Symantec™ Desktop and Laptop Option

README

Release 7.5

Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's maintenance offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization

- Telephone and Web-based support that provides rapid response and up-to-the-minute information

- Upgrade assurance that delivers automatic software upgrade protection

- Global support that is available 24 hours a day, 7 days a week

- Advanced features, including Account Management Services

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL: www.symantec.com/support/

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL: http://www.symantec.com/business/support/

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level

- Hardware information

- Available memory, disk space, and NIC information

- Operating system

- Version and patch level

- Network topology

- Router, gateway, and IP address information

- Problem description

- Error messages and log files

- Troubleshooting that was performed before contacting Symantec

- Recent software configuration changes and network changes

Licensing and Registration

If your Symantec product requires registration or a license key, access our technical support web page at the following URL: http://www.symantec.com/business/support/

Customer Service

Customer service information is available at the following URL: www.symantec.com/support/

Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and maintenance contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Maintenance Agreement Resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:

Asia-Pacific and Japan	customercare_apac@symantec.com
Europe, Middle-East, and Africa	customercare_emean@symantec.com
North America and Latin America	supportsolutions@symantec.com

Additional Enterprise Services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively.

Enterprise services that are available include the following:

Symantec Early Warning Solutions	These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.
Managed Security Services	These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.
Consulting Services	Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring, and management capabilities. Each is focused on establishing and maintaining the integrity and availability of your IT resources.
Educational Services	Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.

Contents

DLO 7.5 New Features

Symantec DLO 7.5 is an integrated backup solution that has de-duplication capability.

This section provides a brief introduction about the new features included in this release.

The following are the new features in DLO 7.5:

- Global Source-side Deduplication
- Windows 8 Desktop and Windows Server 2012 Support
- SQL Server 2012 Support
- Lotus Notes 8.5.3 Support
- Log Gather Utility
- Command-Line Option to Delete Pending Users

Global Source-side Deduplication

DLO 7.5 now supports deduped backups.

The following are the methods of de-duplication supported:

Intelligent deduplication of files

Dedupe the entire file for the very first time; that is, the very first backup revision of the file will be deduped.

If the file changes, then the backup modality automatically switches to "delta mode" from "dedupe mode" for that file, that is, delta will be applied from second revision of the backup file on a particular computer.

Content aware deduplication of PST

Global single instancing (SIS) of the attachments is achieved using content aware de-duplication of PST.

This feature helps in improving the network usage and optimizes the storage requirements. For additional information, refer to the section '*About Dedupe Servers*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

Windows 8 Desktop and Windows Server 2012 Support

- DLO Agent extends support to Windows 8.
- DLO Administration Server extends support to Windows Server 2012.

SQL Server 2012 Support

DLO extends support to SQL Server 2012.

DLO Upgrade Support

DLO supports upgrades from the following previous versions:

- Symantec DLO 7.0
- BackupExec - DLO 2010 R3
- NetBackup - DLO 6.1 MP7

For any existing customers with previous release of DLO (NetBackup DLO or BackupExec DLO) apart from the versions mentioned above, it will be a stepped upgrade support. That is, customers should first upgrade the existing version of DLO to Symantec DLO 7.0, and then upgrade to Symantec DLO 7.5.

Lotus Notes

DLO provides support to Lotus Notes version 8.5.3.

Log Gather Utility

The Symantec DLO Gather tool is used to collect logs from various product install paths, log path, registry export, operating system, and from the installed applications. For additional information, refer to the section '*DLO Log Gather Tool*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

Command Line Option to Delete Pending Users

DLO provides a new command-line option to delete pending users from the DLO database. For additional information, refer to the section '*-DeletePendingUsers command*' in the *Symantec Desktop and Laptop Option Administrator's Guide*.

BitLocker Support

DLO provides support to volumes that run Windows BitLocker Drive Encryption.

Platform Compatibility Matrix

For information about the Compatibility Matrix of supported Server operating systems, Agent operating systems, Office Suites, SQL Servers, and Cluster Platforms, refer to the *Symantec Desktop and Laptop Option Compatibility Matrix* document.

Downloading Symantec DLO 7.5

To download DLO 7.5, perform the following:

1. Download the appropriate files into a temporary directory:

    ```
    Symantec_DLO_75_x64.zip
    Symantec_DLO_75_x86.zip
    DLODBRegcreateU.zip (Required for NetBackup DLO MP4, MP5A, MP6,
    and MP7 upgrades using the "Remote DLO Database Installation"
    option.)
    ```

2. To extract the files, double-click the `.zip` file.

    This helps to create a number of files that include `x64.README, x86.README` and `setup.exe`.

Installing Symantec DLO 7.5

The installation package is used to install a new DLO Administration Server and other required components of Symantec DLO 7.5. For instructions, refer to the *Symantec Desktop and Laptop Option Administrator's Guide*.

Upgrading the NetBackup DLO Database on Remote SQL Server

If an existing installation is DLO 6.1 MP4, MP5, MP5A, MP6, or MP7, and if the DLO database is installed on a remote SQL Server, then refer to the section "*Upgrading the DLO Database on Remote SQL Server*" in the *Symantec Desktop and Laptop Option Administrator's Guide*.

Known Issues

This section describes the known issues in DLO 7.5. The issues are listed based on the ET number (software bug tracking number).

ET 2821098

Description: Emergency Restore does not happen to a Destination with Space Gap.

Workaround: For the Emergency Restore to take place to a destination folder containing

space gap; enclose the restore path within double quotes in DOS.

Example: `DLOCommandu -EmergencyRestore "\\Comp1\StorageLocation\Domain1-User1" -W "Welcome123" -AP "\\172.28.16.159\New Folder"`

ET 2876260

Description: The Desktop Agent does not back up files immediately after the BitLocker drive is unlocked.

Workaround: After the BitLocker drive is unlocked, refresh the Desktop Agent so that any changes made on the BitLocker encrypted drive take effect.

ET 2896052

Description: On a remote DB setup in an IPv6 environment, command-line operations on the administration server are failing.

Workaround: Run the `DLOCommandu.exe -C` by providing the host name of the remote database machine.

ET 2908119

Description: Mindtree StoreSmart Dedupe Server service stops when the password of the DLO Admin server is changed.

Workaround: Click **Start>Run>services.msc**, and manually update the password for Mindtree StoreSmart Dedupe Server service.

ET 3055835

Description: A MAPI-based PST backup is run, and the LUDF copy is retained. Later, the option is changed to VSS enabled PST backup, and the LUDF revision is set to "0". Now, when the VSS enabled PST backup is completed, the older LUDF copy of the PST file (MAPI based PST file) is still retained.

Workaround: Manually delete the [000000000000000000000000] Mailbox.pst from the DUDF.

Troubleshooting Tips

The following section describes some issues that you may experience while using the application. A clarification or a tip is provided to resolve the issue.

Error 1321

DLO installer displays the following error message:
"*Error 1321. The installer has insufficient privileges to modify the file C:\ProgramFiles\Symantec\Symantec DLO\Data\DLO.mdf.*"

Description

This error occurs when you uninstall the DLO server and attempt to re-install it in the same location using a SQL Server 2005 database.

When you uninstall the DLO server, the database files (*DLO.mdf* and *DLO_log.ldf*) are not deleted. When you try to re-install the DLO server, the DLO installer uses the old database files instead of installing the new versions. To use these files, you must have full rights.

Generally, the administrator has full rights to use these files. However, the error may still occur.

Resolution

Make the following changes in each file:

1. Right-click on the file and select **Properties**.
2. On the **Security** tab, grant full rights to the Administrators group.

PST Backup with VSS

DLO Agent is unable to take a backup for the PST files using VSS, even though the VSS feature is enabled for the user.

Resolution

Ensure that the Volume Shadow Copy service is enabled on the user's system.

If VSS service is enabled, then the PST file may reside on FAT32 drive. VSS-enabled backups are not supported on FAT32 file system.

Change in Directory Structure in Windows Vista

Versions of Backup Exec for Windows Servers that support Windows Vista and Windows Server 2008 do not cross the `%SystemDrive%\Documents and Settings` junction point to backup data that resides in the `%SystemDrive%\Users` folder.

Resolution

The default locations of user data have changed in Microsoft Windows Vista and Microsoft Windows Server 2008. To ensure backward compatibility with previous Windows platforms, these operating systems create special junctions. These junctions redirect access from one directory to another. For example, `%SystemDrive%\Documents and Settings` is now a junction that points to `%SystemDrive%\Users`. Additional information can be obtained at this location: http://www.symantec.com/docs/TECH51361

Start and Stop DLO Services

DLO provides two utilities to start and stop all server component services.

The following services can be started or stopped:

- Symantec DLO Administration Service
- Symantec DLO Maintenance Service
- SQL Server (DLO)
- SQL Server (Dedupe)
- Mindtree Storesmart Dedupe Service

The utilities are available at the installation location: `C:\Program Files\Symantec\Symantec DLO`

- To start all services, run `DLOStartsvc.bat`.
- To stop all services, run `DLOStopsvc.bat`.

For distributed server components setups, do the following:

Run these services on a remote database machine to stop the DLO SQL service and on respective machines to stop Administration and Maintenance Services.

Resolved Issues

ET Number	Description
2715552	The status for deleted users is still displayed as "Delete Pending", and the users are not completely deleted.
2749140	Push install fails with no GUI error.
2749143	When the Storage Location is in remote location, then restore job does not start until the Agent is refreshed.
2749147	Staged restore from Windows XP to Windows 7 fails with error message: *"The drive "name.domain:\" could not be found.*

ET Number	Description
2824878	The alert "*User was configured*" continues to appear after it has been disabled.
2973573	Cannot select "My Pictures," "My Videos," or "My Music" together with the another selection "All Local Fixed Drives".
2973586	The following message is displayed: "*To use message level incremental backups of Outlook PST files, please select Enable desktop user data folder*"
2973590	Connection policies do not work if there are two or more connection policies.
2935194	DLO Agent accepts wrong password.
2973636	It is possible to transfer files even if the connection policy settings are configured to restrict the file transfer.
2973652	Restore Selections show a non-existent drive.
2974068	"Save My Password" does not work on 64-bit operating system.

DLO Command Line Interface Management Tools

DLO provides command-line system tools to manage the DLO server operations. For additional information, refer to the section "*DLO Command Line Interface Management Tools*" in the *Symantec Desktop and Laptop Option Administrator's Guide*.