



RELEASE NOTES

EMC[®] NetWorker[®]
Module for SAP with Oracle
Release 3.0.2
Multiplatform Version

Release Notes

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These release notes contain supplemental information about EMC[®] NetWorker[®] Module for SAP with Oracle, Release 3.0.2, Multiplatform Version software. Topics include:

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Revision history

The following table gives the revision history of this document.

Revision	Date	Description
A02	June 13, 2008	Added "Support added for PowerSnap on HP Itanium" on page 3 to New Features and Changes.
A01	July 13, 2006	First release of the product.

Product description

The NetWorker Module for SAP with Oracle (NMSAP) software is an add-on module for EMC NetWorker client software that provides a backup and restore interface between the SAP **BRTTools** program and the NetWorker server. The main component of the NMSAP software is the **backint** program, which provides backup, inquiry, and restore processes for all Oracle and SAP files.

The NMSAP software enables you to perform the following operations for SAP data on Oracle databases:

- ◆ Manual backups
- ◆ Scheduled backups
- ◆ Inquiry of backed up data
- ◆ Restores of backed up data
- ◆ Automated media management
- ◆ Snapshot backup and recovery (using EMC PowerSnap™ software)
- ◆ Sapclone

Environment and system requirements

As a client-side product, the NMSAP software must reside on each Oracle server with SAP, along with the NetWorker client software. The NetWorker server software and SAP software can reside on either the same or separate systems.

For current details on supported operating systems and versions on which this release of the NMSAP software operates, and the supporting software that is required to properly configure this software, see the *EMC Information Protection Software Compatibility Guide* on the EMC website.

For details on patches required for a particular system, see the Support section of the EMC website.

New features and changes

The NMSAP release 3.0.2 software includes the following new features and improvements.

Support added for PowerSnap on HP Itanium

An update is available for the NMSAP 3.0.2 software to support PowerSnap (snapshot-based backup) on HP Itanium (hp11ia64) systems. Contact an EMC Customer Support representative to obtain the updated NMSAP 3.0.2 package that includes this feature.

256-bit encryption supported

The NMSAP 3.0.2 software supports 256-bit AES ASM encryption when backing up to NetWorker 7.3 servers. This encryption is set by the **NSR_AES_ENCRYPTION** parameter in the `initORACLE_SID.utl` file. For details on this encryption, see the *NetWorker Module for SAP with Oracle Administration Guide* for this release.

Note: 256-bit AES ASM encryption is not supported for PowerSnap and RMAN (NMSAPO) backups.

SAP BRTools 7.00 software supported

Support is added for SAP BRTools 7.00 on compatible operating systems, as described in the *EMC Information Protection Software Compatibility Guide*.

Verification with the `brbackup -w` option supported

NMSAP 3.0.2 supports the new meaning of the **brbackup -w** option introduced by SAP in **BRTools** 6.40 patch level 22. The **brbackup -w** option reloads files to a temporary location and performs a binary comparison. See SAP Note 811638 *Enhancements in the verification of backups*, for details.

Linux AMD64 and EM64T supported

Support is added for Linux AMD64/EM64T operating systems. For details on supported platforms, see the *EMC Information Protection Software Compatibility Guide* for this release.

BrGui supported

Support is added for the SAP **BrGui** utility, which replaces the **SAPDBA** utility. The **BrGui** utility provides a menu-driven interface for **BRTools** for backup, restore, and inquiry-related operations.

Fixed problems and changes

Table 1 on page 4 lists software defects and escalations that are resolved by the NMSAP Release 3.0.2 software.

Table 1 Defects and escalations fixed in this release

Number	Description	Operating System
LGTPa74815	The <code>backint</code> command does not ignore directives stored in <code>networkr.cfg</code> . NMSAP backups did not ignore local directives that were set in the <code>networkr.cfg</code> file. The <code>backint</code> program calls the internal save code with the <code>-i</code> parameter. As described in the <i>NetWorker Administration Guide</i> , the <code>-i</code> parameter specifies that any local directives stored in the <code>networkr.cfg</code> file will be ignored.	Microsoft Windows
LGTPa76236	The NMSAP program attempts to use the incorrect NetWorker server name. NMSAP backups failed when a NetWorker server had multiple NIC cards. The <code>brbackup</code> and <code>backint</code> programs initiated from the client discovered the primary NetWorker server name and tried to use it instead of the configured server name.	any
LGTPa77113	Tablespaces remain in backup mode after a backup is stopped from the GUI. Some Oracle tablespaces remained in backup mode after an NMSAP backup was cancelled or interrupted from the user interface.	UNIX
LGTPa77627	Cannot perform a NMSAP PowerSnap restore. NMSAP backups with PowerSnap to a NetWorker server on an AIX operating system performed normally, but could not be restored. The restore would suspend indefinitely.	UNIX
LGTPa78255	NMSAP PowerSnap backups fail after detecting an unexpected status. NMSAP backups with PowerSnap aborted when the <code>backint</code> program requested the process status of one of the datafiles and obtained a status that was not defined.	any
LGTPa79131	NMSAP scheduled backups fail if someone logs off the system. NMSAP scheduled backups failed if someone logged off the system before the backup completed. For example, a customer checked production computers by using VPN software. If the customer logged off a client that was being actively backed up, then the <code>backint</code> program immediately failed.	Microsoft Windows

Known problems and limitations

This section describes problems that have been known to occur under certain circumstances when using this release of the NMSAP software.

Canceled manual online backup on Linux leaves database in backup mode



CAUTION

If a manual online backup on a Linux operating system is canceled, then the next backup operation fails because the SAP program, `brbackup` or `brarchive`, leaves Oracle tablespaces in "backup status." This is not an issue for scheduled backups or offline manual backups.

The workaround is to shut down and restart the Oracle database. Restart may require an additional step to recover the database to its last consistent state. See Oracle documentation for further details.

Chained symbolic links are not supported



CAUTION

On UNIX systems, if the path of a file contains a chained symbolic link (a link that points to another link), then the backup succeeds but restores of the file will fail.

The SAP program does not support chained symbolic links. SAP Note 27428 provides details.

Documentation

The following EMC documents are relevant to the NMSAP product, and are available at <http://softwaresupport.EMC.com>:

- ◆ *EMC NetWorker Module for SAP with Oracle Administration Guide*
- ◆ *EMC NetWorker Module for SAP with Oracle Installation Guide*
- ◆ *EMC NetWorker PowerSnap Module Installation and Administration Guide* appropriate for your implementation
- ◆ *EMC NetWorker Administration Guide* appropriate for your implementation
- ◆ UNIX man pages
- ◆ *EMC NetWorker Command Reference Guide*
- ◆ *EMC Information Protection Software Compatibility Guide*

Installation

For information and procedures on how to install the NMSAP software, or how to upgrade this software from a previous installation, refer to the *EMC NetWorker Module for SAP with Oracle Installation Guide*.

Troubleshooting and getting help

For information about software patches, technical documentation, support programs, sales, and licensing, go to:

<http://softwaresupport.EMC.com>

Verifying version information

Depending on the operating system, verify the release information and version number for the installation as follows:

- ◆ On UNIX operating systems, enter the following command as the root user:
`what filenm | more`
where `filenm` is the name of a NMSAP binary file, for example `backint` or `nsrsapsv`.
- ◆ On Linux operating systems, enter the following command as the root user:
`strings filenm | grep "@(#)"`
where `filenm` is the name of a NMSAP binary file, for example `backint` or `nsrsapsv`.
- ◆ On Microsoft Windows operating systems:
 - a. Locate the NMSAP binary file, for example `backint.exe` or `nsrsapsv.exe`.
 - b. Right-click the file, and select **Properties**.
 - c. In the **Properties** window, select the **Version** tab to display the release information.

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