



RELEASE NOTES

# EMC® NetWorker® Module for Documentum®

Release 1.2  
Multiplatform Version

## Release Notes

P/N 300-004-572  
REV A04

July 28, 2009

---

These release notes contain supplemental information about EMC NetWorker Module for EMC Documentum (NMD) release 1.2. Topics include:

◆ Revision history .....	2
◆ Product description .....	2
◆ New features and changes .....	4
◆ Fixed problems .....	6
◆ Environment and system requirements .....	7
◆ Known problems and limitations .....	7
◆ Technical notes .....	14
◆ Documentation .....	17
◆ Software media, organization, and files .....	18
◆ Installation .....	18
◆ Troubleshooting and getting help .....	19

Before installing NMD release 1.2, and then periodically after the installation, refer to the latest release of this document on the EMC Powerlink website at <http://Powerlink.EMC.com>.

## Revision history

The following table presents the revision history of this document.

Revision	Date	Description
A04	July 28, 2009	Added the following: <ul style="list-style-type: none"> <li>• “LGTsc31369” on page 14</li> <li>• “Administration guide — Add information about remote backup on a UNIX database server” on page 18</li> </ul>
A03	May 12, 2009	Added the following: <ul style="list-style-type: none"> <li>• Important note under “Product description” on page 2 that refers to LGTsc27914</li> <li>• “LGTsc27914” on page 10</li> </ul>
A02	March 24, 2009	Added “Where to find the most recent supported operating system and version information” on page 18.
A01	September 21, 2007	First release of the product.

## Product description

EMC<sup>®</sup> NetWorker<sup>®</sup> Module for EMC Documentum<sup>®</sup> (NMD) release 1.2 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.

**Note:** The Documentum 5.3.x and 6.x term *repository* is synonymous with the Documentum 5.2.x term *docbase*.

NMD software supports the following:

- ◆ Both single server and separate database server configurations:
  - The Content Server and database server can be on either the same host or separate hosts.
  - NetWorker client software must be installed on *both* the Content Server host and the separate database server.

**Note:** NMD software must be installed only on hosts that contain a Content Server or remote storage area.

- If a database NetWorker Module is used, it must be installed on the database server host.

The *EMC NetWorker Module for Documentum Administration Guide* provides backup script examples that apply to *both* the single server and separate database server configurations.

- ◆ A full-text index server:
  - The Content Server and full-text index server can be on either the same host or separate hosts.
  - NetWorker client software must be installed on *both* the Content Server host and the separate full-text index server.



### IMPORTANT

**On Windows, NMD backups of the full-text index require proper shutdown of the full-text index. “[LGTsc27914](#)” on page 10 provides complete details.**

**Note:** The use of a full-text index server for multiple repositories is *not* recommended. Also, NMD does *not* support the backup of multinode full-text indexes (where multiple full-text indexer hosts perform the indexing for a single repository).

- ◆ Both local storage area and distributed storage area configurations:
  - With distributed storage areas, the storage areas are on different hosts and the remote storage areas are directly accessible from either the primary Content Server or remote Content Server hosts through local disks, SAN, shared SCSI, NAS, or NFS.

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

- NMD supports the Distributed Storage Area with Single-Repository model *only*.
- NMD and NetWorker client software must be installed on *each* Content Server host.
- With both distributed and nondistributed storage areas, NMD backs up the file store type of storage area *only*.

NMD provides limited support for Documentum Server release 6.x, as described in “[Limited Documentum 6.x support](#)” on page 5.

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, IBM DB2 DBMS, Microsoft SQL Server DBMS, or Sybase DBMS
- ◆ One or more file content storage areas under the operating system file system  
A storage area is typically a file system subdirectory hierarchy of possibly millions of files, which make up the actual contents of user documents.
- ◆ Installation and configuration files under the operating system file system (NMD considers these files to be a pseudo-component of the repository)
- ◆ Zero or more full-text indexes per storage area  
A full-text index is optional and consists of a much smaller number of files than a storage area.

The *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version 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:

- ◆ *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version Administration Guide*
- ◆ *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version Best Practices Guide*

## 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:

- *EMC Information Protection Software Compatibility Guide* on EMC Powerlink® at <http://Powerlink.EMC.com>
- *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version Installation Guide*

NMD release 1.2 includes the following new or enhanced features:

- ◆ Limited support for Documentum Server release 6.x, as described in “[Limited Documentum 6.x support](#)” on page 5
- ◆ Nonsupport of Documentum Server release 5.2.x
- ◆ Support for *new* releases of NetWorker server and client software
- ◆ Support for specific releases of the IBM DB2 database system, with specific Documentum Server and NetWorker Module releases
- ◆ Support for specific releases of the NetWorker Module for DB2
- ◆ Support for *new* releases of the following database systems, with specific Documentum Server and NetWorker Module releases:
  - Oracle
  - Microsoft SQL Server
  - Sybase
- ◆ 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 Module for Sybase
- ◆ Support for backup and restore of distributed storage areas
- ◆ Improved samples of NMD configuration files for installation with the NMD software on the primary Content Server
- ◆ New samples of NMD configuration files for installation with the NMD software on remote Content Servers that contain distributed storage areas

- ◆ New supported parameters in the NMD configuration file:
  - NMD\_FTI\_INCLUDED
  - NMD\_FTI\_NAME
  - NMD\_HOST\_SAS\_MAP
  - NMD\_RCS\_CFG\_FILE
- ◆ Nonsupport of the NMD\_RECOVER\_QUIESCE parameter
- ◆ Deprecation of the NMD\_ICF\_SUBDIRS\_AUGMENT parameter
- ◆ Improved error logging, including descriptive error messages
- ◆ Implementation of key bug fixes and requests for enhancement, as described in [“Fixed problems” on page 6](#)

The following are no longer mandatory:

- ◆ **-B** option of the **nsrnmdrs** command
- ◆ NMD\_FTI\_HOST parameter for remote full-text index hosts

---

## Limited Documentum 6.x support

NMD release 1.2 provides limited support for Documentum Server release 6.x.

NMD software supports only those features in Documentum 6.x that are also supported in Documentum 5.3.x. NMD does *not* support new features in Documentum 6.x that are not supported in Documentum 5.3.x.

NMD software does *not* support the following:

- ◆ Backups of multinode full-text indexes with Documentum 6.x, where the multiple indexers are located on multiple hosts

---

**Note:** NMD supports backups of high-availability full-text indexes. However, only one full-text index (generated by an index server) can be backed up at a time through the **nsrnmdev** command. The *EMC NetWorker Module for Documentum Administration Guide* provides more information.

---

- ◆ Backups of the data and configurations of the following:
  - Accelerated Content Services
  - Archive Services
  - Branch Office Caching Services
  - Site Caching Services
- ◆ Backups of storage areas in multirepository distributed models
- ◆ Backups of storage areas by Distributed Store name

## Fixed problems

Table 1 on page 6 provides a list of the major bug fixes implemented in NMD release 1.2.

- ◆ When you contact Customer Service about an issue, use the issue number listed for Customer Service.
- ◆ When you search for an issue in Powerlink, use the issue number listed for Issue Tracker.

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

**Table 1 Fixed bugs in NMD release 1.2**

Issue number for Customer Service	Issue number for Issue Tracker	Product feature	Problem summary
LGTpa85787	85787nmd	Backup	When a Documentum system backup was specified with the <b>nsrnm<sub>sv</sub> -M ALL</b> command but <i>no</i> full-text index components existed, the NMD backup failed.
LGTpa88880	88880nmd	Backup, Restore	With Documentum 5.2.x, after a backup or restore was terminated by the user, any full-text indexes and storage areas involved in the backup or restore were <i>not</i> unquiesced, even if the parameter NMD_RECOVER QUIESCE was set to YES.
LGTpa88882	88882nmd	Backup	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.
LGTpa91122	91122nmd_c	Backup	When NetWorker 7.3.x client and server software were installed and you performed a scheduled NMD backup, the scheduled backup savegroup might complete before the NMD backup processes had finished running. The savegroup completion reported the backup as successful, regardless of whether the NMD backup processes encountered any errors.
LGTpa92857	92857nmd_c	Backup	When you performed concurrent scheduled backups of multiple repositories located on the same Content Server, some of the backups sometimes failed. Each repository had a separate NetWorker Client resource and all the Client resources were included the same backup group. When the scheduled backup of the group was initiated, the concurrent backups of the multiple repositories were initiated. Some of the backups sometimes failed when certain temporary files or directories failed to be created or removed by the NMD software.
LGTpa93325	93325nmd	Backup	When the following parameter setting was included in the NMD configuration file, incremental scheduled NMD backups were performed at the full level <i>only</i> : NMD_USE_DEFAULT_SAVESET_NAMES=YES
LGTpa95716	95716nmd	Backup, Restore	On AIX 5.3, the following error message always appeared when any NMD executable program (for example, <b>nsrnm<sub>sv</sub></b> or <b>nsrnm<sub>drs</sub></b> ) was run, whether or not the NMD operation was successful: NetWorker: AIX loadquery(): Can't find address for /usr/lib/libc.a(shr.o).

## Environment and system requirements

Details on the versions of operating systems, Documentum Server, database, and NetWorker software that NMD release 1.2 supports are available from the following sources:

- ◆ *EMC Information Protection Software Compatibility Guide* on Powerlink at <http://Powerlink.EMC.com>
- ◆ *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version Installation Guide*

Details on the environment and system configurations required to operate the NMD 1.2 software are available in the *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version Administration Guide*.

## Known problems and limitations

[Table 2 on page 7](#) identifies known problems and limitations discovered in NMD release 1.2 and earlier that continue to be applicable.

**Table 2** Limitations discovered in NMD release 1.2 and earlier (page 1 of 2)

Issue number	Description	Operating system
<a href="#">"LGTpa73035, LGTpa79120" on page 8</a>	Without the required SnapImage hotfix on HP-UX or Solaris, if you attempt to use the <b>nsrnmdrs</b> 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 one million or more files, the restore becomes suspended.	HP-UX, Solaris
<a href="#">"LGTsc02700" on page 8</a>	When the <b>-q</b> option is used with the <b>nsrnmdev</b> command on the operating system command line, the NMD backup displays verbose output similar to the detailed information displayed by the <b>-v</b> option.	Linux, UNIX, Microsoft Windows
<a href="#">"LGTsc06507" on page 8</a>	On Windows, if you press <b>Ctrl-C</b> to cancel a manual NMD backup of full-text indexes (with the backup scope FTI_ALL), the NMD software does <i>not</i> remove the backup lock file, <code>installation_path\nsr\applogs\nsrnmdev.repository_name.lck</code> .	Microsoft Windows
<a href="#">"LGTsc08052" on page 9</a>	On Windows, when you attempt a relocation restore of an NMD backup and the NDMP attribute is selected in <i>any</i> Client resource configured for the backup client host, the relocation restore <i>fails</i> .	Microsoft Windows
<a href="#">"LGTsc08574" on page 9</a>	If the client indexes of remote hosts are <i>not</i> backed up properly, disaster recovery of the remote hosts <i>fails</i> unless the <b>scanner</b> command is used to recover the remote client indexes.	Linux, UNIX, Microsoft Windows
<a href="#">"LGTsc08853" on page 9</a>	When NMD_DB_HOST is set to the hostname of a remote database server and the backup scope is set to DB_LOG, the backup of database logs on the remote host <i>fails</i> .	Linux, UNIX, Microsoft Windows
<a href="#">"LGTsc08901" on page 10</a>	If automatic cloning is enabled for a scheduled backup that includes remote host data (database, full-text index, or storage area data on the remote host), the automatic cloning of the remote host data does <i>not</i> occur during the scheduled backup. Only the backup metadata and any primary host save sets included in the same scheduled backup are automatically cloned during the backup.	Linux, UNIX, Microsoft Windows

Table 2 Limitations discovered in NMD release 1.2 and earlier (page 2 of 2)

Issue number	Description	Operating system
<a href="#">"LGTsc27914" on page 10</a>	On Microsoft Windows, if the full-text index is included in NMD backups but is <i>not</i> properly shut down during the backups, then the full-text index might become corrupted.	Microsoft Windows
<a href="#">"LGTsc31369" on page 14</a>	A database backup on a remote UNIX database server <i>fails</i> if the backup script specified by the parameter NMD_DB_FULL_BACKUP_CMD, NMD_DB_INCR_BACKUP_CMD, or NMD_DB_LOG_BACKUP_CMD does <i>not</i> include the following line at the start of the script: #!/bin/sh	Linux, UNIX, Microsoft Windows

### 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 **nsrnmldr** 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 one 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/NMDocumentum>

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 15](#).

### The -q option of the nsrnmdev command causes verbose output

#### LGTsc02700

When the **-q** option is used with the **nsrnmdev** command on the operating system command line, the NMD backup displays verbose output similar to the detailed information displayed by the **-v** option.

The **-q** option of the **nsrnmdev** command should specify a backup in quiet mode, which displays only summary information and error messages for the backup.

### Lock file is not removed when full-text index backup is cancelled on Windows

#### LGTsc06507

On Windows, if you press **Ctrl-C** to cancel a manual NMD backup of full-text indexes (with the backup scope FTI\_ALL), the NMD software does *not* remove the backup lock file, *installation\_path*\nsr\applogs\nsrnmdev.repository\_name.lck.

As a workaround, if you press **Ctrl-C** on Windows to cancel a manual NMD backup with the scope FTI\_ALL, manually remove the backup lock file, *installation\_path*\nsr\applogs\nsrnmdev.repository\_name.lck.

---

## Relocation restore fails on Windows when NDMP is selected in a Client resource

### LGTsc08052

On Windows, when you attempt a relocation restore of an NMD backup and the NDMP attribute is selected in *any* Client resource configured for the backup client host, the relocation restore *fails*.

For example, if an NMD backup client has multiple Client resources configured on the NetWorker server, and the NDMP attribute is selected in one of those Client resources, a relocation restore of *any* NMD backup of that client fails.

This issue is related to the NetWorker issue LGTsc08052.

As a workaround for a relocation restore of a *non-SnapImage* NMD backup, ensure that the NDMP attribute is unselected (the NDMP checkbox is cleared) in *all* Client resources of the client host prior to the restore.

Relocation restores of SnapImage NMD backups are *not* supported. You cannot relocate the restore of a SnapImage backup. You must restore a SnapImage backup in place, to the original backup location.

---

## Disaster recovery fails for remote hosts

### LGTsc08574

If the client indexes of remote hosts are *not* backed up properly, disaster recovery of the remote hosts *fails* unless the **scanner** command is used to recover the remote client indexes.

In the output from every NMD scheduled backup that includes a remote host (remote database, full-text index, or storage area host), the following warning message appears:

```
WARNING!: The NetWorker indexes for the remote hosts are not
automatically backed up during scheduled backups. The NetWorker
indexes for the clients listed below may not be backed up. Please
see the NMD documentation for more information.
client1
client2
...
```

To ensure proper backups of client indexes on all remote hosts and the successful disaster recovery of the remote hosts, the required Client and Group resources must be configured according to the instructions in Chapter 2 of the *EMC NetWorker Module for Documentum Administration Guide*.

---

## Database log backup on remote host fails with backup scope DB\_LOG

### LGTsc08853

When NMD\_DB\_HOST is set to the hostname of a remote database server and the backup scope is set to DB\_LOG, the backup of database logs on the remote host *fails*.

When NMD\_DB\_HOST is *not* set and the backup scope is set to DB\_LOG, the backup of database logs on the local database server succeeds.

As a workaround, to back up database logs on a remote database server when the NMD\_DB\_HOST parameter is set, perform one of the following:

- ◆ Back up the database logs as part of a repository backup, with the backup scope set to ALL.
- ◆ Back up the database logs as part of a database backup, with the backup scope set to DB.

The *EMC NetWorker Module for Documentum Administration Guide* provide more information on how to configure and run a repository or database backup.

---

## Automatic cloning of remote host data does not occur during scheduled backup

### LGTsc08901

If automatic cloning is enabled for a scheduled backup that includes remote host data (database, full-text index, or storage area data on the remote host), the automatic cloning of the remote host data does *not* occur during the scheduled backup. Only the backup metadata and any primary host save sets included in the same scheduled backup are automatically cloned during the backup.

The NetWorker backup group used for the scheduled backup of the remote host has automatic cloning enabled according to the instructions in the *EMC NetWorker Administration Guide*.

As a workaround, perform the following:

1. Determine the save set IDs of the remote host save sets backed up during the scheduled backup.
2. Manually clone the remote host save sets from the scheduled backup by using the **nsrclone** command and specifying the save set IDs from [Step 1](#). The *EMC NetWorker Command Reference Guide* provides more information on the **nsrclone** command.

---

## Full-text index on Windows might become corrupted if not shut down during backups

### LGTsc27914

On Microsoft Windows, if the full-text index is included in NMD backups but is *not* properly shut down during the backups, then the full-text index might become corrupted. The Documentum full-text index installation guide provides details on the full-text index requirements.

Perform the following steps prior to an NMD backup that includes the full-text index:

1. Ensure that the NMD full-text index quiesce script includes the required commands to properly shut down the full-text index before a backup. The commands must perform the following, in this order:
  - a. Shut down the index agents.
  - b. Shut down the index server.

[Example 1 on page 11](#) provides a sample full-text index quiesce script that includes the required commands to shut down the full-text index prior to an NMD backup.

2. Ensure that the quiesce script pathname is specified with the `NMD_BACKUP_FTI_QUIESCE` parameter in the NMD configuration file. The *EMC NetWorker Module for Documentum Administration Guide* provides details on the NMD configuration file and parameters.
3. Ensure that the NMD full-text index unquiesce script includes the required commands to properly restart the full-text index after a backup. The commands must perform the following, in this order:
  - a. Start the index server.
  - b. Start the index agents.

[Example 2 on page 12](#) provides a sample full-text index unquiesce script that includes the required commands to restart the full-text index after an NMD backup.
4. Ensure that the unquiesce script pathname is specified with the `NMD_BACKUP_FTI_UNQUIESCE` parameter in the NMD configuration file.

#### Example 1 Sample full-text index quiesce script

The following full-text index quiesce script named `nsrnmfdftiq.bat` includes the required commands (in bold font) to shut down the full-text index before an NMD backup. Refer to the information after the script for more details on the commands.

```
REM NetWorker Module for Documentum v1.2 D5.3+ FTI remote quiesce
REM script
REM THIS SCRIPT MUST BE SITE-CUSTOMISED, E.G. LOGFILE=..., etc.
REM NOTE: LOGFILE_TMP is a temp file and will be overwritten and
REM removed running this script.
REM nsrnmfdftiq.bat
REM NMD_FTI_USER & NMD_FTI_PASSWD already ensure this is running as
REM fti user

set LOGFILE=C:\TEMP\nsrnmfdftiq.log
set LOGFILE_TMP=C:\TEMP\nsrnmfdftiq.tmp

echo Starting @ >> %LOGFILE% 2>&1
date /t >> %LOGFILE% 2>&1
time /t >> %LOGFILE% 2>&1

echo Args=%* >> %LOGFILE% 2>&1
echo Args=%

set DM_USER_NAME=Administrator
set DM_PASSWORD=the_password

iapi32 dctm_4 -ENV_CONNECT_USER_NAME -ENV_CONNECT_PASSWORD
-R"C:\Program Files\Legato\nsr\bin\agent_quiesce.txt"

C:\Program Files\Legato\nsr\bin\sleep.exe 120

C:\WINDOWS\system32\sc stop FASTDSService
set rc=%errorlevel%

echo THE RC IS %errorlevel%

type %LOGFILE_TMP% >> %LOGFILE%
```

```

if "%rc%" == "0" (
    echo ##completed >>%LOGFILE% 2>&1
    echo ##completed
) else (
    echo "Error trying to stop Indexer while quiescing FTI server,
please check NMD-FTI log files for more details."
    type %LOGFILE_TMP%
)

del %LOGFILE_TMP%

echo Finishing @ >> %LOGFILE% 2>&1
date /t >> %LOGFILE% 2>&1
time /t >> %LOGFILE% 2>&1

REM exit %rc%

```

In this sample full-text index quiesce script:

- ◆ The **iapi32** command shuts down the index agents.
- ◆ The **agent\_quiesce.txt** file contains the actual shutdown command, as follows:

```

apply,c,,FTINDEX_AGENT_ADMIN,NAME,S,name_of_the_ftindex_agent_
admin,AGENT_INSTANCE_NAME,S,all,ACTION,S,shutdown

```

- ◆ The **sleep.exe** command produces a pause of 120 seconds, to wait for the index agents to shut down. The time required for the shutdown varies, depending on how many agents are run and how busy the system is. Some systems may require a much longer delay.

**Note:** The **sleep.exe** command is *not* a standard MS-DOS command; it only exists on Windows systems that have UNIX tools installed. There is no MS-DOS equivalent to the UNIX **sleep** command. If a Windows system does *not* have UNIX tools installed, you must use some other method to create a delay.

- ◆ The **sc stop FASTDSService** command shuts down the full-text index server by shutting down its Windows service.

## Example 2 Sample full-text index unquiesce script

The following full-text index unquiesce script named **nsrcmdftiu.bat** includes the required commands (in bold font) to restart the full-text index after an NMD backup. Refer to the information after the script for more details on the commands.

```

REM NetWorker Module for Documentum v1.2 D5.3+ FTI remote unquiesce
REM script
REM THIS SCRIPT MUST BE SITE-CUSTOMISED, E.G. LOGFILE=...,
REM LOGFILE_TMP=..., etc.
REM NOTE: LOGFILE_TMP is a temp file and will be overwritten and
REM removed running this script.
REM nsrcmdftiu.bat
REM NMD_FTI_USER & NMD_FTI_PASSWD already ensure this is running as
REM fti user

set LOGFILE=C:\TEMP\nsrcmdftiu.log
set LOGFILE_TMP=C:\TEMP\nsrcmdftiq.tmp

echo Starting @ >> %LOGFILE% 2>&1
date /t >> %LOGFILE% 2>&1
time /t >> %LOGFILE% 2>&1

```

```

echo Args=%* >> %LOGFILE% 2>&1
echo Args=%*

C:\WINDOWS\system32\sc start FASTDSService

C:\Program Files\Legato\nsr\bin\sleep.exe 120

set DM_USER_NAME=Administrator
set DM_PASSWORD=the_password

iapi32 dctm_4 -ENV_CONNECT_USER_NAME -ENV_CONNECT_PASSWORD
-R"C:\Program Files\Legato\nsr\bin\agent_unquiesce.txt"

set rc=%errorlevel%

type %LOGFILE_TMP% >> %LOGFILE%

if "%rc%" == "0" (
    echo ##completed >>%LOGFILE% 2>&1
    echo ##completed
) else (
    echo "Error trying to start Indexer while unquiescing FTI server,
please check NMD-FTI log files for more details."
    type $LOGFILE_TMP%
)

del %LOGFILE_TMP%

echo Finishing @ >> %LOGFILE% 2>&1
date /t >> %LOGFILE% 2>&1
time /t >> %LOGFILE% 2>&1

REM exit %rc%

```

In this sample full-text index unquiesce script:

- ◆ The **sc start FASTDSService** command starts the full-text index server by starting its Windows service.
- ◆ The **sleep.exe** command produces a pause of 120 seconds, to wait for the index server to start. The time required varies, depending on how busy the system is. Some systems may require a much longer delay.

---

**Note:** The **sleep.exe** command is *not* a standard MS-DOS command; it only exists on Windows systems that have UNIX tools installed. There is no MS-DOS equivalent to the UNIX **sleep** command. If a Windows system does *not* have UNIX tools installed, you must use some other method to create a delay.

---

- ◆ The **iapi32** command starts the index agents.
- ◆ The **agent\_unquiesce.txt** file contains the actual startup command, as follows:

```

apply,c,,FTINDEX_AGENT_ADMIN,NAME,S,name_of_the_ftindex_agent_
admin,AGENT_INSTANCE_NAME,S,all,ACTION,S,start

```

## Database backup on a remote UNIX host fails if backup script is missing a specific line

### LG7sc31369

A database backup on a remote UNIX database server *fails* if the backup script specified by the parameter NMD\_DB\_FULL\_BACKUP\_CMD, NMD\_DB\_INCR\_BACKUP\_CMD, or NMD\_DB\_LOG\_BACKUP\_CMD does *not* include the following line at the start of the script:

```
#!/bin/sh
```

The following type of error message is displayed:

```
nstrnmdsv: script_name Command not found
nstrnmdsv: Database backup command script_name failed to execute
nstrnmdsv: DB backup: Failed with an error message:
The command script_name Oracle failed with exit code 76
```

As a workaround, when a database backup is performed on a remote UNIX database server, ensure that the required line (#!/bin/sh) is included as the *first* line of the backup script, which is specified by NMD\_DB\_FULL\_BACKUP\_CMD, NMD\_DB\_INCR\_BACKUP\_CMD, or NMD\_DB\_LOG\_BACKUP\_CMD in the NMD configuration file.

The Support Solution esg93206, available through the Powerlink website at <http://Powerlink.EMC.com>, provides more details on this issue.

## Technical notes

This section provides important notes on the use of the NMD release 1.2 software.

### 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.

**Note:** The NMD software is not aware of the internode relationships and their synchronization jobs.

### 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 *EMC NetWorker Module for Documentum Release 1.2 Multipatform Version Administration Guide* provides complete details 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 15](#):

- ◆ 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 one 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 *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version 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” on page 8](#).

For a storage area backup that meets the requirements in [“Restoring storage area backups” on page 15](#), 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 *EMC 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 on page 16](#)).

- 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 on page 16](#)).

The *EMC 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 *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version 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 on page 16](#)).

The *EMC 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 on page 15](#).
- *save\_set\_ID* is the save set ID of the storage area backup, obtained in [Step 2 on page 15](#).

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

```
nsrndmp_recover -s nwsvr -c nmsapclnt01 -r /dev/rdisk/c1t3d0s5
-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

The following sections describe related documentation and any documentation corrections or additions for NMD release 1.2.

---

### Related documentation

The *EMC Information Protection Software Compatibility Guide* provides the latest information on operating systems and versions supported by the NMD software. The guide is available at <http://Powerlink.EMC.com>, **Support > Interoperability and Product Lifecycle Information > Compatibility Guides**.

The following guides provide information related to the NMD software:

- ◆ The NetWorker Module for Documentum release 1.2 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 DB2
  - NetWorker Module for Microsoft SQL Server
  - NetWorker Module for Oracle
  - NetWorker Module for Sybase
  - NetWorker SnapImage Module

These guides are available at <http://Powerlink.EMC.com>, **Support > Technical Documentation and Advisories**.

---

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

The following additional documentation may be useful:

- ◆ Documentum Content Server documentation
- ◆ Appropriate database (IBM DB2, Microsoft SQL Server, Oracle, or Sybase) backup and recovery documentation

---

## Documentation errata

The following sections describe documentation corrections or additions for NMD release 1.2.

### Where to find the most recent supported operating system and version information

The *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version Installation Guide*, *Administration Guide*, and *Best Practices Guide* do not contain the most recent supported operating system and version information. Consult the *EMC Information Protection Software Compatibility Guide* on Powerlink for the most up-to-date information on supported operating systems and versions.

### Administration guide — Add information about remote backup on a UNIX database server

In the *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version Administration Guide*, add the following information as the second paragraph in the section “Remote database backups” on page 95:

When a database backup is performed on a remote UNIX database server, ensure that the following line is included as the *first* line of the backup script, which is specified by the parameter `NMD_DB_FULL_BACKUP_CMD`, `NMD_DB_INCR_BACKUP_CMD`, or `NMD_DB_LOG_BACKUP_CMD` in the NMD configuration file:

```
#!/bin/sh
```

---

## Software media, organization, and files

The following sources provide details on the NMD release 1.2 software media, organization, and files:

- ◆ *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version Installation Guide*
- ◆ The `read1st.txt` file that is included with the NMD software downloaded from Powerlink

---

## Installation

If the NetWorker client installation directory is relocated (for example, during a NetWorker software update) on the computer where the NMD release 1.2 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 *EMC NetWorker Module for Documentum Release 1.2 Multiplatform Version Installation Guide* provides detailed install, uninstall, and licensing instructions for the NMD 1.2 software.

---

## 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 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.

Copyright © 2009 EMC Corporation. All rights reserved.

EMC believes the information in this publication is accurate as of its publication date. The information is subject to change without notice.

THE INFORMATION IN THIS PUBLICATION IS PROVIDED "AS IS." EMC CORPORATION MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO THE INFORMATION IN THIS PUBLICATION, AND SPECIFICALLY DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Use, copying, and distribution of any EMC software described in this publication requires an applicable software license.

For the most up-to-date listing of EMC product names, see EMC Corporation Trademarks on EMC.com.

All other trademarks used herein are the property of their respective owners.