



December 13, 2005

NetWorker™

Module for Microsoft® SQL Server™

Release 4.1

Microsoft Windows® Version

Release Supplement

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LEGATO NetWorker Module for Microsoft SQL Server, Release 4.1, Microsoft Windows Version, Release Supplement

December 13, 2005

e4-1868-01

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Preface

Read the following Release Supplement before installing the LEGATO NetWorker[®] Module for Microsoft SQL Server software.

About This Release Supplement

This Release Supplement contains brief descriptions of new features, known limitations, configuration tips, and workarounds for this release of the NetWorker[™] Module. For a complete list of documentation related to this product, see "[Related Documentation](#)" on page 23.

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Release Supplement

LEGATO NetWorker Module for Microsoft SQL Server release 4.1 adds support for the NetWorker Configuration Wizard and support for the “copy restore from another instance” feature, while addressing various defect fixes.

This document provides details on the following topics:

- ["Revision History" on page 8](#)
- ["About Release 4.1" on page 9](#)
- ["New and Enhanced Features" on page 10](#)
- ["Installation and Update Notes" on page 12](#)
- ["Important Notes and Tips" on page 12](#)
- ["Known Limitations" on page 17](#)
- ["Related Documentation" on page 23](#)

Revision History

The following table summarizes the publication history of the *LEGATO NetWorker Module for Microsoft SQL Server, Release 4.1, Microsoft Windows Version, Release Supplement*.

Date	Revision Description
December 1, 2003	<ul style="list-style-type: none">• Release 4.0.• Updated the New Features section.• Moved LGTpa37390, LGTpa40658, LGTpa56376, and LGTpa56431 to "Fixed Bugs Summary" on page 11.• Added the following new sections:<ul style="list-style-type: none">– "Check Box for Permissions Wizard" on page 12.– "NetWorker Module 64-Bit Installation Package" on page 12.– "The nsrsqlsv -r Option Is No Longer Supported" on page 12.

Date	Revision Description, Continued
December 22, 2003	<ul style="list-style-type: none"> • Corrected information in the “NetWorker Module Snapshot Backups” and “NetWorker PowerSnap™ Modules” sections. • Corrected support information in the section, "Fixed Bugs Summary" on page 11. • Moved LGTpa28675, LGTpa32755, LGTpa42491, and LGTpa50955 to "Fixed Bugs Summary" on page 11.
June 7, 2004	<ul style="list-style-type: none"> • Release 4.0.1. • Removed the New Features section. • Added the new section, “About Release 4.0.1”. • Updated "Fixed Bugs Summary" on page 11.
July 2, 2004	<ul style="list-style-type: none"> • Added the new section, “Backup and Recovery Support for Microsoft SharePoint Products”.
March 29, 2005	<ul style="list-style-type: none"> • Release 4.1 • Added the new section, "About Release 4.1" on page 9. • Revised the section "New and Enhanced Features" on page 10. • Updated the "Fixed Bugs Summary" on page 11.
November 21, 2005	<ul style="list-style-type: none"> • Added support for Japanese OS.

About Release 4.1

Release 4.1 introduces the ability to use NetWorker Configuration Wizard to configure the NetWorker Module for SQL scheduled backups. The NetWorker Configuration Wizard is a NetWorker software add-on tool to easily create one or more Client resources for basic scheduled backups of NetWorker 7.2 client computers and Microsoft SQL Server data.

Release 4.1 also introduces the copy restore from named instances of SQL Server feature.

In addition, release 4.1 fixes problems found in release 4.0.1 and earlier of the NetWorker Module for Microsoft SQL Server software. For a list of release 4.1 fixes, see [Table 1 on page 11](#).

For information on installing and using the NetWorker Module software, refer to the following LEGATO documentation:

- *NetWorker Module for Microsoft SQL Server, Release 4.1, Microsoft Windows Version, Installation Guide*
- *NetWorker Module for Microsoft SQL Server, Release 4.1, Microsoft Windows Version, Administrator's Guide*
- NetWorker User for SQL Server Online Help

Supported Software

Release 4.1 supports the following client configurations:

- Microsoft Windows 2000 (English and Japanese versions)
 - Microsoft SQL Server 2000
 - Microsoft SQL Server 7.0
 - NetWorker PowerSnap Modules, release 2.01 and later (32-bit only)
 - NetWorker releases 6.1.4, 7.1.x, and later
- Microsoft Windows Server 2003 (English and Japanese versions)
 - Microsoft SQL Server 2000
 - NetWorker PowerSnap Modules, release 2.01 and later (32-bit only)
 - NetWorker releases 6.1.4, 7.2.x, and later

Note: The NetWorker Module supports *only* traditional backup and recovery of SQL Server 2000 data on the IA-64-bit version of Microsoft Windows Server 2003.

Backward Compatibility

NetWorker Module release 4.1 is backward compatible. Backups created with NetWorker Module release 4.0 and 4.0.1 can be recovered to a NetWorker Module release 4.1 client.

For more information on recovering SQL data from a NetWorker Module client, refer to the *NetWorker Module for Microsoft SQL Server Administrator's Guide*.

New and Enhanced Features

Release 4.1 includes new or enhanced features, as well as fixes for problems found in release 4.0.1 and earlier of the NetWorker Module for Microsoft SQL Server software. For descriptions of new or enhanced features, see "[New and Enhanced Features](#)" on [page 10](#). For a list of bug fixes, see "[Fixed Bugs Summary](#)" on [page 11](#).

NetWorker Configuration Wizard for Scheduled Backups

The configuration wizard is available as an add-on tool to easily create one or more Client resources for basic scheduled backups of NetWorker 7.2 client computers and Microsoft SQL Server data.

The wizard integrates with this NetWorker Module by prompting users for information such as backup type, objects to back up, recovery level, schedule preferences, and SQL Server administrator account information. Once the wizard creates a resource, that resource can then be edited by using the NetWorker Administrator program.

Although the NetWorker Module for SQL provides a Microsoft SQL Server component for use of the NetWorker Configuration Wizard, the NetWorker Configuration Wizard itself is part of the NetWorker software. For more information, see "[NetWorker Configuration Wizard for Scheduled Backups](#)" on [page 10](#).

To use the NetWorker Configuration Wizard to configure NetWorker Module for Microsoft SQL Server scheduled backups, you must first install the NetWorker release 7.2 or later client software, and then separately install the NetWorker Configuration Wizard. You can then proceed to install this NetWorker Module.

Copy Restore from Named Instances of SQL Server

The copy restore operation is extended to include named instances. Named instances may now be the source of a copy restore operation. For example, in an environment with multiple instances of SQL Server installed, the copy restore operation may now be used to move databases from one instance of SQL Server to another by specifying the target instance, rather than the default instance.

Prior to NetWorker Module release 4.1, only the default instance of SQL server could be a source for a copy restore operation.

Fixed Bugs Summary

[Table 1 on page 11](#) lists the bugs fixed in the NetWorker Module release 4.1.

Table 1. Problems Corrected in Release 4.1

Reference Number	Description
LGTpa33390	The list of clients that NetWorker Module for SQL Server can recover from should include named instances of the SQL Server. Currently, only default instances are allowed.
LGTpa66705	When selecting specific incremental backups for recovery, the required volumes information does not include all volumes, including the original full backup, the upon which the incremental backup was based.
LGTpa67409	Installation changes due to NetWorker Configuration Wizard.
LGTpa69255	The <code>nsrsqlsv</code> command returns code 0 (and not code 2) even though all the databases are not backed up.
LGTpa72233	The Restore window and the corresponding log file do not display a “restore completed successfully” message. The success of a recovery is not clear to the user. Resolution includes log message enhancements. ^a

a. In addition, this fix adds new log message enhancements, including the addition of timestamp information to every line and an indication of the message type: [I] for information, [E] for error, [S] for success. This allows better synchronization across log files (NetWorker Configuration Wizard (*nwviz.log*), module log files, *daemon.log*, and *savegrp.log*).

Installation and Update Notes

This section provides notes for installing and updating the NetWorker Module software.

Check Box for Permissions Wizard

The last window of the NetWorker Module release 4.1 installation contains a check box, which if selected, runs the LEGATO NetWorker Module Permissions Wizard after the installation completes. This check box appears only if NetWorker Module release 4.0 and later is installed on a Microsoft Windows Server 2003 computer.

NetWorker Module 64-Bit Installation Package

NetWorker Module release 4.1 provides an IA-64-bit installation package in addition to the 32-bit package. The installation procedure, however, is identical for both the 32-bit and 64-bit installation packages.

Reinstalling the NetWorker Module After Updating to NetWorker Release 7.0

Updates to or new installations of NetWorker release 7.0 create a new program group called *Legato NetWorker*. From the Windows Start menu, select Programs to view the Legato NetWorker group. The program group created in earlier releases of the NetWorker software was called *NetWorker Group*.

If the NetWorker Module is currently installed and you update to NetWorker release 7.0, the NetWorker icons are added to the Legato NetWorker group. The icons for the NetWorker Module remain in the NetWorker Group. To move the NetWorker Module icons from the NetWorker Group to the Legato NetWorker group, do *one* of the following:

- Uninstall and reinstall the NetWorker Module software.
- Manually move the icons from the NetWorker Group to the Legato NetWorker group, and then delete the NetWorker Group.

For information about installing the NetWorker Module software, refer to the *NetWorker Module for Microsoft SQL Server Installation Guide*.

For more information on a NetWorker release 7.0 installation or update, refer to the *NetWorker Installation Guide*.

Important Notes and Tips

This section provides important notes and tips about using the NetWorker Module for Microsoft SQL Server software.

The `nsrsqlsv -r` Option Is No Longer Supported

NetWorker Module release 4.0 removed support for the `nsrsqlsv -r` option. The `-r` option was used to enable the RAW Save Set feature, which lowered CPU usage during a striped backup.

When the **nsrsqlsv** command is entered with the **-r** option on NetWorker Module release 4.0 or later, the following error message is displayed:

Restore of RAW save set is no longer supported.

To recover save sets originally saved by using the **-r** option, use release 3.0, 3.1, or 3.1.1 of the NetWorker Module for Microsoft SQL Server software.

Microsoft SQL Server Restriction on Directed Recovery

SQL Server 7.0 and SQL Server 2000 do *not* support a copy restore to a system database, including master, msdb, model, and tempdb.

NetWorker User for SQL Server Program Fails to Connect to SQL Virtual Server

If Microsoft Windows 2000 is used in a cluster, and the NetWorker User for SQL Server program queries the operating system for a domain name given a network address, the returned domain name may be incorrect. This is a known Microsoft problem that is fixed for Microsoft Windows 2000 in Service Pack 3. For more information, refer to Microsoft Knowledge Base article Q265017, *Gethostbyaddr() May Return Node Name Instead of Virtual Name*. This issue affects the NetWorker User for SQL Server program, but does not affect the NetWorker Module **nsrsqlsv** and **nsrsqlrc** commands.

- If the Microsoft Windows 2000 cluster node is working properly when you select a SQL Server, the NetWorker User for SQL Server program displays only the SQL Servers running on the current cluster node in *computer_name\instance_name* format.
- If the Microsoft Windows 2000 cluster node returns an incorrect domain name, then many or all of the clustered SQL instances (even the instances not currently running on the local node) and the SQL Servers local to the cluster node appear. Some of the SQL Server *computer_name\instance_name* names appear correctly. Other SQL Server *computer_name\instance_name* names may display the local cluster node name instead of the virtual server network name.

To resolve this issue, do *one* of the following:

- Install Microsoft Windows 2000 Service Pack 3.
- Enter **nsrsqlsv** and **nsrsqlrc** at the command line.

Reboot the affected cluster node.



Example: NetWorker User for SQL Server Program in a Microsoft Windows 2000 Cluster

A Microsoft Windows 2000 cluster system is set up as follows:

- The cluster nodes are *seattle* and *tacoma*.
- The SQL virtual servers and named instances are *seatacsql\instance_1*, *seatacsql2\instance_2*, *seatacsql3\instance_3*, and *seatacsql4\instance_4*.
- SQL virtual servers *seatacsql* and *seatacsql2* are running on cluster node *seattle*.
- SQL virtual servers *seatacsql3* and *seatacsql4* are running on cluster node *tacoma*.

If there is no operating system problem on nodes *seattle* and *tacoma*, then the NetWorker User for SQL Server program's Select SQL Instance dialog box on node *seattle* contains *seatacsql\instance_1* and *seatacsql2\instance_2* SQL Servers. The dialog box on node *tacoma* contains *seatacsql3\instance_3* and *seatacsql4\instance_4*.

If there is an operating system problem on node *tacoma*, then the NetWorker User for SQL Server program's Select SQL Instance dialog box on *tacoma* may contain something similar to the following:

```
seatacsql\instance_1
tacoma\instance_3
tacoma\instance_4
```

The correct SQL Server list should be:

```
seatacsql3\instance_3
seatacsql4\instance_4
```

Using Filegroup Backups to Restore a Database

If you are using filegroup or file backups, coupled with transaction log backups, as the primary mechanism for maintaining a database, restoring the database requires the following:

- A complete set of file backups, together with the transaction log backups from the time that the file backups were created.
- For SQL Server 7.0 configurations, the database must not have been previously deleted.

First perform a full database backup to provide disaster recovery capability. Otherwise, you cannot reconstruct a database without a complete set of file backups.

The NetWorker Module enables you to restore a database by using a complete set of file backups. However, the following usability issues apply:

- Release 3.0 of the NetWorker User for SQL Server program prevented filegroup and file backups from being marked in the Backup and Restore windows if the database was previously deleted from the SQL Server. This issue does not apply to SQL Server 2000 configurations and is resolved in NetWorker Module release 3.0.1. Also, for SQL Server 7.0, you cannot restore a filegroup if the database was previously deleted.
- If multiple filegroups or files are specified by using the NetWorker User for SQL Server program or the **nsrsqlrc** command, the required restore order of filegroups is not guaranteed. Specifically, the primary filegroup may not be restored first as required.
- If multiple filegroups or files are specified by using the NetWorker User for SQL Server program or the **nsrsqlrc** command, the transaction log chain is applied to each filegroup or file. However, the transaction log chain should not be applied until the last filegroup is restored.
- If multiple filegroups or files are specified by using the NetWorker User for SQL Server program, a transaction log backup is attempted for each specified item.

For additional information on how to restore a database from filegroup backups, see ["How to Use the NetWorker Module to Restore a Database from Filegroup or File Backups"](#) on page 15.

How to Use the NetWorker Module to Restore a Database from Filegroup or File Backups

When using the NetWorker Module to restore a database from filegroup or file backups, do the following:

1. Restore the primary filegroup first.

Note: Although `nsrsqlrc` requests that the SQL Server apply the transaction log chain to each file or filegroup specified, the SQL Server does not apply the log chain until all files are present.

2. Restore the remaining filegroup or file backups.

The log chain is successfully applied when all files have been restored.

How to Use the -I Option to Back Up a Database in a Named Instance

To use the `-I` option to back up a database in a named instance, modify the Client resource by using the NetWorker Administrator program, as follows:

1. Change the Backup Command attribute from:

```
nsrsqlsv
```

to:

```
nsrsqlsv -$MSSQL$instance_name: -I
"c:\\Program Files\\nsr\\tmp\\filename"
```

For details see, ["Specifying the SQL Instance and Databases"](#) on page 15.

2. Change the Save Set attribute from:

```
MSSQL$instance_name:database_1
```

```
MSSQL$instance_name:database_2
```

to:

```
MSSQL$instance_name:
```

3. Place the save set information in the *filename* file specified in step 1, for example:

```
MSSQL$instance_name:database_1
```

```
MSSQL$instance_name:database_2
```

Specifying the SQL Instance and Databases

The `-$` option of the `nsrsqlsv` command contains the name of the SQL instance and should be in the following form:

```
-$ MSSQL$instance_name:
```

Note: If the file pathname contains a space, then the pathname must be enclosed within single or double quotation marks. Backslash characters (\) within the single or double quotation marks must be preceded by a backslash. For example, the drive and pathname can be enclosed within single or double quotation marks:

```
nsrsqlsv -$ MSSQL$SQL2000: -I
"c:\\Program Files\\nsr\\tmp\\save_file"
or:
nsrsqlsv -$ MSSQL$SQL2000: -I
'c:\\Program Files\\nsr\\tmp\\save_file'
```

The *save_file* file must contain the names of the databases to be backed up, in the following form:

```
MSSQL$SQL2000:database_1
MSSQL$SQL2000:database_2
...
MSSQL$SQL2000:database_n
```

SQL Server Tools May Cause Loss of Data

You can back up and restore a SQL database by using a combination of NetWorker Module software and SQL Server tools. SQL Server tools, however, cannot restore NetWorker Module backups. Likewise, the NetWorker Module software cannot restore SQL Server backups.

If you do a full backup by using the NetWorker Module software and then use the SQL Server tools for a differential or transaction log backup, you may lose data. The NetWorker Module software does not acknowledge SQL Server differential or transaction log backups; consequently, the transaction logs are out of sequence.

To ensure that you do not lose data after using SQL Server tools for a differential or transaction log backup, immediately run a full database backup by using the NetWorker Module software.

Rebuild Master Program Fails with Error -1

The Rebuild Master program (**rebuildm**), which rebuilds the master database, might fail with the following error message:

```
Rebuild Master failed with error: -1
```

This error may occur after recovering the operating system on a computer on which the `NSR_DISABLE_POSIX_CREATE` environment variable is set to "yes". The recovery operation may restore an additional copy of the `odbc32.dll` file in the `winnt\system32` folder, which causes the **rebuildm** program to fail.

To work around this issue:

1. Look for multiple versions of the `odbc32.dll` file.
For example, you may find `ODBC32.DLL` in uppercase.
2. Delete the appropriate version of the `odbc32.dll` file from the `winnt\system32` folder.
3. Rerun the **rebuildm** program.

Known Limitations

The following sections describe known problems in NetWorker Module release 4.1 and how to work around these problems:

- ["Limitations in Backup Operations" on page 17](#)
- ["Limitations in Restore Operations" on page 18](#)
- ["Limitations in the NetWorker User for SQL Server Program" on page 19](#)
- ["Limitations on Internationalization" on page 21](#)

Limitations in Backup Operations

This sections describes backup limitations.

Backup of SQL Database with German Characters Failing (LGTpa73221)

On a Solaris 64-bit operating system versions, a backup using German characters in the save set name will fail for scheduled backups. Manual backups are unaffected. This is not a problem with the NetWorker Module, but with NetWorker 7.2 using Solaris 64-bit operations system versions. This NetWorker defect will be addressed in the 7.3 release of the product.

To work around this issue, perform a manual backup, as this type will succeed when using German characters in the save set name.

Backup Fails When the Index Spans Multiple Filegroups (LGTpa32938)

The NetWorker Module fails when backing up a filegroup that contains a table whose index spans other filegroups.

If the index of a table spans multiple filegroups, all filegroups containing the table and its indexes must be backed up together, after which a log backup must be created.

NetWorker Module Does Not Correctly Promote a Differential Backup (LGTpa33202)

The NetWorker Module automatically promotes the backup level of a backup item when it detects that a previous full backup does not exist. The NetWorker Module fails to correctly promote a filegroup differential backup to a full database backup when the filegroup full backup does not exist. This only occurs when you add a filegroup to the database after performing a full database backup.

To work around this issue, perform a full database backup any time a filegroup or file is added to the database.

Database Filegroup or File Backup Is Not Promoted to Full (LGTpa33898)

When you remove all full database backups from the NetWorker client file indexes, the NetWorker Module fails to automatically promote a database filegroup or file backup to full.

Normally, when you attempt to back up a database filegroup or file without first performing a full backup of the database, the NetWorker Module automatically performs a full backup of the filegroup or file. However, if a full backup of the database exists and you later remove the client file index entries from the NetWorker online indexes, the database backup information is not automatically removed from the backup set table in the SQL Server msdb database.

Because the msdb database may contain outdated backup information, a database filegroup or file backup might not be promoted to full when it should be.

To work around this issue, perform a full database backup after removing or recycling NetWorker backup media.

Limitations in Restore Operations

This section describes restore limitations.

Restoring an Interleaved Backup Causes System to Stop Responding (LGTpa24624)

When restoring an interleaved backup, the system may stop responding.

To work around this issue, add the *striped_recovery* file to the *nsr\debug* directory on the system running the NetWorker server, and attempt the restore again.

Recovery of a NetWorker Server on a Different Subnet Fails (LGTpa24668)

If you are using the NetWorker Module with NetWorker software release 5.7, an attempt to recover a database from a NetWorker server on a different subnet fails if you enter the following command:

```
nsrsqlrc -a SQLTRAILS MSSQL:StUff5
```

To work around this issue, add the *-s* option to name the NetWorker server, for example:

```
nsrsqlrc -s NetWorker_server_name -a SQLTRAIL2 MSSQL:StUff5
```

NetWorker Module Allows a Restore of a Filegroup of a Nonexisting Database (LGTpa26982)

The NetWorker Module allows a restore of a filegroup for a nonexisting database. The resulting database is in the load state.

To work around this issue, restore a full backup of the database.

Restoring a SQL Server 7.0 Database Fails (LGTpa28594)

If a SQL Server 7.0 database no longer exists or has one or more corrupt data files, the NetWorker Module stops responding when restoring the SQL Server database after restoring the master database.

To work around this issue, specify the *-f* option for the restore.

NetWorker User for SQL Server Program Fails to Recover a Database with the Same Name (LGTpa28750)

The NetWorker User for SQL Server program fails to recover an incompatible database with the same name.

To work around this issue, force the existing database to be overwritten. You can either specify the **-f** option with **nsrsqlrc** command, or use the following procedure from the NetWorker User for SQL Server program:

1. In the Restore window, right-click the database name, and select Properties.
2. In the Properties dialog box, select the Files tab.

To force the database to be overwritten, select the Overwrite the Existing Database attribute, and click OK.

The -C Option Is Only Supported with Database Restores (LGTpa33175)

The NetWorker Module release 3.1 **nsrsqlrc** command introduced support for the **-C** option to pass the file relocation configuration when restoring databases. The NetWorker Module does not prevent you from passing a filegroup or filename with this option. However, the restore fails as a result.

To work around this issue, use the **-C** option only with database restores.

Restore Fails If a Striped Backup Is Interleaved (LGTpa33203)

The NetWorker Module stops responding if you attempt to restore a striped backup that is interleaved, or if fewer than the original tape sessions are available at restore time.

To work around this issue, enable predetection of available tape sessions before proceeding with the restore. For more information about striped recovery, refer to the *NetWorker Module for Microsoft SQL Server Administrator's Guide*.

Limitations in the NetWorker User for SQL Server Program

This section describes limitations in the NetWorker User for SQL Server program.

Incorrect Required Volumes Information (LGTpa14481)

For striped save sets, the Required Volumes window may contain incorrect information.

To work around this issue, use the NetWorker Administrator program to monitor media wait events. These events indicate which volumes should be loaded.

NetWorker User for SQL Server Program Displays Only the Item Name in the Backup Window (LGTpa24286)

The NetWorker User for SQL Server program displays only the item name for items in the Backup window and does not display detailed information.

To work around this issue, use the SQL Server Enterprise Manager to obtain additional information about SQL Server objects.

“SQL Server Not Available” Message Contains an Incorrect Name (LGTpa28824)

If you are connected to a SQL Server named instance with the NetWorker User for SQL Server program, and the named instance goes offline when you select the Backup or Restore button, a message appears indicating that the SQL Server is not available. The error message mistakenly contains the NetWorker client hostname instead of the SQL Server instance name.

Database Files Do Not Appear for Filegroups Containing a Slash (LGTpa29751 and LGTpa29889)

Database files do not appear in the NetWorker User for SQL Server program's Backup or Restore window for filegroups whose name contains a slash (/) character.

To work around this issue, use the `nsrsqlsv` and `nsrsqlrc` commands to back up or restore files in filegroups that have a slash character in their name.

NetWorker User for SQL Server Program Does Not Support FAT Filename Restrictions (LGTpa30086)

The NetWorker User for SQL Server program does not support FAT filename restrictions. If you relocate a database file or the standby undo file to a FAT volume, and you enter a filename that does not comply with FAT filename restrictions, the NetWorker User for SQL Server program does not warn you, and accepts the invalid name.

To work around this issue, obey FAT filename restrictions when entering the filename of the standby undo file or database.

Displaying Database Filegroups Takes a Long Time (LGTpa31246)

The NetWorker User for SQL Server program takes a long time to display filegroups in the Backup and Restore windows for a database containing a large number of filegroups.

NetWorker User for SQL Server Program Accepts Inaccessible Drives (LGTpa32182)

The NetWorker User for SQL Server program accepts inaccessible drives in the Standby Undo File and Specify the File Destination dialog boxes. If a network share for which you do not have write permission is mounted on a local drive, you can enter the path for that drive in the Destination Location text box of the Standby Undo File and Specify the File Destination dialog boxes (even though the drive does not appear in the dialog box list), and you can locate files on this drive. However, an attempt to restore the files from this drive fails.

To work around this issue, do *not* locate files to network shares for which you do not have write permission.

NetWorker User for SQL Server Program Does Not Display the Instance Name (LGTpa32940)

The NetWorker User for SQL Server program does not display the selected SQL Server instance name in the status bar. The NetWorker client hostname appears in the status bar, but this may differ from the instance name.

To determine the SQL Server instance name, open a Backup or Restore window in the NetWorker User for SQL Server program.

Limitations on Internationalization

This sections describes internationalization limitations.

NetWorker Module Does Not Provide Cross-Language Support

Cross-language support is defined as any operation that involves SQL objects whose names are in languages that are different from the host system's default user language. Starting with release 3.1.1, the NetWorker Module does *not* support any cross-language environments or configurations.

Cluster Support

Starting with release 3.1.1, the NetWorker Module does *not* support backups of nonclustered SQL Server databases that are installed on cluster nodes that use a non-English operating system.

Release 3.1.1 and later also does *not* back up and restore SQL Server databases on a SQL Server virtual server (a clustered SQL Server database) that uses a non-English operating system.

Timestamp Support

Starting with release 3.1.1, the NetWorker Module only supports timestamps in U.S. format, for example:

```
-t "Thu Oct 30 10:30:59 2002"
```

String Input Limitations

Non-Latin characters are allowed for attributes in the NetWorker User for SQL Server program and for any value specified for a command option.

Windows and Microsoft SQL Server impose limits on the size of resource strings. For example, Microsoft SQL Server allows up to 128 characters in the name of a SQL object.

The NetWorker software also imposes a 128-byte limit on string length. A Latin alphabet string of 128 characters is composed of 128 bytes because Latin letters can be represented by a single byte. Chinese, however, requires three bytes to represent a single character. To fit into 128 bytes, a Chinese string cannot exceed 42 characters. Some European languages, like German, require two bytes to represent a single character. To fit into 128 bytes, a German string cannot exceed 64 characters.

Table 2 on page 22 lists the limits on the string size of command options for the NetWorker Module commands `nsrsqlsv` and `nsrsqlrc`.

Table 2. Command Option String Size Limits (Part 1 of 2)

Command Option	Command	String Size Limit
Instance name	<code>nsrsqlsv</code> or <code>nsrsqlrc</code>	16 bytes
Database name	<code>nsrsqlsv</code> or <code>nsrsqlrc</code>	128 bytes
Database filegroup name	<code>nsrsqlsv</code> or <code>nsrsqlrc</code>	128 bytes
Database filename	<code>nsrsqlsv</code> or <code>nsrsqlrc</code>	128 bytes
Directory paths (relocation lists for <code>-C</code> and <code>-S</code>)	<code>nsrsqlrc</code>	260 bytes
<code>-P</code> (password)	<code>nsrsqlsv</code> or <code>nsrsqlrc</code>	128 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems
<code>-U</code> (user name)	<code>nsrsqlsv</code> or <code>nsrsqlrc</code>	128 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems
<code>\$</code> (instance name)	<code>nsrsqlsv</code> or <code>nsrsqlrc</code>	16 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems
<code>-C</code> (file configuration, relocation list)	<code>nsrsqlrc</code>	260 bytes, limited by Windows on English language systems and by NetWorker software on non-English language systems
<code>-d</code> (copy operation)	<code>nsrsqlrc</code>	128 bytes, limited by Windows on English language systems and by NetWorker software on non-English language systems
<code>-M</code> (log mark name)	<code>nsrsqlrc</code>	32 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems

Table 2. Command Option String Size Limits (Part 2 of 2)

Command Option	Command	String Size Limit
-R (partial filegroup list)	nsrsqlrc	128 bytes, limited by Windows on English language systems and by NetWorker software on non-English language systems
-S (standby file)	nsrsqlrc	260 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems

NetWorker server resources, such as Device, Pool, and Group resources, can be configured by using non-Latin characters, since they are created by the NetWorker Administrator program and are transparent to the NetWorker Module.

Related Documentation

The following sources provide additional information relevant to the NetWorker Module:

- *NetWorker Module for Microsoft SQL Server, Release 4.1, Microsoft Windows Version, Administrator's Guide*
- *NetWorker Module for Microsoft SQL Server, Release 4.1, Microsoft Windows Version, Installation Guide*
- NetWorker User for SQL Server Online Help, release 4.1
- Microsoft SQL Server documentation

These LEGATO sources—specific to the NetWorker server version—are also available:

- *NetWorker, Release 7.2, Microsoft Windows Version, Administrator's Guide*
- *NetWorker, Release 7.2, Microsoft Windows Version, Installation Guide*
- *NetWorker, Release 7.2.x, Microsoft Windows Version, Release Supplement*

Other LEGATO sources that provide helpful information include:

- *NetWorker Command Reference Guide*
- *NetWorker Error Message Guide*
- *NetWorker Disaster Recovery Guide*
- *NetWorker PowerSnap Module Installation and Administrator's Guide* (for the appropriate PowerSnap Module)

The complete set of LEGATO documentation is provided in PDF form on the Documentation Suite CD-ROM shipped with the LEGATO software. The most up-to-date documentation is available at www.legato.com.