

Release Notes (Software Change Notice) Backup Exec System Recovery Manager 8.5.8

This document describes new features and known bugs for Backup Exec System Recovery Manager 8.5.8.

What's New

Features/Functionality removed from this version.

None

Features/Functionality modified.

None

Features/Functionality added to this version.

None

Bugs fixed in this release

(This listing does not include all the issues fixed in BESRM 8.5.8)

Description of Feature
Backup jobs with command files would go into the pending state.
Managed backups with command files remained in pending state for the clients in Demilitarized Zone (DMZ).
It was not possible to upgrade Apache Tomcat on the BESRM machine.
Missed backups were not shown on the 'Status' page of BESR console.
Easy Installer (EI) creation would fail with the following error: Unable to create Easy Installer. Unable to generate GUID.

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Troubleshooting Information

The *Troubleshooting Information* section discusses information that should be submitted to Symantec when reporting problems with Backup Exec System Recovery Manager 8.5.8.

Troubleshooting Information

Gather all log files:**Manager:**

Axis.log --> (From the Console select Tools\View Server Log) or (From the server 'c:\Program Files\Backup Exec System Recovery\Manager\Services\tomcat\WebApps\axis\depot\logs\server')

Console:

ManagerConsole.log --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery Manager\Console'

Management Control:

Monitor.xml --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery Manager\Management Control'

PublishQ.xml --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery Manager\Management Control'

_PubLog.xml --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery Manager\Management Control'

EasyInstaller:

Loader.log --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery Manager\EasyInstaller'

All Install Logs --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery Manager\EasyInstaller'

Index Server:

IndexPublishQ.xml --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery Manager\Indexer Control'

_SoapIndexPublisherLog.xml --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery Manager\Indexer Control'

All other Index Logs --> 'C:\Program Files\Common Files\Symantec Shared\Indexing\SUIR' and 'C:\Program Files\Common Files\Symantec Shared\Indexing\SUIR\Logs'

BESR:

All BESR logs --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery\Logs'

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Troubleshooting Information

Enable Verbose Logging:

Management Control

1. Right Click on a Computer from the Manager Console.
2. Select Client Options
3. Select Management Control
4. Check at the bottom the option 'Verbose Logging'.

Performance

This section will detail performance and compatibility issues. This may be done in the form of charts, tables, etc.

Performance Issue

Due to a third party limitation Backup Exec System Recovery Manager 8.5.8 will not work in a non-DNS environment.

BE Retrieve Indexer:

Disk Usage

The Autonomy database used on each indexing server uses 1 KB of hard drive space per file or file version that is indexed. The current limitation for indexing per backup destination is 20 million files. Thus, the largest amount of free space would be 20 GB. The indexing volume must also contain at least 1.25 GB of free space. The indexing service will fail to function if the space requirements drop below this level.

Memory

Indexing is a memory intensive process and each indexing server needs more memory based upon the number of file versions that are indexed. A 10 million file index will require approximately 1.7 GB of RAM for the indexing process (SUIR.exe). This is in addition to memory needed for the OS and other BESR components and applications. All indexing servers would require at least 1 GB of free memory and likely 2 GB or more for best performance.

Performance

Indexing is heavily depended upon disk I/O speed. Faster disk subsystems will result in better indexing performance. For best performance the indexing database should be on a separate physical disk than the backup destination. In addition, indexing will be faster if the indexing database and the backup destination are on the same system. This avoids network traffic and authentication issues which slow indexing down. Indexing performance drops off significantly after about 4.5 million file versions per indexer. The more files in the index the longer it takes to index additional files.

General Performance Data using Intel P4 Xeon with Dual processors at 3.6 GHZ and fast hard drive subsystem and 2 GB RAM

Indexing Speed – 1 million files = 26 minutes (641 files per second)

Indexing Speed – 1 to 4 million files (480-600 files per second)

Indexing Speed > 4.5 million files (~ 120 files per second)