



RELEASE NOTES

# EMC NetWorker Module for Documentum

Release 1.1

## Release Notes

P/N 300-003-600

REV A03

November 24, 2006

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These release notes contain supplemental information about EMC® NetWorker™ Module for EMC Documentum® release 1.1. Topics include the following:

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## Product description

EMC NetWorker Module for EMC Documentum (NMD) release 1.1 software is an integrated EMC solution to back up and restore a Documentum system. This solution enforces consistency among the different Documentum components and supports content file restores based on information that is known to the end user.

The software backs up and restores the components of an online Documentum content repository.

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**Note:** The Documentum 5.3.x term *repository* is synonymous with the Documentum 5.2.x term *docbase*.

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A repository includes all the content and metadata for a Documentum instance, including the following components:

- ◆ Database managed by a third-party database management system (DBMS), such as an Oracle DBMS, Microsoft SQL Server DBMS, or Sybase DBMS.
- ◆ Content storage area under the operating system file system.
- ◆ Configuration files under the operating system file system.
- ◆ Optional full-text index.

NMD software supports the following:

- ◆ Both single server and separate database server configurations.  
The *NetWorker Module for Documentum, Release 1.1, Administration Guide* provides backup script examples that apply to *both* the single server and separate database server configurations.
- ◆ A separate full-text index server with Documentum 5.3.x *only*.
- ◆ Only for backups *without* the NetWorker SnapImage™ Module, configurations where the storage areas are on different hosts but all storage areas are directly accessible from at least one host through local disks, SAN, shared SCSI, NAS, or NFS.

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**Note:** The SnapImage Module does *not* support remote disks mounted through NAS or NFS.

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- ◆ The following types of storage areas: file store, blob, and turbo.

The *NetWorker Module for Documentum, Release 1.1, Installation Guide* provides information on NMD installation prerequisites and procedures.

The following sources provide details on the NMD software features and functionality, including consistency in repository backups:

- ◆ *NetWorker Module for Documentum, Release 1.1, Administration Guide*
- ◆ *NetWorker Module for Documentum, Release 1.1, Best Practices Guide*

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## New features and changes

**Note:** The following sources provide details on the operating system releases that NMD supports with specific Documentum Server, database, and NetWorker software releases:

- *Software Compatibility Guide* at <http://Powerlink.EMC.com>
- *NetWorker Module for Documentum, Release 1.1, Installation Guide*

NMD release 1.1 includes the following new or enhanced features.

- ◆ Support for Documentum Server release 5.3.x.
- ◆ Support for the following new operating systems:
  - AIX
  - HP-UX
  - Linux (with Documentum 5.3.x *only*)
- ◆ Support for new releases of the following database systems, with specific Documentum Server and NetWorker Module releases:
  - Microsoft SQL Server
  - Oracle
  - Sybase
- ◆ Support for new releases of NetWorker server and client software.
- ◆ Support for new releases of the following NetWorker Modules, with specific Documentum Server and database releases:
  - NetWorker Module for Oracle
  - NetWorker Module for Microsoft SQL Server
  - NetWorker SnapImage Module

- ◆ Improved support for the location of the Content Server and database on separate hosts.
- ◆ With Documentum release 5.3.x *only*, support for the location of the Content Server and full-text index on separate hosts.
- ◆ Support for multiple Documentum repositories sharing the same database on a remote host.
- ◆ Improved non-destructive restores of storage areas that are backed up with the SnapImage Module.
- ◆ Improved samples of NMD configuration files that are installed with the NMD software.
- ◆ For Documentum 5.3.x *only*, new samples of full-text index backup scripts that are installed with the NMD software.
- ◆ New supported parameters in the NMD configuration file:
  - LIBPATH
  - NMD\_DB\_HOST
  - NMD\_FTI\_DIRECTIVES\_FILE
  - NMD\_FTI\_HOST
  - NMD\_FTI\_PASSWD
  - NMD\_FTI\_RELOCATION
  - NMD\_FTI\_SUBDIRS
  - NMD\_FTI\_USER
  - SHLIB\_PATH
- ◆ Support for Documentum environments with a federated or replicated repository, as described in [“Federated or replicated Documentum environments”](#) on page 10.
- ◆ Nonsupport of the NMDDE\_CHECK\_FILE\_EXISTENCE parameter.
- ◆ Improved error logging, including descriptive error messages.
- ◆ Implementation of key bug fixes and requests for enhancement, as described in [“Fixed problems and changes”](#) on page 5.

## Fixed problems and changes

Table 1 on page 5 lists the bugs that have been fixed and implemented in NMD release 1.1.

Table 1 Fixed bugs in NMD release 1.1

Number	Description	Operating system
LGTpa71704	In the <code>nsrnmdrs</code> man page, the SYNOPSIS section incorrectly referred to the <code>recover</code> command name.	Solaris
LGTpa73758	If the NetWorker software was installed in a nondefault directory, the NMD installation process installed the NMD binaries in the default directory, rather than in the same location as the NetWorker software.	Microsoft Windows

## Environment and system requirements

Details on the versions of operating systems, Documentum Server, database, and NetWorker software that NMD release 1.1 supports are available from the following sources:

- ◆ *Software Compatibility Guide* at <http://Powerlink.EMC.com>
- ◆ *NetWorker Module for Documentum, Release 1.1, Installation Guide*

Details on the environment and system configurations required to operate the NMD 1.1 software are available in the *NetWorker Module for Documentum, Release 1.1, Administration Guide*.

## Known problems and limitations

The following sections describe the known limitations and workarounds for NMD release 1.1:

- ◆ “Potential problem with the restore of storage areas that contain numerous files (LGTpa73035, LGTpa79120)” on page 6
- ◆ “System backup fails when full-text indexes do not exist (LGTpa85787)” on page 6

- ◆ “Unquiesce operation is skipped after a backup or restore is terminated (LGTpa88880)” on page 7
- ◆ “Installation and configuration files backup does not include all the required files (LGTpa88882)” on page 8
- ◆ “NetWorker 7.3.x savegroup finishes before the NMD backups (LGTpa91122)” on page 8
- ◆ “Concurrent backups of multiple repositories on a Content Server might fail (LGTpa92857)” on page 9
- ◆ “Parameter setting disables incremental scheduled NMD backups (LGTpa93325)” on page 9
- ◆ “Error appears when an NMD executable is run on AIX 5.3 (LGTpa95716)” on page 10

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### Potential problem with the restore of storage areas that contain numerous files (LGTpa73035, LGTpa79120)

Without the required SnapImage hotfix on HP-UX or Solaris, if you attempt to use the `nsrnmdrs` command to restore a snapshot backup (performed by the SnapImage Module) of one or more storage areas from the same file system where the backup contains approximately 1 million or more files, the restore becomes suspended.

As a workaround on HP-UX or Solaris, download and install the required SnapImage hotfix from the following location:

`ftp://ftp.legato.com/pub/NetWorker/Updates/NMDDocumentum`

If you do not install the hotfix, you must perform the restore of the snapshot backup by following the instructions in “[Restoring storage areas with numerous files by using the SnapImage Module](#)” on page 12.

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### System backup fails when full-text indexes do not exist (LGTpa85787)

If a Documentum system backup is specified with the `nsrnmdiv -M ALL` command but *no* full-text index components exist, the NMD backup fails.

The workaround for this issue differs for Documentum 5.2.x and 5.3.x:

- ◆ By default, Documentum 5.2.x is installed with the full-text index components. If all the full-text indexes have been removed, re-create a full-text index before using the **nsrnmadv -M ALL** command to perform a system backup.
- ◆ By default, Documentum 5.3.x is installed *without* the full-text index components. Before using using the **nsrnmadv -M ALL** command to perform a system backup, set the following *mandatory* parameters to a dummy value (it is not used for the backup), where *executable\_filepath* is the path of an executable file that can be an empty file:

NMD\_BACKUP\_FTI\_QUIESCE=*executable\_filepath*

NMD\_BACKUP\_FTI\_UNQUIESCE=*executable\_filepath*

NMD\_FTI\_SUBDIRS=*executable\_filepath*

For example, set the three parameters to the same value, /disk1/documentum/fti.sh, where fti.sh is an empty executable file.

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## Unquiesce operation is skipped after a backup or restore is terminated (LGTpa88880)

With Documentum 5.2.x, after a backup or restore is terminated by the user, any full-text indexes and storage areas involved in the backup or restore are *not* unquiesced, even if the parameter NMD\_RECOVER\_QUIESCE is set to YES.

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**Note:** With Documentum 5.3.x, full-text indexes and storage areas are *not* unquiesced after a backup or restore, whether or not the parameter NMD\_RECOVER\_QUIESCE is set to YES.

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As a workaround with Documentum 5.2.x, manually unquiesce the required full-text indexes and storage areas after a backup or restore is terminated.

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## Installation and configuration files backup does not include all the required files (LGTpa88882)

With Documentum 5.2.x, an NMD backup of the installation and configuration files might not automatically discover all the required directories and files in certain situations, for example, in certain customized installations.

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**Note:** With Documentum 5.3.x, NMD does *not* autodiscover any part of the installation and configuration files during a backup, and the parameter `NMD_ICF_SUBDIRS` is *mandatory*.

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To ensure that all the required directories and files are included in an installation and configurations files backup with Documentum 5.2.x, perform *either* of the following:

- ◆ Set `NMD_ICF_SUBDIRS` to the complete list of directories and/or files to include in the backup.
- ◆ Set `NMD_ICF_SUBDIRS_AUGMENT` to the list of additional directories and/or files to include in the backup, in *addition* to the default system-discovered directories and files.

You can use the parameter `NMD_DIRECTIVES_FILE` to specify directives for skipping directories and files under the root directory during a backup, as described in the *NetWorker Module for Documentum, Release 1.1, Administration Guide*. The NetWorker documentation also provides information on using directives within a `.nsr` file (UNIX) or `nsr.dir` file (Windows).

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## NetWorker 7.3.x savegroup finishes before the NMD backups (LGTpa91122)

When NetWorker 7.3.x client and server software are installed and you perform a scheduled NMD backup, the scheduled backup savegroup might complete before the NMD backup processes have finished running. The savegroup completion reports the backup as successful, regardless of whether the NMD backup processes encounter any errors.

As a workaround, contact your EMC Customer Support Representative to obtain the required LGTpa91122 hotfix.



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## Concurrent backups of multiple repositories on a Content Server might fail (LGTpa92857)

If you perform concurrent scheduled backups of multiple repositories located on the same Content Server, some of the backups might fail with an error such as the following:

```
09/11/06 17:18:12 nsrnmдsv: Error: Failed to create a temporary
directory
C:\Program Files\Legato\ns-r\applogs\nsrnmд-sv_de_1157987892
required for nsrnmдde: File exists
```

In this case, each repository has a separate NetWorker Client resource and all the Client resources are included the same backup group. When the scheduled backup of the group is initiated, the concurrent backups of the multiple repositories are initiated. Some of the backups might fail when certain temporary files or directories fail to be created or removed by the NMD software.

As a workaround, contact your EMC Customer Support Representative to obtain the required LGTpa92857 hotfix.

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## Parameter setting disables incremental scheduled NMD backups (LGTpa93325)

When the following parameter setting is included in the NMD configuration file, incremental scheduled NMD backups are performed at the full level *only*:

```
NMD_USE_DEFAULT_SAVESET_NAMES=YES
```

As a workaround, enable incremental scheduled backups by performing one of the following:

- ◆ Set NMD\_USE\_DEFAULT\_SAVESET\_NAMES=NO in the configuration file.
- ◆ Do *not* set NMD\_USE\_DEFAULT\_SAVESET\_NAMES in the configuration file.

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## Error appears when an NMD executable is run on AIX 5.3 (LGTpa95716)

On AIX 5.3, the following error message always appears when any NMD 1.1 executable program (for example, **nsrnmddsv** or **nsrnmddrs**) is run, whether or not the NMD operation is successful:

```
NetWorker: AIX loadquery(): Can't find address for
/usr/lib/libc.a(shr.o).
```

You can ignore this message, which does *not* indicate a problem with the NMD program.

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## Technical Notes

This section provides important notes on the use of the NMD release 1.1 software.

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### Federated or replicated Documentum environments

The NMD software supports environments with a federated or replicated repository when the following requirements are met:

- ◆ NMD software is installed and configured independently on each node or host.
- ◆ NMD backups are configured to run and complete when no Documentum 5.x inter-node synchronization jobs are running.

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**Note:** The NMD software is not aware of the inter-node relationships and their synchronization jobs."

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### Mandatory parameters in the NMD configuration file

Before starting any type of NMD backup, ensure that the *mandatory* parameters are set in the NMD configuration file. Several parameters are mandatory, depending your particular environment. The *NetWorker Module for Documentum, Release 1.1, Administration Guide* provides complete details on the configuration file parameters.

## Speeding up full-text index backups with Documentum 5.2.x by excluding logs

With Documentum 5.2.x *only*, to speed up a full-text index backup by excluding the logs, you can perform the following:

1. In a convenient location on the Documentum Server, create a NetWorker directives file that contains only the following line:

```
<< / >> +skip: dm_ftwork_dir
```

For example, create a file C:\temp\nmd\_directive.txt that contains the directive line.

The *NetWorker Administration Guide* and the **nsr\_directive(5)** man page provide more information on NetWorker directives.

2. In the NMD configuration file, set the parameter NMD\_DIRECTIVES\_FILE to the complete pathname of the NetWorker directives file created in [step 1](#).

For example, set the parameter in the configuration file as follows:

```
NMD_DIRECTIVES_FILE=C:\temp\nmd_directive.txt
```

The *NetWorker Module for Documentum, Release 1.1, Administration Guide* provides more information on the configuration file parameters.

## Restoring storage area backups

If a storage area backup meets *all* of the following requirements, restore the backup by using the procedure in [“Restoring storage areas with numerous files by using the SnapImage Module”](#) on page 12.

- ◆ The backup was performed by the SnapImage Module (the parameter NMD\_USE\_SNAPIMAGE was set to YES during the backup).
- ◆ The backup was performed on Solaris or HP-UX *without* the required SnapImage hotfix.
- ◆ The backup contains one or more storage areas from the same file system, with a total of approximately 1 million or more files.

For all other storage area backups (whether or not the SnapImage Module performed the backups), restore the backups by entering the **nsrnmdrs** command with the appropriate options. The *NetWorker Module for Documentum, Release 1.1, Administration Guide* provides more information.

## Restoring storage areas with numerous files by using the SnapImage Module

**Note:** The procedure in this section can be used as a workaround for the known limitation described in [“Potential problem with the restore of storage areas that contain numerous files \(LGTpa73035, LGTpa79120\)”](#) on page 6.

For a storage area backup that meets the requirements in [“Restoring storage area backups”](#) on page 11, restore the backup as follows:

1. Prepare a separate unmounted file system or raw partition to be used as a staging file system for the restore. The file system must contain at least the same amount of disk space as the backed-up storage area file system.
2. Determine the save set ID of the storage area backup by using one of the following methods:

- To use the NetWorker Administrator program on UNIX or the NetWorker User program on Windows, follow the instructions in the *NetWorker Administration Guide*.

From the program display, select the correct save set name and save set version with the required save time, and determine the save set ID value (to be used in [step 3](#)).

- To use the **mminfo** command, enter the following:

```
mminfo -s NetWorker_server -c NetWorker_client
-N "save_set_name"
-r ssid,name,savetime,nsavetime,totalsize,nfiles
```

From the **mminfo** command output, select the row that contains the required save time, and determine the save set ID value (to be used in [step 3](#)).

The *NetWorker Command Reference Guide* or the **mminfo** man page provides more information on the **mminfo** command.

- To use the **nsrnmidx** and **mminfo** commands, perform the following:

- a. Enter the required **nsrnmidx** command:

```
nsrnmidx -v {-M ALL|SA} [-L lower_bound_time]
[-U upper_bound_time]
```

From the **nsrnmidx** command output, determine the save time of the storage area backup.

The *NetWorker Module for Documentum, Release 1.1, Administration Guide* or the **nsrnmidx** man page provides more information on the **nsrnmidx** command.

- b. Enter the required **mminfo** command:

```
mminfo -qsavetime=savetime  
-r ssid,savetime,nsavetime
```

where *savetime* is the save time determined in [step a](#). From the **mminfo** command output, determine the save set ID value (to be used in [step 3](#)).

The *NetWorker Command Reference Guide* or the **mminfo** man page provides more information on the **mminfo** command.

3. Perform the restore to the staging file system by entering the following command:

```
nsrndmp_recover -s NetWorker_server  
-c NetWorker_client -r raw_device_pathname  
-S save_set_ID
```

where:

- *raw\_device\_pathname* is the raw device pathname of the staging file system, prepared in [step 1](#).
- *save\_set\_ID* is the save set ID of the storage area backup, obtained in [step 2](#).

For example, enter the following **nsrndmp\_recover** command to perform the restore:

```
nsrndmp_recover -s nwsvr -c nmsapclnt01  
-r /dev/rdisk/clt3d0s5 -S 2747749942
```

4. Mount and validate the restored staging file system.
5. Disable the storage areas on the original file system.
6. Copy the required storage area directories from the staging file system to the original file system by using a standard operating system utility, such as the **cp -pr** command.

For example, enter the following **cp** command to copy the directories:

```
cp -pr /stagingfileSYS/dir_SA1 /srcfileSYS/dir_SA1
```

## Documentation

Documentation related to the use of this product can be found on the EMC website at <http://Powerlink.EMC.com>, including:

- ◆ The NetWorker Module for Documentum release 1.1 documentation set:
  - Administration guide
  - Installation guide
  - Release notes
  - Best practices guide
  - Command reference guide
- ◆ The NetWorker documentation set:
  - Administration guide
  - Installation guide
  - Release notes
  - Command reference guide
  - Disaster recovery guide
- ◆ Appropriate versions of the following documentation sets:
  - NetWorker Module for Microsoft SQL Server
  - NetWorker Module for Oracle
  - NetWorker Module for Sybase
  - NetWorker SnapImage Module
- ◆ Other EMC documentation:
  - Software compatibility guide
  - UNIX man pages

The following additional documentation may be useful:

- ◆ Documentum Content Server documentation
- ◆ Appropriate database (Oracle, Microsoft SQL Server, or Sybase) backup and recovery documentation

**Note:** The most up-to-date product issues for NMD release 1.1 are detailed online in the EMC Issue Tracker, available on the EMC Powerlink™ website at <http://Powerlink.EMC.com>.

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## Software media, organization, and files

The following sources provide details on the NMD release 1.1 software media, organization, and files:

- ◆ *NetWorker Module for Documentum, Release 1.1, Installation Guide*
- ◆ The readme.txt file that is included with the NMD software

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## Installation

If the NetWorker client installation directory is relocated (for example, during a NetWorker software update) on the computer where the NMD release 1.1 software is installed, you must uninstall and reinstall the NMD software.

The NMD software does not currently require a separate license. However, any NetWorker server or client software or *other* NetWorker Module software that is used with NMD must be licensed.

The *NetWorker Module for Documentum, Release 1.1, Installation Guide* provides detailed install, uninstall, and licensing instructions for the NMD 1.1 software.

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## Troubleshooting and getting help

EMC support, product, and licensing information can be obtained as follows.

**Product information** — For documentation, release notes, software updates, or for information about EMC products, licensing, and service, go to the EMC Powerlink website (registration required) at:

<http://Powerlink.EMC.com>

**Technical support** — For technical support, go to EMC Customer Service on Powerlink. To open a service request through Powerlink, you must have a valid support agreement. Please contact your EMC sales representative for details about obtaining a valid support agreement or to answer any questions about your account.

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