# NetBackup™ Emergency Engineering Binary Guide

Release 11.0 and 11.x

Document Version 11

COHESITY

# NetBackup™ Emergency Engineering Binary Guide

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## Cohesity Support

### Reach Cohesity Support

There are several ways to create a Cohesity support case.

- Go to Cohesity Support, to search in our knowledge base; or contact us by phone - United States and Canada: 1-855-9CO-HESI (926-4374), option 2.
- Log in to the Cohesity Support Portal to create a new case.
- Click the (**?**) icon on the Cohesity UI and select Support Portal.

### Support/Service Assistance

First, contact the Service Provider that you have contracted for service and support. If you work directly with Cohesity and have a product warranty/entitlement, repair pricing, or technical support-related question, see your options below:

- To find solutions to your product issues or for suggestions or best practices, visit the Cohesity Knowledge Base.
- Log in to the Cohesity Support Portal to create a new case.
- To monitor your open cases, log in to the portal and click the **Cases** tab on the home page. This page should have all the case statuses and updates. You can also view individual case status.

## Cohesity Software Running on Partner Hardware

For Cohesity software running on qualified third-party hardware, the following support workflow applies:

1. The customer may contact Cohesity Support first if the issue cannot be determined as a hardware issue.

   **Note:** Cohesity cannot process hardware replacement requests for partner hardware.

2. Cohesity Support triages the issue. If it is a software issue, Cohesity Support continues to work on it.
3. If it is a hardware/firmware issue or is suspected to be a hardware/firmware issue, Cohesity provides information about the issue to the customer and requests that the customer open a support ticket with the appropriate partner.
4. If needed, Cohesity Support can join a three-way call with the partner and the customer.
5. The customer informs Cohesity Support on the progress of the partner's case.

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Chapter 1

# NetBackup release content listings

This chapter includes the following topics:


- About NetBackup release content listings
- About the NetBackup "known issues" documentation conventions


## About NetBackup release content listings

Each release of NetBackup incorporates fixes to several known issues that affected previous versions of NetBackup. Some of these fixes are associated with the customer-specific issues that have been documented in the form of customer cases. Several of the customer-related fixes that are incorporated into each release are also made available as emergency engineering binaries (EEBs).

The *NetBackup Emergency Engineering Binary Guide* contains the following information:

- Tables that list the EEBs that were incorporated into NetBackup releases
- Release content listings of some of the known issues that were fixed in NetBackup releases

The *NetBackup Emergency Engineering Binary Guide* is published for each major release and minor (single-dot) release. The guide is then periodically updated to include the EEB and release content listings for subsequent double-dot and triple-dot releases.

Much of the information that is found in the *NetBackup Emergency Engineering Binary Guide* can also be found on the Cohesity Services and Operations Readiness Tools (SORT) website using the NetBackup Hot Fix and EEB Release Auditor widget.

See “About Cohesity Services and Operations Readiness Tools” on page 80.

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**Note:** If you do not see information about an EEB or a fixed issue that you expected to see in the *NetBackup Emergency Engineering Binary Guide* or in SORT, contact Cohesity Support.

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# About the NetBackup "known issues" documentation conventions

The following items describe the conventions used in the NetBackup known issues listings:

- **Etrack Incident**
  Notes the Etrack number that targets a release
- *Associated Primary Etrack*
  An additional Etrack number that exists in the incident hierarchy
- *Associated Service Request Etrack*
  The Etrack that is associated with the customer support service request
- *Description*
  Describes a particular issue that has been fixed in a release, as well as additional notes and workarounds (if available).
  Workarounds can be used instead of applying the patch, however, Cohesity recommends the best practice of operating at the latest available NetBackup release level.
- ***Description* or ***Etrack number*
  Describes a critical issue or an issue that can lead to a potential data loss that has been fixed in this release
  Please read these issue descriptions carefully. In some cases, a Tech Alert link is provided.

Chapter 2

# EEBs and other known issues resolved in NetBackup 11.2.0.1

This chapter includes the following topics:


- Previous EEBs now resolved in NetBackup 11.2.0.1
- Other known issues resolved in NetBackup 11.2.0.1


## Previous EEBs now resolved in NetBackup 11.2.0.1

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.2.0.1 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the Cohesity Services and Operations Readiness Tools (SORT) website.

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2.0.1

| Etrack number | EEB description |
|---|---|
| 4229261 | Expired images were not removed from the deduplication pool or catalog, which prevented space reclamation and reduced storage efficiency. |

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2.0.1 *(continued)*

| Etrack number | EEB description |
|---|---|
| 4230389 | After a bare metal restore, localized known folders were recovered with English names instead of the local language. |
| 4233468 | When the most recent backup image for a client did not contain any of the selected files, the warming operation was skipped during restore. |
| 4234557 | A full NDMP backup of a single volume failed. |
| 4233984 | Optimized duplication did not work for checkpoint restart backup images, and duplication failed with a media open error. |
| 4232237 | Duplication to storage failed with a media open error and an image open failure. |
| 4232120 | Cloud object store backups experienced a performance problem during suspend and resume operations. |
| 4233057 | Upgraded Spring to 6.2.19 and log4j to 2.25.4. |
| 4232807 | Upgraded Apache Tomcat to 10.1.57 |
| 4230373 | After an upgrade, restores failed on one snapshot manager because of the number of free-form tags on the instance. |
| 4222287 | A cross-account restore from a snapshot failed a prerecovery check because the disk encryption key did not exist or was disabled for the source disk. |
| 4224069 | Backup from snapshot and snapshot manager jobs queued because a resource limit was reached. |
| 4226797 | In NetBackup Snapshot Manager, when a virtual machine was restored, the volume type was not restored correctly. |
| 4230086 | Upgraded VRTSPostgres to version 14.23.1.0 to address PostgreSQL vulnerabilities. |
| 4233527 | A security vulnerability was resolved in NetBackup. |
| 4233259 | Upgrade OpenSSL 3 to 3.0.21 and OpenSSL legacy to 1.0.2zq for clients. |
| 4234178 | A security vulnerability was present in a core platform component. |
| 4233619 | Resolved an Azure credentials mapping problem affecting restore operations in NetBackup. |
| 4230045 | A Janus primary server package was required to apply a patch. |

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2.0.1 *(continued)*

| Etrack number | EEB description |
|---|---|
| 4225527 | Upgrade OpenSSL to 1.0.2zp for NetBackup 10.3.0.1. |
| 4230893 | Security updates were required for the NetBackup 11.2 server. |
| 4233880 | A security vulnerability affected the PostgreSQL and MySQL database agents. |
| 4230453 | Updated VDDK to 9.1.0.0 |
| 4234243 | A security vulnerability affected catalog binaries. |
| 4230513 | Upgrade PostgreSQL to 16.14.1.0 to address PostgreSQL vulnerabilities. |
| 4229219 | Malware scanning failed when back-level media was used. |
| 4228903 | NAS backup policy failed with status 84 because checksum verification failed for an accelerator job. |
| 4229222 | A special build for S3 import functionality was required to validate ongoing feature development for import operations. |
| 4225218 | A malware scan hung in the activity monitor when all scan hosts were deactivated and an automatic scan job started. |
| 4230097 | vCenter discovery failed after an upgrade to NetBackup 10.5.0.1. |
| 4229749 | Replication jobs that used the storage plug-in hung when multiple threads wrote job detail messages at the same time. |
| 4218396 | In the web UI, VMware discovery reported a failed status for a vCenter server. |
| 4221772 | During restore of an Azure virtual machine, the web UI did not list all available subscriptions. |
| 4229457 | Because of database slowness, some catalog backup streams failed. |
| 4227160 | In the web UI, the primary server failed to load jobs in the activity monitor because the jobs cache database did not initialize. |
| 4231043 | A test build was required to validate packaging changes. |
| 4229395 | A NetBackup media server process (bpdm) crashed with a segmentation fault (SIGSEGV) during an optimized duplication or AIR operation using the SpanFS (DirectIO) OST plug-in. |
| 4234063 | During restore in the web UI, some UNC backup images were not found and recovery could not be performed. |

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2.0.1 *(continued)*

| Etrack number | EEB description |
|---|---|
| 4228382 | After the Japanese language pack was applied, the Backup, Archive, and Restore interface hung on startup at the splash screen. |
| 4231385 | SharePoint granular restore failed with a policy restore error after SharePoint updates were installed. |
| 4226081 | On passive cluster nodes, the resource state was reported incorrectly, which caused a false indication that the application was active on multiple nodes. |
| 4229256 | There was no option to force proxy socket pairs to use ports within the configured client port window range. |
| 4228915 | During differential incremental backup of MongoDB, some files were missed and lost on restore even though the operation reported success. |
| 4228454 | Non-granular Microsoft Exchange full backups failed with a status 130, while cumulative incremental backups succeeded. |
| 4226862 | Temporary batch files were not deleted when parallel SQL backup operations were enabled. |
| 4233967 | After an upgrade, manually started SQL intelligent policy backups failed with a status 200 error and could not connect to the agent service. |
| 4229303 | Unable to extract a PostgreSQL backup after restoring it. |
| 4231756 | Full and differential backups of SQL Server 2025 secondary replicas ran as copy-only backups even when the copy-only option was disabled. |
| 4219906 | Because of a large number of snapshots, discovery took too long and blocked the restore operation during validation. |
| 4231602 | A multi-tenant access zone configuration prevented the backup host from connecting to snapshot exports, which caused backup from snapshot to fail. |
| 4212674 | After an upgrade, the snapshot manager frequently became unresponsive because the listener component became unhealthy. |
| 4226217 | Backup from snapshot failed with a status 6 error because no resources were available to launch the data mover before it timed out. |
| 4229701 | Backups of large AWS RDS Oracle databases failed because the session and renewal timeout values were fixed and could not be adjusted. |
| 4232506 | The snapshot manager listener became unhealthy when transient message failures could not be retried. |

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2.0.1 *(continued)*

| Etrack number | EEB description |
|---|---|
| 4229809 | Policy creation with a WORM storage unit failed because the application log backup schedule used a default retention that could not be changed. |
| 4226075 | In the Java console, virtual machine restore reported that only administrators were allowed to use the option when single sign-on was used. |
| 4231138 | Snapshot backup of multiple KVMs failed because they tried to write to the same overlay file. |
| 4230835 | Backup and restore functionality for the virtualization platform, including automated recovery and storage support, was not available. |
| 4232812 | In Flex, backup jobs intermittently hung and showed no progress, and manual jobs could not be started during the problem. |
| 4232490 | The nbpas process crashed during NetBackup startup on the Janus V2 platform. |
| 4225533 | The device and library management processes hung when the robotic library was restarted. |
| 4232242 | After upgrade to NetBackup 10.4, some VMware policies that used the query operator could not be run, saved, edited, or copied. |
| 4233298 | The command to cancel a backup image failed with a status 220 error in D-NAS backups. |
| 4232622 | The NBSL service crashed after a Hyper-V policy was edited in the NetBackup web UI. |
| 4233465 | NetBackup 11.1.0.2 clients could not run on SLES 16 because of an unsupported system call. |
| 4228467 | The image expiration job hung, which caused snapshots to accumulate. |
| 4230987 | Idle workflow containers were not removed. |
| 4230327 | The parent backup job attempted to export indefinitely and did not complete. |
| 4233706 | Accelerator-enabled backups failed with a status 14 error because of a checksum mismatch. |
| 4229097 | As Azure changed to partitioned CRLs, NetBackup's certificate validation broke due to cache collisions. |
| 4229315 | Backup from snapshot jobs became stuck and did not write any data. |

**Table 2-1** Previous EEBs now resolved in NetBackup 11.2.0.1 *(continued)*

| Etrack number | EEB description |
|---|---|
| 4224304 | Cloud discovery only partially succeeded because a stale disk appeared on the volume. |
| 4225543 | The cloud extension did not trigger the expected number of backup from snapshot jobs. |
| 4231589 | The backup policies probe failed on primary servers because the policy list command returned an unsupported command error. |
| 4225401 | The image list command reported a negative fragment size for a cloud disk snapshot. |
| 4233826 | After an upgrade to NetBackup 11.1, the outbound network service leaked memory on AIX clients. |

# Other known issues resolved in NetBackup 11.2.0.1

**Etrack Incident: 4230473**

- Associated Primary Etrack: 4229583
- Associated Service Request Etrack(s): 4230327
- Description:
  In NetBackup 11.1.0.2, a parent backup job of the cloud snapshot workload repeated the export operation indefinitely. A stale lock in the database caused every export request to return an operation-already-in-progress error. The job held its allocated job units, stopped child jobs from starting, and did not respond to a cancel request from the NetBackup web UI. This issue affected Backup From Snapshot jobs that protected multi-disk virtual machines through a media server.

**Etrack Incident: 4230991**

- Associated Primary Etrack: 4230982
- Associated Service Request Etrack(s): 4230981
- Description:
  In NetBackup 11.1, the deployment of the NetBackup Snapshot Manager (BYOL) CloudFormation template from the AWS Marketplace failed.

**Etrack Incident: 4231685**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  In NetBackup 11.2.0.1, the Cloud object store workload wrote excessive and repetitive entries to the logs. The logs grew rapidly, consumed disk space, degraded performance, and made actual errors difficult to identify.

**Etrack Incident: 4233411**

- Associated Primary Etrack: 4232894
- Associated Service Request Etrack(s): 4232893
- Description:
  In NetBackup 11.1.0.2 on Red Hat Enterprise Linux, the NetBackup web UI accepted a cloud policy that used a storage lifecycle policy with two backup-from-snapshot operations. This configuration is not supported, but the web UI did not display an error as it does for a NAS data protection policy. Cloud policies that protected Amazon DynamoDB assets were affected.

**Etrack Incident: 4233866**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  In NetBackup 11.1.0.2, the NetBackup web UI repeatedly displayed the dialog box that prompts an administrator to configure multifactor authentication. The dialog box did not include a **Do not show this again** option, so the prompt continued to appear for administrators who did not plan to configure multifactor authentication.

Chapter 3

# EEBs and other known issues resolved in NetBackup 11.2

This chapter includes the following topics:


- Previous EEBs now resolved in NetBackup 11.2
- Other known issues resolved in NetBackup 11.2


## Previous EEBs now resolved in NetBackup 11.2

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.2 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the Cohesity Services and Operations Readiness Tools (SORT) website.

**Table 3-1** Previous EEBs now resolved in NetBackup 11.2

| Etrack Number | EEB Description |
|---|---|
| 4171154, version 2 | NetBackup VMware backup did not back up all the required VMs. |
| 4181035 | Several VMware jobs initially failed with status 200, but subsequent reruns completed successfully. |
| 4181792, version 5 | Provided security fixes. Resolved VMware restore issues and a CyberArk issue. Fixed a web UI restore problem when alternate paths contained non-ASCII characters. |

**Table 3-1** Previous EEBs now resolved in NetBackup 11.2 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4189743 | The Oracle Copilot backup from snapshot jobs on the WORM platform failed with status 40. |
| 4190903 | NetBackup 10.4.0.1 could not create a disk pool with Dell ECS. |
| 4194525 | Backup from snapshot failed with status code 103 for D-NAS backups. |
| 4195453 | BMR ISO creation failed on a Windows Boot server that used the French OS locale. |
| 4196247 | Fixed web UI issues for the VMware vCloud restore UI datastore selection. |
| 4199667 | The capacity report showed a much lower size for DB2 backups than what was consumed. |
| 4199857 | Data transfer issues occurred due to network lag. |
| 4201300 | Smart card authentication intermittently failed because NetBackup incorrectly identified the certificate as revoked. |
| 4203290 | Tags were not updated after discovery. |
| 4203358 | Cloud object store backups failed with error code 3642. |
| 4203790 | D-NAS NetApp backup from snapshot jobs failed with status 1542 because it could not mount the snapshot share using an IP address with Kerberos authentication. |
| 4203910 | Backup jobs with warnings in the Job Details were marked as successful. |
| 4204085 | On Kubernetes, during subsequent auto-discoveries, NetBackup marked all namespaces as deleted. |
| 4204767 | The longest retention period did not display correctly for PostgreSQL and MySQL workloads. |
| 4204862 | The msdpimgutil space report failed when the client name contained an underscore. |
| 4205688 | During a vCloud Director virtual machine restore, ESXi server names that contained a slash could not be selected. |
| 4206192, version 1 | The subscriptions table in the backup options was not searchable. |
| 4206194 | The web UI restore selection view did not display all VM subscriptions for restore. |
| 4206544 | Restore of large VMware VMs failed. |
| 4207078 | The `bpps` command listed non NetBackup processes in the list. |
| 4207435 | Image cleanup jobs failed with the error - attempting to expire WORM locked images. |
| 4207672 | After upgrading NetBackup Snapshot Manager to version 11, random backup from snapshot jobs failed with error code 50 in both Azure India Central and Azure US regions. |

**Table 3-1** Previous EEBs now resolved in NetBackup 11.2 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4207694 | Cloud object store restore view gave errors in web UI. |
| 4207783 | The mysqldump backup output did not include user-defined stored procedures and functions. |
| 4208329 | After upgrading NBSM to version 11.0, the Flexsnap listener entered an unhealthy state. |
| 4208452 | Upgraded Spring to version 6.2.12, Commons Lang to version 3.18.0, and Reactor Netty to version 1.2.10. Implemented additional security fixes. |
| 4208470 | The **Yes** option remained disabled when users attempted to convert an image for CRS after the fast import completed successfully. |
| 4208548 | Enabled NetBackup Appliance to BYO server migration using NBServerMigrator. |
| 4208603, version 1 | SpanFS OST supported. |
| 4208844 | The web UI did not show the last successful Kubernetes backups. |
| 4208976 | NetBackup VMware (VMDK) restore of a small VM took an abnormally long time when restoring on a downed VM host. |
| 4209204 | Disk pool authentication issues occurred after the upgrade to NetBackup 11.0.0.1. |
| 4209372 | The MSDP WORM object store S3 endpoint did not appear in the NetBackup web UI after successful configuration. |
| 4209622 | VMware backups failed with status codes 13 and 42. |
| 4209843 | GCP agents went offline and caused intermittent snapshot export failures. |
| 4209852 | The Indexable flag for VMs was set to False due to a strict check on the service domain. |
| 4209958 | Failed to configure a standalone tape device using web UI. |
| 4210080 | AHV backups frequently encountered error 42 (network read failed). |
| 4210472 | Supported DirectIO for SpanFS OST. |
| 4210732 | The prdw230 process failed all backups due to a snapshot error in NetBackup 11 on Cloud Scale. |
| 4211115 | In Flex 10, spoold caused high CPU usage on the WORM instance, which resulted in replication hanging. |
| 4211341 | Unable to browse the backup images to perform SAP Hana restore. |
| 4211777 | Fixed NBServerMigrator issues in generating the server migration report. |

**Table 3-1** Previous EEBs now resolved in NetBackup 11.2 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4211876 | PostgreSQL WAL files were not consistently cleaned up after backups. |
| 4212046 | Granular restores failed because cata2map had issues retrieving TIR fragments. |
| 4212086, version 1 | Fixed issues for configuring tape devices in web UI. |
| 4212972 | Users could not add GCP cloud workloads to the europe-north2 region, which was newly added by GCP. |
| 4213090 | D-NAS restores did not work from web UI after vServers were relocated. |
| 4213399 | When performing Snapshot Diff for Dell EMC Isilon, the file_type parameter for deleted SnapDiff entries was reported as removed. |
| 4214848 | Backup performance degraded across multiple Flex environments after upgrading the media server and WORM instance to NetBackup 11. |
| 4214972 | EC2 Intelligent Policy Editing was not loading for East 201. |
| 4214980 | NetBackup Snapshot Manager created multiple SSD disks in GCP and did not remove them automatically. |
| 4215063 | Asset cleanup failed for Kubernetes objects. |
| 4215073 | Upgraded JRE to version 8u471. |
| 4215154 | Backup from snapshot jobs failed after upgrade to NetBackup 11.0.0.1. |
| 4215754 | Upgraded the CCJ JAR to version 4.0.0. |
| 4215903 | Upgraded MQBroker to version 6.2.0.1. This version mapped to Erlang 27.3.4.3, ERTS 15.2.7.2, and RabbitMQ 4.1.3. |
| 4215904 | Updated VDDK to version 9.0.1.0. |
| 4215905 | Upgraded SQLite to version 3.50.4. |
| 4216094 | Poor backup performance on nbuflex6rep WORM instances. |
| 4216098 | After migration, the host name in the `setnev` file was incorrect when the existing host name was a subset of the new host name. |
| 4216104 | The capacity license report under reported the size for DB2 backups. |
| 4216121 | Increased page limit from 100 to 500 for the replication-relationships API. |
| 4216139 | Upgraded the Java version to 21.0.8 for Flex systems. |

**Table 3-1** Previous EEBs now resolved in NetBackup 11.2 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4216206 | Audit logs were not forwarded to Microsoft Sentinel. |
| 4216349 | VMware jobs intermittently failed with status 1002. |
| 4216376 | Restore of a very large Nutanix VM failed with status 2822: configure net.ipv4.* values in containers. |
| 4216630 | Updates made to notify the NetBackup administrator when secret rotation failed for the SpanFS storage server. |
| 4216672 | Fixed issues for failed snapshot backups on Janus media server. |
| 4216824 | PAF service logon failed. |
| 4217161, version 2, 1 | Implemented a security package for NetBackup 11.0.0.1. |
| 4217192 | PostgreSQL backups failed after the database user was changed from postgres to planone. |
| 4217503 | Editing EC2 Intelligent Policy results in error in Cloud Scale. |
| 4217833 | The Oracle backup jobs failed on the RHEL IBM zLinux client. |
| 4217971 | Snapshot jobs failed and left orphan snapshots on the array. |
| 4218171 | After upgrading to NetBackup 11.1, VMware policies did not appear in the web UI. |
| 4218184 | Sending Vault report emails failed for Flex Appliance on NetBackup 11.0.0.1. |
| 4218492 | Upgraded pymongo to version 4.15.4. |
| 4218954 | Restores of virtual machines from NSS failed for datastore clusters. |
| 4219007 | Volumes remained mounted after backups completed successfully in OCI. |
| 4219373 | Upgraded OpenSSL to version 3.0.19. |
| 4219510 | During a VMware file restore from the web UI, NetBackup restored files only from the last selected backup, even when multiple backups or images were selected. |
| 4219892, version 1 | Created an API to retrieve the cache loading status for MSDP. |
| 4219915 | Malware scans failed for Linux VMs with file system errors. |
| 4220038 | Fixes for multi-stream large image deduplication. |
| 4220122 | Added extra debug messages in bpbkar data movement and fixed crash issues. |
| 4220171 | The nbwmc process crashed frequently with a java.lang.OutOfMemoryError: Java heap space. |

**Table 3-1** Previous EEBs now resolved in NetBackup 11.2 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4220173 | In OCI, application consistent snapshots caused application outages. |
| 4220176 | PDs created during the backup were not deleted after the backup completed successfully. |
| 4220256 | Added support for dynamic multi-streaming for Standard policies. |
| 4220379 | REST API calls took longer than usual. When executed in bulk, they caused significant delays. |
| 4220384 | NetBackup 11.1 could not create a cloud object store for Amazon GovCloud. |
| 4220480 | Newly configured Kubernetes Namespaces were listed with deletion status. |
| 4220494 | Asset cleanup failed for the Kubernetes objects. |
| 4220740 | HPE Greenlake backup from snapshot jobs failed with status 4213. |
| 4220824 | Restores from the Recovery Vault Archive failed because the images were not warmed. |
| 4220835 | Upgraded VRTSPostgres to version 16.13.1.0 to address PostgreSQL vulnerabilities. |
| 4220971 | Fixed placeholder images issues. |
| 4220984 | Incremental backups failed for snapshot-based backups. |
| 4221064 | Users could not select more than 100 clients or policy names when creating a Vault profile. |
| 4221066 | MS SQL Server backups failed, and the dbbackex.exe process crashed. |
| 4221230 | Fixed libfuse crash issues. |
| 4221522 | nbdeployutil reporting failed with the error: maxfedskey is not recognized as an internal or external command. |
| 4221565 | Backup policies did not load in the web UI after the NetBackup primary server upgrade to version 11.1. |
| 4221616 | An error occurred in Kubernetes when the web UI displayed namespaces. |
| 4221629 | The web UI failed to load the policy cache after the upgrade to NetBackup 11.1.0.2. |
| 4221725 | Upgraded PostgreSQL to version 16.13.1.0. |
| 4221840, version 1 | Fixes for SpanFS plug-in version 1.1.0.2. |
| 4222124 | Creation of new intelligent groups failed in NetBackup 11.1. |
| 4222322 | The bptm process crashed while backing up to SpanFS targets. |
| 4222460 | Fixes for the **Edit schedule** dialog in the **Schedules** tab. |

**Table 3-1** Previous EEBs now resolved in NetBackup 11.2 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4222483 | Credentials in CyberArk could not be added because the system expected a different use of the policyId field. |
| 4222771 | The Jobs table for queued up jobs for backup from snapshot and NetBackup Snapshot Manager was inconsistent in the UI. |
| 4222807 | Upgraded SLIC and patched POCO with libexpat version 2.7.4. |
| 4222821 | After upgrading the Primary server from version 9.1.0.1 to 10.5.0.1, media servers reported offline. |
| 4223314 | In Cloud object store backups, the parent job hung after the child jobs appeared to complete. |
| 4223427 | Backup from snapshot jobs in OCI failed due to the maximum number of attached volumes being reached. |
| 4223712 | VMware mapping-enabled backups hung indefinitely when they encountered certain XFS file systems. |
| 4223868 | MS SQL Server Intelligent Policy backups failed. |
| 4224072 | Allowed malware scans for AIR images originating from servers that did not support this capability. |
| 4224090 | LDAP authentication failed in the NetBackup web UI after upgrading to version 11.1.0.2. |
| 4224838 | Upgraded Commons IO to version 2.21 and upgraded pac4j. |
| 4225009 | Could not restore from the deep archive pools. |
| 4225100 | Enabled the UI option to edit the source client during D-NAS image restores. |
| 4225134 | Upgraded Apache Tomcat version to 10.1.54. |
| 4225439 | The VMware agentless restore failed during the pre-recovery check for SUSE Linux. |
| 4225450 | Fixed issues with the Host Properties API in NetBackup version 11.1.0.2. |
| 4225595, version 1 | Client-based scan hosts failed to validate after adding. |
| 4225636 | Fixed nbdeployutil errors that caused JSON and XLSX report files to be missing. |
| 4225654 | SLPs did not initiate either queued or active status. |
| 4225675, version 1 | Fixed multiple issues with AdvancedDisk backups. |
| 4226060 | Fixed issues with D-NAS multi-host backups using VCT. |

**Table 3-1** Previous EEBs now resolved in NetBackup 11.2 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4228467 | The image expiration job hung, which led to a buildup of snapshots created by NetBackup Snapshot Manager. |
| 4228638 | Unable to connect to media servers or clients after upgrading the NetBackup primary server to version 11.1.0.2. |

# Other known issues resolved in NetBackup 11.2

**Etrack Incident: 4125638**

- Associated Primary Etrack: 4111263
- Associated Service Request Etrack(s): 4111262
- Description:
  Error handling improved for nbwmc.

**Etrack Incident: 4199707**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fixed misdirected credentials APIs.

**Etrack Incident: 4200564**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  MPA emails were sent every six hours even when there were no pending or rejected tickets.

**Etrack Incident: 4204859**

- Associated Primary Etrack: 4204385
- Associated Service Request Etrack(s): 4204384
- Description:
  Log on failed in the NetBackup Administration Console if the username contains special characters.

**Etrack Incident: 4206781**

- Associated Primary Etrack: 4206396

- Associated Service Request Etrack(s): 4206395
- Description:
  Datamover container failed to start due to the missing secret `flexsnap-dm-secret-tar`.

**Etrack Incident: 4207829**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Improved file and directory ownership with better permission handling.

**Etrack Incident: 4208640**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Supported print peer certificate chain information used during SecureComm.

**Etrack Incident: 4209613**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Read the `nbwebservice.bcfks` file only when certificates are renewed.

**Etrack Incident: 4209614**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fixed repeated retrieval of the primary server name.

**Etrack Incident: 4209615**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fixed slow API calls in Cloud Scale 11.0.

**Etrack Incident: 4210600**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A

- Description:
  Set NFS *nconnect* to *4*, to avoid connectivity issues with NFS resources.

**Etrack Incident: 4210940**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Disabled OpenSSL hardware modules that dynamically loaded modules.

**Etrack Incident: 4211173**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fixed excessive buffer logging in the `bprd` log.

**Etrack Incident: 4211174**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fixed user validation failures during inter-process communication.

**Etrack Incident: 4211346**

- Associated Primary Etrack: 4188418
- Associated Service Request Etrack(s): 4188417
- Description:
  The upgrade from NetBackup 10.3.0.1 to 10.5 failed on inactive nodes and disaster recovery sites.

**Etrack Incident: 4211651**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  SQLite to DOTF conversion failed with a “read failed” error and did not provide enough details to debug.

**Etrack Incident: 4212213**

- Associated Primary Etrack: 4200205
- Associated Service Request Etrack(s): 4200204

- Description:
  Accelerator-based VMware incremental backups reported incorrect kilobyte values in the job details.

**Etrack Incident: 4212239**

- Associated Primary Etrack: 4209830
- Associated Service Request Etrack(s): 4209829
- Description:
  The `bptestbpcd` commands between hosts took 9–16 seconds to return.

**Etrack Incident: 4212277**

- Associated Primary Etrack: 4208473
- Associated Service Request Etrack(s): 4208472
- Description:
  Improved notifications for system anomalies detected by NetBackup.

**Etrack Incident: 4212420**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Improved performance and Isilon memory consumption issues for Accelerator backups with VCT.

**Etrack Incident: 4212982**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fork lock release appeared delayed over NFS.

**Etrack Incident: 4213176**

- Associated Primary Etrack: 4212929
- Associated Service Request Etrack(s): 4212928
- Description:
  The listener got stuck in a loop after the upgrade when stale datamover objects remained in a failed state.

**Etrack Incident: 4213301**

- Associated Primary Etrack: 4211135

- Associated Service Request Etrack(s): 4211134
- Description:
  An authentication error occurred when logging on to the NetBackup Client Plug-in through vCenter.

**Etrack Incident: 4213337**

- Associated Primary Etrack: 4206482
- Associated Service Request Etrack(s): 4206481
- Description:
  Snapshots from Snapshot Manager hung and were not created in GCP.

**Etrack Incident: 4213539**

- Associated Primary Etrack: 4212953
- Associated Service Request Etrack(s): 4212952
- Description:
  Upgrades from NetBackup version 10.1.1 deleted the BEDS registry key "BescLargeDiscBlock".

**Etrack Incident: 4214949**

- Associated Primary Etrack: 4212586
- Associated Service Request Etrack(s): 4212585
- Description:
  The image cleanup jobs that removed expired snapshots entered a hung state.

**Etrack Incident: 4215249**

- Associated Primary Etrack: 4199221
- Associated Service Request Etrack(s): 4199220
- Description:
  The WORM unlock time sometimes expired before the parent job for D-NAS multi-stream backups finished.

**Etrack Incident: 4215518**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Added a prompt in `tag_push_images.sh` to determine which user should load and push images to the container registry.

**Etrack Incident: 4215581**

- Associated Primary Etrack: 4207831
- Associated Service Request Etrack(s): 4207830
- Description:
  When backing up multiple databases on the same host using Snapshot Manager, the jobs failed with Status 134.

**Etrack Incident: 4215584**

- Associated Primary Etrack: 4207831
- Associated Service Request Etrack(s): 4207830
- Description:
  The activity jobs did not display the retry error before creating a new retry task.

**Etrack Incident: 4216374**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Updated web services to reread the credentials keystore only when it changed.

**Etrack Incident: 4216744**

- Associated Primary Etrack: 4213165
- Associated Service Request Etrack(s): 4213164
- Description:
  Updated bpdbm to prevent checkpoint cleanup for validated copies.

**Etrack Incident: 4216964**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fixed an internal vulnerability in BMR.

**Etrack Incident: 4217315**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fixed fips.so conflicts in the nbartifactory-ubi-9 and nbartifactory-rocky-9 repositories.

**Etrack Incident: 4217604**

- Associated Primary Etrack: 4212998
- Associated Service Request Etrack(s): 4212997
- Description:
  The bpbkar process could not read files with special characters, which caused the backups to fail.

**Etrack Incident: 4217766**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fixed PostgreSQL vulnerabilities on the instances.

**Etrack Incident: 4218712**

- Associated Primary Etrack: 4218117
- Associated Service Request Etrack(s): 4218116
- Description:
  Backup hosts hung with 100% memory usage and produced excessive log output.

**Etrack Incident: 4221026**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Active Directory users could not log on after restarting Flex appliance instances.

**Etrack Incident: 4221317**

- Associated Primary Etrack: 4221282
- Associated Service Request Etrack(s): 4221281
- Description:
  Could not restore from MSDP Cloud AWS archive storage due to error code 83.

**Etrack Incident: 4221344**

- Associated Primary Etrack: 4221337
- Associated Service Request Etrack(s): 4221336
- Description:
  Incomplete or failed agent deployments blocked the creation of new deployments in NetBackup.

**Etrack Incident: 4221736**

- Associated Primary Etrack: 4221537
- Associated Service Request Etrack(s): 4221536
- Description:
  In NetBackup 11.1, backup from snapshot on Azure VMs did not progress.

**Etrack Incident: 4222023**

- Associated Primary Etrack: 4221713
- Associated Service Request Etrack(s): 4221712
- Description:
  Replication SLP retention incompatible with WORM lock duration settings led to error in applying WORM locks on target storage.

**Etrack Incident: 4224165**

- Associated Primary Etrack: 4223733
- Associated Service Request Etrack(s): 4223732
- Description:
  The VM restore failed in OCI with an error indicating that the image did not exist.

**Etrack Incident: 4226017**

- Associated Primary Etrack: 4224047
- Associated Service Request Etrack(s): 4224046
- Description:
  Backup and restore operations failed after upgrading the primary server from version 10.5 to 11.1.0.2.

**Etrack Incident: 4226650**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  In VM workloads, persistent volumes created for datamover jobs were not being cleaned up after job completion.

**Etrack Incident: 4215346**

- Associated Primary Etrack: 4196149
- Associated Service Request Etrack(s): 4196148
- Description:

Updated the `vpfs_config.sh` script to run with the `--configure_byo` option only on BYO setups.

**Etrack Incident: 4224185**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Fixed a vulnerability where hard-coded credentials were present in the WORM container.

Chapter 4

# EEBs and other known issues resolved in NetBackup 11.1.0.2

This chapter includes the following topics:


- Previous EEBs now resolved in NetBackup 11.1.0.2
- Other known issues resolved in NetBackup 11.1.0.2


## Previous EEBs now resolved in NetBackup 11.1.0.2

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.1.0.2 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the Cohesity Services and Operations Readiness Tools (SORT) website.

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1.0.2

| Etrack Number | EEB Description |
|---|---|
| 4197690 | Malware scans hung due to an SSH error. |
| 4199667 | The capacity report showed a much lower size for DB2 backups than what was consumed. |
| 4200701 | Oracle database cloning through the UI failed with Status 5462. |

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1.0.2 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4202932 | The retention period could not be set beyond 30 years. |
| 4203306 | Malware scan stability improved for Flex Appliance 10.4. |
| 4206842 | Issues occurred while creating and editing intelligent policies in EC2. |
| 4207830 | When backing up more than one database on the same host using Snapshot Manager, the jobs failed with Status 134. |
| 4209025 | Could not create backup host pools for D-NAS backups in NetBackup UI. |
| 4211087 | Restores for AWS instances failed with the error: Waiter InstanceStatusOk failed: Max attempts exceeded. |
| 4211152 | Search did not provide correct results on the Use backup history page when searching by the policy name in NetBackup 10.4. |
| 4211934 | Cloud object store backups failed when the limit for jobs per policy was assigned. |
| 4213063 | Incremental PostgreSQL EnterpriseDB backups were not working. |
| 4213524 | Multiple backup jobs completed as partially successful in VMware. |
| 4214850 | On Windows clients the exclusion list took effect for full file backups but did not apply to incremental backups. |
| 4215063 | Asset cleanup failed for Kubernetes objects. |
| 4215515 | Malware scan jobs appeared hung in the Activity monitor when all scan hosts in the scan host pool were deactivated. |
| 4215899 | Users were not able to restore data from AWS Glacier after upgrading NetBackup from 10.2 to 11.0.0.1. |
| 4216363 | D-NAS backups of PureStorage FlashBlade failed due to missing LIF information. |
| 4216388 | Incremental backups took the same amount of time as a full backup. |
| 4216712 | NetBackup Snapshot Manager created multiple SSD disks in GCP and did not remove them automatically. |
| 4216783 | Backup jobs hung during a patch or upgrade process on the Janus cluster. |
| 4217011 | Not all tags were available when creating an intelligent group in NetBackup for OCI; only freeform tags appeared. |
| 4217444 | Snapshot Manager removed host permissions after a backup. |

**Table 4-1** Previous EEBs now resolved in NetBackup 11.1.0.2 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4217473 | Encountered issues while upgrading Snapshot Manager from version 10.3.0.1 to 10.5.0.1. |
| 4217812 | For D-NAS backups, backup from snapshot jobs consistently failed after the snapshot jobs succeeded. |
| 4218072 | Users could not filter VMs using an intelligent group query that used defined tags in OCI. |
| 4218425 | Upgraded Log4j to version 2.25.3, and Angular to version 19.2.18 to mitigate vulnerabilities in the OWASP HTML Sanitizer. |
| 4219375 | Upgraded OpenSSL from version 3.0.13 to 3.0.19. |
| 4219510 | While restoring VMware files in the web UI, even though multiple backups and images are selected, only the files from the last backup were restored. |

# Other known issues resolved in NetBackup 11.1.0.2

**Etrack Incident: 4211804**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  BMR processes were attempting to load a non-existent `vxul_root.res` file.

**Etrack Incident: 4215582**

- Associated Primary Etrack: 4207831
- Associated Service Request Etrack(s): 4207830
- Description:
  Database-level snapshots conflicted with each other and caused Status 134 errors.

**Etrack Incident: 4216784**

- Associated Primary Etrack: 4213165
- Associated Service Request Etrack(s): 4213164
- Description:
  The bpdbm process allowed checkpoint cleanup for validated copies.

**Etrack Incident: 4216943**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The nbkmscmd API calls failed with an HTTP 409 error in Cloud Scale 11.0.

**Etrack Incident: 4216945**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  A performance issue was observed in the web services for Cloud Scale 11.

**Etrack Incident: 4216946**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The `nbwebservice.bcfks` file was read even when the certificates were not renewed.

**Etrack Incident: 4216947**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The credentials keystore was re-read even when there were no changes to it.

**Etrack Incident: 4216948**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The nb-operator made excessive API calls to fetch the MSDP server's `bp.conf` settings.

**Etrack Incident: 4216950**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Web services frequently accessed the `advanced_setmqenv` file, which slowed the service.

**Etrack Incident: 4217318**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Resolved conflicts for fips.so for CloudScale images.

**Etrack Incident: 4217591**

- Associated Primary Etrack: 4212988
- Associated Service Request Etrack(s): 4212987
- Description:
  Resolved security vulnerabilities in NetBackup for Kubernetes OpenShift.

**Etrack Incident: 4217752**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Issues occurred while performing the create snapshot diff operation for multiple NAS arrays.

**Etrack Incident: 4218042**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Vulnerabilities on PostgreSQL instances were fixed.

**Etrack Incident: 4218711**

- Associated Primary Etrack: 4218117
- Associated Service Request Etrack(s): 4218116
- Description:
  Backup hosts hung with 100% memory usage and excessive output logs.

**Etrack Incident: 4209656**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Backup jobs hung indefinitely when the EKMS server was down.

Chapter 5

# EEBs and other known issues resolved in NetBackup 11.1

This chapter includes the following topics:


- Previous EEBs now resolved in NetBackup 11.1
- Other known issues resolved in NetBackup 11.1


## Previous EEBs now resolved in NetBackup 11.1

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.1 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the Cohesity Services and Operations Readiness Tools (SORT) website.

**Table 5-1** Previous EEBs now resolved in NetBackup 11.1

| Etrack Number | EEB Description |
|---|---|
| 4139778 | Enabled NetBackup FlexScale to support Data Domain OST for deduplication. |
| 4157593 | AIR failed to import BMR backup data of a Windows client on the target Red Hat primary server in NetBackup 10.2, after the AIR replication job completed successfully. |
| 4165860 | The `bp.conf` file did not update on a passive node. |

**Table 5-1** Previous EEBs now resolved in NetBackup 11.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4168514 | Oracle RAC backups failed on NetBackup version 10.4.0.1. |
| 4168822 | Duplication from tape runs from the Java Administration Console failed with a certificate/key mismatch when NetBackup CA was enabled. |
| 4169378 | Encountered issues while transferring data during server migration. Unable to skip failing modules and proceed. |
| 4171154, version 2 | NetBackup VMware backup did not back up all the required machines. |
| 4175079 | Could not configure BMR point in time configuration. |
| 4176083 | Could not import images from cloud LSU. |
| 4177880, version 3, 2 | For Oracle databases, the database type changed automatically from RAC to Single Instance after each backup. |
| 4178930, version 2 | Could find files to restore from a VMware differential backup. |
| 4179877 | Fixed issues when creating a Kubernetes protection plan where replication retention was based on the snapshot instead of the backup. |
| 4181340 | Backups to OST storage failed, the bptm process reported Error 27 and core dumps. |
| 4181637 | Windows file restores from the web UI failed. |
| 4181792, version 4 | Provided security fixes, resolved VMware restore issues, and fixed a web UI restore problem when alternate paths contain non-ASCII characters. |
| 4182906 | Restore of granular files failed when file names contained square brackets ([ ]). |
| 4183285 | Backups for the PaaS Azure SQL database failed with Status 3854. |
| 4184134 | Backup from snapshot failed with error 11, for Azure VMs. |
| 4184158 | When using `nbstlutil` with the `-destination` parameter, the command does not consider the `-before` or `-after` time filters. |
| 4184657 | Mitigated abnormal memory usage and sudden instance restarts in VMware backups. |
| 4185826 | The EMC Unity plug-in failed to export the job in NetBackup 10.3.0.1. |
| 4185911 | Azure Files plug-in discovery failed in NetBackup Snapshot Manager. |
| 4186408 | Some recovery points were missing from the web UI after the user backed up MySQL with a protection plan and set retention to two weeks. |

**Table 5-1** Previous EEBs now resolved in NetBackup 11.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4187771 | Could not browse files for granular restore from VMware backups with Exchange ASC, with: Database system error. |
| 4187845 | Advanced disk capacity was not displayed correctly in the web UI after adding a mount. |
| 4188059 | Mitigated the Cloud object store policy creation issue and resolved the problem of not being able to view all accounts in the web UI. |
| 4188986 | Oracle CoPilot WORM storage backup from snapshot jobs failed with error code 40. |
| 4189048 | Resolved Cloud object store policy creation issue and fixed the problem where all accounts were not visible in the web UI. |
| 4189143 | Applied MSDP-related fixes for files that existed only in container images. |
| 4189444 | Distributed application restore mapping did not update on the inactive node. |
| 4189856 | Some characters appeared garbled in Job Details in the Java Administrator Console after applying the 10.5 Japanese Language Pack. |
| 4190105, version 1 | Fixed web UI issue for anomaly detection. |
| 4190369 | Some images may not show up while browsing D-NAS backups. |
| 4190452 | When Throttle Bandwidth was set for an RHEL client, the throughput was lower than expected. |
| 4191912 | Reports from nbdeployutil 10.3.0.1 were missing information after the upgrade. The Summary tab was empty. |
| 4191929 | Implemented a fix for NBFS upgrade and rollback failure. |
| 4192352 | Fixed security issues in URLs that contained sensitive information. |
| 4193069 | Added pagination support for the Cloud object store accounts list in policy. |
| 4193233 | `tar.exe` crashed after the upgrade to NetBackup 10.3.0.1. |
| 4193255 | Some settings were not restored when recovering a VM on Oracle Linux KVM. |
| 4193378 | Vault eject failed for multiple libraries with EC12 due to a missing `detail.log` file in the session subdirectory. |
| 4193437 | The bprd process crashed during a restore from a NAS data protection backup image when the Japanese Language Pack was installed. |
| 4194054 | D-NAS backup did not clean snapshots on the NetApp array. |

**Table 5-1** Previous EEBs now resolved in NetBackup 11.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4194684 | After upgrading NetBackup 10.1 to 10.4 in Flex, abnormal memory usage occurs with periodic container restarts or hangs. |
| 4195037 | PostgreSQL incremental backups failed to detect previous full backups. |
| 4195188, version 1 | Mitigated Oracle RAC backup delays caused by oratab entries. |
| 4195303 | Oracle archive log backups failed with Status 5457. |
| 4195465 | Backup and snapshot operations hung due to an incorrect plug-in configured in NetBackup Snapshot Manager. |
| 4195737 | Host names were not properly updated in **Distributed application restore Mapping** under **Host properties**, in the web UI after editing and saving an existing record. |
| 4196237 | The nbhealthchecker process generated core file on Solaris 11.1. |
| 4196333 | VMware jobs failed with Status 200. |
| 4196337 | Accelerator differential jobs failed with Status 44. |
| 4196383 | Added dynamic multi-streaming support for tape storage with multiplexing. |
| 4196401 | PostgreSQL redirected restore failed with the statuses 2816 and 58. |
| 4196534 | Backup failed for the Microsoft SQL Servers that had special characters (carriage return and line feed) in the logical file name. |
| 4196561 | PostgreSQL incremental backups did not delete the `archive_wal` files after the backup. |
| 4196649 | Hyper-V backups failed with Error 6 on VMs migrated from VMware to Hyper-V or Azure Stack. |
| 4196689 | The KB Written column of NDMP jobs intermittently showed inexplicably high values in the bpdbjobs output. |
| 4196711 | Performed incorrect point-in-time (PIT) restore for multiple PostgreSQL instances. |
| 4196786 | A utility was provided to help restore corrupt MS SQL transaction logs. |
| 4196826 | After generating SAML certificates, got the error: Unable to connect to server. |
| 4196865 | Discovery failed for Cloud object store when using a proxy. |
| 4196909 | Encountered an error while running the Client Backups report from NetBackup versions 10.5 and 10.5.0.1 in the Java Admin Console. |
| 4196925 | Multiple fixes for SAML SSO possible security issues. |

**Table 5-1** Previous EEBs now resolved in NetBackup 11.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4197162 | Fixed the error: Database has invalid, non UTF-8 characters. |
| 4197323, version 1 | Connection timed out while creating a Kubernetes protection plan. Replication retention was set based on the snapshot instead of the backup. |
| 4197369 | The `cacontrol` command did not accept a minimum segment size less than 16K. |
| 4197425 | After upgrade to NetBackup 10.3.0.1 the spad process frequently crashed. |
| 4197509 | SQL backup jobs reported Error 230. |
| 4197840, version 1 | AIR import of BMR backup data for a Windows client failed on the target Red Hat primary server after the AIR replication job completed successfully. |
| 4197842 | BMR failed to import the configuration file when the policy ran backups for multiple clients. |
| 4197858 | Improved Oracle and MS SQL threat detection in NetBackup 10.5.0.1. |
| 4198633 | Hyper-V backups on Azure Local Host failed with Status 6. |
| 4198709 | Allowed read-only, non-archive log mode databases to work with OIP in NetBackup 10.3.0.1. |
| 4198798 | Security fixes for SAML SSO-related issues in NetBackup database. |
| 4198860 | When attempting to allow an IP address in Universal Share, encountered the error: Invalid input host name. |
| 4199131 | Dynamic multi-streaming jobs for Cloud object storage failed in CloudScale. |
| 4199451 | BMR failed with Status 2800 when a Linux client had a read-only file system. |
| 4199658 | Windows Server 2025 for BMR is supported in NetBackup 10.5.0.1. |
| 4199670 | S3 backups failed when dynamic multi-streaming was enabled and the policy storage was set to a storage unit group. |
| 4199844 | Hyper-V backup failed with status 156. |
| 4200120, version 1 | Some characters appeared garbled in Job Details in the NetBackup Administration Console after applying the Japanese Language Pack. Intermittent connectivity errors occurred in the NetBackup Java Administration Console. Unable to change policy attributes. |
| 4200682 | Upgraded MQbroker to version 6.2.0.0. MQbroker 6.2.0.0 mapped to Erlang 27.3.3, ERTS version 15.2.6, and RabbitMQ 4.0.5. |
| 4200750 | Provided clarification to support the latest Java and NetBackup 10.5.0.1 Flex primary server. |
| 4200823 | Backup failed with error 13 after enabling accelerator with file hashing. |

**Table 5-1** Previous EEBs now resolved in NetBackup 11.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4200943, version 1 | Cluster client host mappings were not auto-approved due to conflicts and required manual approval. |
| 4200990 | Azure VM restores failed with error 2824. |
| 4201342 | After upgrading from NetBackup 10.4.0.1 to 10.5.0.1, OIP with an assigned RMAN Catalog failed. |
| 4201362 | The restore of an Azure VM to a VMware environment failed with status 5 because of duplicate requests to create the VM. |
| 4201556 | Granular restore was blocked with an error related to the GW API. Additionally, granular restore of a file from boot disk to boot disk did not display the correct error. |
| 4201558 | The gateway IP was not in a valid format or was not allowed. |
| 4201609 | Duplication of Kubernetes backups from MSDP-C to tape storage failed. |
| 4201912 | Mitigated slow AIR replication performance. |
| 4202230 | `dbbackup.exe` crashed when browsing user databases on a specific Microsoft SQL Server Availability Group. |
| 4202468 | Updated httpclient5 to version 5.4.4 and httpcore5 to version 5.3.4. Also updated Reactor Netty to version 1.2.3 and Reactor Test to version 3.7.3 for the web service. |
| 4202734 | bpVMutil crashed during the pre-recovery check for a VMware VM. |
| 4203022 | The NetBackup version string was not parsed when adding a malware host. |
| 4203430 | Added an option to change the Azure VM size during restore. |
| 4203880 | VMware restores of a virtual disk to a different provisioning from the original failed with status 2820. |
| 4203909 | Implemented a fix for disaster recovery issues on Windows Server 2025. |
| 4204176 | NetBackup became inoperable due to a file descriptor leak when nbemm could not connect to MQbroker. |
| 4204301 | Created a deployment policy to apply the fix for error 7206: Failed to transfer a file to the remote host. |
| 4204519 | Upgraded JRE version to 8u461. |
| 4204895 | Failed to generate the SRT for Windows after Microsoft updated the ADK 10 bundle to version 10.0.14393.8069. |

**Table 5-1** Previous EEBs now resolved in NetBackup 11.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4205098 | When MYSQL_BACKUP_DUMP_DIRECTORY was configured to point to a directory on a non-OS disk, system commands and files were unexpectedly deleted after the NetBackup backup job finished. |
| 4205455 | Updated Python to version 3.11.13 for the Sheltered Harbor utility. |
| 4205459 | Updated Python from version 3.9.19 to 3.13.5 for Cassandra. |
| 4205463 | Upgraded SQLite to version 3.49.2 for NetBackup 10.5.0.1. |
| 4205477 | Upgraded libxml binaries used by NetApp to version 2.13.8. |
| 4205505 | Upgraded the Oracle Instant Client to version 23.7. |
| 4205573, version 3, 2, 1 | On NetBackup 10.5.0.1: Enabled Oracle and Microsoft SQL threat detection. Updated Reactor Netty to version 1.2.3 and Reactor Test to version 3.7.3. Added Windows 2025 support for BMR. Solved: Recurring days schedule in the policy was not saved after edit. |
| 4205583 | Azure Managed SQL database backup failed with the error: Cannot complete the requested operation. |
| 4205589 | During a SQL Server backup, `dbbackex.exe` crashed due to an error running the `sp_spaceused` command for the database. |
| 4205670 | Windows Server 2025 was supported for BMR on NetBackup 10.5.0.1. |
| 4205934 | The libc++.rte package was missing during the NetBackup AIX client installation for NetBackup 10.3.0.1. |
| 4206646 | After the upgrade, multiple pods were stuck in the creating or pending state in NetBackup Snapshot Manager with the Azure Kubernetes extension. |
| 4206684, version 2, 1 | Applied security updates for NetBackup version 10.5.0.1 |
| 4206947 | Fixed the hasPassthroughDisk filter during Hyper-V policy creation from the web UI. |
| 4207146 | Failed to import VMs to vCloud vApp. |
| 4207190 | Azure Kubernetes Server data pool returned the error: Exception: Cluster Scale Out. |
| 4207390 | NetBackup Snapshot Manager backups failed or were interrupted due to Error 41: Network connection timed out. |
| 4207585 | Upgraded VRTSPostgres to version 16.10.1.0 to address PostgreSQL vulnerabilities. |
| 4207756 | Upgraded Apache Tomcat to 10.1.44 |
| 4208072 | ITA data collections failed on Audit log data. |

**Table 5-1** Previous EEBs now resolved in NetBackup 11.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4208308 | An incorrect modified date of 1998 appeared when browsing individual items from a VMware backup of a Rocky Linux 9 client. |
| 4208573 | Updated the Windows VxUpdate package to correct false-positive reports of a trojan in `nbcheck.exe`. |
| 4209263, version 2 | Fixed a `tar32.exe` crash that caused Windows 2025 restore failures. |
| 4209490 | ARG with ADLS supported for Azure for Cloud object store protection. |
| 4209526 | Added Managed Identity support for ADLS in the Cloud object store API. |
| 4209832 | Upgraded libcurl from version 8.12.1 to 8.15.0. |
| 4211624 | Oracle RAC instance registration failed with the error: The target database was not registered in the RMAN catalog. |
| 4211682 | Duplication from SLP for Kubernetes backups to tape failed. |
| 4212325 | ITA/Aptare agents getting the exception: com.fasterxml.jackson.core.JsonParseException: Unrecognized token 'nbcmdrun' in NBEvent probe. |
| 4213417 | The files for granular restore were grayed out and could not be selected from Isilon D-NAS backups. |

# Other known issues resolved in NetBackup 11.1

**Etrack Incident: 4179326**

- Associated Primary Etrack: 4179041
- Associated Service Request Etrack(s): 4179040
- Description:
  Copying backups from staging to tape storage was failing.

**Etrack Incident: 4186097**

- Associated Primary Etrack: 4173541
- Associated Service Request Etrack(s): 4173540
- Description:
  MQBroker on the Windows cluster faulted due to a disk space monitoring error.

**Etrack Incident: 4187070**

- Associated Primary Etrack: 4186790

- Associated Service Request Etrack(s): 4186789
- Description:
  The `yekcnedwssap` file encountered file-lock errors.

**Etrack Incident: 4190196**

- Associated Primary Etrack: 4188875
- Associated Service Request Etrack(s): 4188874
- Description:
  The pre-install script did not validate the minimum required permissions and user-level access on the `/cloudpoint` folder.

**Etrack Incident: 4190920**

- Associated Primary Etrack: 4184989
- Associated Service Request Etrack(s): 4191426
- Description:
  The Java (nbwmc) worker threads entered an infinite loop when the CacheControlHeader was null on the Cloud Asset Listing API.

**Etrack Incident: 4191800**

- Associated Primary Etrack: 4189861
- Associated Service Request Etrack(s): 4189860
- Description:
  In an ECA-only setup, the NetBackup upgrade from version 10.1.1 to 10.4.0.1 prompted for the PEM passphrase multiple times during the upgrade.

**Etrack Incident: 4192747**

- Associated Primary Etrack: 4190961
- Associated Service Request Etrack(s): 4190960
- Description:
  NetBackup Snapshot Manager attempted to locate an asset across all plug-ins in an agent instead of searching within the specific plug-in to which the asset belonged.

**Etrack Incident: 4195356**

- Associated Primary Etrack: 4193782
- Associated Service Request Etrack(s): 4193781
- Description:

The NetBackup service unit definition did not work on SLES15SP6, preventing the automated start of NetBackup services during system startup.

**Etrack Incident: 4195529**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The error message was misleading when the user attempted to restore to a non-existing container in a Cloud object store workload.

**Etrack Incident: 4197252**

- Associated Primary Etrack: 4197201
- Associated Service Request Etrack(s): 4197200
- Description:
  The backup copy of an application-consistent snapshot was not displayed as application-consistent with a green tick in NetBackup web UI.

**Etrack Incident: 4197429**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The NetBackup service unit definition did not work on SLES15SP6, preventing the automated start of PBX services during system startup.

**Etrack Incident: 4197486**

- Associated Primary Etrack: 4192984
- Associated Service Request Etrack(s): 4192983
- Description:
  Could not create custom private Google Cloud instances.

**Etrack Incident: 4198034**

- Associated Primary Etrack: 4197579
- Associated Service Request Etrack(s): 4197578
- Description:
  Could not add a second root certificate with the same common name.

**Etrack Incident: 4198213**

- Associated Primary Etrack: 4198061

- Associated Service Request Etrack(s): 4198060
- Description:
  Improved logging for the HNAS plug-in.

**Etrack Incident: 4198390**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Activity Monitor jobs did not show malware scan progress.

**Etrack Incident: 4198469**

- Associated Primary Etrack: 4191805
- Associated Service Request Etrack(s): 4191804
- Description:
  The `/cloudpoint/.failed` file was not removed after uninstallation.

**Etrack Incident: 4198470**

- Associated Primary Etrack: 4191805
- Associated Service Request Etrack(s): 4191804
- Description:
  NetBackup Snapshot Manager did not collect the `/cloudpoint/.failed` file during log gathering.

**Etrack Incident: 4198727**

- Associated Primary Etrack: 4197985
- Associated Service Request Etrack(s): 4197984
- Description:
  The bind-utils package was missing on NetBackup 11 running on Flex instances, which included the send mail application.

**Etrack Incident: 4199222**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Server entries were not updated based on the domain hint.

**Etrack Incident: 4199278**

- Associated Primary Etrack: 4198551

- Associated Service Request Etrack(s): 4198550
- Description:
  After the successful upgrade of the Windows primary server from 10.1.1 to 10.4.0.1, the storage servers were inaccessible.

**Etrack Incident: 4199432**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The Activity monitor tree view started with all jobs collapsed instead of expanded.

**Etrack Incident: 4199475**

- Associated Primary Etrack: 4195266
- Associated Service Request Etrack(s): 4195265
- Description:
  The environment name was not validated to prevent the use of reserved words such as "netbackup," "media," "msdp," or "cpserver".

**Etrack Incident: 4199714**

- Associated Primary Etrack: 4198031
- Associated Service Request Etrack(s): 4198030
- Description:
  Excluding folders did not work correctly when folder names contained Turkish characters on Windows clients.

**Etrack Incident: 4199715**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Postgres and MySQL nbdisco update calls were not skipped when they were unnecessary.

**Etrack Incident: 4200076**

- Associated Primary Etrack: 4188384
- Associated Service Request Etrack(s): 4188383
- Description:
  After an upgrade, the Sybase BMRDB files were deleted even when the migration to PostgreSQL was unsuccessful.

**Etrack Incident: 4200086**

- Associated Primary Etrack: 4197985
- Associated Service Request Etrack(s): 4197984
- Description:
  Allowed switching from mailx to s-nail for the email package in NetBackup 11.0 and later.

**Etrack Incident: 4200118**

- Associated Primary Etrack: 4200070
- Associated Service Request Etrack(s): 4200069
- Description:
  The health-check script in NetBackup 11 on Flex instances incorrectly reported services as down.

**Etrack Incident: 4200260**

- Associated Primary Etrack: 4198571
- Associated Service Request Etrack(s): 4198570
- Description:
  Expired images were still listed in bpimagelist or the catalog.

**Etrack Incident: 4200731**

- Associated Primary Etrack: 4200563
- Associated Service Request Etrack(s): 4200562
- Description:
  NBSM_CERTIFICATE_CA was incorrectly detected as ECA even though it was configured as NBCA.

**Etrack Incident: 4201000**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  /frontenddata APIs for SAP were misdirected to the primary server.

**Etrack Incident: 4201406**

- Associated Primary Etrack: 4201173
- Associated Service Request Etrack(s): 4201172
- Description:

SSSD failed to start in Flex instances.

**Etrack Incident: 4201577**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  nbcmdrun failed to execute Perl-based executables when `/tmp` was mounted with the noexec option.

**Etrack Incident: 4202257**

- Associated Primary Etrack: 4199221
- Associated Service Request Etrack(s): 4199220
- Description:
  The WORM unlock time might have expired before the parent job of D-NAS multi-stream backups finished.

**Etrack Incident: 4202551**

- Associated Primary Etrack: 4202412
- Associated Service Request Etrack(s): 4202411
- Description:
  During NetBackup Snapshot Manager deployment, serverinfo command responses were not logged.

**Etrack Incident: 4203111**

- Associated Primary Etrack: 4196211
- Associated Service Request Etrack(s): 4196210
- Description:
  The snapshots were not cleaned up on the cloud when the listener was stuck in the restarting state.

**Etrack Incident: 4204225**

- Associated Primary Etrack: 4202745
- Associated Service Request Etrack(s): 4202744
- Description:
  Could not add an ECA when the SAN name contained uppercase characters.

**Etrack Incident: 4205027**

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:
  Privilege escalation risks were present in binaries and daemons from the VRTSnbclibs and VRTSnbjava RPMs.

**Etrack Incident: 4205035**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The restore operation failed to restore extensions due to a permissions issue with the IAM user.

**Etrack Incident: 4205229**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Updated permissions to mitigate privilege escalation risks.

**Etrack Incident: 4205398**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Displayed clearer warning messages to caution about data loss.

**Etrack Incident: 4206075**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Mitigated privilege escalation risks associated with binaries and daemons packaged in VRTSnetbp.

**Etrack Incident: 4206375**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Mitigated privilege escalation risks associated with binaries and daemons packaged in VRTSnbprimary.

**Etrack Incident: 4206693**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Ensured that the VMD had the correct permissions for execution under the service user account.

**Etrack Incident: 4206877**

- Associated Primary Etrack: 4199434
- Associated Service Request Etrack(s): 4199433
- Description:
  bpdm generated excessive unnecessary logs in NetBackup Snapshot Manager.

**Etrack Incident: 4207538**

- Associated Primary Etrack: 4206460
- Associated Service Request Etrack(s): 4206459
- Description:
  NetBackup CloudScale could not back up Azure VM of approximately 8.5 TB.

**Etrack Incident: 4207676**

- Associated Primary Etrack: 4206109
- Associated Service Request Etrack(s): 4206108
- Description:
  The option **Send disaster recovery email** was selected in the web UI even though it was not specified in the policy.

**Etrack Incident: 4208537**

- Associated Primary Etrack: 4188418
- Associated Service Request Etrack(s): 4188417
- Description:
  The upgrade from NetBackup 10.3.0.1 to 10.5 failed on inactive nodes at a disaster recovery site.

**Etrack Incident: 4209902**

- Associated Primary Etrack: 4209830
- Associated Service Request Etrack(s): 4209829
- Description:
  bptestbpcd returned consistent delays of approximately 9–16 seconds due to its attempts to update the local host database cache.

**Etrack Incident: 4209993**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The bprd log files contained excessively verbose logging.

**Etrack Incident: 4210176**

- Associated Primary Etrack: 4111263
- Associated Service Request Etrack(s): 4111262
- Description:
  Added error handling in nbwmc to improve supportability.

**Etrack Incident: 4210443**

- Associated Primary Etrack: 4209535
- Associated Service Request Etrack(s): 4209534
- Description:
  Catalog backup failed with error code 144 after manual ECA certificate rotation.

**Etrack Incident: 4210542**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  User validation failed during inter-process communication due to an overload of calls and delays.

**Etrack Incident: 4210933**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Set NFS nconnect=4 to prevent connection issues.

**Etrack Incident: 4210942**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Disabled OpenSSL hardware modules that dynamically loaded modules.

**Etrack Incident: 4211569**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Failed to create a changelist on Dell EMC Isilon due to a 4 GB size limit error from the Isilon SDK API.

**Etrack Incident: 4211653**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Changed the owner of the scripts and services to the root user.

**Etrack Incident: 4211911**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Conversion of SQLite to dotf failed with a read failed error, without sufficient details to debug.

**Etrack Incident: 4212319**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Improved performance and resolved Isilon memory consumption issues for Accelerator backups using VCT.

**Etrack Incident: 4212470**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Added the ability to print the peer certificate chain information used during SecureComm.

**Etrack Incident: 4213129**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The release of locked files in NFS was delayed.

Chapter 6

# EEBs and other known issues resolved in NetBackup 11.0.0.1

This chapter includes the following topics:


- Previous EEBs now resolved in NetBackup 11.0.0.1
- Other known issues resolved in NetBackup 11.0.0.1


## Previous EEBs now resolved in NetBackup 11.0.0.1

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.0.0.1 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the Cohesity Services and Operations Readiness Tools (SORT) website.

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0.0.1

| Etrack Number | EEB Description |
|---|---|
| 4178930, version 2 | Could not find individual files for granular restore from a VMware differential incremental backup. |
| 4179736 | Some images did not show up while browsing the D-NAS backups. |

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0.0.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4184134 | Backup from snapshot failed with Error 11. |
| 4184158 | When using `nbstlutil` with the `-destination` parameter, the command did not consider the `-before` or `-after` time filters. |
| 4184657 | Flex Appliance 5350 often hanged, also all container instances shut down unexpectedly. |
| 4185237 | OCI left behind obsolete volumes and snapshots after backup from snapshot. |
| 4188787 | Backup from snapshot failed with Status 50 for D-NAS backups. |
| 4190369 | Some images did not show up while browsing D-NAS backups. |
| 4191261 | Azure VM restore failed with Error 2824. |
| 4191493 | Could not restore VMs in OCI, with the error: Request failed unexpectedly. |
| 4192949 | BMR created unnecessary database connections to PostgreSQL. |
| 4193279 | NetBackup Snapshot Manager 11 skipped instances during discovery in OCI. |
| 4193349 | Accelerator align guide files remained in the `/usr/openv/tmp` folder after a successful backup. |
| 4194451 | Restore failed in Kubernetes with MariaDB. |
| 4194684 | After upgrading NetBackup 10.1 to 10.4 in Flex, abnormal memory usage occurred with periodic container restarts or hangs. |
| 4195126 | Azure NetApp files plug-in discovery failed. |
| 4195220 | After upgrade from version 10.2 to 10.4.0.1, NetBackup took over 20 minutes to start on Flex instances. |
| 4196470 | Web UI could send email using TLS. |
| 4196602 | Restored folder was empty for Azure Cloud object store backups, after upgrading NetBackup to version 10.4.0.1. |
| 4196791 | `nbhealthchecker` created core file on Solaris. |
| 4197071 | The `DeleteOnTermination` parameter for the root disk was changing when restoring AWS-based VMs. |
| 4197307 | Could not upgrade from an embedded Postgres database to a containerized Postgres database. |
| 4197456 | Updated Cryptography to 44.0.2 and Python to 3.9.22 for NetBackup Snapshot Manager. |

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0.0.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4197992 | BMR did not recover the partition type as expected. |
| 4198429 | The files and folder restore option was not available after backup from snapshot, on AWS instances. |
| 4198798 | Security fixes for SAML SSO-related issues in NetBackup database. |
| 4199177 | NetBackup 10.5.0.1 took up to 20 minutes to start on Flex instances. |
| 4199321 | Backup from snapshot failed with status 103, for D-NAS. |
| 4199804 | NetBackup upgrade to 10.5.0.1 failed on UNIX clients. |
| 4200162 | Windows Server 2025 support for BMR on NetBackup 10.5.0.1 for DHL. |
| 4200682 | Upgraded erlang to 27.3.3 and rabbitmq to 4.0.5. |
| 4201876 | Upgraded libxml related binaries, used by NetApp, to version 2.13.8. |
| 4202189 | Could not browse inside the Snapshot Manager backup images for granular files and folders restore. |
| 4202381 | Shared Resource Tree (SRT) creation failed with Windows ADK-related errors. |
| 4202415 | Upgraded httpclient5 to 5.4.4 and httpcore5 to 5.3.4 for wmc. |
| 4202501 | Malware scans did not work for more than 10 streams for D-NAS multi-stream backups. |
| 4202712 | Backup from snapshot failed with error 11. |
| 4202819 | Upgraded httpclient5 to 5.4.4 and httpcore5 to 5.3.4. |
| 4203097 | Upgraded Apache Tomcat version to 10.1.43. |
| 4203209 | Needed option to change Azure VM size during restore. |
| 4203342 | Security updates for NetBackup 11. |
| 4203558 | Fixed Windows Server 2025 disaster recovery issue. |
| 4203618 | Flex Appliance 5350 often hanged, also all container instances shut down unexpectedly. |
| 4204578 | Fixed local privilege issues and DLL hijacking for NetBackup 10.4.0.1, Windows clients. |
| 4204580 | D-NAS backups in Dell arrays failed with errors related to Vendor Change Tracking (VCT). |
| 4204682 | Upgraded httpclient5 to 5.4.4 and httpcore5 to 5.3.4 for Java UI. |
| 4204747 | Azure NetApp Files (ANF) plug-in discovery failed after upgrade to NetBackup 11. |

**Table 6-1** Previous EEBs now resolved in NetBackup 11.0.0.1 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4204884 | Shared Resource Tree (SRT) creation on a Windows BMR boot server failed. |

# Other known issues resolved in NetBackup 11.0.0.1

**Etrack Incident: 4197354**

- Associated Primary Etrack: 4191805
- Associated Service Request Etrack(s): 4191804
- Description:
  The `/cloudpoint/.failed` file was not cleaned up after uninstallation, and the next installation failed.

**Etrack Incident: 4197355**

- Associated Primary Etrack: 4191805
- Associated Service Request Etrack(s): 4191804
- Description:
  NetBackup Snapshot Manager logs did not consider the `/cloudpoint/.failed` file.

**Etrack Incident: 4197899**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  NetBackup Snapshot Manager version sometimes did not get updated after an upgrade.

**Etrack Incident: 4197920**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The Activity Monitor tree view did not start with all jobs collapsed.

**Etrack Incident: 4198006**

- Associated Primary Etrack: 4190961

- Associated Service Request Etrack(s): 4190960
- Description:
  NetBackup Snapshot Manager was trying to find an asset using all plug-ins in an agent, instead of using the specific plug-in to which that asset belongs.

**Etrack Incident: 4198273**

- Associated Primary Etrack: 4197201
- Associated Service Request Etrack(s): 4197200
- Description:
  The backup copy of an application consistent snapshot was not shown as application consistent, with a green tick-mark in the NetBackup UI.

**Etrack Incident: 4198345**

- Associated Primary Etrack: 4195287
- Associated Etrack(s): 4195286
- Description:
  Single file recovery was not working in OCI, using NetBackup 10.5.

**Etrack Incident: 4198346**

- Associated Primary Etrack: 4194482
- Associated Service Request Etrack(s): 4194481
- Description:
  The snapshot operation failed in AWS with Status 156.

**Etrack Incident: 4198353**

- Associated Primary Etrack: 4190532
- Associated Service Request Etrack(s): 4190531
- Description:
  Backup from snapshot failed with Error 6, in AWS.

**Etrack Incident: 4198355**

- Associated Primary Etrack: 4186127
- Associated Service Request Etrack(s): 4186126
- Description:
  After NetBackup Snapshot Manager upgrade to 10.4.0.1.3013, discovery from the primary server failed in AWS.

**Etrack Incident: 4198728**

- Associated Primary Etrack: 4197985
- Associated Service Request Etrack(s): 4197984
- Description:
  Could not send catalog recovery email using NetBackup 11 in Flex.

**Etrack Incident: 4198819**

- Associated Primary Etrack: 4179041
- Associated Service Request Etrack(s): 4179040
- Description:
  Copy from Staging to Tape was not working in NetBackup 10.4.0.1.

**Etrack Incident: 4199218**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Asset-service was getting duplicate API calls.

**Etrack Incident: 4199543**

- Associated Primary Etrack: 4186790
- Associated Service Request Etrack(s): 4186789
- Description:
  Issues with NetBackup CloudScale catalog recovery.

**Etrack Incident: 4199716**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The `/frontenddata` APIs were misdirected to the sacrificial primary.

**Etrack Incident: 4200117**

- Associated Primary Etrack: 4200070
- Associated Service Request Etrack(s): 4200069
- Description:
  For NetBackup 11 in Flex, the health-check script was erroneously detecting that the NetBackup services are down.

**Etrack Incident: 4202061**

- Associated Primary Etrack: N/A

- Associated Service Request Etrack(s): N/A
- Description:
  Restore of inconsistent objects in Cloud object store backups were not skipped.

**Etrack Incident: 4202332**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The `bperror` process was erroneously reporting errors about data from a previous copy attempts.

**Etrack Incident: 4204954**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Restore operation failed in restoring extensions PostgreSQL RDS, due to permissions issue with IAM user.

**Etrack Incident: 4205092**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Updated permissions to reduce privilege escalation risk.

**Etrack Incident: 4202371**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  In NetBackup 10.3.0.1, increased the capacity limit of MSDP Cloud beyond 8 PB.

**Etrack Incident: 4199766**

- Associated Primary Etrack: 4198662
- Associated Service Request Etrack(s): 4198661
- Description:
  NetBackup deduplication provision filesystem could not start in media server.

**Etrack Incident: 4200796**

- Associated Primary Etrack: 4200556
- Associated Service Request Etrack(s): 4200555
- Description:
  Error during file hashing configuration in the primary server.

Chapter 7

# EEBs and other known issues resolved in NetBackup 11.0

This chapter includes the following topics:


- Previous EEBs now resolved in NetBackup 11.0
- Other known issues resolved in NetBackup 11.0


## Previous EEBs now resolved in NetBackup 11.0

The following table contains a listing of known issues with NetBackup that were identified, fixed, and made available to customers in the form of an emergency engineering binary (EEB). NetBackup 11.0 resolves the issues that were fixed with each of these EEBs.

More information on the Etracks that are listed in this topic (and any other service request Etrack) can be found on the Cohesity Services and Operations Readiness Tools (SORT) website.

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0

| Etrack Number | EEB Description |
|---|---|
| 4019635 | vCloud Director queries fail with Status 1, whenever the VCD integration option is selected in a policy. |
| 4020022, version 1 | VMware redirected restores are not populating the ESX field in NetBackup UI. |
| 4021634, version 7, 6, 5, 4, 3, 2, 1 | Fixes for MSDP issues on NetBackup 9.0. |

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4063857, version 1 | Adds support for using the Subject Common Name (CN) as the identifier for external certificates in NetBackup and also included the log4j 2.17.1 JARs. |
| 4079016, version 17 | Fixes for MSDP Direct Cloud Tiering issues on NetBackup 10.0.0.1. |
| 4098866 | Capacity licensing reports fail in the NetBackup OpsCenter. |
| 4124797, version 8 | Fixes for MSDP Direct Cloud Tiering issues on NetBackup 10.2.0.1. |
| 4139015 | Backup images of Windows Data Deduplication volume do not appear in the BAR interface with the **Optimized Backups** option enabled. |
| 4156054 | OneUI library versions updated to v1.0.11 and NBFS help link updated. |
| 4156710 | Addressing scale issues where NetBackup Continuous Data Protection, protects multiple numbers of disks in VMs. |
| 4158148 | Oracle backup shows partial completion status, with child jobs successful, but parent job shows error in the end: Oracle metadata collection has failed with error - 5458. |
| 4159376 | NetBackup client services become unresponsive on startup due to 'hastatus -summary' query - Solaris zones. |
| 4162354 | The summary page in the deployutil capacity report is blank. |
| 4162775 | Pure Storage discovery failure: Error - Failed to fetch protection group. |
| 4163508 | The nbcomponentupdate.exe operation failed to replace binaries on a localized Windows server. |
| 4164080 | Antimalware scans failed on images on an MSDP WORM 19.0.1 on FLEX, backups run fine. |
| 4164845 | Malware scans show failed status if paths containing Japanese characters are skipped. |
| 4165557 | Postgres backups fail with the error: Failed to enumerate the path. Status 50. |
| 4165719 | Backups to AWS disk pool fail with the STS error: 2060019, cURL error: 56, multi cURL error: 0, HTTP return value: 206 (status code 84). |
| 4165891 | PostgreSQL databases are not discovered in the web UI when the port number is set with single quotes in the `postgresql.conf` file. |
| 4166370 | Upgraded TPIP RHEL to 8.10. |
| 4166850 | Unable to send notification mail when configured and used from web UI. |
| 4167366 | After upgrade to NetBackup 10.4, client backup of Microsoft SQL Servers failed. |

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4167520 | MSDP S3 server cannot create a policy for Elastic Search integration. |
| 4168310 | Snapshots report disk sizing errors after upgrade to NetBackup Snapshot Manager 10.4.0.1. |
| 4168408 | Provided support to back up ADE enabled VMs. |
| 4168779 | The LVM Snapshot of MySQL INCR cannot detect the binlog objects. |
| 4168949 | NetApp plug-in discovery and backup from snapshot failures in NetBackup 10.4.0.1. |
| 4169356 | Upgrades Apache Tomcat to 9.0.91 for NetBackup 10.2.0.1. |
| 4169394 | The bpdbsbora process takes up a large amount of system memory, causing the Oracle applications to crash. |
| 4169973 | MS Sentinel certificate validation fails. |
| 4171300 | Upgraded JRE version to 8u421. |
| 4171396 | For GCP restores, Pre-recovery checks fail with the error: Unable to retrieve the keys. |
| 4171428 | The NetBackup Snapshot Manager policy container is unable to start due to missing executing permission. |
| 4172048 | Cannot eject tape media from NetBackup web UI. |
| 4172055 | Restore fails for the RDS PostgreSQL databases containing CAST objects. |
| 4172075 | Universal share self-service recovery fails with system error, if the backup copy 1 is not found. |
| 4172174, version 1 | Security updates for NetBackup. |
| 4172189 | Ms SQL backups fail if the number of instances exceed 29. |
| 4172214 | Instant Access single file restore fails for Ubuntu 22 clients with LVM running. |
| 4172230 | IMDSv2 VMs that are restored to AWS, are restored as IMDSv1. |
| 4172680 | Image cleanup does not delete snapshots on storage after the snapshot image expires. |
| 4173264 | NetApp export policy gets modified during D-NAS snapshot or backup. |
| 4173795 | In NetBackup 10.2, the configuration file `initSAP.utl` was not present on `PlinuxR`, in the path `/usr/openv/netbackup/ext/db_ext/sap/scripts/sap_oracle`. |
| 4174093 | Cannot add AWS Intelligent groups to Protection plans. |
| 4174153 | D-NAS policies for SMB shares show success status for backups that have access-denied files. |

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4174251 | In NetBackup 10.3.0.1, for SQL instances, incorrect OS version was displayed in NetBackup Administration Console and web UI. |
| 4174307 | PaaS DB backups for the GCP replica database instance, fail with Error 3802. |
| 4174672 | Restore fails for the RDS PostgreSQL databases that contain CAST objects. |
| 4174698 | Upgraded the libxml related binaries used by NetApp. |
| 4174845 | INCR backups fail for non-Postgres user for bsa_AssignObjDesc check. |
| 4175320 | During SQL backups, the dbbackex.exe process consumes excessive amounts of memory. |
| 4175343 | Cannot backup `/VM/Hyper-V` using host name, when the VM is not a part of the domain. |
| 4175469 | Enabled auto detection of Postgres and MySQL bin path and autodiscovery of EDB deployed PostgreSQL instances. |
| 4175502 | NetBackup Policy Execution Manager (nbpem) crashes when a backed-up VM has a blank UUID. |
| 4175826 | Intermittent backup failures with status 25, after upgrade to 10.2.0.1. |
| 4175905 | Unable to start restore of Microsoft SQL Server database with move template. |
| 4176059 | Agentless VMware restores to Linux Guest VM fails if the `/tmp` partition is NOEXEC. |
| 4176208 | The `netbackup` script becomes unresponsive when trying to start or stop NetBackup. |
| 4176217 | VMDK disk restores not working for VMware policy for NetBackup Snapshot Manager for Data Center replication type. Error: Cannot perform specified media operation 174. |
| 4176353, version 2, 1 | The `nbdeployutil` utility usage report does not include archive backups. |
| 4176358, 4177068, 4179306, 4180268 | Security vulnerability fixes. |
| 4176436 | During Azure VM restore, NetBackup Snapshot Manager, creates a Network Security Group (NSG), even when **None** is selected. |
| 4176451, version 1 | Cannot add Root or Intermediate CA for Smartcard Authentication. If the CA cert does not contain CN in the subject, it fails. |
| 4176859 | If the **Throttle Bandwidth** option is set, the backup job throughput does not exceed after a certain limit. |
| 4177118 | Oracle backups intermittently fail when they continue for more than a day. |

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4177256 | Optimized the Catalog collection queries used by Opscenter, to prevent Postgres memory spike. |
| 4177332 | Adding cloud assets to Protection plans fails with the error: Unable to create subscriptions. Asset validation failed. |
| 4177432 | The bmrsavecfg.exe process fails on Windows clients. |
| 4177539 | In NetBackup 10.1.1, issues with vpfsd, df -h becomes unresponsive, backups fail with status 87. |
| 4177619 | Clone Oracle database fails with status 5462, using Oracle instant recovery in web UI. |
| 4177880, version 1 | For Oracle databases: The database type changes automatically from RAC to Single Instance after every backup. |
| 4177994 | Back up from snapshot fails with FTL: Cannot retrieve the list of changed blocks from Azure US West. |
| 4178083 | The `msdpcldutil` update live process fails with an access-denied error, for AWS S3 bucket on Recovery Vault. |
| 4178151 | NetBackup Server Migrator fails while migrating from Windows primary server to Linux primary server. |
| 4178270 | Cloud object store creation fails with the error: Service URL must exist in any one of the specified regions. |
| 4178470 | Upgraded Spring version to 5.3.39 for NetBackup 10.4.0.1. |
| 4178607 | In NetBackup version 10.1, malware scanning fails to find operating system information. |
| 4178612 | During the cleanup operation of K8s Assets the NetBackup Web Management Console service (nbwmc) is causing high CPU utilization. |
| 4178623 | Disk space is full on the WORM access storage server and cannot delete orphaned images. |
| 4178713 | Disk pool creation fails in for Private Cloud Storage (NetApp StorageGRID Webscale Object Storage - LAN). |
| 4178720 | Error during Oracle clone restore: ORA-01180: Cannot create datafile 1. |
| 4178785 | Poor backup performance after migration to 5360 Flex HA appliances due to GCP Bucket lock configure checking. |
| 4178788 | NBSL logging errors in the NetBackup Administration Console. |
| 4178833 | D-NAS backups are not cleaning old snapshots on the NetApp arrays. |

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4178992 | The ADD INDEX query from the OpsCenter causes a Postgres memory spike. |
| 4179019 | Cannot add the Dell Power Store plug-in. |
| 4179022 | PostgreSQL using backup type of pg_basebackup fails, but reported in NetBackup as successful. |
| 4179130 | Unable to browse the mailboxes after successful GRT backup. Error: Database system error. |
| 4179181 | On NetBackup 10.2.0.1, primary server, VRTSPostgres 14.13.1.0 upgraded to mitigate existing vulnerability. |
| 4179294 | Cannot run NetBackup commands from CLI and cannot log on to the web UI using the root user. |
| 4179313 | VM restores fail because the Azure account has a policy requiring the OS and data disks to be encrypted with a customer-managed key. |
| 4179335 | Restores taking over one hour, fails with the error: CloudSnapioResiliency: Retry exhausted for error 403. |
| 4179337, version 1 | Catalog backup jobs are failing with status 21: Socket open failed. |
| 4179554 | NBServerMigrator fails migration job. |
| 4179564 | Ms SQL Server restore using the web UI, fails if the role access is granted using a group account rather than an individual account. |
| 4179576 | VMware incremental backups and restores may fail. Backups jobs end with status 84. |
| 4179845 | Unable to restore multiple SQL databases in a single restore script. |
| 4179867 | Error while restoring Cyrillic character file names on Windows clients. |
| 4179932 | For NetBackup version 10.4.0.1, pre-recovery checks fail during GCP restore. Cannot retrieve the disk encryption key. |
| 4180158 | Fix for the filtering errors in the: /security/anomaly-extension, and the /security/anomaly-extension-details APIs. The issue is specific to filters containing date fields. |
| 4180423, version 1 | Upgraded Spring to 5.3.39 and upgraded sqlite-jdbc JAR version from 3.46.0.0. Fixed cloned JWT group access. |
| 4180427 | Malware scanning fails when using a service account, but succeeds when using an AD user account. |
| 4180515 | Jobs taking longer than expected. Unable to launch web UI. |

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4180516 | NBServer Migrator is reporting wrong migration type. |
| 4180829 | With NetBackup RBAC enabled on primary, the SLP Job Details probe data collection required more permissions to be granted than actually needed. |
| 4180833 | A one-time script was created to address a specific condition. |
| 4180931 | Cannot modify policies from NetBackup Administration Console, after upgrade to NetBackup 10.5 (Error: 25). |
| 4181070 | While restoring NDMP backup from web UI, NetBackup only restores data from one image, even though multiple images are selected. |
| 4181227 | Cannot retrieve the Class_att_defs information: Intermittent connectivity lost with the server. |
| 4181338 | Asset validation for cloud workloads fails if assets service domain is ALL_ACCOUNT or more than 10 asset service domain are present. |
| 4181791 | NFS mounts fail with version 4. |
| 4181792, version 3, 2, 1 | Provided security fixes, resolved VMware restore issues, and fixed a web UI restore problem when alternate paths contain non-ASCII characters. |
| 4182356 | VMware incremental backups and restores may fail. Typically, backup jobs end with status 84. Full backups work. |
| 4182560 | Teradata policy functionality tested successfully for NetBackup version 10.4.0.1. |
| 4182640 | NetApp ONTAP OnPrem S3 bucket fails during Cloud object store policy configuration. |
| 4182681 | Implemented the `-Fc` option in the Postgres pg_dump feature. |
| 4182851, version 2 | External KMS operations fail with invalid command parameter error after upgrade to NetBackup 10.3. |
| 4182934 | NetBackup is not sending notification emails when configured and used from the web UI. |
| 4182943 | In NetBackup 10.4.0.1, cannot complete a full backup of a CIFS share hosted in Hitachi HNAS, using NAS-Data-Protection policy. |
| 4182996 | The log clearing process does not clean the logs stored in the `/user_ops/mssql` folder. |
| 4183081 | NetBackup 10.4.0.1: Python Library Certifi upgraded to 2024.07.04. |
| 4183087 | The **Yes** option is not present in the confirmation window, when trying to convert an MSDP Image Sharing image. |
| 4183188 | The Intelligent Group Query edit becomes unresponsive. |

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4183397 | RBAC error, while performing restore of VMware backup to client agent. |
| 4183418 | D-NAS performance issues in NetBackup 10.3.0.1, when using multiple CIFS servers on HNAS arrays. |
| 4183482 | VMware incremental backups and restores fail. The backup jobs end with the status 84. |
| 4183497 | Upgraded Apache Tomcat version to 9.0.98 for NetBackup version 10.0.0.1. |
| 4183613 | Secure communications to BYO Malware Scan host using NetBackup. |
| 4183707 | BMR support for Linux and Windows AWS instances in local zone with multiple NICS. |
| 4183907 | Provided Postgres pg_dump backup support for databases over 1 TB. |
| 4183933 | Autodiscovery of Oracle Exadata databases from NetBackup primary server fails. |
| 4183969 | The command `nbrestorevm` does not work with the `-e` option when used with #nbcmdrun on Appliance 5240 MR2 5.3.0.1. |
| 4184481 | BMR recovery support for Linux and Windows VMs with Multi-NIC, in AWS cloud. |
| 4184556 | NetBackup Snapshot Manager support for NIC discovery for Windows BMR Recovery workflow on AWS in NetBackup 10.5. |
| 4184630 | During the cleanup operation of K8's Assets the NetBackup Web Management Console service (nbwmc) is causing high CPU utilization. |
| 4184806 | Enabled users to check the msdpcheck progress from CLISH. |
| 4184869 | NetBackup Administration Console cannot connect to NBSL. |
| 4184903 | After upgrading the primary server from NetBackup version 10.3.0.1 to 10.4.0.1, the audit logs are not forwarded to Microsoft Sentinel. |
| 4184967 | Failed to configure the plug-in instance in Snapshot Manager for Data Center. |
| 4185388 | The Protobuf library updated to 3.21.7. |
| 4185834 | Upgraded the Python module cryptography to 43.0.3. |
| 4185928 | To avoid expired token errors for the Open Cloud Storage Daemon (OSCD) in the Recovery Vault, refresh the Recovery Vault SAS URL every 20 minutes. |
| 4185957 | Client backup reports give errors in the NetBackup Administration Console. |
| 4186037 | Upgraded the Python module pyOpenSSL to 24.2.1. |

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4186450, version 1 | Catalog backups fail with the status: 21: socket open failed. |
| 4186740 | Upgraded the Python Library Certifi to 2024.07.04, for NetBackup 10.3.0.1. |
| 4186908 | The clone Oracle database operation is failing with status 5462. |
| 4187376 | SQL AG instances disappear after successful backup, the original computer name and NetBackup client name remains the same on all nodes. |
| 4187882 | The `bptestbpcd` command takes longer to run with a 10.2.0.1 Windows client, compared to a similar connection with a 8.2 Windows client. |
| 4188012 | Update Apache Tomcat version to 9.0.98 for NetBackup 10.3.0.1 version. |
| 4188015 | Update Apache Tomcat version to 9.0.98 for NetBackup 10.4.0.1 version. |
| 4188029 | Snapshot Manager failed to complete discovery in specific conditions. |
| 4188139 | Restore of malware-affected VMware recovery point becomes unresponsive. |
| 4188162, version 2, 1 | Backups using the NAS-Data-Protection policy are encountering a failure with status 50. |
| 4188210 | Backup from snapshot job fails with the error: unable to update data mover image. |
| 4188485 | Updates to NetBackup space check to more accurately validate the required space for installing. |
| 4188625 | Update Apache Tomcat version to 9.0.98 for NetBackup 10.1.1 version. |
| 4188988 | Cannot add Nutanix Files under NetBackup Snapshot manager plug-in. |
| 4189007, version 1 | Upgraded Netty to 1.1.15, Jackson databind to 2.15.3, PostgreSQL JDBC driver to 42.7.2, Spring to 5.3.39, and vCloud Datastore API to return child Datastores in a Datastore cluster. |
| 4189597 | A large number of '*' are written to the file bpstart_notify_stdout.txt after MySQL backup jobs fail. |
| 4189794 | Error when logging on to the NetBackup 10.5 Administration Console. |
| 4189840 | Protection plans do not show all subscriptions, limited to 100. |
| 4189850 | Excluded the `openssl.cnf.log` file from the DR package. Due to the increase size of DR package, DR package is not getting sent over email due to size constraints. |
| 4189990 | For Oracle databases, the Database type changes from RAC to Single Instance after every backup. |
| 4190529 | Fixes to retry fetching of policy attributes and tokenization. |

**Table 7-1** Previous EEBs now resolved in NetBackup 11.0 *(continued)*

| Etrack Number | EEB Description |
|---|---|
| 4190671 | Upgraded Apache Tomcat version to 9.0.98 for NetBackup 10.4. |
| 4190898, version 1 | Fixes to address library conflict. |
| 4190900 | The Intelligent Group Query edit becomes unresponsive. |
| 4190916 | The NetBackup DR file grows in size and cannot be emailed. |
| 4191867 | Microsoft Sentinel Integration stopped working after upgrade to NetBackup version 10.5 from 10.2. |
| 4192375 | Error when logging on to the NetBackup 10.4.0.1 Administration Console. |
| 4192993 | Unable to add more than 50 Oracle databases to a policy in the web UI. |
| 4193151 | Intermittent connectivity error in the NetBackup Administration Console. Notable to change policy attributes. |
| 4193277 | Client Backups reports giving errors in the NetBackup Administration Console. |
| 4193596 | NetBackup 10.3.0.1, backup failure for Big Share files, for Qumulo. |
| 4195065 | Backups to AWS disk pool fail with STS error: 2060019, cURL error: 56, multi cURL error: 0, HTTP return value: 206 (status code 84). |

# Other known issues resolved in NetBackup 11.0

**Etrack Incident: 4094503**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Convert the PEM_USE_SAME_HOST_BY_NAME environment variable to a bp.conf setting after upgrade to 10.x.

**Etrack Incident: 4155843**

- Associated Primary Etrack: 4119930
- Associated Service Request Etrack(s): 4119929
- Description:
  Cannot browse granular Active Directory images in the web UI.

**Etrack Incident: 4166646**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  A host certificate renewal code must check if the primary server is configured as ECA only, and it is ECA only, it should skip renew operation without generating a notification.

**Etrack Incident: 4168967**

- Associated Primary Etrack: 4166736
- Associated Service Request Etrack(s): 4166735
- Description:
  NBPEM fails when performing failover on a Microsoft cluster, on NetBackup 10.0.0.1.

**Etrack Incident: 4173899**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  NetBackup Flex Scale 3.1 upgraded from NetBackup Flex Scale 3.1 to 3.2, NetBackup 10.1.1 to 10.3.0.1.

**Etrack Incident: 4176457**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Upgrade fails and NetBackup is not usable when the password for NBDB contains the "%" character, and cannot change the password afterwards.

**Etrack Incident: 4176693**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The nbtelagent binaries are not using the cluster directory on the Windows servers to find the `nbdeployutilconfig.txt`.

**Etrack Incident: 4177384**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A

- Description:
  Cannot edit storage for OpenStack protection plans.

**Etrack Incident: 4177490**

- Associated Primary Etrack: 4175311
- Associated Service Request Etrack(s): 4175310
- Description:
  Post upgrade from 10.3 to version 10.4, the Oracle database backups in RAC fail.

**Etrack Incident: 4178479**

- Associated Primary Etrack: 4176233
- Associated Service Request Etrack(s): 4176232
- Description:
  Issues while creating MSDPC to ONTAP S3 provider.

**Etrack Incident: 4178509**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Setting user permissions after EEB installation takes up to 54 minutes.

**Etrack Incident: 4178746**

- Associated Primary Etrack: 4179457
- Associated Service Request Etrack(s): 4179458
- Description:
  Reduce optimized duplication delays in bpdm.

**Etrack Incident: 4179187**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Disable the edit storage options for the OpenStack protection plans.

**Etrack Incident: 4179440**

- Associated Primary Etrack: 4176973
- Associated Service Request Etrack(s): 4176972
- Description:

Cannot access the DTE settings in web UI host properties, if accessed using the client name.

**Etrack Incident: 4179484**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The `pg_ctl` command times out after 60 seconds if the database needs recovery and the nbdbms_start_stop service exits with return value *1*.

**Etrack Incident: 4179989**

- Associated Primary Etrack: 4179957
- Associated Service Request Etrack(s): 4179956
- Description:
  The command `create_nbdb -drop calls create_pgnbdb with -data C:\Program Files\Veritas\NetBackupDB\data`, fails without quotes.

**Etrack Incident: 4180493**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Support AWS clients with multiple network interfaces.

**Etrack Incident: 4180498**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Update namespace to delete if not present in K8s.

**Etrack Incident: 4180680**

- Associated Primary Etrack: 4180620
- Associated Service Request Etrack(s): 4180680
- Description:
  Critical and high CVEs with known fixes in NetBackup Snapshot Manager 10.5.

**Etrack Incident: 4180925**

- Associated Primary Etrack: 4180422
- Associated Service Request Etrack(s): 4180421

- Description:
  After upgrading to NetBackup 10.3.0.1, cannot perform VMware GRT restore from NSS, due to RBAC issues.

**Etrack Incident: 4181615**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Improve indexing speed on AWS for time and cost implications.

**Etrack Incident: 4181802**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  In K8S, some namespaces and assets related to those namespaces are not getting deleted, during the asset clean-up cycle.

**Etrack Incident: 4182203**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Expose the required APIs to list ECA certificate details.

**Etrack Incident: 4183641**

- Associated Primary Etrack: 4163355
- Associated Service Request Etrack(s): 4163354
- Description:
  After NSS 10.4 upgrade, all servers are not appearing in the Usage report.

**Etrack Incident: 4183792**

- Associated Primary Etrack: 4182269
- Associated Service Request Etrack(s): 4182268
- Description:
  Silent client installation in Windows server fails while reading the `installdir`.

**Etrack Incident: 4183968**

- Associated Primary Etrack: 4174790
- Associated Service Request Etrack(s): 4174789

- Description:
  NetBackup DB recovery using bprecover or web UI changes file and folder ownerships, and causes the recovery to fail, leading to an unresponsive NetBackup DB.

**Etrack Incident: 4183996**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  When upgrading NetBackup from pre-10.2 to 10.2 or later, the database or logs directory may contain many large files causing disk space issue.

**Etrack Incident: 4184531**

- Associated Primary Etrack: 4183655
- Associated Service Request Etrack(s): 4183654
- Description:
  Web services do not work with Arabic locale.

**Etrack Incident: 4184567**

- Associated Primary Etrack: 4168880
- Associated Service Request Etrack(s): 4168879
- Description:
  The nbwmc service does not start after a Flex instance upgrade, because the nbwmc script is not upgraded.

**Etrack Incident: 4185596**

- Associated Primary Etrack: 4180620
- Associated Service Request Etrack(s): 4180680
- Description:
  Updated Python to 3.9.20 in NetBackup Snapshot Manager v10.5.

**Etrack Incident: 4186115**

- Associated Primary Etrack: 4184437
- Associated Service Request Etrack(s): 4184436
- Description:
  When using `bpplinfo -set` command to set the VMware policy type, the default values for the policy parameters are not set.

**Etrack Incident: 4186472**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Issues with **nb_license_check_critical**, while handling B2B and reinstalls scenarios.

**Etrack Incident: 4186473**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Usability improvements for the SLIC license key.

**Etrack Incident: 4187656**

- Associated Primary Etrack: 4182958
- Associated Service Request Etrack(s): 4182957
- Description:
  Flex REST API upgrade from 10.0.0.1 to 10.4.0.1, fails due to an incomplete `veritas_customer_registration_key.json` file.

**Etrack Incident: 4189034**

- Associated Primary Etrack: 4188384
- Associated Service Request Etrack(s): 4188383
- Description:
  After upgrade, Sybase BMRDB files get deleted even if the migration to Postgre is not successful.

**Etrack Incident: 4189103**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Improvements to AWS multi-NIC environment.

**Etrack Incident: 4190799**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  The `configureMQ` command fails when the `/tmp` directory is mounted using the *noexec* mode.

**Etrack Incident: 4192347**

- Associated Primary Etrack: 4173541
- Associated Service Request Etrack(s): 4173540
- Description:
  MQBroker on a Windows cluster gives an error concerning disk space monitoring.

**Etrack Incident: 4192641**

- Associated Primary Etrack: 4189861
- Associated Service Request Etrack(s): 4189860
- Description:
  In an ECA only setup, NetBackup upgrade from version 10.1.1 to 10.4.0.1, prompts to enter the PEM passphrase multiple times during the upgrade.

**Etrack Incident: 4193219**

- Associated Primary Etrack: 4192353
- Associated Service Request Etrack(s): 4192352
- Description:
  Issues with transmission of trusted data within the URL, for API calls.

**Etrack Incident: 4193854**

- Associated Primary Etrack: 4181418
- Associated Service Request Etrack(s): 4181385
- Description:
  In NetBackup 10.5, upon restart of the instance, the PBX service automatically starts as UID 1112, causing other NetBackup services to fail.

**Etrack Incident: 4157539**

- Associated Primary Etrack: 4154931
- Associated Service Request Etrack(s): 4154930
- Description:
  Accelerator backups fail if it includes an image from a different LSU.

**Etrack Incident: 4178651**

- Associated Primary Etrack: 4178287
- Associated Service Request Etrack(s): 4178286
- Description:

Add a hidden option for nbapiutil to dump a NetBackup web token authorization context.

**Etrack Incident: 4185100**

- Associated Primary Etrack: N/A
- Associated Service Request Etrack(s): N/A
- Description:
  Enable progress monitoring while msdpcheck runs.

**Etrack Incident: 4189098**

- Associated Primary Etrack: 4188581
- Associated Service Request Etrack(s): 4188580
- Description:
  Critical and high CVEs with known fixes in NetBackup 10.5 Kubernetes extension.

Appendix A

# About SORT for NetBackup Users

This appendix includes the following topics:


- About Cohesity Services and Operations Readiness Tools


## About Cohesity Services and Operations Readiness Tools

Cohesity Services and Operations Readiness Tools (SORT) is a robust set of standalone and web-based tools that support enterprise products. For NetBackup, SORT provides the ability to collect, analyze, and report on host configurations across UNIX/Linux or Windows environments. This data is invaluable when you want to assess if your systems are ready for an initial NetBackup installation or for an upgrade.

Access SORT from the following webpage:

https://sort.veritas.com/cohesity/netbackup

Once you get to the SORT page, more information is available as follows:

- **Installation and Upgrade Checklist**
  Use this tool to create a checklist to see if your system is ready for a NetBackup installation or an upgrade. This report contains all the software and the hardware compatibility information specific to the information provided. The report also includes product installation or upgrade instructions, as well as links to other references.
- **Hot fix and EEB Release Auditor**
  Use this tool to find out whether a release that you plan to install contains the hot fixes that you need.

- **Custom Reports**
  Use this tool to get recommendations for your system.
- **NetBackup Future Platform and Feature Plans**
  Use this tool to determine what items you can expect to see replaced with newer and improved functionality. The tool also provides insight about what items you can expect to see discontinued without replacement. Some of these items include certain NetBackup features, functionality, 3rd-party product integration, other product integration, applications, databases, and the OS platforms.

Help for the SORT tools is available. Click **Help** in the upper right corner of the SORT home page. You have the option to:

- Page through the contents of the help similar to a book
- Look for topics in the index
- Search the help with the search option