the **Query Save Set** tab is set to **Save Time** and **3 or more days** in the From and To calendar.

An Operation in Progress window appears up with the following message:

```
Getting save set information from NetWorker server
<sever name>
```

This dialog box will remain till the save set query is complete blocking you from performing any other operations on the Sun StorageTek EBS server.

### Workaround

Perform the save set query using the **mminfo** command from the command line.

## Save operations to a device connected to an HP-UX 11.31 (11iv3) system will hang if CDI is enabled on the device

### LGTsc04674

Due to an OS limitation on HP-UX 11.31 (11iv3) save operations to a device connected to an HP-UX 11.31 (11iv3) system will hang if CDI is enabled on the device. Until HP has provided a fix for this issue, it is recommended that you disable CDI on all devices connected to an HP-UX 11iv3 storage node.

**Workaround**

1. Login to Sun StorageTek EBS Management Console and connect to the Sun StorageTek EBS server.
2. Click **Device** button.
3. Expand the list of devices in the Device View.
4. Select the **Properties** value of the device connected to the HP-UX 11.31 (11iv3) storage node.
5. Under the **Configuration** tab, set the **CDI attribute** to **not used**.
6. Repeat steps 1-4 for each device connected to the HP-UX 11.31 (11iv3) .

---

**Note:** If the devices are in a DDS (Dynamic Drive Sharing) configuration, you must repeat steps 1-4 for all tape devices on the other shared storage nodes.

---

7. Once CDI has been disabled, stop the **nsrexecd** daemon on the storage nodes and then restart the Sun StorageTek EBS software to enforce the change.

Refer to the Knowledge Base article esg83272 at [www.powerlink.emc.com](http://www.powerlink.emc.com) for updates regarding the status of this issue.

**Inventory operation in Software Administration Wizard delays for unreachable clients****LGTsc06280**

When starting an inventory operation using the Software Administration Wizard, there is a delay of 7 to 8 minutes for each client configured on the server that is unreachable (for example, if a NSR Installed Software resource entry does not exist) and has not previously been inventoried. Once started, you cannot cancel the inventory operation and must wait until the **Select Clients for Inventory** window displays to continue the operation.

**Workaround**

Ensure there are no unreachable clients on the server. Also, if you want to perform an inventory operation but do not need to inventory specific clients, inventory all clients using the **nsrpush** command with the **-all** option (for example, **nsrpush -i -all**).

**The jbverify command is not supported on Solaris 10****LGTpa95406**

The **jbverify** command is not supported on Solaris 10. The Sun StorageTek EBS software has an autoconfiguration option provided in release 7.3 that ensures a jukebox is configured correctly.

**Sun StorageTek EBS Management Console may become unresponsive when opened using Exceed****LGTsc02903**

When using Exceed to launch the Sun StorageTek EBS Management Console from a UNIX or Linux system, the NMC GUI may become unresponsive.

**Workaround**

Enable the **XTEST (X11R6)** variable in the Exceed XConfig program on the Windows host.

**Sun StorageTek EBS becomes unresponsive when attempting an invalid clone operation****LGTsc06358**

You cannot put multiple instances of the same clone onto a single volume. Sun StorageTek EBS should prevent the operation and provide an error message. Instead, if this operation is attempted, Sun StorageTek EBS becomes unresponsive.

**Workaround**

Ensure that multiple instances of a clone are placed on different volumes.

**Cannot launch Sun StorageTek EBS Console Help program on Solaris 10 with a JRE earlier than version 1.5.0\_09****LGTpa96168**

The Sun StorageTek EBS Console Help program will not launch if the JRE version is earlier than 1.4.2\_11 and 1.5.0\_09.

**The Virtual Jukebox attribute for a CDL Virtual Tape Library is not automatically set after upgrading****LGTsc01446**

If the **jbconfig** command was used to configure a CDL VTL in the 7.3.2 release, the Virtual Jukebox attribute is not automatically set after upgrading to the 7.4 release.



**Workaround**

After upgrading to release 7.4, initiate a Scan for Devices operation using the Sun StorageTek EBS Console to scan only the Sun StorageTek EBS storage node on which the VTL is configured. The Sun StorageTek EBS software will update all VTL related attributes utilizing the new VTL license.

This behavior does not occur when using the auto-configuration option.

### **Unable to perform a stage operation with a 7.4 storage node and a 7.3.x server without the 7.3.2 Jumbo Update 1 installed**

**LGTsc01705**

A staging operation will not work with a 7.4 storage node and a 7.3.x server unless the 7.3.x server is running the 7.3.2 release with the Jumbo Update 1 installed.

### **Newly created groups are not displayed by the Sun StorageTek EBS Console after moving system date back in time**

**LGTpa95162**

If the system date is moved to a past date and subsequently moved back to the current date, newly created groups are not displayed in the Sun StorageTek EBS Console.

**Workaround**

Select the Archive Request tab from within the Monitoring task window and the Groups table will refresh.

### **On HP-UX the Sun StorageTek EBS Server window does not appear**

**LGTsc00365**

On HP-UX, the following error message appears if the Sun StorageTek EBS Management Console **Setup> Setup System Options** attribute is checked and the Sun StorageTek EBS server window does not appear:

```
"Unable to connect to server: Failed to contact using UDP ping."
```

**Workaround**

1. Open the Sun StorageTek EBS Management Console window and select **Setup> Setup System Options**.
2. Ensure that RPC ping using UDP when connecting to Sun StorageTek EBS is unchecked.

## Encryption asm and compression asm do not work together in directive file

### LGTPa94446

Only 1 asm (encryption or compression) per directive is supported, and the asm chosen will be the one that appears first in the directive file. The AES encryption asm is not supported with the compression asm.

## Scan for Devices configures all devices as a regular storage node device

### LGTPa88188

When adding a new device to a jukebox, the scan operation detects a device, but incorrectly displays it as a storage node device.

Attempting to configure the device as standalone device fails with the following error message:

```
cannot create the device, storage node enabler is
required
```

### Workaround

1. Using the Console, create a new device. For example:

```
rd=<Storage_Node>:/dev/rmt/...
```

2. Specify the device is a Dedicated Storage Node using the Configuration tab.
3. Use **jbedit** command to add a new drive to this device. The **jbedit** man page contains more information regarding the use of the **jbedit** command.

## Cannot copy and paste Japanese characters using the Sun StorageTek EBS Management Console

### LGTsc01115

On UNIX platforms, cannot copy and paste Japanese characters with **Ctrl+C** and **Ctrl+V** using the Sun StorageTek EBS Management Console.

## For recoveries operations using Celerra filers, misleading error messages might display

### LGTPa96554

On Celerra filers, the recovery of a backup containing a recursive directory can result in the generation of log messages:

```
NDMP Service Debug: Too much retry on header research
```

This log message can be intermittent in nature as subsequent recoveries of the same back might not result in the generation of a log message.

This log message does not affect the recovery and can be ignored.

### Cannot query UNIX non-ASCII save sets in the Sun StorageTek EBS Management Console

#### LGTsc01923

Because of differences between the encoding used to create non-ASCII save sets on UNIX platforms and the encoding used by the Sun StorageTek EBS Management Console to query the media database, using in the Query Save Set window to query for non-ASCII save sets that were created on UNIX platforms will result in no matches being found.

### The `savenpc` command fails if the precommand and post command contains any non-ASCII characters

#### LGTPa91475

The `savenpc` command fails if the precommand and post command contains any non-ASCII characters. When editing the `<group-name>.res` file for the `savenpc` command, the use of UTF-8 BOM characters is unsupported. Some text editors, such as Windows Notepad, include UTF-8 BOM at the beginning of the file. You need to create a UTF-8 encoded file without the UTF-8 BOM.

If you use a text editor that includes UTF-8 BOM characters, use a hex editor to remove the first 3 bytes in the UTF-8 encoded file. The UTF-8 BOM character is 3 bytes long and the value is `0xef 0xbb 0xbf`.

### Access control list permissions are not automatically propagated to the recovered files

#### LGTPa88341

When recovering files to a ZFS directory, the parent directory Access Control List permissions are not automatically propagated to the recovered files.

#### Workaround

Manually reset permissions after recovery. The *Sun StorageTek EBS Administration Guide* has more information on setting Access Control List permissions.

### Cannot configure a DAS silo using the Sun StorageTek EBS Management Console

#### LGTPa89946

The Sun StorageTek EBS Management Console cannot be used to configure a DAS silo. To configure a DAS silo, use the `jbconfig` command.

## Cannot deposit a volume from the CAP (I/O Port) using **nsrjb -d** command

### LGTPa89947

Cannot deposit a volume from the CAP (I/O Port) using **nsrjb -d** command. A silo volume deposit requires the **-T** and **-a** options in sequence to add a volume in the media database.

The sequence of operations is:

```
nsrjb -d -T BarCode
```

Ignore the error message that appears.

```
nsrjb -a -T Barcode
```

## Using the **withdraw** command to withdraw a volume on a partitioned library fails

### LGTPa87308

The **withdraw** command fails when a volume is withdrawn from a partitioned library.

### Workaround

When using the **withdraw** command, specify the port number also. For example,

```
nsrjb -w -S 1 -P 2 -vvv
```

## NDMP recovery fails if both the **NSR\_NDMP\_DDAR** and **NSR\_NDMP\_RECOVER\_DIR** variables are toggled

### LGTPa89233

If both the NDMP environmental variables **NSR\_NDMP\_DDAR** and **NSR\_NDMP\_RECOVER\_DIR** are toggled, an NDMP recovery fails.

For example, if the **NSR\_NDMP\_DDAR** variable is set to **Y** and the **NSR\_NDMP\_RECOVER\_DIR** is set to **N**, the recover operation fails.

To avoid this problem, use one variable at a time. For example, if one of the variables is set, unset one of the variables before performing a recovery.

## ZFS filesystems are not automatically backed up when performing a **savegrp** backup of **ALL**

### LGTPa91299

The **savefs** command fails to automatically backup a ZFS file system when performing a **savegrp** backup of **ALL**. The ZFS file systems do not appear in the **/etc/vfstab** file.

**Workaround**

To workaround this issue do one of the following:

- ◆ Explicitly set the file systems for backup in the client's save set list.
- ◆ Set the ZFS file systems to legacy mount point behavior and add an entry to the `/etc/vfstab` file.

For example:

```
# zfs umount <zpool>
# zfs set mountpoint=legacy <zpool>
```

Add an entry to the `/etc/vfstab`. For example:

```
<zpool>      -      /mypool      zfs      -      yes      -
where /mypool is the mount point

# mount /mypool
```

### If a connection is lost during an NDMP backup to a NAS filer the Sun StorageTek EBS software stops responding

**LGTPa88065**

If a connection is lost during an NDMP backup to a NAS filer, a connection reset by peer error is written to the daemon log file, but the `nsrndmp_save`, `ndmp2fh` and `nsrmmd` processes stop responding. The tape device also appears in writing mode, but stops responding.

**Workaround**

Stop the `nsrndmp_save`, `ndmp2fh` and `nsrmmd` processes by using `kill -9` command, and restart Sun StorageTek EBS daemons to free up the tape device.

### The `ls -l` command does not display files recovered from a NetApp Data ONTAP 6.5 file system

**LGTPa91406**

After performing a recovery from a NetApp Data ONTAP 6.5 file system mounted on a UNIX client (NFS share), the recovered files are not displayed if the `ls -l` command is entered.

**Workaround**

Unmount and remount the file system and the files are visible.

**The mminfo command displays incorrect output if the greater than (>) or less than (<) characters are used when querying an advanced file type device**

**LGTpa88232**

The **mminfo** command displays incorrect output if the greater than (>) or less than (<) characters are used in the command line when querying an advanced file type device.

**Group details window is empty after upgrading from Sun StorageTek EBS release 7.2.2**

**LGTsc01587**

After upgrading to Sun StorageTek EBS release 7.4 from release 7.2.2, savegroups details run prior to the upgrade do not appear in the Group Details window.

## Restrictions associated with the ZFS file system

### LGTsc00850

The following are restrictions associated with the ZFS file system:

- ◆ Only a root user with full access to ZFS directories may recover files. ZFS files can be restored to a UFS file system. When restoring ZFS files to a UFS file system, only the permission information is retained, the access control entries are not retained. If a non-root user attempts to recover a ZFS file, the recover operation will core dump.
- ◆ ZFS snapshots and the files in ZFS directories are not backed up or restored when restoring the original files. File systems must be explicitly specified in the client's save set attribute. ZFS file systems will not be recognized if you use the ALL keyword.
- ◆ Backup and recovery of raw partitions on Solaris ZFS filesystems is unsupported.

## Cannot launch the Sun StorageTek EBS Console from a Linux PowerPC client or using the browser of another supported Operating System

### LGTpa87730

The Sun StorageTek EBS Console client GUI is unsupported on a PowerPC Linux client. Client operations must be performed from the Sun StorageTek EBS Console server.

## The gstd process fails to initiate on Linux SuSE SLES 8

### LGTpa83798

The **gstd** process fails to initiate on SuSE SLES 8.

---

**Note:** This behavior does not appear on SuSE SLES 9.

---

### Workaround

1. Run the **config.sh** script.
2. Edit the **/etc/init.d/gst** file.
3. Locate this script in the file:

```
Required-Start: networker
```

4. Above **Required-Start: networker** script, add these two lines to the file:

**Default-Start: 3 5**

**Default-Stop: 0 1 2 6**

5. Run the **chkconfig --add gst** command:

This command adds a symbolic link to the **gst** script in the **/etc/init.d/rc3.d** and **/etc/init.d/rc5.d** directories.

### Backup might default to an incorrect server if the **-s** option is not specified with the **save** command

#### LGTPa83221

On a Sun StorageTek EBS client, if the **-s servername** option is not specified with the **save** pathname command, the **save** command does not select the first server name in the **/nsr/res/servers** file. The **save** command selects the first server it contacts on the network.

#### Workaround

Use the **-s servername** option with the **save** command to specify a specific Sun StorageTek EBS server.

### Device operations using the right click option might be lost

#### LGTPa83579

Device operations using the Console are limited if a resource was created by a pre-7.4 release Sun StorageTek EBS server that used the **nsradmin** program in nonvisual mode. Mount, unmount, and label operations cannot be performed by using the right-click option.

#### Workaround

Delete and re-create the device.

---

**Note:** This limitation only occurs when the Type attribute is in lowercase.

---

### Media capacity notification not logged in the media database

#### LGTPa82503

When the maximum number of save sets for a volume is reached, no notification is logged in the media database indicating a volume reached capacity.



## Fatal error incorrectly reported no printer available to print a bootstrap on AIX 5.3

### LGTPa81024

After a save group operation completed successfully, the Completed Successfully table of the Group Details window incorrectly reported a fatal error. This window indicates there is not a printer available to print the bootstrap.

## Misleading error message reported if an invalid NDMP storage node password is entered when labeling a volume

### LGTPa83273

If an invalid NDMP storage node password is entered when labeling a volume, the error message does not indicate that the password is incorrect. Instead, this error message is reported:

```
command operation `LOAD', command ID 231 is not connected
```

## Cannot label an advanced file type device on a storage node that uses a virtual LAN

### LGTPa81401

When using a Virtual LAN, you cannot label an advanced file-type device on a storage node.

Create a client alias for the machine in the Alias attribute of the **Client** resource for the storage node as follows:

1. In the **Administration** Window, select **Configuration**.
2. Select **Clients**.
3. Right-click the the **Client** resource for the storage node and select **Properties**.
4. On the **Globals (1 of 2)** tab, enter the alias in the **Alias** attribute.
5. Create an advanced file-type device on the storage node.

The advanced file-type device will now function correctly.

## Labeling volumes concurrently might fail when using the Sun StorageTek EBS Management Console

### LGTPa80901

When labeling a volume by using the Sun StorageTek EBS Console, concurrent label operations might fail if one of these conditions is true:

- ◆ Two or more label operations are running concurrently.
- ◆ The operation is using the same pool, or two pools with the same label template.

This error message appears:

```
Error: Duplicate volume name `rh64.014'. Select a new
      name or remove the original volume."
```

### Workaround

Use the **nsrjb** command to perform concurrent label operations. The *EMC NetWorker Command Reference Guide* or the UNIX manpages has more information on the **nsrjb** command.

## No alternative location provided for the java14.sdk.tar file if the /tmp directory is full

### LGTPa80764

After installing the Sun StorageTek EBS Console server on an AIX platform, if the /tmp directory does not have enough space for the java14.sdk.tar JRE file, this error message appears:

```
There is not enough room on the disk to save
/tmp/uontdicn.tar. Remove unnecessary files from the
disk and try again, or try saving in a different
location.
```

## The /var/log/lastlog file causes a save process to appear to hang on RedHat AS4 x86\_64

### LGTPa79664

RedHat AS4 x86\_64 creates a 4TB sparse file, /var/log/lastlog, during the install process. A save process that includes this file appears to hang while it reads the sparse file. The save process executes after the delay.

## The `mminfo` command does not display a weekly summary of save set usage during the change to daylight savings time

### LGTPa76457

If you use `mminfo` query to get a weekly save set usage summary during the change to daylight saving time (last Sunday of October and first Sunday of April), there is no information for the day of the change.

## Save set status is displayed as invalid if a DSA backup is terminated due to an invalid backup path

### LGTPa75719

If a DSA backup is terminated due to an invalid backup path, the save set status is displayed as invalid `ss` (for file type devices and tape devices) in the Volumes window. The Volume window should not display information about the save set status.

## The scanner command might stop responding if it encounters an aborted save set backed up to an NDMP device

### LGTPa74026

The `scanner` command might stop responding if:

- ◆ The `scanner` command encounters a save set backed up to an NDMP device.
- ◆ The save set aborts after the start note is written.
- ◆ The last complete save set was backed up to the device and cannot be scanned.

## Automatic cloning might fail when using a single staging policy

### LGTPa70320

Automatic cloning will fail when using a single staging policy if the following apply:

- ◆ Backup is to an advanced file type device.
- ◆ Server Parallelism value is set low (two or less).
- ◆ Recover space and check file system interval is approximately three and five minutes.
- ◆ High-water mark is set at a low value (approximately 10 percent).

This error message appears:

```
Error: nsrd: nonexistent cloneid (SSID) for
      saveset(ss_name)
```

## The `/system/object` and `/system/contract` directories are not skipped during a backup on Solaris 10

### LGTPa73509, Sun Bug ID 6192129

The `/system/object` and `/system/contract` directories should be skipped when running backups on a Solaris 10 operating system.

Create a `.nsr` file with directives to skip the `/system/object` and `/system/contract` directories.

If the directories are not skipped, error messages are reported during a backup. For example:

```
enoexec:/system/contract save: readdir overflow error,
  backup of directory cannot continue
enoexec: /system/contract          level=full,          3 KB
00:04:06          9 files
enoexec:/system/object savegrp: suppressed 204 lines of
  output - check daemon.log for details.
enoexec:/system/object save: readdir overflow error,
  backup of directory cannot continue
```

## Tape gets stuck in a drive when labeling Linux Red Hat

### LGTPa68867

While labeling tape in a DDS configuration by using a Sun StorageTek EBS server that is running Linux Red Hat, the tape becomes stuck in the drive and this error message is displayed:

```
unload failure-retrying 30 seconds
```

To prevent a tape from being stuck in the drive, set the `auto_lock` setting to "0" (Off) in the `/etc/stinit.def` file for these drive types:

- ◆ Sony AIT-2 and AIT-3
- ◆ IBM LTO Gen1
- ◆ HP LTO Gen1
- ◆ IBM LTO GEN2
- ◆ IBM 3580 drive LTO-1
- ◆ IBM 3592 J1A
- ◆ Quantum DLT 7000

By default the `auto_lock` setting is set to **1** (On).

## Device filename does not appear in the inquire command output

### LGTPa57899

The device filename does not appear in the output of the **inquire** command if you are using an IBM LTO Ultrium 2 drive on a Solaris operating system with Sun Fibre Channel host bus adaptors (HBAs).

This problem occurs only with this exact combination of hardware. For example, the device filename will appear with:

- ◆ An IBM Ultrium 2 drive on Solaris with a third-party fibre HBA (for example, Qlogic).
- ◆ Sun Fibre HBAs with a LTO Ultrium 2 drive from other manufacturer.

## Volume retention information does not apply to volumes that contain snapshots

### LGTPa66565

The output produced by the **mminfo** command by using the **volretent** flag (the date the last save set on this volume expires) does not apply to volumes that contain snapshots.

## Cloning on an EMC DART CFS 5.2 is unsupported

### LGTPa62490

Cloning on an EMC DART CFS 5.2 is unsupported.

The source tape begins reading data after the clone tape is mounted and the clone operation fails. The source drive does not exit the reading data state.

A clone error is reported in the `/nsr/cores/nsrndmp_clone` file.

## Package installation on Linux IA64 Red Hat results in an error

### LGTPa61643

During installation of Sun StorageTek EBS packages on Linux IA64, the **rpm** program incorrectly reports these missing library errors:

```
rpm -i lgtocln1-1.ia64.rpm
error: Failed dependencies:
ld-linux-ia64.so.2 is needed by lgtocln1-1
libc.so.6.1 is needed by lgtocln1-1
libc.so.6.1(GLIBC_2.2) is needed by lgtocln1-1
libncurses.so.5 is needed by lgtocln1-1
```

**Workaround**

To correct the installation errors:

1. Log in as root.
2. Verify that the libraries exist.
3. Run the **rpm** program, for example:  

```
rpm -i --nodeps lgtocInt-1.ia64.rpm
```
4. Repeat this procedure for each required Sun StorageTek EBS package, **lgtonode**, **lgtoserv**, or **lgtodrvr**.

**Error message appears in daemon log file when labeling a volume that contains PowerSnap save sets**

**LGTpa54632**

When labeling a volume that contains PowerSnap save sets, this error message appears in the daemon log file:

```
nsrmmdbd: error, null
```

Ignore the error messages in the daemon log file. No actual error occurred.

**When recovering data from multiple volumes the Sun StorageTek EBS software might stop responding**

**LGTpa55566**

When recovering data from multiple volumes, the recovery client might receive repeated server busy messages if the Sun StorageTek EBS software cannot simultaneously mount all of the volumes.

**Workaround**

Disable the striped recovery on the server.

---

**Note:** To disable striped recovery, create the file `/nsr/debug/no_striped_recover` in the `/nsr/debug` directory on the server. All recoveries started after this file is created will not use the striped recovery.

---

## Error message generated if the snapshot policy is configured to request more snapshots than a Savegroup can generate

### LGTPa54165

If a snapshot policy is configured to request more snapshots than a savegroup can generate for a group in a given time, the savegroup generates this error message when running the group and does not back up that group:

```
timestamp savegrp: RAP error: Invalid snapshot policy
with number_of_requested_snapshots snapshot creation
per day. Sun StorageTek EBS will not be able to create,
number_of_requested_snapshots from timestamp in a
single day.
```

### Workaround

To resolve this issue, do one of the following:

- ◆ Modify the savegroup Start Time and Interval attributes of the Group resource to synchronize the resource with the snapshot policy.
- ◆ Modify the snapshot policy to synchronize it with the Group resource.

The *Sun StorageTek EBS Administration Guide* contains more information on modifying the Start Time and Interval attributes and snapshot policies.

## SCSI device ID displayed differently than Sun StorageTek EBS NDMP devices

### LGTPa53364

For Sun StorageTek EBS NDMP devices, the bus number in the control port is offset by a value of 1,024 so that they occupy a different range compared to a locally attached SCSI jukebox. This offset helps visually differentiate the type of device (NDMP or non-NDMP). The actual value of the NDMP device bus number can be obtained from the NDMP Bus Number field. This is found if you select Jukeboxes from the Media menu.

## All client file index entries might appear not to have been deleted

### LGTPa56231

The Sun StorageTek EBS software does not delete all client file index entries under these conditions:

- ◆ All save sets are recycled.
- ◆ Volumes are deleted.
- ◆ Device is relabeled.

After running the **nsrck -L6** command, the **nsrinfo client** output command indicates there are still browsable files.

This is an issue only when all save sets for a client are deleted from the media database. If there is at least one valid save set for that client in the media database, the **nsrck -L6** command deletes the invalid save set records from client file index.

## Slow Solaris tape operations when using an IBMtape driver with IBM LTO-2 Tape drives and the Sun StorageTek EBS CDI

### LGTPa55128

Solaris tape operations are slow when using an IBMtape driver with IBM LTO-2 tape drives when **CDI** is turned on.

---

**Note:** This behavior is seen with the Solaris **st** driver.

---

### Workaround

Turn **CDI** off.

## Sun StorageTek EBS software attempts to eject a stuck tape

### LGTPa51725

If a hardware problem results in a tape becoming stuck in a drive, the Sun StorageTek EBS software tries to eject the tape instead of continuing the backup on another tape. In this situation, save stream backups from clients intended for the stuck tape/drive might fail.

If the Sun StorageTek EBS software keeps trying to eject a stuck tape:

1. Mark the volume as read-only.
2. Disable the drive.
3. Manually eject the tape.
4. Inventory the slot to which the tape was ejected.
5. Resolve the hardware error that led to the tape becoming stuck in the drive (for example, a faulty tape or a faulty drive).
6. Re-enable the drive.
7. Mark the volume appendable again (if appropriate).



## Increase server parallelism to complete concurrent operations

### LGTPa51184

There may be a need to increase the server parallelism value to complete the concurrent operations with an advanced file type device (AFTD) device when the number of simultaneous save sessions reaches the maximum value for server parallelism.

For example, if the server parallelism is set to 4, and there are 4 simultaneous saves going to an AFTD, set the server parallelism to 5 to complete a concurrent clone/stage operation from this AFTD while the four saves are in progress.

---

**Note:** This requirement might be more apparent with AFTD as it supports concurrent operations, but it is applicable to all other device types with a similar setup.

---

## Perform a save set recovery when using the save command with the -I input\_file option

### LGTPa51045

When using the **save** command with the **-I input\_file** option and one of the entries is deleted while the backup is running, the remaining entries in the input file are saved successfully. However, connecting directories are not saved and you are unable to perform index-based recoveries. The workaround is to perform a save set recovery.

## Error downgrading to business edition

### LGTPa50807

The licensing utility (**nsrkap**) cannot downgrade to the Business Edition from a higher enabler.

#### Workaround

To downgrade from Power Edition or Network Edition to Business Edition:

1. Enter the computer's hostname in the License Server attribute, if a license service is not specified:
  - a. In the **Sun StorageTek EBS Administrator** program on the Sun StorageTek EBS server, select **Server Setup** from the **Server** menu.
  - b. From the **View** menu, select **Details**.
  - c. Enter the hostname in the **License Server** attribute and select **Add**.
2. Delete the base enabler of the edition being downgraded:

- a. From the **Server** menu, select **Registration**.
  - b. In the **Registration** window, select the Sun StorageTek EBS product whose enabler code you want to delete.  
A series of windows appear.
  - c. Click **OK** in the windows and repeat the steps to delete the base enabler.
3. Select the hostname from the Sun StorageTek EBS server's **License Server** attribute:
  - a. From the **Server** menu, select **Server Setup**.
  - b. From the **View** menu, select **Details**.
  - c. Select the hostname in the **License Server** attribute that was entered in Step 1 and click **Delete**
  - d. Click **Apply**.
4. Enter the Business Edition enabler code:
  - a. From the **Server** menu, select **Registration**.
  - b. Click the **Create**.
  - c. Enter the Business Edition enabler code in the **Enabler Code** attribute and click **Apply**.

**Increase the value of the save mount time-out attribute when auto media management is enabled and a corrupt tape is encountered**

#### **LGTPa50485**

**Note:** This issue has only been seen on SDLT110/220 drives.

A label operation may take more than 30 minutes before it fails under these conditions:

- ◆ Automedial management is enabled and a backup is initiated.
- ◆ The Sun StorageTek EBS software encounters a corrupted tape during the label operation.

The Sun StorageTek EBS software keeps a record of the location of the corrupted tape only for the current backup operation, so a corrupted tape could be used again for the next backup operation if the operator does not remove it.

**Workaround**

To increase the value of the **Save Mount Time-out** attribute to 60 minutes from the default 30 minutes:

1. In the **Sun StorageTek EBS Administrator** program, select **Devices** from the **Media** menu to open the **Devices** window.
2. From the **View** menu, select **Details** to display the hidden attributes.
3. Set the **Save Mount Time-out** attribute to 60 minutes.

**Volume remains in the tape drive if the storage node nsrmmd is not responding in a shared drive environment with DDS**

**LGTpa45470**

In a shared drive environment, volumes remain in the physical drive when these conditions exist:

- ◆ The drives are accessed by multiple storage nodes through DDS.
- ◆ The Sun StorageTek EBS server is unable to communicate with the **nsrmmd** daemon on any storage node.
- ◆ The storage node has loaded or mounted volumes onto shared drives.

**Files larger than 2 GB can break the save set consolidation process**

**LGTpa44863**

The Sun StorageTek EBS software cannot consolidate save sets when either the full or Level 1 save set contains a file larger than 2 GB.

**System log notifications fail on SuSE 8.0**

**LGTpa43135**

System log notifications might fail on the SuSE 8.0 and SuSE Linux Enterprise Server operating systems. The logger binary appears in the `/bin` directory instead of `/usr/bin`. This causes the log default notification to fail.

---

**Note:** The SuSE 7.3 distribution does not have this problem.

---

**Workaround**

To resolve this issue, do one of the following:

- ◆ Create a link in the /usr/bin directory to /bin/logger.  
Update the default Tape Mount Request 1 and Tape Mount Request 2 notifications if a link is not created.
- ◆ Modify the log default notification and change the /usr/bin/logger filepath to /bin/logger.

### **The nsrjb -L and -I operations fail with an Exabyte Mammoth-2 tape drive with Fibre Channel device**

**LGTPa37996**

When using the **nsrjb -L** and **-I** commands to perform inventory and tape label operations, the Sun StorageTek EBS software reports this error message with an Exabyte Mammoth-2 tape drive with a Fibre Channel device:

```
timestamp /dev/rmt/2cbn Tape label read for volume ? in
pool ?, is not recognized by Networker: I/O error"
```

**Workaround**

Update the firmware on the Exabyte Mammoth-2 tape drive with Fibre Channel device to version v07h, and the changer firmware to 3.03 or higher.

### **Element status feature must be manually enabled for jukeboxes that support the feature**

**LGTPa26003, Sun Bug ID: 4306035**

When a jukebox supports the element status feature, but that feature is not enabled in the Autochanger resource of the Sun StorageTek EBS Administrator program, **nsrjb -I** and **nsrjb -H** commands do *not* work properly.

When using jukeboxes that support the element status feature, ensure that this feature is enabled in the Autochanger resource of the Sun StorageTek EBS Administration program under the tab preferences in the Jukebox Features section before using the **nsrjb** command.

## NDMP save sets in status recyclable are not recoverable

### LGTpa65644

NDMP save sets cannot be recovered if they are in the status eligible for recycling. This error message appears:

```
Failed save set, not recoverable
```

### Workaround

Set the status of the save set to **recoverable**.

## Permission problems with DAR recovery of NetApp servers

### LGTpa45205

When a DAR recovery of an NDMP backup of a NetApp server is performed, the permissions of the recovered directories and subdirectories do not match the permissions of the original directories and subdirectories.

To avoid this problem, do one of the following:

- ◆ Manually change the directory attributes of the new directory after the recovery.
- ◆ Perform a save set recovery or a non-DAR index recovery instead of a DAR recovery.

## Limitation on browse and retention policy dates

### LGTpa37508

Client file index browse and save set retention policies can be set no later than the year 2038. This is caused by an operating system limitation in which support for time is limited to a maximum of 68 years starting from the year 1970.

---

**Note:** An expired save set retention date does not immediately result in the save set being overwritten.

---

Save sets can only be overwritten if the following is true:

- ◆ The retention policy has expired and Sun StorageTek EBS uses the storage volume for backup.
- ◆ The storage volume is relabeled.
- ◆ Entries are manually deleted from the storage volume.

**Workaround**

To enable full browse and retention policies beyond the year 2038, use the Sun StorageTek EBS Archive feature. Archived data is never subject to automatic recycling, so it cannot be accidentally overwritten.

**Cannot change the browse time if there are files for recovery****LGTpa38176**

The following warning message is displayed if you attempt to change the browse time if files are marked for recovery.

```
There are files marked for recovery.
OK to ignore the marked files.
Cancel to stay with the current browse time.
OK / Cancel
```

Unmark files for recovery before attempting to change the browse time.

**The udev tool is unsupported on Emulex running Linux RedHat AS 4 using default kernel 2.6****LGTpa87657**

The **udev** tool is unsupported on Emulex running Linux RedHat AS 4 using default kernel 2.6.

**Sun StorageTek EBS 7.x servers trigger a kernel panic on SGI IRIX 6.5.x****LGTpa61855**

Backups of large file systems (greater than 1 TB) might trigger a kernel panic in the operating system, if both of these conditions are true:

- ◆ The version of IRIX on the server is earlier than 6.5.20.
- ◆ The direct I/O feature is enabled.

The problem occurs less frequently on more recent versions of IRIX, up to and including the current version 6.5.24.

As a temporary solution provided in Sun StorageTek EBS release 7.4, the direct I/O feature is disabled. Until an SGI fix is installed, the direct I/O feature should remain disabled. However, if required, the direct I/O feature can be enabled by creating a file called `/nsr/debug/use_direct_io` on the Sun StorageTek EBS client.

SGI plans to release a fix in a future release of IRIX, at which time the Sun StorageTek EBS software can take advantage of the direct I/O feature.

---

**Note:** The SGI PV number used to track this problem is 907407, and the SGI PV number used to track the patches for this is 911471.

---

## Label tape operation fails on an HP-UX platform if CDI is turned on and IBM tape driver is used

### LGTPa58356

On an HP-UX platform, a label tape operation fails with this error message if CDI is turned on and an IBM tape driver is used:

```
Error: while operating on slot `1': write open error:
      drive status is Drive reports no error - but state is
      unknown
```

### Workaround

To avoid a failed label tape operation, Turn off **CDI**.

The IBM Atape driver version 3.0.1.8 does not display this behavior.

## Managing optical drives with Solaris 9

### LGTPa48374

With Solaris 9, the Volume Management daemon (**vold**) is changed so that it automatically attempts to manage all removable media devices. Because of this change, the Volume Management daemon may interfere with Sun StorageTek EBS operations related to optical drives.

### Workaround

Disable the **vold** daemon *or* modify the daemon configuration file:

### Disable the vold daemon

To disable the volume management (**vold**) daemon:

1. Log in as **root** on the Sun StorageTek EBS storage node, and remove or rename the `/etc/rc2.d/*volmgt` script.
2. Enter the `/etc/init.d/volmgt stop` command.

**Modify the daemon configuration file**

To modify the daemon configuration file:

1. Log in as **root** on the Sun StorageTek EBS storage node, and open the daemon configuration file, `/etc/vold.conf`, in a text editor.
2. Comment out this line in the **Devices to Use** section.

```
use rmescsi drive /dev/rdisk/c*s2 dev_rmescsi.so rmescsi%d
```

After commenting out this line, the **Devices to Use** section of the configuration file looks similar to this:

```
# Devices to use
# use rmescsi drive /dev/rdisk/c*s2 dev_rmescsi.so
rmescsi%d
```

3. Save the configuration file.
4. Reinitialize the **Volume Management** daemon with the new configuration file settings. One way to do this is to send a hang-up signal to the daemon, for example:

```
ps -ef | grep vold
kill -HUP vold_pid
```

where *vold\_pid* is the process ID of the volume management daemon, **vold**.

**Cannot label a tape if CDI is enabled on a tape drive on HP Tru64 5.1****LGTPa50279**

To use the CDI feature with a storage node or server that is running on HP Tru64 UNIX version 5.1, install the latest patch kit available from Hewlett-Packard. If you choose not to install the patch kit on the Tru64 5.1 operating system, disable the CDI feature on any preconfigured devices.

**The jbconfig Command Reports More Drives Than Are Connected to the Node****LGTPa45055, Sun Bug ID: 4783090, 4758993**

The **jbconfig** command does not allow the user to configure fewer drives than are physically present in the autochanger or library. All drives in the library must be accessible (included in zones accessible by the server) by the Sun StorEdge EBS backup server at the time of installation.



## The Sun StorageTek EBS Console is not JRE 1.6 compliant with Microsoft Windows

### LGTsc03171

You must uninstall JRE 1.6 before launching the Sun StorageTek EBS Console on a client machine or use a browser that allows you to select a specific JRE version. All versions prior to 1.6 are compliant with the Sun StorageTek EBS Console.

## Virtual tapes are listed as "full" after mounting

### LGTpa93001

In a Windows environment when using virtual IBM tape drives, virtual tapes are listed as "full" even though 0 KB have been written to the tape. This can be observed after labeling and mounting the tape.

### Workaround

Change the system configuration to use an equivalent tape drive from a manufacturer other than IBM. For example, enter HP LTO-3, instead of IBM LTO-3.

## On NetApps files, filenames ending with special characters might be renamed

### LGTpa95900

On NetApps filers, the recovery of filenames ending with the special character sequence  $\sim n$  (where  $n$  is a number) might be renamed with  $\sim 1$  appended at the end of the name. For example, a file named  $C \sim 1$  might be restored with the name  $C \sim 1 \sim 1$ .

This behavior might occur when the **DIRECT=Y** application parameter has been defined in the NetApps client instance.

### Workaround

To perform a file level recovery of a file with a special character sequence, perform one of the following:

- ◆ Set the following environment variable prior to performing a file level recovery:

**NSR\_NDMP\_RECOVER\_NO\_DAR=Y**

- ◆ Redefine the NetApps client application parameters:

**DIRECT=Y.**

---

**Note:** This will not address the recovery of legacy backups performed prior to the **DIRECT=Y** parameter removal. In this case, you must set the **NSR\_NDMP\_RECOVER\_NO\_DAR=y** environment variable before performing the recovery operation.

---

### **When upgrading from release 7.3.1 the Virtual Jukeboxes attribute will not be set correctly**

#### **LGTPa95019**

When upgrading from the 7.3.1 release to the 7.4 release, the Virtual Jukeboxes attribute will not be set if you previously configured a Virtual Tape Library (VTL) using the 7.3.1 release. After upgrading to 7.4, the Virtual jukeboxes attribute uses the normal jukebox license instead of a VTL license. The VTL still functions normally using the normal jukebox license.

The Virtual jukeboxes attribute will function normally if upgrading to the 7.4 release from 7.3.2.

### **Cannot configure a DAS silo using the Sun StorageTek EBS Management Console**

#### **LGTPa89946**

The Sun StorageTek EBS Management Console cannot be used to configure a DAS silo. To configure a DAS silo, use the **jbconfig** command.

### **ASR and non-ASR recovery fails if the windows install CD does not match the service pack level of the data being backed up**

#### **LGTPa83706**

If you have installed a Service Pack on a client machine, you will not be able to perform an automated system recovery (ASR) or non-ASR recovery unless the data you are trying to backup has the same service pack(s) incorporated into the backup. For example, this behavior occurs if you backed a Windows 2003 Server SP1 machine and then use a Windows 2003 Server CD during the recovery.

To ensure an ASR recovery succeeds, use a Windows install CD that matches the service pack level of the backed up data that you are trying to recover. Otherwise, an ASR recovery will not succeed.

## The nsrlcpd process might not start when configuring an IBM 3494 silo

### LGTPa80163

When attempting to add volumes to an IBM3494 silo by using the Sun StorageTek EBS Console, an error message was reported indicating the **nsrlcpd** process was not running on the server.

To add volumes to an IBM3494 Silo, you must remove any leading zeros from the string stored in the resource database:

1. From the command prompt, enter:  

```
nsradmin -s <server host>
```
2. Enter **nsradmin> vi**
3. Chose the **Select** option.
4. Select **Nsr jukebox**.
5. Select the **IBM silo**.
6. Select **Edit**.
7. Scroll to the **Enabled** variable.
8. Change the **Enabled** variable to **=No**
9. Press **Esc**.
10. Enter **Yes** to save the changes.
11. Select **Edit**.
12. Scroll to **STL device names**.
13. Remove any leading zeros from all device names.
14. Scroll up to the **Enabled** variable and select **Yes**.
15. Select **Esc**.
16. Type **Yes** to save the changes.

## Windows firewall interferes with the client configuration wizard

### LGTPa79047

The Windows Server 2003 Firewall prevents the Client Configuration Wizard from connecting to a Windows Server 2003 client. When this occurs the following error message appears:

```
Cannot establish connection to client
```

To ensure successful scheduled backups from the client, modify the Windows 2003 firewall settings to create an exception through the firewall for the **nsrscsd.exe** program:

1. On the client machine, start the **Windows Firewall** applet from the **Control Panel**. If the firewall is set to **On**, switch to the **Exceptions** tab.
2. Select **Add Program** to create an exception for the **nsrscsd.exe** program.
3. Browse to the Sun StorageTek EBS installation directory and select **nsrscsd.exe** in the `\nsr\bin` directory.
4. Verify that the checkbox is marked enabling the exception for the **nsrscsd.exe** program.

### **Tape label operations can only be performed with change security settings privilege**

#### **LGTpa78900**

Tape label operations can be performed only if you have Change Security Settings privilege. The *Sun StorageTek EBS Administrator's Guide* contains more information on defining privileges.

### **Device operations cannot be performed without operate devices and jukebox privileges**

#### **LGTpa78867**

Device operations cannot be performed if you do not have Operate Devices and Jukebox privileges. To perform device operations, you must have Monitor Sun StorageTek EBS privileges. The *Sun StorageTek EBS Administration Guide* contains more information on defining privileges.

### **Cannot run commands in nsradmin without the nsrexecd daemon**

#### **LGTpa77990**

To increase datazone security, running the **nsradmin** program, or any other Sun StorageTek EBS command on a host without the **nsrexecd** daemon running, is unsupported.

New authentication fails if you run the **nsradmin** program without the **nsrexecd** daemon. If old authentication is disallowed in a datazone, the **nsrexecd** daemon is required to connect to the server even when running **nsradmin** from a client.

## Backup will fail with remote exec service if passwords are not configured correctly

### LGTPa75339

A backup will fail if the following is true:

- ◆ A Sun StorageTek EBS Remote Exec service on a client machine is configured so that the service is initiated by a local system account.
- ◆ The remote user and password field for the client is configured to use the same username and password as the Remote Exec service.

This error message is reported:

```
Cannot authenticate user: a required privilege is not
held by the client. Permission denied.
```

### Workaround

To avoid this issue, configure the Sun StorageTek EBS Remote Exec service on the client to initiate with the local system account and populate the Remote User and Password fields of the client using the Sun StorageTek EBS Administrator program.

## Only local administrators can change the save operations setting using the Sun StorageTek EBS user program

### LGTPa73044

Backup Operators or users without Administrative privileges can refer to the current Save Operations setting, but will be unable to change it.

## SHAREPOINT save set cannot be excluded with directives when a save set of ALL is specified

### LGTPa61694

The SHAREPOINT save set cannot be excluded with directives when a save set of ALL is specified for backup.

## Cannot start a savegroup a second time if the original operation is in progress

### LGTPa70034

If you attempt to start a savegroup by using the Sun StorageTek EBS Administration window a second time while the original operation is still in progress, the Group icon turns green to indicate the savegroup has finished. However, the savegroup remains in progress.

This also causes the stop menu option to become disabled. Clicking the **Details** dialog box for the savegroup displays this message:

No details found for group

### Use double slash (\\) to specify a pathname for a save set List

#### LGTPa75200

If you specify a pathname for a save set list in the Save Set field in the Media Pools resource or the Client Resource, substitute all slash characters (\) with a double slash (\\).

### The jbconfig command reports a BNCHMARKVS640 DLT drive as 4mm

#### LGTPa66140

When using the **jbconfig** command to configure an autodetected SCSI jukebox by selecting option 2, **Configure an Autodetected SCSI Jukebox**, a BNCHMARKVS640 DLT drive is incorrectly reported as a 4mm drive.

To work around this issue, select option 4, **Configure an SJI Jukebox**, to specify the drive.

### Incorrect warning message displayed when configuring a jukebox using the Sun StorageTek EBS administration window

#### LGTPa62381

This error message is incorrectly reported in the daemon log file when a jukebox is detected using the autodetect utility in the **Sun StorageTek EBS Administration** window Server Setup:

```
dvdetect: RAP error: this is not a jukebox device,
'cleaning interval' cannot be set to any value
```

#### Workaround

To resolve this issue:

1. Ensure that *all* slots set aside for cleaning do contain cleaning cartridges.
2. Set the number of times that the Sun StorageTek EBS software uses each cleaning cartridge. To set the number of uses for each cleaning cartridge, enter:

```
nsrjb -U number_of_uses -S slot_number
```

3. Verify that the values for these attributes are appropriate for the configuration:

```
name: \\.\Tape0
```

```
date last cleaned:
```

cleaning interval:

cleaning required: No

The *Sun StorageTek EBS Administration Guide* contains more information on setting up automated cleaning cartridge support.

## Sun StorageTek EBS License Manager allowance limitation

### LGTPa62224

If the Sun StorageTek EBS License Manager is used to allocate licenses to specific servers, wait a minimum of two minutes. Failure to allow two minutes for the synchronization to occur might result in incorrect assignment of a license to the server.

## Sun StorageTek EBS Module Console installation path cannot contain non-ASCII characters on all supported platforms

### LGTPa59710

The use of non-ASCII characters in the Sun StorageTek EBS installation path is unsupported. Non-ASCII characters include special characters, such as accented characters (ü). Non-ASCII characters can be identified by their ANSI number (0196 to 0255) or by their hexadecimal value (0x80 to 0xFF). If you include such characters, the installation succeeds but Sun StorageTek EBS services start incorrectly. A symptom of this problem is that the res, tmp, sec, and log directories may be missing from the %SystemDrive%\Program Files\nsr directory.

## Command line backup and recovery of SYSTEM save sets

### LGTPa58888

When backing up or recovering SYSTEM or VSS SYSTEM save sets from the command line, these limitations apply:

- ◆ A maximum of one SYSTEM or VSS SYSTEM save set can be included in the same **save** or **recover** command.
- ◆ File system directories cannot be specified in the same **save** or **recover** command.
- ◆ A maximum of one SYSTEM or the VSS SYSTEM save set can be specified in an input file.

---

**Note:** An input file is specified in a **save** or **recover** command with the **-I** option.

---

File system directories cannot be specified in an input file.

Examples of invalid command line entries include:

```
recover -s servername "SYSTEM DB:" "SYSTEM STATE:"
recover -s servername D:\letters "SYSTEM DB:"
save -s servername "SYSTEM DB:" "SYSTEM STATE:"
save -s servername D:\letters "SYSTEM DB:"
save -s servername -I D:\list.txt
```

where **list.txt** is an input file. Examples of invalid input files include:

- ◆ The following input file is invalid because it includes a file system and a VSS SYSTEM save set:  
**D:\letters**  
**VSS SYSTEM BOOT:**
- ◆ The following input value file is invalid because it includes multiple VSS SYSTEM save sets:  
**VSS SYSTEM BOOT:**  
**VSS SYSTEM SERVICES:**

Examples of valid command line entries include:

```
save -s servername "VSS SYSTEM BOOT:"
save -s servername "VSS SYSTEM SERVICES:"
recover -s servername "VSS SYSTEM BOOT:"
recover -s servername "VSS SYSTEM SERVICES:"
```

### Workaround

To back up multiple SYSTEM or VSS SYSTEM save sets in one operation, choose one of these options:

- ◆ In the Sun StorageTek EBS Administration window, edit the Client resource to include multiple SYSTEM or VSS SYSTEM save sets. Alternatively, ensure that the default save set All is selected for the Client resource.
- ◆ In the Sun StorageTek EBS User program, mark all of the required SYSTEM or VSS SYSTEM save sets and any other required save sets and then complete the backup.

To recover multiple SYSTEM or VSS SYSTEM save sets in one operation:

From the Sun StorageTek EBS user program, mark all of the required SYSTEM or VSS SYSTEM save sets and any other required save sets and then complete the recovery.

The *Sun StorageTek EBS Administration Guide* contains more information about editing client resources, using the Sun StorageTek



EBS Administrator program or the Sun StorageTek EBS user program.

### Jukebox fails to allocate enough devices

#### LGTPa58215

When the Sun StorageTek EBS jukebox control command (**nsrjb**) attempts to access an eligible drive to complete a Sun StorageTek EBS service daemon (**nsrd**) task, the drive reports as busy. This error message is displayed:

```
Error 'nsrd: Jukebox 'xx' failed cannot allocate enough
      devices
```

#### Workaround

Wait for the eligible drive to become free and retry the operation. If the problem persists, contact EMC Technical Support.

### EMC GEMS SmartMedia unsupported

#### LGTPa55110

EMC GEMS® SmartMedia® is unsupported with Sun StorageTek EBS release 7.4.

### VSS backups of raw devices unsupported

#### LGTPa58422

Sun StorageTek EBS release 7.4 does not support the VSS backups of raw devices.

### Removable storage manager jukebox configures all devices automatically

#### LGTPa57709

When using the **jbconfig** command to configure a tape drive, a Removable Storage Manager (RSM) jukebox configures all devices automatically and picks the most generic device type available. For example, if you are configuring a 4 mm 20 GB tape drive, the RSM jukebox defines the device as a 4 mm type device, not 4 mm 20 GB. Likewise, if you are configuring a DLT8000 device, it is configured as DLT. Therefore, you might not receive the same performance and usage as with a fully defined device.

## Entering the inquire command during tape activity causes a device error

### LGTPa50089

Issuing the **inquire** command from the command line while there is any tape activity, such as labeling of tapes or backing up of data, might cause an operating system crash or a device I/O error.

## Preventing duplicate filenames during recovery

### LGTPa48556

Because of the case-sensitive nature of Portable Operating System Interface (POSIX) compliance, Sun StorageTek EBS software can restore a file when another file exists with the same name but different case. For example, if the **FILE1.DOC** file exists on the target client, restoring **file1.docfile** can result in two files with the same name but different case. The contents of the two files may or may not be the same.

To avoid this problem, disable POSIX compliance by setting this system environment variable:

```
NSR_DISABLE_POSIX_CREATE=YES
```

The Windows online help contains detailed instructions about setting system environment variables.

## Sun StorageTek EBS software might stop responding when running SQL server 2000 and Sun StorageTek EBS client

### LGTPa41044

On systems running both SQL Server 2000 and the Sun StorageTek EBS client, the Sun StorageTek EBS software might stop responding when obtaining device information on the client computer.

To work around this issue, obtain the hot fix for the Microsoft operating system bug. The Microsoft Knowledge Base article Q319246, *FIX: Error Dialog Box During SQL Server Database Backup* contains more information on this hot fix.

## No message is logged if resource files are missing

### LGTPa35856

If one or more resource files are somehow removed from the Sun StorageTek EBS resource database directories (as a result of disk corruption or manual deletion, for example), no error message is logged in the daemon log file.

## Change journal manager problems with multiple servers

### LGTPa35407

Configuring multiple Sun StorageTek EBS servers to back up a client with Change Journal enabled is unsupported. Such a configuration can cause problems in the Change Journal Manager.

A volume's Change Journal state (enabled or disabled) is maintained in the client computer's registry. This key is created the first time the client is backed up with Change Journal enabled. If a second Sun StorageTek EBS server backs up the same client while Change Journal is enabled, a second registry key is created. These keys are named for the Sun StorageTek EBS server that performed the backup.

For example, the following registry keys will be present on a client that is backed up by two servers while Change Journal is enabled for at least one volume:

```
HKEY_LOCAL_MACHINE
    SOFTWARE
        Legato
            Sun StorageTek EBS
                Change Journal
                    Server1
                    Server2
```

If a volume's Change Journal state appears enabled in the **Server1** key and disabled in the **Server2** key, you cannot edit the volume's settings by using the Change Journal Manager.

When the volume is selected, the Sun StorageTek EBS Uses Change Journal checkbox is dimmed, indicating that components controlled by the checkbox have different states. Details of each volume's state are displayed in the text box.

---

**Note:** No data is lost if a backup occurs while the client is configured as described in this section.

---

If you experience this problem, perform these procedure on the client:

1. Stop the Sun StorageTek EBS services.
2. Start the **regedit** program.
3. Expand the  
**HKEY\_LOCAL\_MACHINE>SOFTWARE>Legato>Sun  
 StorageTek EBS>Change Journal.**

4. As an optional precaution, select the Sun StorageTek EBS key, and select **Export Registry File** from the **Registry** menu to save a copy of the current configuration.
5. Select the key for one of the servers under **Change Journal** and delete all of the values the key contains. (Do not delete the server key itself).
6. Repeat Step 5 for each server key under **Change Journal**.
7. Restart the Sun StorageTek EBS services.

Use Change Journal Manager to enable or disable the Change Journal on each of the client computer's volumes.

### Sun StorageTek EBS software fails to use tapes preinitialized in NDMP-enabled tape devices

#### LGTPa28778

If a new tape is preinitialized in an NDMP-enabled tape device, the Sun StorageTek EBS software does not use the tape.

To ensure that Sun StorageTek EBS software uses all tapes in an NDMP tape device:

- ◆ Do not use tapes that were preinitialized in an NDMP-enabled tape device.
- ◆ Label preinitialized tapes in a non-NDMP tape drive before inserting the tape into an NDMP tape drive or jukebox.

### A backup fails if the servers file lists only the virtual Sun StorageTek EBS server

#### LGTPa28717

If the virtual Sun StorageTek EBS server is listed in the `\nsr\res\servers` file, the physical nodes must also be listed there. A backup fails if a virtual Sun StorageTek EBS server is listed in the **servers** file and you create a savegroup to which you add a physical node that does not own the Sun StorageTek EBS Server resource. To avoid this problem, do one of the following:

- ◆ Leave the **servers** file blank.

---

**Note:** If the **servers** file is blank, any Sun StorageTek EBS server can back up the client.

---

- ◆ Ensure that if the virtual Sun StorageTek EBS server is added to the servers file, all physical nodes are also added to the list.

## Microsoft VSS backups on a FAT32 partition take longer than on an NTFS partition

### LGTPa54620

VSS backups of files on a FAT32 partition take longer than VSS backups of files on an NTFS partition. This is a known Microsoft issue.

## Tape drive requires cleaning error message

### LGTPa36367

When trying to create a tape backup, the Windows 2000 dlptape.sys device driver may read and report soft and hard errors on digital linear tape (DLT) drives. When this occurs, the backup is not created and this error message appears:

Tape Drive Requires Cleaning

A supported hot fix is now available from Microsoft, but apply it only to systems experiencing this specific problem. Therefore, if you are not severely affected by this problem, Microsoft recommends waiting for the next Windows 2000 service pack containing this fix. To resolve this problem immediately, contact Microsoft Product Support Services to obtain the hot fix.

## Windows 2000 server cannot handle large numbers of concurrent saves

### LGTPa33868

Running a large number of concurrent saves might cause the server to stop responding.

To work around this issue, increase the desktop heap for noninteractive processes from the default value (512 KB) to 3,072 KB. If the failures continue to occur, increase the heap up to 5,120 KB.

## Cannot change the browse time if there are files for recovery

### LGTPa38176

The following warning message is displayed if you attempt to change the browse time if files are marked for recovery.

```
There are files marked for recovery.
OK to ignore the marked files.
Cancel to stay with the current browse time.
OK / Cancel
```

Unmark files for recovery before attempting to change the browse time.

---

## Internationalization support

These sections describe important information and known limitations pertaining to the internationalized Sun StorageTek EBS release:

- ◆ [“Important notes and tips” on page -86](#)
- ◆ [“Known limitations” on page -88](#)

---

### Important notes and tips

This section provides important notes and tips for using internationalized Sun StorageTek EBS release 7.4 software.

#### Locale settings with NDMP

When running NDMP backups, the locale setting has to be consistent in your environment. All UNIX flavored locale settings on the filer (including UTF-8) must be the same and the NMC client can only be run on an UNIX client set to the exact same locale setting as the filer.

Backup and recovery operations can be run on any locale, but if you try and browse on a locale that is different from the original locale the filenames will show up as random characters.

#### Java Web Start jnlp file caching issue after upgrading the Sun StorageTek EBS Console

After the Sun StorageTek EBS Console is upgraded or a client locale is changed, the gconsole.jnlp file will be different than the original gconsole.jnlp file in the Java Web Start cache. The Sun StorageTek EBS console will fail to launch.

##### Workaround

Remove the Select the Sun StorageTek EBS Management Console Application and Language Pack from the Java Application Cache Viewer:

1. Run the Java Application Cache Viewer.
2. Select the Sun StorageTek EBS Management Console Application and Language Pack.
3. Click on the Remove Selected Application.

## Localized software contains some English Text

The localized versions of the Sun StorageTek EBS software include components that have not been localized. Some strings from the operating system have also been left intentionally unlocalized. The **nsrwatch** and **nsradmin** programs are not localized.

The English language components do not affect the functionality of the software.

The only RAP value that supports non-ASCII characters is the Save Set attribute of the Client and Archive Request resources.

## Fonts May Not Display Correctly in UNIX Motif GUIs in Non-English Locales

If you are having trouble displaying fonts in the **nwrecover** program, for your current locale, ensure the operating system is configured to display them.

## Maximum Sun StorageTek EBS supported path

The maximum length of the Sun StorageTek EBS supported path has increased to 12 KB. The number of characters supported in the path is dependent on the language of the characters *and* any specific operating system limitations.

Non-English characters require more bytes than English characters. Ensure that the filepath and directory names remain within the limits imposed by the operating system and the Sun StorageTek EBS software.

## Man pages are in EUC encoded in Extended Unix Code (EUC).

Man pages are EUC encoded. Only EUC locales support man pages.

## Display of an unsupported character in the current locale

If the Sun StorageTek EBS software encounters a character that is unsupported in the current locale, it replaces the character with a '?'. Previously, a '|' was used in place of an unsupported character.

## Backwards and forwards compatibility issues

The internationalization (I18N) support available with Sun StorageTek EBS release 7.4 is not fully compatible with Sun StorageTek EBS release 7.2.x or earlier. In environments where earlier releases of Sun StorageTek EBS are installed, some functionality might *not* be available. However, data saved on a Sun StorageTek EBS 7.2.x or earlier client can be restored to a Sun StorageTek EBS 7.4 client.

This is a list of limitations found in a Sun StorageTek EBS environment:

- ◆ The backup and recovery of Sun StorageTek EBS 7.2.x data to a Sun StorageTek EBS 7.4 server is supported. However, all limitations existing on pre-7.4 clients apply.
- ◆ Filenames with multibyte characters saved by using a Sun StorageTek EBS 7.2.x or earlier client might be displayed incorrectly. This affects filenames from both UNIX and NDMP backups.
- ◆ The user interface in Sun StorageTek EBS releases earlier than 7.4 incorrectly handles filenames with non-ASCII characters saved by Sun StorageTek EBS 7.4.
- ◆ The directed recovery of filenames that consist of non-ASCII characters between Sun StorageTek EBS 7.4 clients and pre-7.4 clients is unsupported. The directed recovery of data between pre-7.4 clients requires that all clients are run in the same locale.
- ◆ Data with locale encoding of the filenames not matching the locale in which the Sun StorageTek EBS binary is run, results in corrupted filenames on localized Sun StorageTek EBS. The filenames cannot be correctly recovered by the Sun StorageTek EBS software.

---

## Known limitations

This section describes known limitations when using internationalized Sun StorageTek EBS software.

### The **nwrecover** program will not start on Linux platforms for Asian Languages if the necessary fonts are not installed

#### **LGTsc02808**

The **nwrecover** program will not start on Linux platforms for Asian Languages if the necessary fonts are not installed.

#### **Workaround**

Ensure the correct fonts are installed.



## The nwrecover program might fail to launch in UTF-8 locales on Linux platforms

### LGTsc03123

The **nwrecover** program might fail to launch due to font errors in UTF-8 locales on Linux platforms.

### Workaround

Perform recover operations from the command line.

## Recovering a large number of files may take a long time in the French locales on Solaris

### LGTsc05339

In the French locale on Solaris, a degradation in performance may be seen when recovering a large number of files (greater than 100,000). To improve performance, expand the command dialog box to reveal the complete path names of the files being recovered in the output field.

## Garbled characters may appear in the Sun StorageTek EBS Console GUI font list on Solaris

### LGTsc03894

Garbled characters may appear in the Sun StorageTek EBS Console GUI font list for font names if the fonts do not have English names, or the localized names are not recognized by the JRE.

## The font is very small in the Japanese language Configuration Client Wizard

### LGTsc04756

The font is very small in the Japanese language Configuration Client Wizard.

### Workaround

Manually increase the Japanese font size by editing the **NSR\_WIZARD\_FONT** script in the `/usr/bin/nwwiz` script to improve the character display. Edit the **NSR\_WIZARD\_FONT** as follows:

```
export NSR_WIZARD_FONT=Mincho
export NSR_WIZARD_FONT_SIZE=12
```

## Problem with highlighted text in the Sun StorageTek EBS Console Help program after performing a search using JRE 1.5.x for Asian languages

### LGTsc02814

Due to a known limitation with JRE 1.5.x (Sun bug 6375606), text that is highlighted in the Sun StorageTek EBS Console Help program after a search has been performed will not be highlighted correctly.

## The Sun StorageTek EBS Console fonts seem corrupted when launched on a Linux operating system for Asian languages

### LGTsc02865

The Sun StorageTek EBS Console fonts seem corrupted when launched on Linux operating systems for Asian languages.

### Workaround

1. Ensure that the fonts for the Sun StorageTek EBS supported Asian languages are installed on the Linux operating system.
2. Change the locale to **English**.
3. Start the **Sun StorageTek EBS Console** and navigate to the **Font** dialog box to select the correct font for the Asian language:
  - a. Click **Setup**.
  - b. Click **View**.
  - c. Click **Font**.
  - d. Select the correct font for the Asian language from the Font Name pulldown list.
  - e. Click **OK**.
4. Exit the **Sun StorageTek EBS Console**.
5. Change the locale to the Asian language.
6. Start the **Sun StorageTek EBS Console**.

The *Sun StorageTek EBS Installation Guide* contains full instructions on changing the language fonts in non-English locale environments.

## Entering non-ASCII characters in Sun StorageTek EBS user interfaces

### LGTpa88887

Non-ASCII characters are supported only for the **Save Set** attribute in **Client** and **Archive Request** resources. However, user interfaces such as the Sun StorageTek EBS Management Console do not prevent the user from entering non-ASCII characters for other attributes in Sun StorageTek EBS resources.

## Non-ASCII save set names are displayed incorrectly in nsradmin visual mode on Linux

### LGTpa92833

Non-ASCII save set names are displayed incorrectly in nsradmin visual mode on Linux.

### Workarounds

To work around this limitation, do one of the following:

- ◆ Use the **print nsr client** command in **nsradmin** window to view the non-ASCII save set.
- ◆ Use the Console GUI on the Linux client to view the non-ASCII save set.

### Solaris 9 does not support certain non-English code sets

Solaris 9 does not support certain code sets. The Sun website has a full list of supported code sets.

### The XAPPLRESDIR environment variable must be set to operate the Sun StorageTek EBS Console on HP-UX

#### LGTPa79450

To operate the Sun StorageTek EBS Console on HP-UX that is running a non-English locale, the **XAPPLRESDIR** environment variable must be set as follows:

```
XAPPLRESDIR=/usr/lib/X11/app-defaults
```

## Technical notes

This section describes important notes and tips for using the Sun StorageTek EBS software.

### Changing Font Size and enabling scrollbars in Wizards

You can manually increase the font size by editing the **NSR\_WIZARD\_FONT** variable in the `/usr/bin/nwwiz` script to improve the character display. For example, edit the **NSR\_WIZARD\_FONT** as follows:

```
export NSR_WIZARD_FONT=Mincho
export NSR_WIZARD_FONT_SIZE=12
```

You can enable scrollbars for the wizard by setting the **NSR\_WIZARD\_USE\_SCROLLBARS** variable in the `/usr/bin/nwwiz` script to **Yes** as follows:

```
export NSR_WIZARD_USE_SCROLLBARS=Yes
```

---

## **Sun StorageTek EBS Management Console does not support Microsoft Internet Explorer version 7.0**

Microsoft Internet Explorer version 7.0 is not supported by NMC on any Windows platforms except Microsoft Vista.

---

## **A server does not support a Sun StorageTek EBS client running release 7.0.x or earlier**

A Sun StorageTek EBS server does not support a Sun StorageTek EBS client running release 7.0.x or earlier.

---

## **Single clients or archive requests resource for UNIX non-ASCII paths support only one locale**

A single Clients or Archive Requests resource supports non-ASCII UNIX paths belonging to only one locale. If you have paths in multiple locales, you must create multiple Clients or Archive Requests resource. A Clients or Archive Requests resource supports only paths from a single locale on UNIX.

---

## **VMware qualification**

Sun StorageTek EBS release 7.4 is qualified with VMware. The VMware documentation contains the most current information on VMware support with Sun StorageTek EBS software.

---

## **Symbolic links are not restored during DAR recovery with NetApp**

During a DAR recovery, symbolic links for files, directories, and other specific files, such as device files or named pipes, cannot be recovered. To recover these files, use the NetApp restore command with the -x option. The Network Appliance documentation has more information about the NetApp restore command.

---

## **Sun StorageTek EBS connections through a firewall**

The `NSR_KEEPAIVE_WAIT` variable sets the timeout limit that the `nsrexecd` daemon uses to keep messages active once a connection to the Sun StorageTek EBS server has been established through a firewall.

The period that **nsrexecd** will send keep-alive messages to **nsrexec** is adjustable by the **NSR\_KEEPA\_LIVE\_WAIT** environment variable. Set this environment variable to the desired number of seconds between keep-alive wait messages. If the **NSR\_KEEPA\_LIVE\_WAIT** variable is not set or is set to an invalid value, (0, a negative number, or a nonnumeric string) then no keep-alive message is sent.

---

## Raising the maximum number of open files on Solaris 7 and 8

On Solaris 7 and 8 operating systems that run in 64-bit mode, this error message might appear in the daemon log file if the default 1,024 file descriptor hard limit is reached:

```
nsrd cannot accept any more connections - Too many open
files
```

By default on Solaris 7 and 8 operating systems, the hard file descriptor limit is set to 1,024. To raise the file descriptor hard limit, you must set the **rlim\_fd\_max** kernel parameter to a higher value in the */etc/system* file and then reboot.

For example, to raise the open file descriptor hard limit to 4,096, include this definition in the */etc/system* file:

```
set rlim_fd_max=4,096
```

---

**Note:** Increasing the value of the **rlim\_fd\_max** kernel parameter impacts all running processes on the system.

---



---

## Sun StorageTek EBS security

*Technical Bulletin 372: Sun StorageTek EBS Security* describes several circumstances that can compromise Sun StorageTek EBS security, and provides solutions for protecting and configuring the Sun StorageTek EBS environment to safeguard it against these security risks.

*Technical Bulletin 372: Sun StorageTek EBS Security* is available on the website at <http://Powerlink.EMC.com>.

---

## Pause recommended between file creation and backup with EMC IP4700

If a level 1 to 9 backup is run on an EMC IP4700 filer within five minutes of creating a file, more files than expected may be saved. For example, if a level 1 backup is run, followed by a level 2 backup, and both of these backups complete within five minutes of the file being created, the newly created file might appear on both the level 1 and level 2 backups, even though the files should only be added to the level 1 backup. To avoid this problem, wait at least five minutes after creating a file to run a backup.

---

## Older versions of Intel unsupported on Sun StorageTek EBS software on Linux

To take advantage of IA-32 586 and 686 optimizations in the compiler, as well as the new instructions provided on these architectures, the Sun StorageTek EBS release 7.4 for Linux does not support older versions of Intel, such as 486.

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**Note:** Sun StorageTek EBS release 6.1.x for Linux fully supports older versions of Intel architecture, including 386 and 486.

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## TruCluster versions 5.1Bv3 and later supported

The Sun StorageTek EBS software supports only TruCluster 5.1Bv3 and later.

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## Considerations when using an advanced file type device

The AFTD device can be deployed in varying environments with local disks, NFS and CIFS mounted/mapped disks. Operation of this feature is affected by the configuration. Ensure that the AFTD is fully operational in the production environment before you deploy it as part of regularly scheduled operations.

As part of the validation process, include these tests:

- ◆ Backup
- ◆ Recover
- ◆ Staging
- ◆ Cloning

- ◆ Maximum file-size compatibility between the operating system and a disk device
- ◆ Device behavior when the disk is full

Some versions of NFS or CIFS drop data blocks when a file system becomes full. Use versions of NFS, CIFS, and operating systems that fully interoperate and handle a full file system in a robust manner.

On some disk devices, the volume labeling process may take longer than expected. This extended labeling time depends on the type of disk device being used and does not indicate a limitation of the Sun StorageTek EBS software.

The upper limits of save set size depend on the upper limits supported by the operating system or the file size specified by the disk device vendor.

## Documentation

This sections describes documentation and any documentation corrections and/or additions to the 7.4 Sun StorageTek EBS release:

- ◆ [“Related documentation” on page -95](#)
- ◆ [“Documentation Errata” on page -96](#)

## Related documentation

The following documents contain more information on the Sun StorageTek EBS software:

- ◆ *Sun StorageTek EBS, Release 7.4, Multiplatform Version, Administration Guide*
- ◆ *Sun StorageTek EBS, Release 7.4, Multiplatform Version, Installation Guide*
- ◆ *EMC NetWorker Release 7.4, Multiplatform Version, Disaster Recovery Guide*
- ◆ *EMC NetWorker Command Reference Guide*
- ◆ *EMC NetWorker Error Message Guide*
- ◆ *EMC NetWorker Cross-Platform Version Performance Tuning Guide*

- ◆ *EMC NetWorker License Manager Installation and Administrator's Guide and Release Notes*
- ◆ UNIX man pages
- ◆ Software compatibility guide

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## Documentation Errata

The following section outlines any documentation corrections and/or additions to the 7.4 Sun StorageTek EBS release .

### Incorrect default maximum log file size

In all non-English versions of the *Sun StorageTek EBS Administration Guide*, as well as all versions of the online help, the section "Message log management," in Chapter 18, Sun StorageTek EBS Server Management, contains an incorrect default value for the maximum log file size.

The documentation states that the default size is 1,024 KB.

The correct value is 2 MB.

### A new -U command line option has been added to the recover command

A new -U command line option has been added to the **recover** command.

The -U option instructs the Sun StorageTek EBS software to perform an authoritative restore of the DFS Replication service writer. The syntax to restore the the from the command line is:

```
recover -s <server name></server> -U -N "VSS USER  
DATA:\DFS Replication service writer
```

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**Note:** Authoritative restores of the DFS Replication service writer can only be performed from the command line; restores of the DFS Replication service writer performed from the Sun StorageTek EBS User graphical interface will be non-authoritative.

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## Software media, organization, and files

This section is currently not applicable to the Sun StorageTek EBS product.



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## Installation and Upgrading Notes

This section provides information pertaining to the installation and updating of Sun StorageTek EBS software.

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### Using Windows Server 2003 SP1 Security Configuration Wizard with Sun StorageTek EBS software

This section describes how to set up security on a Windows Server 2003 (Service Pack 1) platform that is running Sun StorageTek EBS VSS Client, software.

Before configuring the Sun StorageTek EBS VSS Client system, install the Security Configuration Wizard (SCW). The wizard is included with Windows Server 2003 (Service Pack 1), but is not installed by default.

To find information about the wizard installation, select the Security Configuration Wizard shortcut that appears on the Windows 2003 desktop after the Service Pack 1 is installed.

After installing the wizard, use it to select the appropriate security parameters and ensure that the firewall settings do not impact Sun StorageTek EBS processes.

By default, the Windows firewall is disabled. If the Windows firewall is enabled, then Sun StorageTek EBS processes are unable to send information through the firewall unless you enable exceptions.

The Sun StorageTek EBS software will fail:

- ◆ If during the installation of Service Pack 1, you skip the Network Security step and select the defaults. The Windows firewall configuration prevents the Sun StorageTek EBS software from functioning correctly.
- ◆ If you increase the network security by using the Security Configuration Wizard. The Windows firewall prevents Sun StorageTek EBS processes from passing information through the firewall.

To configure the Sun StorageTek EBS system to function properly on a Windows Server 2003 (Service Pack 1) platform, use one of the following procedures:

- ◆ [“How to extend the Security Configuration wizard To extend the Security Configuration wizard:” on page -98](#)
- ◆ [“How to manually configure exceptions for the Microsoft Windows firewall” on page -98](#)
- ◆ [“Using Windows Server 2003 SP1 Security Configuration Wizard with Sun StorageTek EBS Software” on page -99](#)

### How to extend the Security Configuration wizard To extend the Security Configuration wizard:

1. Copy `install_dir\legato\nsr\bin\NetWorkerEXT.XML` to the `\WINDOWS\security\msscw\kbs` directory.
2. Run the following command from the `\Windows\security\msscw\kbs` directory:

```
scwcmd register
\kbname:NetWorker\kbfile:NetWorkerEXT.XML
```

3. Choose **Client** as the Sun StorageTek EBS role and run the **Security Configuration Wizard**.

### How to manually configure exceptions for the Microsoft Windows firewall

To manually configure exceptions for the Windows firewall:

1. From the Windows Start menu, click **Control Panel**, and select **Windows Firewall**.
2. Select the Extensions tab and click Add Program.
3. Click **Browse**, then navigate to the directory that contains the Sun StorageTek EBS software. The default installation directory for the Sun StorageTek EBS software is `C:\Program Files\Legato\nsr\bin`.
4. For each Sun StorageTek EBS Client Binary executable file, click Open, then click Add.
  - **nsrexecd.exe**
  - **nsrexec.exe**
5. Restart the Sun StorageTek EBS VSS Client software.

## Using Windows Server 2003 SP1 Security Configuration Wizard with Sun StorageTek EBS Software

To ensure that the firewall settings do not impact Sun StorageTek EBS processes, you must use the **Security Configuration Wizard** to select the appropriate security parameters.

*EMC Technical Bulletin, 410: Using Windows Server 2003 SP1 Security Configuration Wizard with Sun StorageTek EBS Software*, describes how to properly set up security on a Windows Server 2003 (with Service Pack 1) platform that runs Sun StorageTek EBS 7.x software.

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## Virtual Table Library Frame license enabler required when upgrading from release 7.3.2 to the 7.4 release

A new license enabler is available that provides a single Virtual Table Library (VTL) license for a physical library. This allows multiple VTLs to be attached to a physical library with a single license.

The VTL license enabler must be obtained before upgrading from the 7.3.2 release to 7.4. The VTL Frame License must be entered when upgrading to the 7.4 release. The *Sun StorageTek EBS Installation Guide* contains complete instructions on upgrading and licensing the Sun StorageTek EBS software.

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**Note:** If the VTL license is not entered during the upgrade process, label or mount operations using a VTL will fail. Enter the VTL Frame License and all VTL operations will succeed.

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## Backwards Compatibility

Sun StorageTek EBS release 7.4 is fully compatible with:

- ◆ Sun StorageTek EBS 7.4 clients running Sun StorageTek EBS releases 7.3.x, 7.2.x and 7.1.x on all supported operating system platforms.
- ◆ Sun StorageTek EBS 7.4 server is backward compatible with storage nodes running Sun StorageTek EBS release 7.3.x and vice versa.
- ◆ Sun StorageTek EBS 7.4 clients work with Sun StorageTek EBS servers running Sun StorageTek EBS releases 7.3.x, 7.2.x and 7.1.x.

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## Cannot revert to a previous release after updating to release 7.4

When updating to Sun StorageTek EBS release 7.2 or later format, there is no way to revert to a previous release of the Sun StorageTek EBS software. It is a one-way conversion.

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## 650 MB of available temporary space required to install the Sun StorageTek EBS software

InstallShield requires that the entire installation program must be put into memory, even if you only intend to install a single Sun StorageTek EBS software component. You must have must have 650 MB of available temporary space to install any component of the Sun StorageTek EBS software.

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## Host agent service

The Host Agent service is not currently supported in the Sun StorageTek EBS release 7.4. During the Sun StorageTek EBS installation, a service named Host Agent is added to the computer. By default, this service is not started, and does not perform any function. The Host Agent service has been added in preparation for a future release.

These files related to the Host Agent service are installed with the software in the default Sun StorageTek EBS installation location:

Binary files:

- ◆ hasubmit.exe
- ◆ hagetconf.exe
- ◆ hafs.exe
- ◆ hasys.exe
- ◆ hascsi.exe
- ◆ hadump.exe (Sun StorageTek EBS server only)
- ◆ haprune.exe (Sun StorageTek EBS server only)
- ◆ hagentd.exe (Sun StorageTek EBS server only)

Schema files:

- ◆ hafs.sch

- ◆ hasys.sch
- ◆ hascsi.sch

You can safely leave all of the installed Host Agent files on the computer.

## Required NDMP version for DAR on NetApp Data ONTAP 6.1

To perform a direct access restore (DAR) on a NetApp system, you must be running OnTap V6.1 and Sun StorageTek EBS release 7.1.x or later in order to use NDMP version 4.. Recoveries fail if you use an earlier NDMP version or an earlier Sun StorageTek EBS release.

### Verify the NDMP version

To verify the NDMP version:

1. Log in to the NetApp Data ONTAP 6.1 system.
2. Enter this command to display the version:

```
ndmpd status
```

3. The NDMP version appears if:
  - An NDMP process is running, the status of that process appears.
  - An NDMP process is not running, the **ndmpd** on or off state is displayed.

### Change the NDMP version

To change the NDMP version:

1. Enter this command to stop the NDMP process:

```
ndmpd off
```

2. The NetApp host confirms that the NDMP process has stopped.
3. Enter this command to change the NDMP version:

```
ndmpd version 3
```

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**Note:** The NDMP version can also be set to 4.

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4. Enter this command to restart the NDMP process:

```
ndmpd on
```

The NetApp host confirms that the NDMP process has been started. You can now run DAR.

## Incompatibility of New.net and Sun StorageTek EBS software

Software from New.net, Inc. loads a dynamic link library (DLL) named *newdotnet.dll*, which modifies the Windows TCP/IP stack in ways that are incompatible with Sun StorageTek EBS software. The result is that many Sun StorageTek EBS programs, including **save.exe**, fail on exit.

This is a New.net problem that Sun StorageTek EBS software cannot work around. New.net software is associated with these products and/or companies: Go!Zilla, BearShare, MP3.com, iMesh, Babylon, Cydoor, Webshots, and GDiVX.

If you suspect the New.net DLL to be a problem, search for *newdotnet.dll* on the system drive. If it is present, this file must be uninstalled in order for the Sun StorageTek EBS software to function properly.

To uninstall the New.net software:

1. Open the **Windows Control Panel**.
2. Select **Add/Remove Programs**.
3. Select **New.net**, and click Remove.
4. Do *not* manually delete the **newdotnet.dll** file. If the file is manually deleted, the system becomes unusable.