
PATROL[®] for Symantec NetBackup[™] by OTL Software

Release Notes

Version 2.6.01

May 18, 2011



These release notes contain more up-to-date information that may supplement or supersede information found in the *PATROL[®] for Symantec NetBackup[™] by OTL Software User Guide*.

The following topics are discussed:

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What's New

Version 2.6.01

There are no new features added in version 2.6.01 of *PATROL for Symantec NetBackup* by OTL Software.

Version 2.6.00

These topics describe the new features and enhancements added in version 2.6.00 of *PATROL for Symantec NetBackup* by OTL Software.

Symantec NetBackup Storage Monitoring

Disk storage monitoring is redesigned and separated into a new collector. Storage monitoring covers all Storage types including their Disk Pools and Disk Volumes across all Storage Servers. New parameters are added to monitor availability and capacity of all storage components.

Enhancements for Symantec NetBackup™ v7

This version of the product, is fully tested and new performance enhancements are added to support the latest *Symantec NetBackup™ v7*.

It is also tested on *Microsoft Windows 2008 R2* servers and some improvements were made.

Enhanced Robotic Libraries Monitoring

Robotic library monitoring now includes more media level monitoring. This includes monitoring *available, assigned, unassigned & scratch* media loaded in the robotic library.

Cleaning tapes loaded to the robotic library are monitored and alerted when the number of cleaning left runs low.

Robotic library state is monitored in detail to reflect the status of its robotic library drives.

A new parameter is added to display number of *UP* robotic library drives.

Enhanced Volume Pool Monitoring

Volume pool monitoring includes detail media level monitoring - *loaded, read-only, scratch, unassigned & unknown* media as well as the previous *active, empty, frozen, full & suspended* media monitoring.

Enhanced KM Monitoring Failover

KM failover now supports master/media servers clustered using *Oracle Solaris Cluster*, or *Veritas Cluster File System*, in addition to the *Veritas Cluster Server*. It is also possible to monitor in other cluster applications by configuring the remote PATROL Agent node login.

Using the Agent-to-Agent communication, the NetBackup KM can check the monitoring mode of the remote node and resume monitoring in the event of a failover. The same method can be used if the KM is installed on few nodes of the master/media server cluster.

The remote PATROL Agent node login includes a time-out and number of attempts, which are used before determining the remote monitoring status and to avoid immediate failover.

The remote PATROL Agent monitoring status checking can be disabled, if required. Then the failover follows the *master* cluster node or the *online* status of the cluster group associated with Symantec NetBackup.

Current monitoring status can be checked through parameter NBUMonitoringMode and new InfoBox items displaying the current active monitoring node.

Enhanced Job Monitoring

Few changes were made to the job collector mainly to improve the efficiency of the collector in large Symantec NetBackup installations. The initial collection cycle now queries only the jobs within the monitoring window. It is also possible to disable discovering ended jobs during initial cycle. This reduces the amount of data processed during initial collection cycle.

There is an auto-acknowledgement configuration menu to acknowledge the job status alarms/warnings set in the previous collections, if preferred. By using this menu, duplicate events can be avoided if the PATROL Agent is restarted.

Jobs associated to disabled policies are not discovered or monitored. This will allow disabling jobs at policy level.

New parameters are added at the container level to monitor the total number of *active*, *active-backup* & *active non-backup* jobs.

Enhanced Daemon Monitoring

Daemon monitoring is modified to support multiple processes when calculating memory size, CPU time and overall state.

Compatible with BMC ProactiveNet Performance Management v2.8

The BMC ProactiveNet Performance Management Portal integration is rebuilt using the latest SDK for Portal v2.8 and threshold settings are more appropriately configured.

Support for BMC Installation Utility

Additional installation files are included in the download to support *Installation Utility*.

Trial License Status

The free 30-day trial license for the NetBackup KM is loaded automatically, and the number of trial days left is displayed in the main container instance label.

What's Changed

Version 2.6.01

These topics describe the changes included in this version of *PATROL for Symantec NetBackup by OTL Software*.

Retried Backup Jobs

The parameter `NBUJobState` is set to *Requeued*, if the completion state of that job is *Done* with a *non-zero* exit status, while number of attempts is less than allowed retries. This will prevent sending job alerts prematurely while an automatic retry may succeed.

The new job states *In Progress/Error*, *Suspended* & *Incomplete* are added to `NBUJobState`. Jobs receiving erroneous exit status while they are still in progress are assigned to *In Progress/Error* state. As a result the `NBUJobState` to `NBUJobStatus` mapping is also changed. During upgrade previous `NBUJobState` to `NBUJobStatus` mapping configuration will be reset to default.

Version 2.6.00

These topics describe the changes included in version 2.6.00 of *PATROL for Symantec NetBackup by OTL Software*.

Enhanced Status Events

All events triggered by the NetBackup KM status parameters are changed to include the state information. Here is a sample status event from `NBUClientStatus`:

```
NetBackup client: otlsol01 is in <Client Down> status (state: <cannot ping the host>; duration: <0> minutes)
```

The event from NBUJobStatus includes more details, as shown in the sample below:

```
NetBackup job: OTL_Test:otlso106 @ 2010/11/09 18:00:00 is in <Error>
status (id: <263>; policy: <OTL_Test>; policy type: <Standard (0)>;
client: <otlso106>; schedule: <->; schedule type: <Incr>; media server:
<otlso105>; storage unit: <NBDS1>; attempt: <1>; completion status:
<Done>; exit status: <1>; state: <Error>; duration: <0> minutes)
```

NBULoginStatus, NBULicenseStatus & NBUNodeStatus events include the annotation, as shown in the sample below:

```
NetBackup node is in failure status
bprd          -> NOT RUNNING
bpdbm         -> NOT RUNNING
```

Changes to Media Parameters

NBUMediaAvailableCount and NBUMediaAvailablePercent parameters under NBU_POOL are renamed to NBUMediaUnassignedCount and NBUMediaUnassignedPercent respectively.

Changeable to KM Paths

NetBackup KM temporary paths (KM_TEMP & KM_DEBUG) can be changed using the menu **Configuration => Paths**.

Log files created by NetBackup KM scripts are retained and maintained under KM_TEMP for diagnostics.

Disabled Client and Policy Client Monitoring

By default, client & policy client monitoring are disabled. To enable follow the instructions in the User Guide, and increase instance limits using the menu **Configuration => Instance Limits**.

Master Server Node Status

Required daemons for determining master server node status is changed to not to include *ltid* and *avrd*. It includes only *bprd*, *bpdbm* & *vmd*.

Node Type Discovery

Type of the node is discovered through Symantec NetBackup commands instead of checking all master server names. In addition, if there is a node type change it will be rediscovered.

Updated Documentation

The User Guide and Online Help are updated to reflect all the above changes and new features.

Known Issues and Workarounds

This section lists all known issues with this release of *PATROL for Symantec NetBackup*, and their workarounds.

The *PATROL for Symantec NetBackup* does not support *cs.h*. The KM and Patrol user accounts on UNIX platforms must not be configured to use *cs.h*.

If the *PATROL Agent* version on the managed system is earlier than V3.5.30, *PATROL Central Consoles* does not display KM icons or images correctly.

If the *PATROL Central - Web edition* version is earlier than V7.5.50, the context sensitive online help gives an error message.

Corrected Problems

Version 2.6.01

The following problems were reported in earlier releases and have been corrected in this version of *PATROL for Symantec NetBackup*.

Problem Number	Corrected Problem	New Behavior
3215	Some registry query errors are not detected	Registry query error messages are added.
3216	No sudo requirement to create and manage permissions of NBU dir/files	Commands are changed to avoid using sudo.
3217	KM doesn't failover to the 1st node when remote checking is changed to disabled	Previous online node is ignored when remote checking is changed to disabled.
3218	Remote node name in KM status is empty	The variable is changed to read the remote node name.
3219	Blank node name added in the failover node list	Menu is corrected to ignore white spaces.
3220	Error state jobs don't get updated with new state	Error state is split in to In Progress/Error if the job is incomplete.
3222	Job menu fails to set 'ageing active' and 'ignore inactive initially' flags	Menu is corrected and flags are stored correctly.
3223	Device monitoring fails if the device host returns "-"	If the device host is not known the local node name is used.
3230	LoginStatus warning with STORAGE_LIST no storage servers found!	Error is now treated as no storage servers found and not warned.
3231	LoginStatus in warning and LibraryUpDriveCount is not set	The command is corrected.
3232	In summary text Robot Control Host and Path are not set	The command is corrected.
3234	Sudo path change is not read without an agent restart	Variable reset when the menu is used.

Problem Number	Corrected Problem	New Behavior
3243	NBULoginStatus warning on Media Server DEVICE_STATS:egrep: can't open bpdjobs.txt	DEVICE_STATS and LDEVICE_STATS are disabled on media servers.
3252	NBULibraryStatus false alarm	The command changed to detect the number of up drives which causes the NBULibraryStatus to alert.
3262	Mounting state may not be set	Scripts updated to process all possible fields of bpdjobs command output.
3263	NBUJobState is set to failed in AIX 5.3, while it is not	Software requirement in the user guide is updated to describe the OS command for increasing ncargs.

Version 2.6.00

The following problems were reported in earlier releases and have been corrected in version 2.6.00 of *PATROL for Symantec NetBackup*.

Problem Number	Corrected Problem	New Behavior
2980	Some parameters have incorrect >= or <= assignment on Portal	Direction is corrected for those parameters.
3204	Daemon details are not set on Solaris 10 when used with sudo	The command is corrected to work with Solaris 10 and sudo.
3205	NBUJobState set to Unknown, while it should be Error	All erroneous exit status is now set to Error correctly.
3208	Command Control is run with sudo even with NoLogin option	Sudo is set correctly to operate with NoLogin.
3149	Missing event definition for NBUMediaAvailablePercent	Parameter is renamed to NBUMediaUnassignedPercent and event is defined.

Open Problems

There are no problems open for this release of *PATROL for Symantec NetBackup by OTL Software*.

Product Installation

Installation instructions are provided in *PATROL for Symantec NetBackup by OTL Software User Guide*.

Product Documents

The following documents support the product:

Document	Publication Date
<i>PATROL for Symantec NetBackup by OTL Software User Guide</i>	May 18, 2011
<i>PATROL for Symantec NetBackup by OTL Software Release Notes</i>	May 18, 2011

Where to Get the Latest Product

Click [here](#) to check the latest versions of *PATROL for Symantec NetBackup by OTL Software* from OTL Software web site.