Veritas™ Desktop and Laptop Option 9.0

README

Veritas Desktop and Laptop Option: README

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

Licensing and registration

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Customer Service

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- 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 support contracts
- Advice about technical support options
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Support Agreement Resources

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

Worldwide (except Japan)	CustomerCare@veritas.com
Japan	CustomerCare_Japan@veritas.com

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DLO 9.0 New Features

This section provides a brief introduction about the new features included in this release. This release also focuses on the stability of the product.

Accelerated Backups

DLO backups are now faster than that of the previous versions. In addition to that, backups can be accelerated further by the Administrator using the Backup Acceleration option.

Higher Server Scalability

The DLO Server can now support more endpoints compared to the previous versions.

Server Consolidation Utility

For existing DLO customers to easily adopt the Higher Server Scalability, DLO now provides a utility to consolidate existing DLO Servers.

Smarter Bandwidth Throttling

DLO now provides WAN optimized bandwidth throttling to ensure that backups happen in an unobtrusive manner.

Automated Reporting

DLO now provides the Administrator with an option to configure automatic generation of DLO reports at a particular time and email the same to specified recipients.

Parallel Restores

DLO now supports submission of multiple restore jobs in parallel from the Administration Console.

Endpoint Migration Utility

DLO now provides a utility on the client side to migrate the user data from one machine to another.

Enhanced Remote Site Support

A single DLO Server can now support the deployment of multiple Dedupe Servers to cater to customers looking for Site level Deduplication.

Automated Garbage Collection

DLO now allows the Administrator to configure the Garbage Collection to run automatically at a specified time.

Automated Archival of Audit Data

DLO now allows the Administrator to configure the Audit Trail Archival activities to run automatically at a specified time.

Downloading Veritas DLO

To download Veritas DLO 9.0, perform the following:

1. Download the appropriate files into a temporary directory:

   `Veritas_Desktop_and_Laptop_Option_9.0_xxxxxx_32-bit.zip`

   `Veritas_Desktop_and_Laptop_Option_9.0_xxxxxx_64-bit.zip`

   where, xxxxxx is the build number.

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`.

Prerequisites for Installing Veritas DLO

- The latest service pack should be installed to be able to install the DLO components.
- The DLO Database Service requires minimum 6 GB hard disk space.
- WMI service should be running.
- .NET 4.0 or above full version should be installed.

  http://www.microsoft.com/en-in/download/details.aspx?id=17718

Note: On Windows 2012/ 2012 R2 Server/2016, it is not mandatory to install .NET 4.0 since .NET 4.5 is installed by default.

User Account Privileges

The following table lists the user account privileges for various services:

Service	User Account Privilege	Description
Veritas DLO Administration Service	Domain user or domain administrator	This user should have local administrator privilege on DLO admin server machine, storage server and SQL Server.
Veritas DLO Maintenance Service	Local System account	This account has access to all local system resources.
Mindtree StoreSmart Dedupe Server Service	Domain user or domain administrator	This user should have local administrator privilege on the admin server machine. This account should be the same as DLO Administration Server service account.
SQL Server (SQL instance)	Domain user or domain administrator	This user should have local administrator privilege on DLO admin Server, SQL server machine and storage server.
SQL Server Browser	Domain user or domain administrator	This user should have local administrator privilege on the SQL server machine.

Service	User Account Privilege	Description
Veritas DLO Edge Server Service	Local System account	This account has access to all local system resources.
Veritas DLO Web Server Service	Domain user or domain administrator	This user should have local administrator privilege on the admin server machine. This account should be the same as DLO Administration Server service account.

Backup Status Report

This report provides information about the backup status and estimated amount of time required for the backups to complete.

The following table lists the backup status report column names and their description:

Column Name	Description
Time when Agent was Last Active	Displays the last time when the Desktop Agent was able to communicate to the server.
Time of Last Successful Backup	Displays the last time when the Desktop Agent backed up user's data completely.
Files in Backup Selections	Displays the total number of files in the current backup selections. This count does not include the excluded files.
Size of Backup Selections (GB)	Displays the total size of the data present in the source (Desktop Agent) backup selections. This size does not include the excluded files size.
Backup Completion	Displays the percentage of data that has been backed up. This calculation is based on source size and not on source files count.
Files Pending for Backup	Displays the total number of files which needs to be protected.
Estimated Time for Backup Completion (Hours: Minutes)	Displays the amount of time required for the remaining backups to complete. The estimates are based on the time taken for the backups in earlier attempts.
Average Time Available for Backup (Hours: Minutes per Day)	Displays the average time that the Desktop Agent is available for a backup in a day.

Note: 1. Backup Status report is applicable only to Desktop Agent running on Windows operating system.
2. For older versions of the Desktop Agents, the column values will be zero.

Installing Veritas DLO

The installation package is used to install a new DLO Administration Server and other required components of Veritas DLO 9.0. For instructions, refer to the *Veritas Desktop and Laptop Option Administrator's Guide*.

Upgrading to Veritas DLO 9.0

DLO supports upgrades from the following previous versions:

- Symantec DLO 8.0, Symantec DLO 8.0 SP1, Symantec DLO 8.0 SP2, Symantec DLO 8.0 SP3, and Symantec DLO 8.0 SP4

- Symantec DLO 7.6 and Symantec 7.6 SP1

For any existing customers with previous version of DLO (DLO Backup Exec 2010 R3, DLO 7.0, DLO 7.5, DLO 7.5 SP1), it will be a stepped upgrade support. That is, customers should first upgrade the existing version of DLO to Symantec DLO 7.6, and then upgrade to Veritas DLO 9.0.

To upgrade from a supported version of DLO to Veritas DLO 9.0, follow these steps:

1. Run **setup.exe** to start the installation wizard.
2. Click **Next**.
3. Read the license agreement, and if you accept the terms, select **I accept the terms in the license agreement**.
4. Click **Next**.
5. Proceed with the installation.

Note: During the installation process, a dialog may appear indicating that the SQL services failed to start. Click **Ignore** to continue.

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6. When the installation is completed, click **Finish**.

Installing the Desktop Agent on Mac

Users with administrator rights can install the Desktop Agent. After the Desktop Agent is installed on a Mac desktop, anyone who logs on to that desktop can use the Desktop Agent. The logged on user will only have access to DLO backup files associated with the logged on account.

When the Mac Desktop Agent is installed on a computer that is not in a domain, and when you launch the Desktop Agent for the first time, you are prompted to enter the user name, password, and domain. Provide the domain user credentials.

Prerequisites

Complete the following tasks before installing the Desktop Agent on a Mac machine.

1. Install and configure DLO Administration Server on a Windows server machine.
2. The DLO administrator must ensure that the TCP/IP protocol is enabled for the DB instance, and the port number is set.
3. Irrespective of the firewall state in the DB server (ON or OFF), the administrator must enter the DB port in **SQL Server Configuration Manager > SQL Server Network Configuration > "Protocols for <Instance name>" > TCP/IP Protocol Settings > TCP Port**.
4. If the firewall is ON in the DB server, then this port should also be included in the firewall exception list.
5. Also, restart the DLO DB service after providing the DB port number.

Note: The default port to communicate with DB Server is 1433. To verify the communication to DB server, use Telnet. (Example, telnet <IP> <port>.)

To install the Desktop Agent on Mac:

1. From the desktop on which you want to install the Desktop Agent, go to the desktop menu options, select **Finder**.

2. Select **Go > Connect to Server**.

3. In the **Server Address** field, type the network address of DLO Server using one of the following formats.

   a. **smb://IPaddress/**

   b. **smb://DNSname/**

4. Click **Connect**.

   Note: You can also type the server address along with the share name.
   `smb://IPaddress/DLOMacAgent`.

5. From the list of shared folders, open **DLOMacAgent** folder, copy the **setup.ini** and the installer package for Mac to your local machine.

6. Double-click the file **Veritas_DLO_Agent.pkg**.

7. On the Welcome screen, click **Continue**.

8. Read the license agreement, and click **Continue**.

9. Click **Agree**.

10. The default installation path for Mac is: **/Applications**. To install the Desktop Agent in an alternate location, click the **Change Install Location** button, and do one of the following:

    a. Select **Install for all users** to install Desktop Agent in the default location, OR

    b. Select **Install on a specific disk** to install in any other disk other than the default startup disk. This option is useful when you want to install the Desktop Agent on any additional hard disks or hard drive partitions that exist on the local Mac machine.

11. Click **Continue**.

12. Click **Install**.

13. Once the installation is completed, click **Close**.

For more information about launching and configuring the Agent on Mac, refer to the *Veritas Desktop and Laptop Administrator's Guide*.

Upgrading the Desktop Agent on Mac

To upgrade the Desktop Agent on Mac:

1. Copy **setup.ini** and the **installer package for Mac** from **DLOMacAgent** shared folder present in DLO 9.0 Server to your local machine.

2. Proceed with DLO 9.0 Mac Agent installation.

For more information on installing the Desktop Agent, refer To install the Desktop Agent on Mac.

Known Issues

This section describes the known issues in DLO 9.0. The issues are listed based on the ET number (software bug tracking number).

ET 3899658

Description: During uninstallation of DLO in an environment where NetBackup exists, the **Files in Use** dialog box appears with a message that NetBackup file is in use.

Workaround: In the **Files in Use** dialog box, click **Ignore** and continue with uninstallation of DLO.

ET 3898325

Description: Edge service gets deleted after DLO Server is upgraded from DLO 8.0 SP3 to DLO 8.0 SP4 and then to DLO 9.0.

Workaround: To resolve this issue:

- Re-install the Edge Server component after upgrading to DLO 9.0.

ET 3904698

Description: Login fails if any character other than "\" is entered in the Username field of DLO Mobile App and Webrestore Login page.

Workaround: To resolve this issue:

- Change the keyboard language to English and enter the character "\".

Example: In Japanese, keyboard character "\" appears as "¥", as a result login fails.

ET 3901312

Description: After failover DLO cluster, the **Startup Type** of Mindtree StoreSmart Dedupe Service, SQL Service and DLO Administration Service are changing from **Automatic** to **Manual**.

ET 3903787

Description: Notification Properties window is seen in Japanese even after changing the language to English with the Change Language option on Japanese OS.

ET 3901307

Description: DLO Desktop Agent does not work in BOI mode if the DLO Server is configured in clustered environment.

ET 3897900

Description: When DLO Log Gather Utility or DLO Server Consolidation Utility is run on remote database machine, MSVCR100.dll missing prompt is displayed.

Workaround: To resolve this issue:

- Install Microsoft VC 2010 Redistributables based on database machine bitness.

ET 3904007

Description: The scheduling details for auto generation of DLO Reports are not saved after changing the console language using **Change Language** option.

Workaround: To resolve this issue:

- Enter the schedule details again in the required language.

ET 3763796

Description: Any new Certificate push from the Server does not get updated for all the Desktop Agents working in BOI mode.

Workaround:

To resolve this issue, follow either of the steps mentioned below:

1. Manually download the Server Certificate from Web Restore page (EdgeServer.ini and ServerCert.pem files) and copy them in the Desktop Agent install location.

2. Desktop Agents need to come online (connected to LAN) for the settings to be updated automatically.

ET 3387185

Description: DLO Agent is going to disabled state when Desktop User Data Folder is on FAT32 drive.

Explanation: Dedupe initialization is failing in case Desktop user Data Folder is on FAT32 drive.

Workaround: Move Desktop User Data folder from FAT to NTFS drive.

ET 3399304

Description: If the network connection is lost when a backup job is in progress, and after some time the network connection is restored while the Desktop Agent is still in Backup Interruption Tolerance (BIT) mode, the following error message is displayed: "*24049 – Data written before network failure not found.*"

Explanation: Dedupe verifies the data integrity of files after the network connection is restored in BIT mode. If data that was backed up before network failure is lost due to any network errors, then this message is displayed.

Workaround: Backup job will be triggered again and the job will be successful.

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 3378168

Description: MAPI backups of PST files are failing with this error message: "*The backup PST file is corrupt. This file will be discarded and the original PST will be backed up again.*"

Explanation: This error message can be ignored because PST backup will be retriggered again.

ET 3537591

Description: While upgrading DLO 7.5 SP1 in a staggered setup, if Dedupe Server is upgraded before upgrading the remaining DLO components, Mindtree Storesmart Dedupe Server service is in "stopped" state.

Workaround: It is recommended to upgrade the Administration Server first and then upgrade the remaining components in a staggered setup.

To resolve the above-mentioned issue, manually restart the Mindtree Storesmart Dedupe Server service.

ET 3441283

Description: The sub administrator has the permission to "Add/Modify Profiles" but is unable to import profiles using the -IOProfile command.

Explanation: Sub administrator will not be able to import profiles.

ET 3565801

Description: Desktop Agent is taking long time to backup large number of small files (1kb or less).

ET 3740609

Description: Desktop Agent upgrade from 7.0/7.5 to DLO 8.0 fails on Win 7/Vista/XP machines when upgraded using **Upgrade User** option in DLO Administration Console.

Workaround: To resolve this issue:

1. Push or pull install the Desktop Agent.

2. Download the **Update for Root Certificates for Windows XP/Vista** from the Microsoft website:

    http://www.microsoft.com/en-in/download/details.aspx?id=42092

3. Install the **rootsupd.exe** on XP/Vista machines and then perform upgrade.

ET 3746675

Description: Support for Web Restore on IE9

Workaround: To resolve this issue:

1. Open the Internet Explorer browser.

2. Go to **Tools> Internet Options> Advanced**.

3. Under **Security** Settings, enable **Use SSL 3.0** and disable **Do not save encrypted pages to disk**.

4. Add the Web Restore URL to the **Trusted sites**.

ET 3859170

Description: Backup of configured PST files are failing on Desktop Agent machines installed with Microsoft Outlook 2016.

Workaround: To resolve this issue:

- Install Visual C++ Redistributable 2015 (64 bit).

ET 3851038

Description: When a configured Outlook PST file is placed in a bit locked drive and on unlocking the locked drive, Microsoft Outlook and the Desktop Agent stops responding.

Workaround: To resolve this issue:

- Exit and launch the Microsoft Outlook and DLO Desktop Agent.

Known Issues in Mac Agent

ET 3898178

Description: After Server Consolidation, DLO 7.6 and DLO 8.0 version Mac Agents pointing to source server will be in **Offline** state.

ET 3211658

Description: In the installer wizard, though the option "**Install for all the users**" is highlighted by default, the **Continue** button is greyed out.

Workaround: Double-click the "**Install for all the users**" option and proceed with the installation.

ET 3211601

Description: The LUDF (`.dlo` and `.settings`) folders are not purged uninstalling the Mac Agent.

Explanation: The user should purge the folders manually.

ET 3136529

Description: DLO Client help pages are being displayed behind the Agent user interface.

Explanation: This is a default behavior of Mac.

ET 3546979

Description: If NUDF is deleted, DLO Mac Agent goes offline and further backup and restore jobs do not happen.

Workaround: Delete the user from DLO Administration console and then launch the Mac Agent.

ET 3520357

Description: When the DLO Mac Agent is offline, Jobs present in the backup queue with 'Pending Network' status disappears from Agent Console at the next scheduled time.

Explanation: This is only an UI issue. Once the network is up, backup and restore of files work fine.

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\Veritas\Veritas 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 of 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`.

Desktop Agent

Empty folders will not be backed up even though a job is started on the DLO Agent UI.

Resolved Issues

ET Number	Description
3882129	Edge Server configuration files are not getting updated with correct adapter settings when more than one network adapters are present on DLO Server machine.
3880901	If the **Cancel** option is clicked while restoring multiple PST files, the **Cancel** operation is not aborting restore process. Instead, the files are getting restored.

ET Number	Description
3897631	After staging the data to new machine, reference count is not incremented for the new machine staged data.
3342613	After deleting user from Administration Console UI, reference count is not decremented even after user data from NUDF is deleted.
3893785	The DLO Administration Console suspends when multiple users with large volume of data are deleted.
3902131	Incremental backup of Lotus Notes is not working.
3899883	**DLODButils.exe** repair functionality is not working.
3890909	While restoring files using `EmergencyRestore` command, the restore fails if database is not available.
3895976	While importing multiple users through CSV file using the Import Users wizard, incorrect folder structure is created for the user within the NUDF.