



Sun StorageTek™ Backup Manager Release Notes

Version 1.0

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Sun StorageTek Backup Manager Release Notes

The *Sun StorageTek Backup Manager Release Notes* contain important information about Sun StorageTek Backup Manager (SBM) release 1.0 software and information that was not available at the time the product documentation was published. Read this document so that you are aware of issues or requirements that can affect the installation and operation of the software.

The Release Notes consist of the following sections:

- [“Features in This Release” on page 1](#)
- [“System Requirements” on page 2](#)
- [“Known Issues” on page 5](#)
- [“Release Documentation” on page 18](#)
- [“Service Contact Information” on page 18](#)

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Features in This Release

Sun StorageTek Backup Manager software helps you visualize and monitor storage backup environments from a central location. SBM provides valuable information by integrating backup reporting from vendor applications into asset reporting from Sun StorageTek tape libraries.

As the backup administrator, you can increase the reliability of your backup and tape environments by reviewing the data in SBM reports.

- Backup Environment — SBM reports on the success or failure of backup jobs, where those backup jobs reside, and error code distribution.
- Tape Environment — SBM reports specific information collected from Sun StorageTek tape libraries such as online/offline status of library components, mount and dismount activity, and media retrieval and insertion rates.

SBM is flexible and easy to use, both in smaller environments as well as large scale data centers.

System Requirements

TABLE 1 lists the system requirements for the Sun StorageTek Backup Manager software.

TABLE 1 Sun StorageTek Backup Manager Requirements

Installation Component	Version Information
Operating System: UNIX	Software: <ul style="list-style-type: none">• Solaris 10 11/06 Operating System (minimum) SPARC• Solaris 10 11/06 Operating System (minimum) x86 Hardware: <ul style="list-style-type: none">• 1 CPU (1 GHz or higher)• 2 GB RAM• Minimum of 5 GB available disk space
Operating System: Windows	<i>[Applicable to TSM Backup Agent only]</i> Software: Windows 2003 Standard or Enterprise Edition (recommended) w/ SP1 Windows 2003 Standard x64 or Enterprise x64 Edition (recommended) w/ SP1 Hardware: <ul style="list-style-type: none">• 1 CPU (1 GHz or higher)• 1 GB RAM• 500 MB available disk space
Database Server: PostgreSQL	PostgreSQL 8.2.3 (64-bit)

TABLE 1 Sun StorageTek Backup Manager Requirements (*Continued*)

Installation Component	Version Information
Web Application Server: GlassFish	<ul style="list-style-type: none">• Sun Java System Application Server Platform Edition 9.1• Sun recommended patch cluster, available on SunSolve (http://sunsolve.sun.com/pub-cgi/show.pl?target=patchpage)• See the GlassFish document at: https://glassfish.dev.java.net/nonav/javaee5/docs/SJSASEERN.pdf <p>Note: The SBM application requires jdk-1_5_0_09 (SPARC) or jdk-1_5_0_11 (x86) and is installed during preinstallation.</p>
Tape Library: STK Agent	<p>Supported Tape Library Models:</p> <ul style="list-style-type: none">• L20, L40, L80, L180, L700, L700e, L1400 <p>Library Prerequisites:</p> <ul style="list-style-type: none">• Version 1.0 & 2.0 of the SUN StorageTek SNMP MIB• Requires version 2.11.01 or higher firmware on L20/L40/L80 libraries• Requires version 3.01.02 or higher firmware on L180/L700/L1400 libraries• SNMP enabled on the library• Network connectivity to the library
Tape Library: ACSLs Agent	<p>Supported Tape Library Models (ACSLs or ACSLS High Availability):</p> <ul style="list-style-type: none">• L20, L40, L80, L180, L700e• SL500 (requires ACSLS 7.1)• SL8500 (requires ACSLS 7.1)• PowderHorn 9310• TimberWolf 9740• 4410/Genesis ACS <p>Library Prerequisites:</p> <ul style="list-style-type: none">• Version 6.0/7.0/7.1 on Solaris 9/10 ACSLS API• Agent cannot be installed on ACSLS server or backup application server• Network connectivity to ACSLS server
Backup Software: Legato Agent	<p>Backup Application:</p> <ul style="list-style-type: none">• NetWorker 6.1, 7.0 (Windows)• NetWorker 6.1, 7.0-7.3 (Solaris)• Sun StorageTek Enterprise Backup Software 7.0-7.3 <p>Backup Server Platforms:</p> <ul style="list-style-type: none">• Solaris 9 and Solaris 10• Windows 2000 /2003 <p>Backup Server Prerequisites: (Refer to the <i>Sun StorageTek Backup Manager Installation Guide</i>.)</p> <ul style="list-style-type: none">• Network connectivity to master backup server (For example, you can use RSH/SSH to connect the agent remotely to the master server.)

TABLE 1 Sun StorageTek Backup Manager Requirements (Continued)

Installation Component	Version Information
Backup Software: NetBackup Agent	Backup Application: <ul style="list-style-type: none">• NetBackup 5.x & 6 Backup Server Platforms: <ul style="list-style-type: none">• Solaris 9 and Solaris 10• Windows 2000/ 2003 Backup Server Prerequisites: (Refer to the <i>Sun StorageTek Backup Manager Installation Guide</i> .) <ul style="list-style-type: none">• Network connectivity to the master backup server (For example, you can use RSH/SSH to connect the agent remotely to the master server.)
Backup Software: TSM Agent	Backup Application: <ul style="list-style-type: none">• TSM 5.2, 5.3 Backup Server Platforms: <ul style="list-style-type: none">• Solaris 10• Windows 2000/2003 server Note: The TSM Agent runs on a Windows server and communicates with backup server platforms that run Solaris 10 and Windows and 2000/2003. Backup Server Prerequisites: (Refer to the <i>Sun StorageTek Backup Manager Installation Guide</i> .) <ul style="list-style-type: none">• Network connectivity to the TSM server• Configured ODBC Data Source Name (DSN) on the Windows server• Obtained a valid login and password on the TSM server with permissions the TSM agent can use to log into and issue queries for each TSM database connection
Web Client: UNIX	Hardware: <ul style="list-style-type: none">• Solaris 10 11/06 Operating System (minimum) SPARC• Solaris 10 11/06 Operating System (minimum) x86 Software: <ul style="list-style-type: none">• Mozilla 1.4 and above• Netscape 6.2 and above• FireFox 1.0 and above
Web Client: Windows	Operating Systems: <ul style="list-style-type: none">• Windows XP and Windows Server 2003 Software: <ul style="list-style-type: none">• Internet Explorer 6.0 and above• Mozilla 1.4• FireFox 1.0 and above• Netscape 6.2 and above

Known Issues

The following sections provide information about known issues and bugs filed against this product release:

- [“Installation Issues” on page 5](#)
- [“Application Issues” on page 10](#)
- [“Backup Agent Issues” on page 11](#)
- [“ACSLs Agent Issues” on page 12](#)
- [“Legato Agent Issues” on page 14](#)
- [“Operational Information” on page 15](#)

A description of each known issue or bug is preceded by its Change Request (CR) number. If a recommended workaround is available for a bug, it follows the description.

Installation Issues

- [Data Acquisition Agents Are Not Listed on Admin Page](#)
- [Application Server Does Not Have Startup Script for Rebooting the Server](#)
- [De-Installer Does Not Remove GlassFish /tmp Files](#)
- [De-Installer Does Not Remove UNIX Accounts](#)
- [GlassFish Application Server Sometimes Crashes After Installation](#)
- [Installation Does Not Support Multiple GlassFish Servers in the Same Environment](#)
- [Web Application Hangs When Reinstalling SBM Database](#)

Data Acquisition Agents Are Not Listed on Admin Page

CR 6632331, CR 6631122 — In multiprocessor SPARC or x64 system environments, the Data Acquisition Agents might not be listed under Admin > Data Acquisition Agents > Configure Agents after you install the software.

Workaround — Manually stop and restart the agents using the following procedure. (See “SBM Agent Control Commands” in the *Sun StorageTek Backup Manager Administration Guide* for a listing and description of the agent commands.)

1. Log in to the SBM server as `root`.

2. Run the following command to view the list of installed agents:

```
svcs -a | grep sbm/agent
```

3. Disable all the agents installed using the `svcadm disable agent_name` command.

4. Restart each agent in the following order:

1. Sun Routing Agent
2. Data Acquisition Agents (Sun NetBackup Agent, Sun Legato Agent for NetWorker, Sun STK Library Agent, Sun ACSLS Library Agent)
3. Sun Data Aggregator

For example, to disable and enable the aggregator agent, enter the following commands:

```
svcadm disable aggregator
```

```
svcadm enable aggregator
```

After you restart each installed agent, the agents will be listed on the Admin > Data Acquisition Agents > Configure Agents page.

Application Server Does Not Have Startup Script for Rebooting the Server

CR 6562379 — All SBM agents and database processes are controlled by the Service Management Facility (SMF). You can stop and start these processes using the SMF utility. On reboot, SMF utility detects if these components are down and restarts them. For this release, starting and stopping the SBM application server is not controlled by SMF.

Workaround — If the application server goes down, you must manually restart the application server as described in the following procedure.

▼ Starting the Application Server

1. **Log in to SBM server as root.**

2. **Log in as sbmapp user:**

```
su - sbmapp
```

3. **Change to the following directory:**

```
cd /opt/sbm/sbmapp/glassfish/bin
```

4. **To start the application server, issue the following command:**

```
./asadmin start-domain domain1
```

A messages informs you that the application server has started.

If the application server fails to start, contact Sun support.

De-Installer Does Not Remove GlassFish /tmp Files

CR 6571953 — If you attempt to delete the SBM user accounts `sbmapp`, `sbmdb`, and `sbm` while the GlassFish server is running, problems will occur when you try to reinstall the SBM application.

The GlassFish server creates temporary files in the `/tmp` directory. If the accounts are deleted and re-created while GlassFish is running, GlassFish cannot map the SBM user account that owns the file with its corresponding UID value and fails to remove the temporary files.

Workaround — Stop the GlassFish server before deleting the SBM user accounts.

De-Installer Does Not Remove UNIX Accounts

CR 6566017 — The installation process creates a user account for each of the major SBM components: `sbm`, `sbmapp`, and `sbmdb`. When you uninstall the SBM software, these accounts are not removed from the system.

Workaround — Manually remove the `sbm`, `sbmapp`, and `sbmdb` accounts and the SBM install directory after all the components are removed. See the following procedure.

▼ Removing SBM User Accounts

1. **Log in as root to the SBM server.**
2. **Run the `userdel` command for each SBM user account.**

```
# userdel -r sbm
# userdel -r sbmdb
# userdel -r sbmapp
```

Result:

- The entries are removed from the `/etc/passwd` file.
 - The corresponding user home directory is removed.
3. **Run the `groupdel` command for each SBM user account.**
- ```
groupdel sbm
```

```
groupdel sbmapp
groupdel sbmdb
```

**Result:**

- The entries for sbm, sbmapp, and sbmdb users are removed from the `/etc/passwd` file.
- The entries for sbm, sbmapp, and sbmdb users are removed from the `/etc/group` file.

## GlassFish Application Server Sometimes Crashes After Installation

**CR 6585393** — During testing, it was determined that use of the UNIX `script` command caused the GlassFish application server to shutdown unexpectedly.

**Workaround** — Manually restart the application server as described in [“Starting the Application Server” on page 10](#).

## Installation Does Not Support Multiple GlassFish Servers in the Same Environment

**CR 6564216** — The installation process does not detect if other instances of GlassFish server are installed on the system.

**Workaround** — Before installing the prerequisite software, verify if any other instances of GlassFish servers are running in the environment. If an existing GlassFish server is running on the default port (4848), configure the SBM GlassFish server to run on another port, as described in the following procedure.

### ▼ Changing the GlassFish Server Port

The following procedure shows the GlassFish server running on the default port 4848.

**1. Log into the admin console of the GlassFish server.**

`http://SBM management server:4848`

The defaults provided by GlassFish are user name: admin and password: adminadmin.

**2. From the left menu tree, click Application Server.**

**3. To stop the GlassFish server, click Stop Instance.**

4. Log into the SBM server using the `sbmapp` user account.
5. Go to the GlassFish server installation root directory located at:  
`/opt/sbm/sbmapp/glassfish`
6. Edit the configuration file:
  - a. Open the file `domain.xml`, located in the GlassFish server installation root directory:  
`glassfish_install_root_directory/domains/domain1/domains/domain1/config/`
  - b. Search for the word `port`.
  - c. Specify a new port number.
  - d. Review all port settings to make sure that all port values contain non-conflicting numbers.
  - e. Save and close the `domain.xml` file.
7. Restart the GlassFish server by issuing the following command:  
`glassfish_install_root_directory/bin/asadmin start-domain`
8. To verify the SBM application is running on the new port, log into the web server using the new HTTP listening port:  
`http://SBM_management_server:new_listening_port`

For more information about the GlassFish server, see Chapter 1 (page 25) of the following document:

<https://glassfish.dev.java.net/nonav/javaee5/docs/SJSASEEIG.pdf>

## Web Application Hangs When Reinstalling SBM Database

**CR 6583318** — The application server becomes non-responsive if the database is the only SBM component to be reinstalled.

**Workaround** — Manually stop and restart the application server as described in the following procedures.

### ▼ Stopping the Application Server

1. Log into the SBM server as `root`.
2. Log in as `sbmapp` user:  
`su - sbmapp`

**3. Change to the following directory:**

```
cd /opt/sbm/sbmapp/glassfish/bin
```

**4. To stop the application server issue the following command:**

```
./asadmin stop-domain domain1
```

A message informs you that the application server has stopped.

## ▼ Starting the Application Server

**1. Log in to SBM server as root.**

**2. Log in as sbmapp user:**

```
su - sbmapp
```

**3. Change to the following directory:**

```
cd /opt/sbm/sbmapp/glassfish/bin
```

**4. To start the application server issue the following command:**

```
./asadmin start-domain domain1
```

A messages informs you that the application server has started.

If the application server fails to start, contact Sun support.

## Application Issues

- [ACSL Statistics Charts Are Blank](#)
- [SBM Does Not Support Partitioned Libraries](#)
- [Validation of Remote Operating System Fails for NetBackup and Legato Agents](#)

### ACSL Statistics Charts Are Blank

**CR 6580028** — The tape library Statistics Report displays blank graphs for all libraries that are monitored by the ACSLS agent. The interface used by the ACSLS agent to extract information from the libraries does not support the gathering of the required statistical data.

## SBM Does Not Support Partitioned Libraries

**CR 6574022** — The tape library agent does not gather information related to partitioning. When reporting on a partitioned library, the SBM agent will report the correct configuration information; that is, a single partitioned library is reported as two separate libraries in the SBM data. However, no specific partitioning information is collected or reported on.

## Validation of Remote Operating System Fails for NetBackup and Legato Agents

**CR 6582320** — The validation process considers all strings that contain the text “unix”, “sol” or “win” as valid. Because an exact comparison is not performed on the strings, incorrect values such as “unixttt” might be accepted and cause the agent to be incorrectly configured.

**Workaround** — When specifying the operating system use the following rules.

For Windows Backup Master servers enter:

- The specific string “win”

For UNIX master servers one of the following:

- The specific string “unix”
- The specific string “sol”

## Backup Agent Issues

- [Agents Collecting in Remote Mode Require Specific Identity Key](#)
- [Agent Reports Different Error Messages Generated by UNIX and Windows Backup Master Servers](#)

## Agents Collecting in Remote Mode Require Specific Identity Key

**CR 6554287** — Agents that collect data in remote mode must be named `id_dsa` or `id_rsa`. Naming identity keys other than the default names is not supported by the agents.

**Workaround** — To successfully collect data remotely, you must configure the agents exactly as described in Appendix B of the *Sun StorageTek Backup Manager Installation Guide*.

## Agent Reports Different Error Messages Generated by UNIX and Windows Backup Master Servers

**CR 6573607** — The SBM backup agents generate different error messages for the same error condition, depending on the backup master server platform that it is remotely communicating with.

- If the SBM backup agent is communicating with a Windows backup master server, the agent reports the exact error message generated by the error condition.
- If the SBM backup agent is communicating with a UNIX backup master server, the agent reports a more generic error message about the error condition.

### *Example Error Messages*

- If the backup master server is a Windows server, the error text would be similar to:

```
"Error! Executing the '<command>' command on host '<host>' returned 'user id was not superuser (140)'. Check your configuration settings."
```

where *<command>* is the remote command being executed on the backup master server *<host>*.

- If the backup master server is a UNIX server, the generic error text for no data being returned would be similar to:

```
"no data returned for '<command>' command on host '<host>'. Possible configuration problem."
```

where *<command>* is the remote command being executed on the backup master server *<host>*.

## ACSLs Agent Issues

- [ACSLs Agent Does Not Populate Some Data Fields](#)
- [ACSLs Agent Does Not Respond](#)
- [Agent Goes Into Maintenance Mode](#)
- [SSI and ACSLS Server Communications Problems](#)

## ACSLS Agent Does Not Populate Some Data Fields

**CR 6580042** — The Tape Library Details pages do not report on certain fields for tape libraries that are monitored by the ACSLS agent. The interface used by the ACSLS agent to extract information from the libraries does not gather the required statistical data. Fields that are not populated are as follows:

- **Tape Library Details: Status page**
  - F/W Revision
- **Tape Library Details: Configuration page**
  - Firmware
  - Build Date
  - IP Address
  - F/W Revision
  - WW Port Name
  - Interface Address
  - Interface Type

## ACSLS Agent Does Not Respond

**CR 6552209** — If the ACSLS is not configured properly, the agent will become non-responsive. A non-responsive agent could be caused by:

- Communication problem
- Configuration problem
- Agent is collecting from a very large tape library environment

**Workaround** — Contact Sun Support for information about how to correct the problem. See [Service Contact Information](#).

## Agent Goes Into Maintenance Mode

**CR 6575319** — In certain scenarios, an agent will switch to maintenance mode when you manually stop the agent using the Service Management Facility (SMF) command.

If a communication or configuration exists in the environment, the SMF cannot gracefully shut down the agent or the SSI processes. In this case, the agent will be put into maintenance mode.

**Workaround** — Contact Sun Support for information about how to correct the problem.

## SSI and ACSLS Server Communications Problems

**CR 6581537** — If communications problems exist between the SSI and ACSLS servers, the ACSLS agent might need restarting, and you need to be aware of certain shutdown/restart considerations.

**Workaround** — Contact Sun Support for information about how to correct the problem. See [Service Contact Information](#).

## Legato Agent Issues

- [Legato Agent Reports Client Named <SEVERE>](#)
- [Legato Agent Reports Different Error Messages Generated by UNIX and Windows Backup Master Servers](#)

### Legato Agent Reports Client Named <SEVERE>

**CR 6557532** — If the NetWorker (Legato) agent is configured to connect to a client that does not exist, the agent will report the client as <SEVERE>.

**Workaround** — The NetWorker backup administrator should check and correct the configuration problem on the backup master server.

### Legato Agent Reports Different Error Messages Generated by UNIX and Windows Backup Master Servers

**CR 6573607** — The SBM backup agents generate different error messages for the same error condition, depending on the backup master server platform that it is remotely communicating with.

- If the SBM backup agent is communicating with a Windows backup master server, the agent reports the exact error message generated by the error condition.
- If the SBM backup agent is communicating with a UNIX backup master server, the agent reports a more generic error message about the error condition.

#### *Example Error Messages*

- If the master server is a Windows server, the error text would be similar to:

```
"Error! Executing the '<command>' command on host '<host>' returned 'user id was not superuser (140)'. Check your configuration settings."
```

where *<command>* is the remote command being executed on the master server *<host>*.

- If the master server is a UNIX server, the generic error text for no data being returned would be similar to:

```
"no data returned for '<command>' command on host '<host>'. Possible configuration problem.
```

where *<command>* is the remote command being executed on the backup master server *<host>*.

## Operational Information

- [Client Jobs Details Page Displays Numeric Status Code Column](#)
- [NetBackup Server Root/Administrator Requirement](#)

### Client Jobs Details Page Displays Numeric Status Code Column

From the Client Jobs Details page you can review the distribution of errors for the selected backup master server. The SBM application standardizes the Job Status numerical values for the success, partial, and failure states.

| Code | Description                     |
|------|---------------------------------|
| 0    | Success                         |
| 1    | Partial                         |
| > 1  | Failure (general error message) |

Each SBM backup agent reports its own unique set of error codes.

| Agent/Error Code         | Description |
|--------------------------|-------------|
| TSM agent                |             |
| 8100                     | Failed      |
| 8200                     | Missed      |
| Legato (NetWorker) agent |             |

| Agent/Error Code | Description                                                                                                                                           |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9100             | Failed                                                                                                                                                |
| 9200             | Never Started                                                                                                                                         |
| NetBackup agent  | SBM reports the status code and error message exactly as it is supplied by the NetBackup product. For more information, see the vendor documentation. |

## NetBackup Server Root/Administrator Requirement

Every effort was made to collect data from NetBackup master servers as a non-root or administrator user, but several of the NetBackup commands require the user to be a superuser.

When these commands are attempted as a non-root or administrator user, an error is returned as shown in the following examples:

### EXAMPLE 1

```
$ /usr/opensv/netbackup/bin/admincmd/bpdbjobs
bpdbjobs: must be superuser to execute
```

### EXAMPLE 2

```
$ /usr/opensv/netbackup/bin/admincmd/bppllist
user id was not superuser (140)
```

### *Authorized.txt File*

Adding the non-root user to the `authorized.txt` file (located in `NetBackup_Install_Path/var`) allows the user to run some of the NetBackup commands, but not all of them. The `bppllist` command that returned the “user id was not superuser (140)” was unaffected by the changes to the `authorized.txt` file.

The agent requires the policy list returned by `bppllist` to run most of the other commands that populate the backup agent tables.

## *Enhanced Authorization and Authentication Methods*

Attempts to modify the authentication method files in `NetBackup_Install_Path/var/auth` caused problems in the environment, such as communication problems between the servers and clients, and caused all jobs to fail. This method of authorization and authentication is scheduled to be removed from the NetBackup software in the next major release (7.0). Veritas is transitioning to the Veritas Security Service (VxSS).

## *Veritas Security Service (VxSS)*

Attempts to install and configure the VxSS processes caused problems in the environment. When enabled, VxSS blocked `root` user access to the Administration Console on the NetBackup Master server. This would be unacceptable in all NetBackup environments. Even if it was possible to set up VxSS to allow a non-root user to issue commands, it would be environment-specific and the chances of adversely impacting the environment would be high.

## Documentation Issues

### *Sun StorageTek Backup Manager Installation Guide Corrections*

Appendix B, Connecting to a NetBackup UNIX Master Server Using SSH, page 5

- Delete the following step from the procedure:

#### **5. Set a password for the SBM user.**

It is not necessary to set a password for the SBM user.

- In step 7., change the copy command to the following:

```
scp -p id_dsa.pub root@backup_masterserver_hostname:~/.ssh/id_dsa.pub.sbm
```

Appendix D, Running the Uninstall Script, page 70

- Remove the Question and Explanation/Action section. The de-installer script removes these files without prompting you for a response.

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# Release Documentation

In addition to these release notes, the following documentation is posted on the Documentation web site at:

<http://docs.sun.com/app/docs/prod/stortek.bumgr10>

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| <b>Title</b>                                              | <b>Part Number</b> |
|-----------------------------------------------------------|--------------------|
| <i>Sun StorageTek Backup Manager Installation Guide</i>   | 820-2327-10        |
| <i>Sun StorageTek Backup Manager Administration Guide</i> | 820-2328-10        |

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# Service Contact Information

If you need help installing or using this product in the United States, call 1-800-USA-4SUN, or go to:

<http://www.sun.com/service/contacting/index.html>