

Veritas Access Appliance Release Notes

7.4.2 Linux

To be used with the Veritas Access
Appliance v7.4.2 (3340)
documentation

Veritas Access Release Notes

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Veritas Services and Operations Readiness Tools (SORT)

Veritas Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf

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Overview of Veritas Access

This chapter includes the following topics:

- [About this release](#)
- [Changes in this release](#)
- [Supported NetBackup client versions](#)
- [Technical preview features](#)
- [Veritas Access simple storage service \(S3\) APIs](#)
- [Required OS and third-party RPMs](#)

About this release

This document provides release information about the Veritas Access product, including changes in this release.

Changes in this release

This section shows the major new features and enhancements added in the 7.4.2 version of Veritas Access.

Supported NetBackup client versions

The following versions of NetBackup client are supported with Veritas Access 7.4.2.

- 8.1.2.1

- 8.2
- 8.3.0.1
- 9.0

The supported NetBackup clients can be installed as add-on packages.

Technical preview features

The following features are available as technical preview features in this release.

Veritas Access Streamer as a storage type for Enterprise Vault

Choosing Veritas Access Streamer as a storage type for Enterprise Vault is a technical preview feature in this release.

Note: This feature is supported only on test and development environments. It is not supported on production environments.

You are required to run Enterprise Vault 11 and later versions.

You can use the Veritas Access Streamer setup wizard to install Veritas Access Streamer. The Veritas Access Streamer installer can be found at the following location:

`dvd1-redhatlinux/rhel7_x86_64/EV_Streamers/Veritas_Access_Streamers_Setup.msi`

To install Veritas Access Streamer

- 1 Run the Veritas Access Streamer installer. You are prompted to choose the location where you want to install it. You have to choose the default location. Click **Next**.
- 2 The installer is ready to install Veritas Access Streamer on your system. Click **Next** to start the installation.
- 3 A window appears which shows the progress of the installation. Once the installation is complete, click **Close** to exit the installation.
- 4 Open an administrator command prompt and navigate to `C:\program files(x86)\Enterprise Vault\Veritas Access Streamers`.
- 5 Run `regsvr32 VeritasAccessStreamer.dll`. You get a message that the registration is successful.

- 6 Go to `C:\program files(x86)\Enterprise Vault\Veritas Access Streamer\xml` to get the `EvExtendedSettings.xml` file and configure Veritas Access Streamer as a storage type for Enterprise Vault to make the Veritas Access Streamer device known to the Enterprise Vault Administration Console.
See [“To configure Veritas Access Streamer as a storage type for Enterprise Vault”](#) on page 8.
- 7 Create a new partition and verify that Veritas Access Streamer is listed as one of the storage options.

You can perform the following steps on the Enterprise Vault server.

To configure Veritas Access Streamer as a storage type for Enterprise Vault

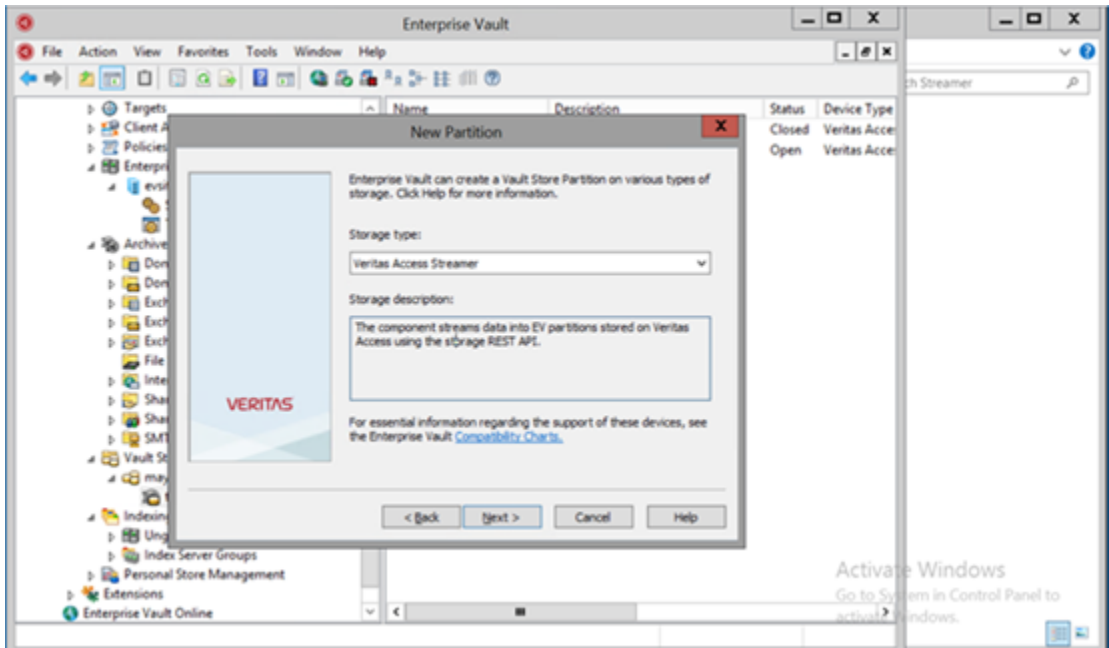
- 1 Open Windows Explorer, and then navigate to **<Program Files (x86)>Enterprise Vault\InitialConfigurationData\en\Policies**.
- 2 Make a copy of `EVEExtendedSettings.xml`.
- 3 Replace `EVEExtendedSettings.xml` with the version provided by Veritas. Use the xml file created in `C:\Program Files(x86)\Enterprise Vault\Veritas Access Stream\xml`. The xml file is available after the Veritas Access Streamer `setup.msi` is installed.
See [“To install Veritas Access Streamer”](#) on page 7.
- 4 Update the registry value:
`[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\KVS\Enterprise Vault\Admin] "PopulateExtendedSettingTypes"="1"`.
- 5 Close and then relaunch the Enterprise Vault Administration Console (VAC).
- 6 Navigate to **Policies > Exchange**.
- 7 Right-click **Exchange**, and then click **Populate Setting Types**.

A message is displayed that indicates that the **SettingsType** table in the Directory database has been successfully populated.

- 8 Restart the Storage service on all Enterprise Vault storage servers using Veritas Access Streamer as storage.

Once the services start, Veritas Access Streamer is displayed as a storage type when configuring a partition.

- 9 Select **Veritas Access Streamer** and click on **Next**.

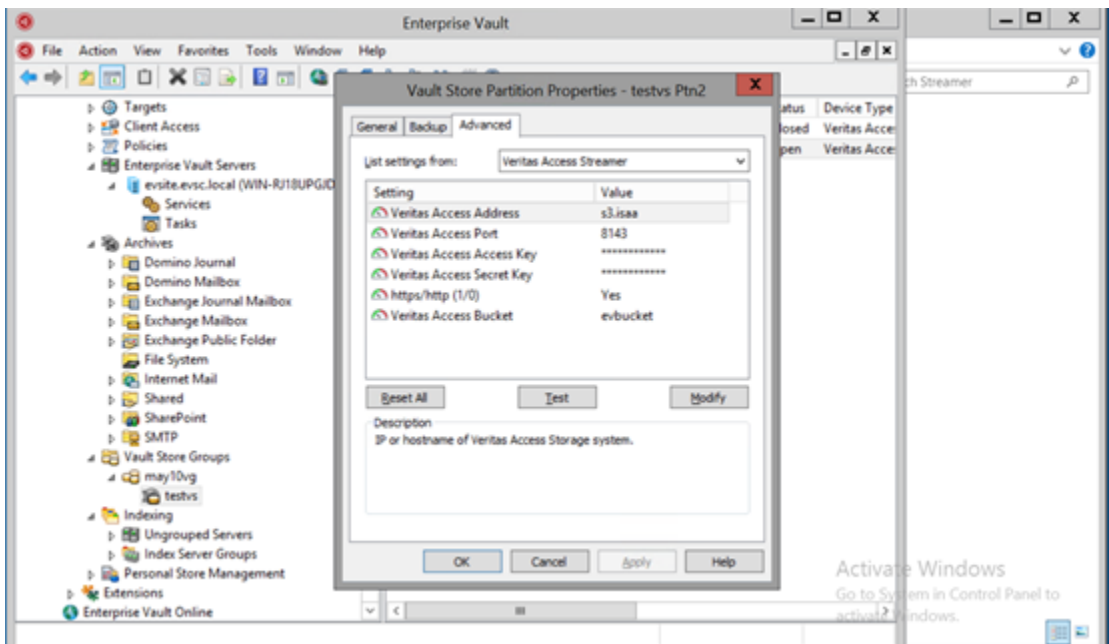


Now, you have to configure the Veritas Access Streamer.

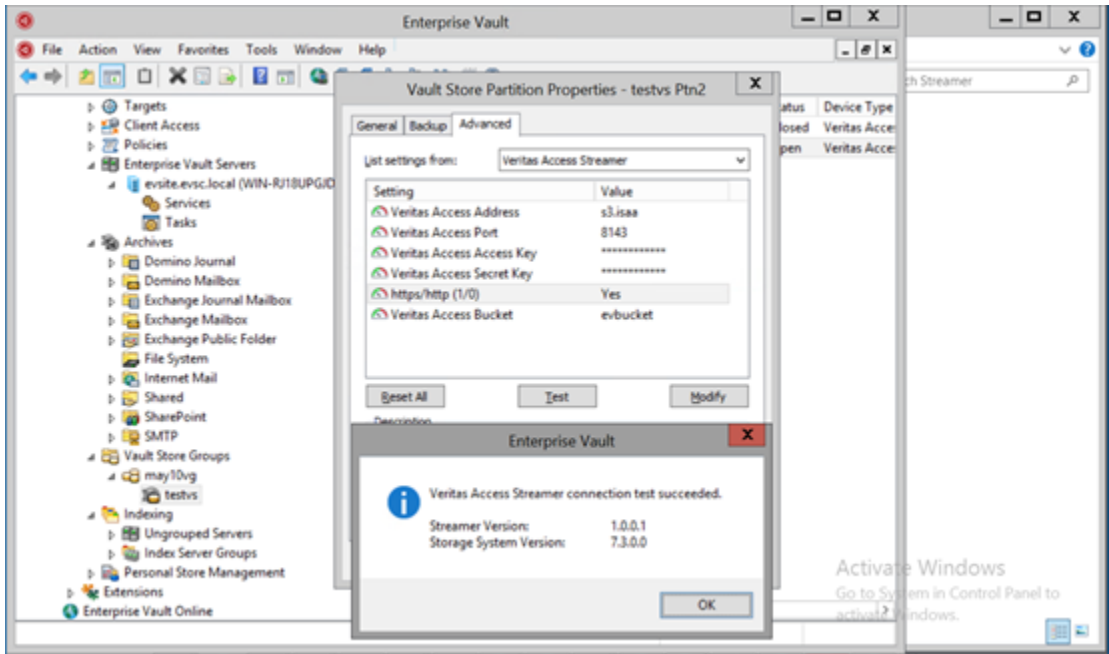
To configure the Veritas Access Streamer

1 Configure the properties of the Veritas Access Streamer.

Name	Definition	Example value
Veritas Access Address	The hostname of the Veritas Access storage system.	s3.isaa
Veritas Access Port	The port where the server on Veritas Access Storage system listens for http requests.	8143
Access Key	The access key of the user to access the bucket.	*****
Veritas Access Secret Key	The secret key of the user to access the bucket.	*****
http/https	Denotes whether SSL should be used to connect to server.	Yes
Veritas Access Bucket	The bucket where the partition data is stored.	evbucket



- 2 Go to **Advanced** on the partition settings and click **Test**. You get a message that tells you that your connection test is successful.



Support for erasure coding in a scale-out file system for an LTR use case over the S3 protocol

Erasure coding support in a scale-out file system for an LTR use case over the S3 protocol is provided as a technical preview feature in this release.

You can create a scale-out file system with an erasure-coded layout for an LTR use case.

For better performance, configure erasure coding without using the EC log.

Veritas Access LTR policies create the erasure-coded buckets for the scale-out file system.

See the *Veritas Access Online Help* for more information on how to configure LTR policies.

Use the following ObjectAccess> commands for setting the parameters for creating scale-out erasure-coded buckets.

```
ObjectAccess> set fs_type largefs encoded 4 2 16k stripe_aligned=yes
stripe_tag=disk rotating_parity=yes
```

Note: You cannot use erasure coding for a scale-out file system for any other use case other than the LTR use case over the S3 protocol.

See the *Veritas Access Command Reference Guide* for details on how to set the parameters for a scale-out erasure-coded file system.

Veritas Access simple storage service (S3) APIs

[Table 1-1](#) gives a list of the Veritas Access simple storage service (S3) APIs.

Table 1-1 Veritas Access simple storage service (S3) APIs

API	Description
abort-multipart-upload	Abort a multipart upload.
complete-multipart-upload	Complete a multipart upload by assembling previously uploaded parts.
create-multipart-upload	Start a multipart upload.
delete-bucket	Delete the bucket.
delete-object	Delete the specified object in the bucket.
get-bucket-acl	Get the ACLs for a bucket.
get-bucket-(list objects) Version 1	List of all the objects in a bucket.
get-bucket-(list objects) Version 2	List of all the objects in a bucket.
get-bucket-location	Get the bucket's region of the object.
get-object	Retrieve objects from an S3 bucket.
get-service	List of all buckets which are owned by the authenticated sender.
head-bucket	Determine if a bucket exists or not.
head-object	Retrieve metadata from an object without returning the object itself.

Table 1-1 Veritas Access simple storage service (S3) APIs (*continued*)

API	Description
<code>initiate-multipart-upload</code>	Initiate a multipart upload and returns an upload ID.
<code>list-multipart-uploads</code>	List the in-progress multipart uploads.
<code>list-parts</code>	List the parts that have been uploaded for a specific multipart upload.
<code>put-bucket</code>	Create a new bucket.
<code>put-bucket-acl</code>	Set permission on the existing bucket by using an ACL.
<code>put-object-copy</code>	Create a copy of an object that is already stored in the S3 server.
<code>put-object</code>	Add an object to a bucket.
<code>upload-part</code>	Upload a part in a multipart upload.
<code>upload-part-copy</code>	Upload a part by copying data from an existing object.

See the *Veritas Access Restful API Guide* for more information on simple storage service (S3) APIs.

Required OS and third-party RPMs

The following OS RPMs (os_rpms) are required for installing Access:

- `apr-devel`
- `apr-util-devel`
- `arptables`
- `at`
- `autogen-libopts`
- `bzip2`
- `crash`
- `fuse-devel`
- `gdb`

- glibc-common
- glibc-devel
- glibc-headers
- glibc.i686
- glibc-utils
- glibc.x86_64
- gnutils
- infiniband-diags
- ipvsadm
- iscsi-initiator-utils
- krb5-devel
- libarchive
- libibumad
- libibverbs-utils
- libjpeg-turbo
- libldb
- libnet
- libpcap
- libselenium-devel
- libtalloc
- libtdb
- libtevent
- libtirpc
- libyaml
- lsof
- memcached
- mlocate
- net-snmp
- net-snmp-utils
- net-tools

- nfs-utils
- nmap-ncat
- nscd
- nss-pam-ldapd
- ntp
- ntpdate
- openldap
- openldap-clients
- openssl
- openssl-lib
- openssl
- openssl-devel
- perl
- perl-AppConfig
- perl-Convert-ASN1
- perl-File-HomeDir
- perl-JSON
- perl-LDAP
- perl-Net-Telnet
- perl-Template-Toolkit
- perl-XML-Parser
- psmisc
- pytalloc
- python3
- python-chardet
- python-paramiko
- python-requests
- python-urllib3
- PyYAML
- rrdtool

- rsh
- rsync
- sos
- sshpass
- strace
- sysstat
- systemtap
- systemtap-runtime
- targetcli
- telnet
- traceroute
- tzdata-java
- unzip
- vsftpd
- ypbind
- yp-tools
- zip
- ed
- ksh
- openssl-libs
- perl-Exporter
- perl-Socket
- python
- python3-libs
- python3-pip
- python3-setuptools
- python-libs
- avahi-libs
- cups-libs
- vim-enhanced

- kernel-debug-devel

Note: The kernel-debug-devel RPM must be the same version as the kernel.

The following third-party RPMs are required for installing Access:

- perl-Template-Extract
- python-memcached
- python-crontab
- lmdb-libs
- libuv
- gevent
- samba-winbind-modules
- samba-winbind-krb5
- samba-winbind-clients
- samba-winbind
- samba-libs
- samba-krb5-printing
- samba-common-libs
- samba-common
- samba-client-libs
- samba-client
- samba
- libwbclient
- libsmbclient
- ctdb

Software limitations

This chapter includes the following topics:

- [Limitations on using shared LUNs](#)
- [Limitations related to installation and upgrade](#)
- [Limitations in the Backup mode](#)
- [Veritas Access IPv6 limitations](#)
- [FTP limitations](#)
- [Limitations related to commands in a non-SSH environment](#)
- [Limitations related to Veritas Data Deduplication](#)
- [NFS-Ganesha limitations](#)
- [Kernel-based NFS v4 limitations](#)
- [File system limitation](#)
- [Veritas Access S3 server limitation](#)
- [Long-term data retention \(LTR\) limitations](#)
- [Cloud tiering limitation](#)
- [Limitation related to replication](#)

Limitations on using shared LUNs

The following limitations relate to shared LUNs in Veritas Access.

Veritas Access does not support thin LUNs

Veritas Access does not support thin LUNs. If thin LUNs are used, some commands may fail when run from the Veritas Access command-line interface.

Limitations related to installation and upgrade

The following limitations are related to installation and upgrade.

If the required virtual IPs are not configured, then services like NFS, CIFS, and S3 do not function properly

If the required number of virtual IPs are not configured during installation, then services like NFS, CIFS, and S3 do not function properly. High availability is also affected if you do not configure the virtual IPs correctly.

Add the required number of virtual IPs per service using the following command:

```
# network ip addr add <ipaddr> <netmask> <type (virtual)> [device]
[nodename]
```

Limitations in the Backup mode

If the backup group is online while performing a `cluster> del` operation, the `cluster> del` operation fails with the following error message:

```
CPI WARNING V-9-40-6450 Active backup jobs are running on access_01.
Deleting this node from the cluster may cause the backup to fail.
```

Veritas Access IPv6 limitations

The following Veritas Access modules are not supported for IPv6:

- NIS

FTP limitations

The following limitation applies to FTP.

- Multiprotocol access of FTP with other protocols such as NFS, CIFS is not supported.

Limitations related to commands in a non-SSH environment

Some commands work only when passwordless SSH is configured for the root user. If the `/opt/VRTSnas/conf/communication.conf` file exists then, `CommunicationType` key is set to SSH.

For example:

```
# cat /opt/VRTSnas/conf/communication.conf
{
    "WorkingVersion": "1",
    "Version": "1",
    "CommunicationType": "SSH"
}
```

The following commands work only when passwordless SSH communication is enabled for the root user:

- Backup> install
- Cluster> addnode
- Cluster> delnode
- Cluster> reboot
- Cluster> shutdown
- FTP> logupload
- License> add
- All Replication> commands
- Report> exportevents
- Report> snmp exportmib
- Storage> fencing on (for majority-based fencing)
- Storage> fencing off (for majority-based fencing)
- System> config import
- System> config import remote
- System> config export
- System> config export remote
- All Support> commands

- Upgrade> add
- Upgrade> install

Limitations related to Veritas Data Deduplication

The following limitation is related to Veritas Data Deduplication.

- If you want to reconfigure Veritas Deduplication using previously used file systems, you have to use the same credentials that you used during the initial configuration.

NFS-Ganesha limitations

The following limitations apply for NFS-Ganesha:

- Clients cannot be added dynamically. Once an export is added, you cannot add more clients to the export. The workaround is to add a netgroup when you create the share. The netgroup membership can be changed dynamically.
- The `fcntl lock failover` is not supported for NFS-Ganesha v3.
- Export options like `secure_locks`, `insecure_locks`, `wdelay`, `no_wdelay`, `subtree_check`, `no_subtree_check`, and `fsid` are not supported with NFS-Ganesha.
- NFS-Ganesha supports only OpenStack Cinder. It does not support OpenStack Manila.
- NFS v4 ACLs are not supported by Veritas Access.
- NFS-Ganesha does not support share reservations.
- NFS-Ganesha does not support delegation.
- NFS server does not support non-ASCII characters.

Kernel-based NFS v4 limitations

The following limitations apply for kernel-based NFS v4:

- NFS v4 ACLs are not supported by Veritas Access.
- NFS v4 share reservations are not supported.
- NFS v4 delegation is not supported.

File system limitation

The following limitations relate to the Veritas Access file system.

- Any direct NLM operations from the Veritas Access command-line interface can lead to system instability
Do not perform any file system related operations using the Veritas Access command-line interface on the Network Lock Manager (NLM), as it is used for internal purposes. If NLM is used, then Veritas Access cannot guarantee the stability of the cluster.
- When a file system is created, an additional file system is also created for the purpose of keeping the lock and configuration information. The additional file system is not directly accessible to the user. It is meant for internal use only.
It is recommended to use disks from as many nodes as possible when creating the first storage pool in Veritas Access. In case of a shared nothing environment where the disks are local to the cluster nodes, the additional file system mirrors are created across all those nodes. This ensures that the Veritas Access configuration is available even if one of the nodes on which the additional file system was created is available.
In case of SAN environments, the additional file system is mirrored across two disks.
- On-premises tiering is not supported for a scale-out file system.
- On-premises tiering in a cluster file system only supports one primary and one secondary.

Veritas Access S3 server limitation

For downloading an object with a size more than 100 M, `Range` header should be used and the range should not exceed 100 M.

The object has to be downloaded in parts.

Long-term data retention (LTR) limitations

The following limitations are related to LTR:

- Veritas Access does not support the HTTPS application protocol for an S3 bucket from the GUI in Veritas NetBackup long-term retention (LTR) use cases.
- In case a cluster node serving the OpenDedup volume crashes, the ongoing NetBackup jobs on that particular OpenDedup volume may fail. But the same NetBackup job will be successful in the next retry which is triggered automatically

by NetBackup. The NetBackup job may again restart when the crashed node comes up and the IP failbacks.

Cloud tiering limitation

Cloud tiering is supported on scale-out file systems but it is not supported on cluster file systems. If you want to use cloud tiering, create a scale-out file system manually instead of using any of the policies that are included with Veritas Access because all the policies, except the LTR policies, create CFS file systems, which do not support cloud tiering.

Limitation related to replication

The following issues relate to replication in Veritas Access.

Limitation related to episodic replication authentication

When you create an episodic replication link, you have to provide the "master" user credentials to authenticate a different cluster for episodic replication.

Limitation related to continuous replication

- Continuous replication does not support changing the mode of replication (synchronous or asynchronous) after replication is configured.
- Continuous replication does not accept file system with erasure coded (ecoded) layout and encrypted volume when you configure replication.
- The Veritas Access file system operations such as grow, shrink, resize, addition or removal of column, mirror, or tier (except cloud tier for *largefs*) are not supported for a file system which is configured under continuous replication.

Known issues

This chapter includes the following topics:

- [Veritas Access known issues](#)

Veritas Access known issues

The following known issues relate to the Veritas Access commands.

Access Appliance issues

The following issues are related to the Veritas Access 3340 Appliance.

Mongo service does not start after a new node is added successfully

After you add a new node, the installer does not bring the Cluster Volume Manager (CVM) and its dependent service groups (appdb_data and appdb_svc) online on the newly added node. Hence, the Mongo service does not start on the newly added node.

(IA-9774)

Workaround:

After you add a node, log on to the Veritas Access command-line interface interface using the *admin* user credentials. Execute the `cluster reboot <new_node>` command to restart the newly added node.

File systems that are already created cannot be mapped as S3 buckets for local users using the GUI

If you create a file system using the GUI and try to export it as an S3 bucket for a local user, the operation is not successful.

(IA-10245)

Workaround:

Map the file system using the Veritas Access command-line interface for local users.

The Veritas Access management console is not available after a node is deleted and the remaining node is restarted

If a node is deleted and the only remaining node in the cluster is restarted, the management console's IP gets cleared up. Hence, the service group of the management console goes into a faulted state and then management console becomes unavailable.

Workaround:

Perform the following steps:

- Log on using the Appliance command-line interface as an *admin* user.
- Go to **Support** view.
- Go to **Management** view.
- Elevate to access the prompt. Run the following commands:

```
# /opt/VRTS/bin/hares -clear consoleIP -sys <current node>
```

```
# /opt/VRTS/bin/hagrp -online ManagementConsole -any
```

When provisioning the Veritas Access GUI, the option to generate S3 keys is not available after the LTR policy is activated

While provisioning the Veritas Access GUI, after you click **Activate LTR policy**, the **Next** option is not enabled. Hence, you cannot proceed to **Generate S3 Keys**.

Workaround:

Click on the **Close** option. Click on **Continue** to resume the Getting Started wizard.

Unable to add an Appliance node to the cluster again after the Appliance node is turned off and removed from the Veritas Access cluster

If an Appliance node is turned off and removed from the Veritas Access cluster successfully then, you cannot to add the Appliance node to the Veritas Access cluster again. This happens because the configurations on the Appliance node are not uninstalled when the node is removed.

Workaround:

Before you add the Appliance node back to the Veritas Access cluster, do a factory reset to the Appliance node.

Setting retention on a directory path does not work from the Veritas Access command-line interface

If you set retention on any directory path using the `Storage> fs retention set <absolute directory path>` command from the Veritas Access command-line interface, the command fails.

For example :

```
Storage> fs retention set /vx/test_fs/
```

Where `/vx/test_fs/` is the directory path.

This is because of an internal issue. But, it is possible to set retention individually on the files present in a particular directory.

Workaround:

Set retention on the files present in the directory by using the `Storage> fs retention set <absolute file path>` command.

```
Storage> fs retention set /vx/test_fs/file1
```

Where `/vx/test_fs/file1` is the file path.

During the Access Appliance upgrade, I/O gets paused with an error message

When you upgrade the appliance, if the nmdb service stops running on a node, the I/O goes into PAUSED state and the following error message is displayed:

```
Invalid username or password
```

On all the other node, the shares are accessible.

(IA-14892)

Workaround:

Run the `cifs> server status` command. If the server is in online state and still I/O is paused, then restart the CIFS server from the Veritas Access command-line interface.

```
cifs> server stop

cifs> server start
```

The required configurations get updated and I/O processes are resumed.

When provisioning storage, the Access web interface or the command-line interface displays storage capacity in MB, GB, TB, or PB

When you provision storage using the Access web interface or the command-line interface, the storage pool size and the size configured for Veritas Data Deduplication are displayed in MB, GB, TB, or PB. However, the storage capacity is actually in MiB, GiB, TiB, or PiB.

(IA-15180)

The following section shows the available storage capacity for a Veritas 3340 Appliance using 10-TB and 4-TB disk capacities.

Table 3-1 With 10-TB drive capacity

	One storage shelf (one Primary shelf)	Two storage shelves (one Primary shelf; one Expansion shelf)	Three storage shelves (one Primary shelf; two Expansion shelves)	Four storage shelves (one Primary shelf; three Expansion shelves)
Maximum storage pool size (total capacity)	635 TiB	1.24 PiB	1.86 PiB	2.48 PiB
Maximum Veritas Data Deduplication pool size (available for application data)	631 TiB	1267 TiB	1267 TiB	1267 TiB

Table 3-2 With 4-TB drive capacity

	One storage shelf (one Primary shelf)	Two storage shelves (one Primary shelf; one Expansion shelf)	Three storage shelves (one Primary shelf; two Expansion shelves)	Four storage shelves (one Primary shelf; three Expansion shelves)
Maximum storage pool size (total capacity)	253.44 TiB	Not supported	Not supported	Not supported
Maximum Veritas Data Deduplication pool size (available for application data)	249 TiB	Not supported	Not supported	Not supported

Access Appliance operational notes

This section contains the topics that explain important aspects of Veritas Access Appliance 7.4.2 operations that may not be documented elsewhere in the documentation.

The following list contains the notes and the known issues that apply to this Access Appliance release:

Access services do not restart properly after storage shelf restart

If the Veritas Access Appliance loses connectivity to an attached Primary or Expansion storage shelf, the underlying storage connectivity is lost and the VxVM disk group goes into a deported state. This issue occurs whenever a storage shelf intentionally or unintentionally restarts. To correct this issue, you need to restart the Access services.

To restart the Access services after the appliance storage shelves restart

- 1 Log onto the Access shell menu over the console IP address.
- 2 Run the following command to import the VxVM disk group and other Access configurations:

```
ltrcluster> storage scanbus
```

- 3 Restart the services that were configured before the storage shelf restart.

For example, if the S3 server is configured, use the following commands

```
ltrcluster> objectaccess server status
ObjectAccess Status on ltrcluster_01 : OFFLINE|FAULTED
ObjectAccess Status on ltrcluster_02 : OFFLINE|FAULTED
ltrcluster> objectaccess server stop
ACCESS ObjectAccess ERROR V-493-10-4 ObjectAccess server already stopped.
ltrcluster> objectaccess server start
ACCESS ObjectAccess SUCCESS V-493-10-4 ObjectAccess started successfully.
ltrcluster> objectaccess server status
ObjectAccess Status on ltrcluster_01 : ONLINE
ObjectAccess Status on ltrcluster_02 : ONLINE
ltrcluster>
```

Admin issues

This section describes known issues related to the admin module.

The user password gets displayed in the logs for the Admin> user add username system-admin|storage-admin|master command

If you execute the `Admin> user add username system-admin|storage-admin|master` command and enter the password with the command (which is an optional parameter), the user password gets displayed in the logs. This happens because every command that is executed on the Veritas Access command-line interface is logged on the `admin.log` and `command.log`. Since the password is also a part of the command, the password also gets logged. (IA-12819)

Workaround:

There is no workaround for this issue.

Veritas recommends that when you create new users, you provide the password on the CLI only when prompted.

CIFS issues

This section describes known issues related to CIFS.

Cannot enable the quota on a file system that is appended or added to the list of homedir

After enabling the `Storage> quota cifshomedir` command, if you set the additional file system as `cifshomedir`, the quota is not enabled on it by default. To enable the quota, if you use the `Storage> quota cifshomedir enable` command, it may or may not succeed, depending on the order in which you have specified the file systems as `cifshomedir`.

The `Storage> quota cifshomedir enable` command checks only for the first file system in the `cifshomedir` list. If the quota is already enabled on that file system, a quota on the rest of the file system in the list is not enabled.

(3853674)

Workaround:

To solve this issue, follow these steps:

- 1 Run the `Storage> quota cifshomedir disable` command. This disables the quota on all the homedir file systems.
- 2 Run the `Storage> quota cifshomedir enable` command. This enables the quota on all the homedir file systems.

Deleting a CIFS share resets the default owner and group permissions for other CIFS shares on the same file system

When you delete a CIFS share, the owner and the group on the file system revert to the default permissions. The default values for both the owner and the group are set to root. This behavior may be an issue if you have more than one CIFS share on the same file system. Deleting any of the shares also resets the owner and the group for the other shares on the file system.

If you previously set owner permissions or group permissions for the CIFS shares that remain, you must set the permissions again.

(3824576, 3836861)

Workaround:

If you previously set owner permissions or group permissions for the CIFS shares that remain, you must set the owner or group permissions for the CIFS shares on the file system again, using the following command:

```
CIFS> share modify
```

Default CIFS share has owner other than root

If a CIFS share (*share1*) is created using a non-default owner (*CIFSuser1* who is a non-root user) with file system (*fs1*) and if another share (*share2*) is created using the same file system (*fs1*) using the default settings (root as the owner), then *share2* has a non-default owner (*CIFSuser1*).

(IA-4771)

Workaround:

If you want to export the same file system as different CIFS shares, then keep the owner of the CIFS shares the same for all the shares. Otherwise, use different file systems to create different CIFS shares.

CIFS mapuser command fails to map all the users from Active Directory (AD) to all the NIS/LDAP users

While mapping all the CIFS users to NIS/LDAP users, the command does not accept the special character '*'.

(IA-8108)

Workaround:

Use one-to-one user mappings from the Active Directory (AD) user to the NIS/LDAP user.

CIFS share may become unavailable when the CIFS server is in normal mode

When the CIFS server is running in normal mode and a CIFS share is brought online, if the MSDFS referral IP for that share faults and is not able to come online on any other node, the share becomes unavailable. In such cases, the CIFS share has the wrong definition in the smb.conf file and hence remains inaccessible. This issue can occur during an upgrade or when the NIC hosting the MSDFS IP of the CIFS share gets faulted on all nodes. This issue does not occur when the CIFS server is in the CTDB mode.

(IA-22339)

Workaround:

Stop and start the CIFS server.

CIFS share creation does not authenticate AD users

After cluster configuration, if the CVM of the slave node comes up before the management console, it results in an inconsistency in the `nsswitch.conf` file on all the cluster nodes. This affects the authentication of AD users while configuring CIFS shares.

(IA-21747)

Workaround:

1. Configure the `nsswitch` using CLISH.

```
Network > nsswitch conf
```

2. Stop and restart CIFS service.

General issues

The following issue relates to all the Veritas Access modules.

A functionality of Veritas Access works from the master node but does not work from the slave node

This issue occurs when any of the operating system-specific configuration files are not as per the Veritas Access requirements. For example, if the `nsswitch.conf` file on a slave node is not the same as the file on the master node, the slave node does not follow the verification order for authentication. This causes authentication of users from the slave node to fail. This issue applies to all the protocols that are dependent on the `nsswitch.conf` such as, CIFS, NFS, FTP, and iSCSI.

IA-14735

Workaround:

Restart the slave node on which the functionality does not work.

GUI issues

The following issues relate to the GUI.

When both continuous and episodic replication links are set up, provisioning of storage using High Availability and Data Protection policies does not work

Performing the following steps leads to this scenario:

- Setting up both continuous and episodic replication links.

- Activating High Availability and Data Protection policies.
- Provisioning storage using either of these policies using the Provision Storage wizard.
- Setting up the episodic replication job task fails.

This happens because even though you selected the episodic replication link, during storage provisioning, the GUI selects the continuous replication link for setting up the episodic replication job, which causes the task to fail.

(IA-7646)

Workaround:

Do not create both a continuous replication link and an episodic replication link when you provision storage using the two policies above. Since these two policies are using the file system replication link, only create the episodic replication link.

When a new node is added or when a new cluster is installed and configured, the GUI may not start on the console node after a failover

When node failover occurs for a console node, the GUI services are expected to auto-start on the failed-over console node. But it fails to start as the GUI is not properly configured on all the nodes. You cannot use the GUI to manage the storage on the cluster.

Workaround:

When a failover occurs:

- Log on to the console node and run the following command:

```
# python /opt/VRTSnas/isagui/init_application.py production
```
- Wait for the application to complete the configuration and display the message:

```
Application started on Node JS
```
- Kill the application by entering CTRL-C.
- Enter the following command:

```
# service vamgmt start
```

You can access the storage on the cluster using the GUI.

When an earlier version of the Veritas Access cluster is upgraded, the GUI shows stale and incomplete data

If you upgrade an old cluster and launch the GUI, you can see old events and incomplete data in the GUI pages.

(IA-7127)

Workaround:

After you upgrade the cluster, run the following command from the console node:

```
# /opt/VRTSnas/pysnas/bin/isaconfig
```

Restarting the server as part of the command to add and remove certificates gives an error on RHEL 7

When the external certificates are added to Veritas Access, a web server restart is implicitly performed to start the newly provided certificates. This implicit start of the web server does not work in RHEL 7 because the commands are different in RHEL 6 and RHEL 7.

(IA-9739)

Workaround:

Run the `System> guienable` command to start the server in the Veritas Access command-line interface.

While provisioning an S3 bucket for NetBackup, the bucket creation fails if the device protection is selected as erasurecoded and the failure domain is selected as disk

When you try to provision an S3 bucket for NetBackup using the Veritas Access GUI, the bucket creation fails if the device protection is selected as erasurecoded and the failure domain is selected as disk. This happens because the selection of the failure domain as disk is not passed to the `vxassist` command. If the failure domain is not specified, by default, the command takes the failure domain as node. Hence, bucket creation fails.

(IA-11830)

Workaround:

There is no workaround. You cannot select the failure domain as disk for an erasure-coded layout while provisioning storage from the Veritas Access GUI as it is not supported in this release.

Client certificate validation using OpenSSL ocsf does not work on RHEL 7

Client certificate validation is required for the two-factor authentication (2FA). The validation of certificates is successful in RHEL 6. In RHEL 7, an explicit parameter called `-VAfile` and the signer certificate are required to be passed, which does not happen. Hence, the client validation using the certificate does not work on RHEL 7.

Workaround:

There is no workaround for this issue.

When you perform the set LDAP operation using the GUI, the operation fails with an error

When you perform the **Set LDAP** operation using the GUI, the operation fails with the following error message:

```
ACCESS ldap set ERROR V-493-10-1262 Please set LDAP server before setting  
binddn/rootbinddn
```

This happens because during the execution of the **Set LDAP** operation, the `set rootbinddn` operation is executed, which leads to the failure.

Workaround:

Configure the LDAP server from the Veritas Access command-line interface rather than using the GUI.

GUI does not support segregated IPv6 addresses while creating CIFS shares using the Enterprise Vault policy

If you create CIFS share from the GUI using the Enterprise Vault policy, and you provide a virtual IP for IPv6, then it displays the IP as `sharename@ipv6`, which is not supported by Veritas Access.

Workaround:

Do not use virtual IPs when you create the CIFS share using the Enterprise Vault policy.

Installation and configuration issues

The following issues relate to Veritas Access installation and configuration.

After you restart a node that uses RDMA LLT, LLT does not work, or the `gabconfig -a` command shows the jeopardy state

Iptables are enabled by default on the Veritas Access cluster nodes. The iptables can affect the LLT function for the RDMA network.

Because LLT uses UDP to communicate in an RDMA network, you should add rules into the iptables to allow the LLT connection.

The iptable rules take effect before the LLT module is loaded. The iptables rules are managed by the Veritas Access script, which is executed after Veritas Cluster Service (VCS) comes up (it is started when the VCS Service Group comes online). When LLT is loaded, the iptables are in the default state, and the LLT connection through UDP is blocked.

(IA-1796)

Workaround:

For a fresh configuration of Veritas Access in an RDMA LLT environment:

- 1 After all the configurations are finished, log on to each node and disable the iptables by entering:

```
# chkconfig --level 123456 iptables off
```

- 2 Restart all the nodes. If the restart process cannot unload the OPENIB module, reset the node from the server console.

For adding a Veritas Access node in an RDMA LLT environment:

- 1 After you complete adding a node, log on to each node (including the newly added one) and disable the iptables by entering:

```
# chkconfig --level 123456 iptables off
```

- 2 Restart all the nodes. If the restart process cannot unload the OPENIB module, reset the node from the server console.

Running individual Veritas Access scripts may return inconsistent return codes

Individual scripts in Veritas Access are not intended to be run independently. The Veritas Access command-line interface is the only supported interface for any operations in Veritas Access. If you run the Veritas Access scripts independently, then the return codes may not be consistent with the results in some cases.

(3796864)

Workaround:

There is no workaround.

Installer does not list the initialized disks immediately after initializing the disks during I/O fencing configuration

When you choose to configure I/O fencing after the installer starts the processes, you should have at least three initialized shared disks. If you do not have three shared disks, the installer can initialize the shared disks. After the installer initializes the disks, the installer does not list the initialized disks immediately.

(3659716)

Workaround:

After you initialize the disks, if you do not see the new disks in the installer list, wait for several seconds. Then select **y** to continue to configure I/O fencing. The installer lists the initialized disks.

If you run the `Cluster> show` command when a slave node is in the restart, shutdown, or crash state, the slave node throws an exception

In a particular flow, if the node that is in the restart, shutdown, or crash state is running, the system calculates the running node list. It returns unreachable on SSH when the command starts to calculate the CPU or network statistics. The internal library throws an exception.

Once the state of the node is in shutdown, restart, or crash state, the slave node changes from RUNNING to FAULTED in Veritas Cluster Server (VCS). The `Cluster> show` command resumes its normal behavior. That is, it does not show any exception and gives an expected output.

(IA-900)

Workaround:

There is no workaround for this issue. The system recovers itself. You need to wait for some time and run the `Cluster> show` command once again.

If duplicate PCI IDs are added for the PCI exclusion, the `Cluster> add node name` command fails

To add a new node that has unique PCI IDs to be excluded, you need to add these unique PCI IDs through the Veritas Access command-line interface by using the `Network> pciexclusion add` command. If these unique PCI IDs already exist in the PCI exclusion configuration of Veritas Access, the resulting configuration has

duplicate entries. After the resulting configuration for the PCI exclusion, if you proceed with the added node, the operation fails. The `Cluster> add node` operation cannot handle the duplicate entries in the PCI exclusion configuration.

(IA-1850)

Workaround:

Contact Veritas Technical Support to remove the duplicated PCI IDs from the Veritas Access PCI exclusion configuration files. Then you can run the `Cluster> add node` command.

Phantomgroup for the VLAN device does not come online if you create another VLAN device from the Veritas Access command-line interface after cluster configuration is done

If you create a VLAN device on a bond device during CPI installer configuration, and then try to create another VLAN device from the Veritas Access command-line interface after cluster configuration is done, the phantomgroup for the VLAN device does not come online successfully.

(IA-6671)

Workaround:

If the phantomgroup for the VLAN device is in OFFLINE or FAULTED state, enter the following commands:

```
# hagr -clear <group-name>
# hagr -online <group-name> -any
# hagr -state <group-name>
```

The state of phantomgroup is ONLINE.

Veritas Access fails to install if LDAP or the autofs home directories are preconfigured on the system

The Veritas Access installation (7.x) may fail if the following conditions exist:

- LDAP is configured on the system.
- The autofs home directories are configured on the system.

This can create problems during the installation of the user home directories that are required for the installation of Veritas Access.

Workaround:

Do not configure LDAP or the autofs home directories on systems before installing Veritas Access.

Configuring Veritas Access with a preconfigured VLAN and a preconfigured bond fails

If you try to install Veritas Access with a preconfigured VLAN and a preconfigured bond, then the installation fails. This is because during installation, you can either preconfigure a VLAN or you can preconfigure the bond as the public device, but not both at the same time.

(IA-11874)

Workaround:

After installation, you can create a bond over a particular network interface by using the `Network> bond create` command. You can create a VLAN using the `Network> vlan create` command.

In a mixed mode Veritas Access cluster, after the execution of the `Cluster> add node` command, one type of unused IP does not get assigned as a physical IP to public NICs

If you configure both IPv4 and IPv6 IPs as unused physical IPs, and execute the `Cluster> add <IPv4_ip_of_node_to_be_added>` command, then only IPv4 unused IPs are assigned as physical NICs. IPv6 IPs are not assigned to the newly added node.

(IA-13271)

Workaround:

Add the node to the cluster using the `Network> ip addr add` command. Then, manually configure the IPv6 physical IP.

NLMGroup service goes into a FAULTED state when the private IP (x.x.x.2) is not free

The Veritas installer assigns the 172.16.0.2 IP as the NLM master IP in the `/etc/VRTSvcs/conf/config/main.cf` file. It does not select it from the private IP range that is provided by the user. The installer does not check if the 172.16.0.2 IP is pingable or not. If that IP has already been used, the NLMGroup service goes into FAULTED state post-installation.

(IA-14577)

Workaround:

Execute the following commands on any node to replace the IP address on all the cluster nodes:

```
■ haconf -makerw
```


- `hares -modify nlmmasterIP IP_address`

Where *IP_address* is the free private IP.

- `haconf -dump -makero`

Clear the fault using the following command:

```
hagrp -clear NLMGroup
```

Bring the service group online on the desired node using the following command:

```
hagrp -online NLMGroup -sys target_node
```

Where *target_node* is the target node

The `cluster> show` command does not detect all the nodes of the cluster

During the Veritas Access configuration, all the cluster host names entries are not added in the `/etc/hosts` file. This issue occurs when a host name is a sub string of another host name in the cluster. When the `cluster> show` command is executed from the Veritas Access command-line interface, it does not detect all the nodes of the cluster.

(IA-14741)

Workaround:

Manually update the `/etc/hosts` file with cluster host name entries including private IPs mapped to the hosts. Make sure that before you perform the Veritas Access configuration, any host name is not a sub string of another host name in the cluster. For example, `hostname001` and `hostname00` should not coexist.

Internationalization (I18N) issues

This section describes known issues related to I18N.

The Veritas Access command-line interface prompt disappears when characters in a foreign language are present in a command

English and non-English language characters have different character encoding. Hence, the Veritas Access command-line interface prompt disappears when there are foreign characters in the command and you try to modify the command using the up and down arrow keys.

Workaround:

You can use any one of the following methods:

- Log out and log on to the Veritas Access command-line interface again.
- Press `Ctrl + C`.
- Set the locale to the intended non-English language. Start the Veritas Access command-line interface.

The supported languages are Chinese, Japanese, and Korean.

Networking issues

This section describes known issues related to networking.

CVM service group goes into faulted state unexpectedly

This issue occurs when the connectivity of storage is interrupted and brought back to a normal state. Veritas Volume Manager (VxVM) cannot join the cluster on that node if it hits the "minor number mismatch" issue.

(3793413)

Workaround:

Reboot the node on which this issue occurs.

In a mixed IPv4 and IPv6 VIP network set up, the IP balancing does not consider IP type

In a mixed IPv4 and IPv6 set up, the IP balancing does not consider the IP type. This behavior means that a node in the cluster might end up with no IPv6 VIP on it. IP balancing should consider the type of IP.

(3616561)

Workaround:

If required, manually bring online a VIP of the appropriate IP type on the node.

The netgroup search does not continue to search in NIS if the entry is not found in LDAP

If the netgroups lookup order in the nsswitch settings is LDAP followed by NIS, a netgroup search does not continue to search in NIS if the netgroup entry is not found in LDAP. In this case, if the share is exported using netgroups, the NFS mount on the NFS client fails.

(3559219)

Workaround:

Change the netgroups lookup order so that NIS is before LDAP:

```
Network> nsswitch conf netgroups nis ldap
```

The IPs hosted on an interface that is not the current IPv6 default gateway interface are not reachable outside the current IPv6 subnet

IPv6 addresses configured on a non-default gateway interface are not reachable from outside the current subnet and are unable to use the current default gateway. Only IPv6 addresses that are hosted on the current default IPv6 gateway interface are reachable using the gateway.

(3596284)

Workaround:

Do not use IPs that are currently not online on the default gateway interface for cluster communication outside the current subnet.

After network interface swapping between two private NICs or one private NIC and one public NIC, the service groups on the slave nodes are not probed

For performing a network interface swapping between two private NICs or one private NIC and one public NIC, only one node should be present in the cluster. If more than one node is present, the remaining nodes are not probed after the network interface swapping.

(IA-8304)

Workaround:

Execute the following command on all the nodes where resources are not probed:

```
# hstart
```

Unable to import the network module after an operating system upgrade

The Veritas Access 7.4.2 release supports the NIC name retention feature. You cannot import the network module if you perform an operating system upgrade.

(IA-11777)

Workaround:

Before you install Veritas Access, rename the public NICs as public0, public1 and so on. Rename the private NICs as priveth0 and priveth1.

LDAP with SSL on option does not work if you upgrade Veritas Access

If you perform an upgrade of Veritas Access from 7.3.x to 7.4.x, the following command does not work because there is a bug in the upgrade path that does not ask for the correct LDAP certificate from the user.

```
# network> ldap set ssl on
```

LDAP with `SSL on` does not work after an upgrade.

(IA-11781)

Workaround:

After the upgrade is complete, set the `SSL on` option using the following command:

```
# network> ldap set ssl on
```

Network load balancer does not get configured with IPv6

If you configured load balancer using the Veritas Access command-line interface with an IPv6 virtual IP, the load balancer configuration appears to be successful but does not balance the load in the background. This is because the load balancer is not supported with IPv6.

(IA-10977)

Workaround:

There is no workaround.

Unable to add an IPv6-default gateway on an IPv4-installed cluster

If you add an IPv6 address on an IPv4-installed cluster, and then add the default gateway, you get the following error on the Veritas Access command-line interface:

```
Route already exists
```

This error occurs if the IPv6 auto assignment feature is enabled on the node of the cluster.

(IA-12942)

Workaround:

You can disable IPv6 auto assignment by adding the following entries in `/etc/sysctl.conf` for all the network interfaces of the nodes that are under the control of Veritas Access:

```
net.ipv6.conf.<network interface name>.autoconf=0
net.ipv6.conf.<network interface name>.accept_ra=0
net.ipv6.conf.<network interface name>.accept_ra_defrtr=0
```

Then restart the node of the cluster.

LDAP over SSL may not work in Veritas Access 7.4.2

When SSL is configured for the LDAP server, the users, groups, and the netgroups may not be listed. This occurs because an IP is used in place of a common name.

(IA-13320)

Workaround:

Use LDAP in non-SSL mode.

The `network> swap` command hangs if any node other than the console node is specified

The default value of the `nodename` parameter in the `network> swap` command is the console node. If you specify the name of any other node, the command is executed on the specified node through a remote procedure call. Before the swap operation is performed, the script prompts the user to answer a question and waits for the answer. But the remote procedure call does not take any inputs and the command hangs.

(IA-14635)

Workaround:

There is no workaround for this issue.

NFS issues

This section describes NFS issues.

Slow performance with Solaris 10 clients with NFS-Ganesha version 4

For the NFS-Ganesha server directory operations `mkdir`, `rmdir`, and `open`, the operations are slow when performed from the Solaris clients.

(IA-1302)

Workaround:

For performance-critical workloads using the Solaris platform, use the kernel-based NFS version 3 server.

Random-write performance drop of NFS-Ganesha with Linux clients

There is a drop in the random-write performance for NFS-Ganesha with Linux clients. There is no drop in performance with Solaris clients.

(IA-1304)

Workaround:

For high-performance random-write workloads, use the kernel-based NFS server.

Latest directory content of server is not visible to the client if time is not synchronized across the nodes

If the share is updated from multiple nodes, the actual server directory content may not be immediately visible on the client and will take some time. The cache invalidation of directory content is based on the modification time of the directory. Since the time is not in synchronized on the nodes of the cluster, this cache invalidation displays.

(IA-1002)

Workaround:

Configure NTP on the server to synchronize the time of all the nodes.

NFS> share show may list the shares as faulted for some time if you restart the cluster node

This may occur when the NFS-Ganesha server is restarted across the cluster. It does not affect any ongoing NFS loads.

(IA-1838)

Workaround:

Wait for some time for the NFS-Ganesha shares to display as online.

NFS-Ganesha shares faults after the NFS configuration is imported

If you use the `System> config import` command to import any NFS configuration, then all the existing NFS shares go into the FAULTED state.

(IA-849)

Workaround:

Restart the NFS service.

NFS-Ganesha shares may not come online when the number of shares are more than 500

The NFS-Ganesha shares may not come online, or take more time to come online, during the restart process if the number of NFS-Ganesha shares are about 500 or more.

(IA-1844)

Workaround:

Use netgroups or Kerberos instead of creating a large number of individual shares.

Exporting a single path to multiple clients through multiple exports does not work with NFS-Ganesha

Due to certain limitations of NFS-Ganesha, exporting a path to multiple clients (with the same or different permissions) through multiple exports does not work in Veritas Access.

(3816074, 3819836)

Workaround:

Use netgroups to export the same path to multiple clients with the same permissions. Exporting the same path to multiple clients with different permissions is not supported.

For the NFS-Ganesha server, bringing a large number of shares online or offline takes a long time

The NFS-Ganesha server has reduced performance when a large number of resources (that is, exported file system paths) are present. This behavior may result in slow recovery after a server failure. Starting or stopping the NFS server may also take a long time.

(3847271)

Workaround:

Use netgroups with the NFS-Ganesha server. If you encounter this issue, reduce the number of shares. This issue is only observed with a large number of shares.

NFS client application may fail with the stale file handle error on node reboot

When a node restarts, all of the virtual IPs of the node are switched back to the restarted node. To preserve the lock information, the NFS-Ganesha server is restarted on this node. The VIP may be available for a short time before the shares are added back to the NFS-Ganesha server. This behavior causes applications to fail with a stale file handle error.

(3828442)

Workaround:

If this error is encountered, the client should retry the operation.

NFS> share show command does not distinguish offline versus online shares

The `NFS> share show` command does not distinguish between offline and online shares. Shares that are faulted are listed correctly. You cannot determine the status of the share, Online or Offline, using only the Veritas Access command-line interface commands.

(IA-2758)

Workaround

You can use the output of the Linux `showmount -e` command to get the list of exported shares from that specific cluster node.

Difference in output between NFS> share show and Linux showmount commands

When using the `NFS> share show` command, you see the host name of the exported NFS client. When using the Linux `showmount` command, you see the IP address of the exported NFS client.

The NFS-Ganesha server always resolves the given host name to an IP address and exports the NFS share to that IP address. Unlike the kernel-based NFS server, the Linux `showmount` command returns IP addresses instead of host names provided in the export command. This does not affect any functionality, but the output is different between the two commands.

(IA-1938)

Workaround:

You can verify the given IP addresses by using DNS.

NFS mount on client is stalled after you switch the NFS server

When the NFS server is switched from kernel NFS to NFS-Ganesha (or vice versa), the existing NFS mounts on the client are no longer active. This is because after the server is switched, all the exports on the server are moved to the new server and the file handling method of the kernel NFS and NFS-Ganesha servers are different. Hence, the NFS mount on the client is stalled.

(IA-6629)

Workaround:

The client can remount the exports to access the shares.

Kernel-NFS v4 lock failover does not happen correctly in case of a node crash

With kernel NFS v4 shares, in case of a node crash, active locks do not failover to another node in the cluster.

(IA-5083)

Workaround:

There is no workaround for this issue.

Kernel-NFS v4 export mount for Netgroup does not work correctly

The Netgroup membership cannot be changed dynamically with kernel NFS v4. The kernel KNFS v4 export mount for Netgroup does not work as expected.

(IA-6672)

Workaround:

Restart the NFS service.

NFS-Ganesha share for IPv6 subnet does not work and NFS share becomes faulted

When the NFS-Ganesha (GNFS) server is enabled, then the NFS export to an IPv6 subnet is not supported. The NFS share goes into a FAULTED state. This is a limitation at the GNFS level.

(IA-10921)

Workaround:

There is no workaround. You have to create separate NFS exports for each client.

When a file system goes into the FAULTED or OFFLINE state, the NFS share groups associated with the file system do not become offline on all the nodes

There is an online local soft dependency between the NFS share group and the `vrts_vea_cfs_int_cfsmount` groups due to which the status of the VCS share groups is displayed as online on some nodes even after the `vrts_vea_cfs_int_cfsmount` goes offline.

(IA-14597)

Workaround:

Bring the NFS share group online manually if it is in the FAULTED or OFFLINE state even after the file system (`vrts_vea_cfs_int_cfsmount` group) is brought online.

ObjectAccess issues

This section describes ObjectAccess issues.

When trying to connect to the S3 server over SSLS3, the client application may give a warning

Veritas Access generates a self-signed SSL certificate. This certificate is not a part of the default trusted CAs. Hence, S3 client is not able to trust it.

When trying to connect to the S3 server over SSLS3, the client application may give a warning:

```
SSL3_GET_SERVER_CERTIFICATE:certificate verify failed
```

(IA-5378)

Workaround:

Client should ignore the warning and continue the communication over SSL.

If you have upgraded to Veritas Access 7.4.2 from an earlier release, access to S3 server fails if the cluster name has uppercase letters

If the cluster name has uppercase letters, access to the S3 server fails. This is due to a limitation of the underlying library that is used to accept S3 requests.

(IA-5628)

Workaround:

Use all lowercase letters to access the S3 server.

If the cluster name does not follow the DNS hostname restrictions, you cannot work with the ObjectAccess service in Veritas Access

A cluster name cannot contain any special symbols except for a hyphen. If the cluster name has special symbols other than the hyphen, then the S3 service does not work as the DNS hostname restrictions have not been followed.

(IA-5631)

Workaround:

There is no workaround for this issue. For valid characters for naming a Veritas Access cluster, see:

<https://technet.microsoft.com/en-us/library/cc959336.aspx>

Bucket creation may fail with time-out error

If bucket creation takes a long time, then the bucket creation request may fail with an error message even if the bucket got created successfully.

(IA-7432)

Workaround:

You can verify if the bucket exists even if the request fails.

Bucket deletion may fail with "No such bucket" or "No such key" error

If a client request retry happens before the completion of the previous request for bucket deletion is completed, then the subsequent retry may get stale information. The bucket deletion request fails with an error message.

(IA-7368)

Workaround:

Client needs to verify bucket deletion even if the request fails.

Group configuration does not work in ObjectAccess if the group name contains a space

If the group name has a space, then even if the configuration is set for that group, user of that group is unable to create a bucket with that configuration. Instead, the bucket is created with the default configuration.

(IA-7407)

Workaround:

The administrator should not configure ObjectAccess for a group having a space character in its name.

OpenDedup issues

This section describes known issues related to OpenDedup.

The file system storage is not reclaimed after deletion of an OpenDedup volume

When an OpenDedup volume is deleted using the Veritas Access command-line interface, the content of the OpenDedup data in the bucket is not removed. Space is not reclaimed for the corresponding file system.

Workaround:

Delete the OpenDedup content manually using any S3 client.

The Storage> fs online command fails with an EBUSY error

If a bucket or an OpenDedup volume is present on the scale-out file system and I/O operations are running, the `Storage> fs offline` command is successful, but the `Storage> fs online` command may fail or the S3 server may not work as expected.

(IA-9492 and IA-9257)

Workaround:

Before performing the `Storage> fs offline` command, verify that the ObjectAccess bucket or the OpenDedup volume is present on that file system and no I/O operations are running.

Output mismatch in the df -h command for OpenDedup volumes that are backed by a single bucket and mounted on two different media servers

If two OpenDedup volumes that are backed by a single bucket are mounted on two different media servers, the `df -h` command shows different output for the volumes.

(IA-9731)

Workaround:

Ensure that the serial number entry in the OpenDedup volume XMLs is the same on both media servers.

The OpenDedup> volume create command does not revert the changes if the command fails during execution

If the `OpenDedup> volume create` command fails during execution, the changes that have been made are not reverted.

Workaround:

Execute the `OpenDedup> volume list` command to check if the volume has been created but is in offline state. If the volume is in offline state, delete the volume using the `OpenDedup> volume delete <volume-name>` command and try to re-create the volume.

Some of the OpenDedup volume stats reset to zero after upgrade

If the OpenDedup volume configuration is exported when volumes are online, the exported data does not reflect the state of the volumes properly. This results in some of the stats being reset to zero while importing the OpenDedup volume configuration.

(IA-11789)

Workaround:

Before you export the OpenDedup volume configuration, offline all the volumes and then export the configuration.

OpenDedup volume mount operation fails with an error

When you try to mount an OpenDedup volume, it fails with the following error:

```
Still running according to PID file /var/run/S3fs*****.pid,  
PID is ****. Service exit with a return value of 122
```

Stale `jsvc` processes are observed after unmounting the OpenDedup volume. Hence, volume re-mount fails.

(IA-11877)

Workaround:

Kill the stale `jsvc` processes manually and try to mount the OpenDedup volume again.

Restore of data from AWS glacier fails

When data is uploaded on the AWS Glacier cloud, and you try to restore the data from the cloud using a NetBackup restore, the operation fails with the following error:

```
socket read failed errno = 62 - timer expired
```

(IA-11843)

Workaround:

- In the `/etc/sdfs/*-volume-cfg.xml` file, change the value of `glacier-archive-days` from 0 to 30.
- Check the value of the `Client Read Timeout` for the media server that is used for the restore operation.

In the **NetBackup Administration Console**, you can find the `Client Read Timeout` at **Host properties > Media Servers > Timeouts > Client Read Timeout**.

On the UNIX media server, see the value of `CLIENT_READ_TIMEOUT` in the `/usr/opensv/netbackup/bp.conf` file. Set the `CLIENT_READ_TIMEOUT` value to a big number such as 3600, 7200 or 10800.

For more details, see https://www.veritas.com/support/en_US/article.100006172.

OpenDedup volumes are not online after an OpenDedup upgrade if there is a change in the cluster name

The configuration file of the OpenDedup volumes contains S3 endpoints based on the previous cluster name. After an upgrade, the volumes do not come online on a cluster with a different name due to a change in the S3 endpoints.

Workaround:

Contact Veritas Technical Support to update the S3 endpoints in the configuration file.

If the Veritas Access master node is restarted when a restore job is in progress and OpenDedup resides on the media server, the restored files may be in inconsistent state

If OpenDedup resides on the media server, and you restart the Veritas Access master node when a restore job is in progress, the restored files may not be consistent with the source file that has been backed-up.

(IA-11918)

Workaround:

Perform the following:

- Ensure that all the backup and restore jobs that are currently running are stopped.
- Unmount the OpenDedup volume. If any stale `jsvc` processes are running, kill them manually.
- To delete the cache, delete everything from the `/opt/sdfs/volumes/<volume-name>/chunkstore/chunks/` file and remount the OpenDedup volume.
- Restart the restore jobs.

The OpenDedup> volume list command may not show the node IP for a volume

In some cases, the `OpenDedup> volume list` command does not display the node IP for the OpenDedup volume.

(IA-11232)

Workaround:

You can get the associated node IP for the OpenDedup volume using the following command.

```
# hares -display $(grep <OpenDedup_volume_name>
/opt/VRTSnas/conf/odd_vipgrp_map.conf | awk '{ print $2 }' |
tr -d 'group') -attribute Address | tail -1 | awk '{ print $NF }'
```

Where `<OpenDedup_volume_name>` is the name of the OpenDedup volume whose node IP does not get displayed.

When Veritas Access is configured in mixed mode, the configure LTR script randomly chooses a virtual IP from the available Veritas Access virtual IPs

If Veritas Access is configured in mixed mode using both IPv4 and IPv6 addresses, it can pick either the IPv4 virtual IP or the IPv6 virtual IP. If the configure LTR script uses the IPv6 IP, it does not work for a NetBackup server that is running on IPv4 IPs and vice versa.

Workaround:

If OpenDedup is configured on the media server, update the `/etc/hosts` entries for the bucket and add the respective IPv4 or IPv6 virtual IP from the Veritas Access cluster.

OpenStack issues

The following issues are related to OpenStack.

Cinder and Manila shares cannot be distinguished from the Veritas Access command-line interface

Any file system exported through NFS using the `OPENSTACK> cinder share` command, and any file system that is exported through NFS from OpenStack Manila cannot be distinguished through the Veritas Access command-line interface.

(3763836)

Workaround:

Use the `OPENSTACK> manila resource list` command to see only the shares that have been exported through Manila. There is no way to see Cinder shares exclusively.

Cinder volume creation fails after a failure occurs on the target side

Sometimes a cinder volume creation operation fails. This is an intermittent. The volume creation fails as the `_vrts_get_targets_store` function returns a blank target list output. If you check in the Cinder logs, you see the following error message:

```
ERROR oslo_messaging.rpc.server return target_list
['output']['output']['targets']
ERROR oslo_messaging.rpc.server TypeError:
'bool' object has no attribute '_getitem'_
```

(IA-11538)

Workaround:

Restart the Cinder volume service using the `service openstack-cinder-volume restart` command.

Cinder volume may fail to attach to the instance

The Cinder volume fails to attach to the instance as the `_/_lib/udev/scsi_id --page 0x83 --whitelisted /dev/disk/by-path/ip-10.182.97.58:3260-iscsi-ign.2018-02.com.veritas:target02-lun-4_` command returns an error.

(IA-10590)

Workaround:

Check the Cinder logs. If the volume attach has failed and you get an error that `_scsi_id: cannot open /dev/disk/by-path/ip-10.182.97.58:3260-iscsi-iqn.2018-02.com.veritas:target02-lun-4: No such device or address_`, then delete that volume. Create a new volume and try to attach the volume.

Bootable volume creation for an iSCSI driver fails with an I/O error when a qcow image is used

When a `qcow` image is used for bootable volume creation, the volume creation fails with an I/O error. Volume creation is successful when a raw image is used.

(IA-14061)

Workaround:

Use a raw image for bootable volume creation. If a raw image is not available, use the `qemu-img` utility to convert the image into a raw image and then use it for volume creation.

Replication issues

This section describes known issues related to both episodic and continuous replication.

When running episodic replication and deduplication on the same cluster node, the episodic replication job fails in certain scenarios

The episodic replication job may fail when the following situations occur on the same source episodic replication file system:

1. NFS has a heavy I/O workload.
2. Deduplication that is running in parallel creates several shared extents.

(3804751)

Workaround:

There is no workaround.

The `System> config import` command does not import episodic replication keys and jobs

The `System> config import` command imports the configuration that is exported by the `System> config export` command. In the importing process, the episodic replication repunits and schedules are imported correctly. The command fails to import the keys and jobs.

(3822515)

Workaround:

First run the `Replication> episodic config import` command, and then perform the following steps.

- 1 Make sure the new target binds the episodic replication IP, because the episodic replication IP is not changed on the new source.
- 2 Run the `Replication> episodic config import_keys` command on the source and the target.
- 3 Run the `Replication> episodic config auth` command on the source and the target.
- 4 Delete the job directory from the new source `/shared/replication/jobs #
rm -rf jobname/.`
- 5 Create the job from the new source.

The job uses the schedule on the target after episodic replication failover

This issue occurs if the schedules on the source cluster and the target cluster have the same name but different intervals. After episodic replication fails over to a target, the job uses the schedule on the target.

(3668957)

Workaround:

Do not use the same schedule name on the source cluster and the target cluster.

Episodic replication fails with error “connection reset by peer” if the target node fails over

Episodic replication creates a connection between the source and the target to replicate data. Episodic replication uses one of the nodes from the target to access the file system to replicate data. In case the connection to this node breaks due to some error like a reboot, episodic replication fails with an error message. If there

is a scheduled episodic replication job, the next iteration continues this failed episodic replication session, possibly with a new node from the target.

(IA-3290)

Workaround:

If there is no scheduled episodic replication job, you need to issue the `Replication> episodic job sync` command to start the replication job once the target node is up.

Episodic replication jobs created in Veritas Access 7.2.1.1 or earlier versions are not recognized after an upgrade

If you try to access or modify the episodic replication jobs that were created in Veritas Access 7.2.1.1 or earlier releases, the commands do not work since the jobs are in an unrecognized state.

(IA-7597)

Workaround:

Destroy the job and create it again.

Setting the bandwidth through the GUI is not enabled for episodic replication

The functionality provided by the `bwlimit show` command when you use the Veritas Access command-line interface is not available in the GUI.

The `bwlimit show` command is not supported through the GUI.

(IA- 7295)

Workaround:

You can use the following command to set the bandwidth using the Veritas Access command-line interface:

```
Replication> episodic bwlimit set src_to_tgt 10
```

Episodic replication job with encryption fails after job remove and add link with SSL certificate error

When you remove the link from an already configured job with encryption and again add the new link to the same job, the next episodic replication cycle fails with the error:

```
SSL certificate error.
```

(3839319)

Workaround:

Follow these steps to solve this issue:

- 1 Execute the `Replication> episodic job remove_link` command and exit the Veritas Access command-line interface prompt on the source and the target.
- 2 Create a link `ln -s /shared/replication/SSL/cluster_cert /opt/VRTSfsadv/cert` on both cluster nodes of the source and the target.
- 3 Execute the `Replication> episodic job add_link` command to add the link back to the job, and enable or sync the episodic replication job.

Episodic replication job status shows the entry for a link that was removed

If an episodic replication target in a multi-target job is removed, and you use the `Replication> episodic job remove_link` command, then it is simply marked for removal. The actual removal of the link occurs during the next episodic replication iteration.

Until the link is completely removed, the `Replication> episodic job show` command displays the previous status of the removed link.

(3797560)

Workaround:

Use the `Replication> episodic job show` command to verify when the link is completely removed.

Episodic replication job modification fails

Episodic replication has a facility to have a multiple recovery point objective (RPO) report on the target side. The `Replication> episodic job modify rep_dest_ckpt_cnt` command controls RPO. The default value is 10. Having RPO on the target side consumes some space on the target side, and hence episodic replication can fail with an ENOSPC error. In this case, any episodic replication job modification command fails.

(IA-3356)

Workaround:

Grow the target file system to make some more space. Modify the episodic replication job to set the appropriate `rep_dest_ckpt_cnt` value. This modified value is not effective until the current episodic replication session completes successfully.

Once the modified value is applied, the existing RPO is adjusted as per the new value.

Episodic replication failover does not work

If you try to make the target cluster as the new source cluster when the source cluster has failed, it does not work. Failover of the episodic replication cluster is not successful.

(IA-6981)

Workaround:

There is no workaround for this issue.

Continuous replication fails when the 'had' daemon is restarted on the target manually

If the 'had' daemon is stopped and restarted on the target, continuous replication fails. This happens because the IP tables rules are not restored for continuous replication.

(IA-7357)

Workaround:

- On the target, set the following rule.

```
# iptables -I INPUT 2 -p tcp -d <replication_ip of target>  
--dport 56987 -j ACCEPT
```

- Save the rule.

```
# service iptables save
```

- Restart the IP tables.

```
# service iptables restart
```

Continuous replication is unable to go to the replicating state if the Storage Replicated Log becomes full

While replicating data from the source cluster to the target cluster, if the Storage Replicated Log (SRL) becomes full, It goes into Data Change Map (DCM) mode. In DCM mode, it does not show the status as `replicating`.

Replication> **continuous status test_fs**

Name	value
=====	
Replicated Data Set	rvg_test_fs
Replication Role	Primary
Replication link	link1

Primary Site Info:

Host name	10.10.2.70
RVG state	enabled for I/O

Secondary Site Info:

Host name	10.10.2.72
Configured mode	synchronous-override
Data status	inconsistent
Replication status	resync in progress (dcm resynchronization)
Current mode	asynchronous
Logging to	DCM (contains 551200 Kbytes) (SRL protection logging)

Workaround:

Run the following command on the source cluster for continuous data replication.

```
# vxrvrg -g <dg_name> resync <rvg_name>
```

The command resynchronizes the source and the target cluster. You can check the status by entering the following command:

Replication> **continuous status test_fs**

Name	value
=====	
Replicated Data Set	rvg_test_fs
Replication Role	Primary
Replication link	link1

Primary Site Info:

Host name	10.10.2.70
RVG state	enabled for I/O

Secondary Site Info:

Host name	10.10.2.72
-----------	------------

```
Configured mode          synchronous-override
Data status              consistent, up-to-date
Replication status       replicating (connected)
Current mode             synchronous
Logging to               SRL
Timestamp Information    behind by 0h 0m 0s
```

Unplanned failover and failback in continuous replication may fail if the communication of the IPTABLE rules between the cluster nodes does not happen correctly

In case of unplanned failover and failback, the IPTABLE rules may not get restored properly. The communication between the nodes does not happen correctly.

Workaround:

Flush the IPTABLES on all the nodes in the cluster on the primary as well as the secondary site.

```
# iptables -F
```

Continuous replication configuration may fail if the continuous replication IP is not online on the master node but is online on another node

At the target site, there may be a situation wherein the management console is not online on the node on which continuous replication IP is online. In that case, the configuration of continuous replication may fail since internal commands need to run on the master node.

Workaround:

Make sure that you can access the Veritas Access command-line interface through the master node and the continuous replication IP is also online on the master node. If not, then use the following command to switch the management console position to the master node.

```
# hagrps -switch ManagementConsole -to <system_name>
```

If you restart any node in the primary or the secondary cluster, replication may go into a PAUSED state

When you restart any node in the primary or the secondary cluster, the communication of the IPTABLE rules between the cluster nodes does not happen correctly. This results in replication going into a PAUSED state.

Workaround:

Flush the IPTABLES on all the nodes in the cluster on the primary as well as the secondary site.

```
# iptables -F
```

SDS known issues

The following issue relates to the SDS module.

After the SDS log is rotated, the log messages from either Veritas Access or the SDS plugin go to the rotated file instead of the new file

The SDS log (located at `/var/log/sds.log`) is rotated every day. SDS contains two services, the SDS plugin and the Veritas Access plugin, which share the log file. Because of a bug in Python, a race condition occurs and one of the two services starts logging to a new file while the other service continues logging in the rotated file.

Workaround:

Check the last updated timestamps of the current log file and the rotated log file, and co-relate the logs from different services for debugging.

Storage issues

The following issues relate to the Veritas Access Storage commands.

Snapshot mount can fail if the snapshot quota is set

If the snapshot quota is set, and the snapshot disk usage hits the quota hard limit, the checkpoint mount might fail, even when the removable snapshots exist. The snapshot operations can trigger snapshot removal to free some disk space if the file system runs out of space or the snapshot quota is exceeded. However, the snapshot mount cannot trigger this space-cleaning operation, so in some rare cases, the snapshot mount can fail.

(IA-1542)

Workaround:

Remove the oldest checkpoint and retry.

Sometimes the `Storage> pool rmdisk` command does not print a message

A rare condition exists where the `Storage> pool rmdisk` command does not print either an error message or a success message due to a problem with output redirection.

(IA-1733)

Workaround:

Use the `history` command to check the status of the command. You can also use the `Storage> pool list` command to verify whether the disk was removed from the pool.

The `Storage> pool rmdisk` command sometimes can give an error where the file system name is not printed

If the disk being removed has NLM on it, the `Storage> pool rmdisk` command handles it differently, and no file system name is printed. Whether this error occurs depends on multiple factors, such as the pool size, how NLM uses disks, and the spread across disks.

(IA-1639)

Workaround:

There is no workaround.

Not able to enable quota for file system that is newly added in the list of CIFS home directories

If you add a new file system as the CIFS home directory, then the quota is not enabled by default.

(IA-1851)

Workaround:

Run the following commands from the Veritas Access command-line interface:

```
Storage> quota cifshomedir disable
```

```
Storage> quota cifshomedir enable
```

Destroying the file system may not remove the /etc/mtab entry for the mount point

When you destroy a file system, the `/etc/mtab` entry should be removed. If the file system `umount` command hangs during the destroy operation, the `/etc/mtab` entry might not be removed. The file system is destroyed but you cannot create a new file system with the same name.

(3801216)

Workaround:

Reboot the cluster nodes.

The Storage> fs online command returns an error, but the file system is online after several minutes

The `Storage> fs online` command returns the following error:

```
access.Storage> fs online fs1
```

```
ACCESS fs ERROR V-288-1873 filesystem fs1 not mounted on nodes  
access_01 access_02.
```

When you mount a file system with many checkpoints, the Veritas Cluster Server (VCS) resource might not respond for more than 100 seconds. This causes the CFS command to timeout.

(3650635)

Workaround:

Even though the online failure is reported, the file system will be online.

Removing disks from the pool fails if a DCO exists

If you specify disks on the Veritas Access command line when you create a file system, Veritas Access might create a data change object (DCO) on disks other than those specified. If free disks are available in the pool, Veritas Access prefers those for the DCO. The DCO is required to handle synchronization between the mirror and the original volume. The DCO is used when a disk that contains the data volume fails.

If you try to remove the disk from the pool, the following error displays because the disk is in use by the DCO.

```
SFS pool ERROR V-288-2891 Disk(s) sde are used by the following:  
DCO of primary tier of fs_mirror, Primary tier of filesystem fs_mirror
```

(3452098)

Workaround:

There is no workaround.

Scale-out file system returns an ENOSPC error even if the df command shows there is space available in the file system

A scale-out file system returns an ENOSPC error even if the Linux `df` command shows there is space available in the file system.

This situation can happen in one of the following cases:

- A scale-out file system uses a hashing algorithm to distribute data between the storage containers. The algorithm makes sure that data is evenly distributed between all the containers, and depending on the type of the data, one of the storage containers is used more often than the other containers. A scale-out file system can reach 100% usage early. In this scenario, any allocation going to the 100% full container returns an ENOSPC error.
- A scale-out file system constitutes a metadata container and multiple data containers. Space for the metadata container is allocated at the time of creation of the file system. If the data containers are all full and the metadata container has available space, then the file system does not use the space in the metadata container. Because of this, the Linux `df` command can show there is still available space, but applications see an ENOSPC when writing to the file system.
(IA-3545)

Workaround:

Grow the file system.

Rollback refresh fails when running it after running Storage> fs growby or growto commands

A rollback refresh fails if you run the rollback after running the `Storage> fs growby` or `Storage> fs growto` commands.

You create a rollback of a file system. After creating a rollback of a file system, you use the `Storage> fs growby` or `Storage> fs growto` commands to increase the size of the file system. If you perform a `Storage> rollback refresh` on the previously created rollback, the operation fails.

Currently the `Storage> rollback` command is designed to allow only using the same size in the `Storage> rollback refresh` command as that of the source file system. Automatically resizing snapshots before performing a rollback refresh is

complicated, especially when a storage pool does not have enough space. The ability to automatically resize a snapshot is not implemented yet.

(3588248)

Workaround:

There is no workaround.

If an exported DAS disk is in error state, it shows ERR on the local node and NOT_CONN on the remote nodes in Storage> list

If an exported DAS disk goes to an error state, its properties are not available on the remote nodes. The `Storage> disk list` command shows `NOT_CONN` on the remote nodes.

(IA-3269)

Workaround:

No workaround is necessary. If the disk goes online on the local node, it goes online on all the nodes.

Inconsistent cluster state with management service down when disabling I/O fencing

Disabling I/O fencing when one of the nodes is down results in the Veritas Access cluster being in an inconsistent state.

(IA-3427)

Workaround:

There is no workaround. Ensure that all the nodes in the cluster are up when disabling I/O fencing.

Storage> tier move command failover of node is not working

The `Storage> tier move` command does not failover to another node if the node where it is running goes down.

(IA-3091)

Workaround:

Run the `Storage> tier move` command again from the Veritas Access command-line interface.

Rollback service group goes in faulted state when respective cache object is full and there is no way to clear the state

This issue relates to I/O errors after cache objects get full. In cases of cache-backed rollbacks, having cache full due to heavy I/O creates I/O errors in snapshots, and snapshots are automatically detached from the main file system. Snapshots go in to a faulted state. The fix for this requires clearing the faulty rollback state and doing rollback refreshes. You cannot handle this case from the Veritas Access command-line interface. Manual intervention by Veritas Technical Support is required to preserve the rollback.

(IA-3251)

Workaround:

There is no workaround.

Event messages are not generated when cache objects get full

This issue is related to customer visible events for rollback cache full scenarios.

(IA-3239)

Workaround:

There is no workaround.

The Veritas Access command-line interface does not block uncompress and compress operations from running on the same file at the same time

The Veritas Access command line interface does not block compress or uncompress operations while one of the other operations is running. This is a legacy behavior and should be fixed in a future release.

(IA-2995)

Workaround:

Do not initiate compress or uncompress operations on the same file at the same time while there are other compress or uncompress operations running on the same file.

Storage device fails with SIGBUS signal causing the abnormal termination of the scale-out file system daemon

When a storage device fails and sends out a SIGBUS signal (bus error), it causes the abnormal termination of the scale-out file system daemon. The recovery process does not migrate the scale-out file system and the associated virtual IP of the file system's NFS share to the same claimed node. The output of the Linux `df` command on the NFS client shows incorrect sizes and usages (`Size`, `Used`, `Avail`, and `Use%`) of the mounted scale-out file system's NFS share.

When this situation occurs, applications should stop using the NFS share of the scale-out file system before the issue resolves.

(IA-2915)

Workaround:

Re-export the scale-out file system's NFS share by logging on to the Veritas Access management console, and from the Veritas Access command-line interface, run the commands to delete and then add the NFS share again. If necessary, re-mount the NFS share on the NFS client for the applications as well.

Storage> tier move list command fails if one of the cluster nodes is rebooted

The `Storage> tier move list` command fails until the cluster node is back up and running.

(IA-3241)

Workaround:

There is no workaround.

Pattern given as filter criteria to Storage> fs policy add sometimes erroneously transfers files that do not fit the criteria

This issue was observed when the `**/*.txt` pattern was given as filter criteria when using the `Storage> fs policy add` command. When the policy was run, some of the files inside a `txt` directory, which did not have the file extension `.txt`, were selected for transfer or deletion. The expectation is that none of the files that do not have `.txt` as their extension should be selected for transfer or deletion.

(IA-3432)

Workaround:

There is no workaround.

When a policy run completes after issuing `Storage> fs policy resume`, the total data and total files count might not match the moved data and files count as shown in `Storage> fs policy status`

The `Storage> fs policy pause` command immediately stops the policy execution. If any files are transferred when this command is executed, the command does not stop for the transfer to be completed. While reporting the status of the `Storage> policy run` command, Veritas Access does not account for the data size and file count of the files that were in transit when the `Storage> fs policy pause` command executed.

(IA-3398)

Workaround:

You should perform a `Storage> fs policy dryrun` of the same policy again to check if there are any files that were missed in the transfer. You can also use the `Storage> tier mapfiles` and `Storage> tier listfile` commands to verify the location of the files.

`Storage> fs addcolumn` operation fails but error notification is not sent

`Storage> fs addcolumn` operation fails in the background but the notification of the failure is not sent as the error message is not present in the Veritas Access command-line interface. One of the reasons for the failure is not having enough storage in the given pool.

(IA-5434)

Workaround:

If required number of columns are not added, try again after adding enough storage.

`Storage> fs-growto` and `Storage> fs-growby` commands give error with isolated disks

The `Storage> fs growto` and `Storage> fs growby` commands give a *Not enough space* error even though there is enough space. The operations fail in the following scenarios:

1. The file system is created on normal pool(s). But disks from isolated pools are given for `fs growto` and `fs growby` operations.
2. The file system is created on an isolated pool but disks from normal pool(s) or different isolated pool(s) are given for `fs growto` and `fs growby` operations.

(IA-4061)

Workaround:

If the file system is created on normal pool(s), then provide disks from normal pool(s) for `fs-growto` and `fs-growby` operations. If the file system is created on an isolated pool, then add disk(s) to the same isolated pool and provide them for `fs-growto` and `fs-growby` operations.

Unable to create space-optimized rollback when tiering is present

In a tiered file system, creation of space-optimized rollbacks fails. The failure occurs when the primary tier has `fastresync` enabled while the secondary tier does not have `fastresync` enabled.

The secondary tier has `fastresync` disabled in the following scenarios:

1. The tier is mirrored but `fastresync` is manually disabled.
2. The tier is simple or striped in which case `fastresync` cannot be enabled.

(IA-5690)

Workaround:

If the secondary tier is mirrored, enable `fastresync` on it.

If the secondary tier is simple (or striped) and primary tier is mirrored, add a mirror to the secondary tier.

Ensure that the secondary tier has `fastresync` enabled if the primary tier also has `fastresync` enabled.

Enabling I/O fencing on a set up with Volume Manager objects present fails to import the disk group

If you enable I/O fencing on a set up with Volume Manager objects present, it fails to import the disk group and you get the following error message:

```
Disk <diskname> does not support SCSI-3 PR, Skipping PGR operations  
for this disk
```

If there are Volume Manager objects like volumes, and volume sets, and you enable I/O fencing, then the shared disk group is not imported as a part of the cluster join.

Even manual import of the disk group using the `vxdg -s import <dname>` command fails with the following error message:

```
SCSI-3 PR operation failed
```


This issue is due to the export flag that is missing on the disk which has been implicitly exported using the disk map command. This happens if the disk group contains disks that do not support SCSI3 PR.

(IA-7219)

Workaround:

Explicitly export all the DAS disks from all the nodes of the cluster using the following commands before you enable majority-based fencing.

```
# vxdisk -f export <DAS disk Name>
```

You can now enable I/O fencing.

File system creation fails when the pool contains only one disk

When there is only one disk in pool, the `fs creation` command fails to create an NLM on the file system. Instead, it tries to create the file system with different options. This happens because NLM requires two disks as it creates a mirrored volume/file system.

(IA-7515)

Workaround:

Ensure that there is more than one disk in the pool.

After starting the backup service, BackupGrp goes into FAULTED state on some nodes

BackupGrp is online on only one node. When the backup service is started, it probes the group on all the cluster nodes and tries to become online on multiple nodes. But, as this is a failover group it cannot be online on more than one node. Hence, it goes into FAULTED state on some nodes.

(IA-7174)

Workaround:

Clear the fault using the following command:

```
BacupGrp> hagr -clear BackupGrp
```

A scale-out file system created with a simple layout using thin LUNs may show layered layout in the `Storage> fs list` command

If you use thin LUNs, FMR is enabled by default. DCO volumes are created when the FMR feature is enabled. When DCO volumes are present on the system, the `Storage> fs list` command incorrectly derives the layout of the scale-out file system. The command either shows incorrect volume layout or if the layout is correct, the number of mirrors are shown incorrectly. This is an issue with the display of the output, the scale-out file system has the correct layout.

(IA-7604)

Workaround:

Use the `Storage> fs list fs_name` command for finding detailed information about the file system.

A file system created with a largefs-striped or largefs-mirrored-stripe layout may show incorrect number of columns in the `Storage> fs list` command

If you create a file system with a largefs-striped or largefs-mirrored-stripe layout, the `Storage> fs list` command incorrectly derives the details of the layout of the file system. The command either shows the number of columns incorrectly. This is an issue with the display of the output.

(IA-7628)

Workaround:

There is no workaround.

File system creation fails with SSD pool

The file system creation with `layout=mirror` operation fails when the pool has SSDs from two or more nodes.

(3931869)

Workaround:

Create the file system using available SAN/DAS disks.

For the disks present in the pool of type SSD, run the following command from the bash shell as `support` user to export the disks on all the nodes from where the disks are physically present.

```
Support> vxdisk export disk name
```

After all the disks in the pool are exported from the respective cluster nodes, proceed with the file system creation from the Veritas Access command-line interface.

A scale-out file system may go into faulted state after the execution of Storage> fencing off/on command

When the `Storage> fencing on` and `Storage> fencing off` operations are executed, the VCS resource of the respective scale-out file system goes into faulted state.

Workaround:

Use the `Support> service autofix` command to fix the file systems that are in faulted state. If the service groups do not become online, then restart the node on which the scale-out file system's VCS service groups are in faulted state. Use the following command to check the status of the VCS service groups for the cluster nodes.

```
Support> services showall
```

After an Azure tier is added to a scale-out file system, you cannot move files to the Azure tier and the Storage> tier stats command may fail

After you add an Azure tier to a scale-out file system, you cannot move files to the Azure tier. The `Storage> tier stats` command may fail with the following error:

```
ACCESS tier ERROR V-493-10-2059 Failed to display access statistics of cloud tier aztierx2 (errnum=22).
```

Workaround:

Offline and online the scale-out file system that has the Azure tier using the `Storage> fs offline fs_name` and `Storage> fs online fs_name` commands. Or, you can kill the `tfstd` daemon on all the nodes of the cluster.

The CVM service group goes in to faulted state after you restart the management console node

When the `Cluster> reboot` command is run, sometimes the CVM service group goes into faulted state on the node that was restarted. This issue is usually caused by a minor number conflict between the CVM shared disk group objects, such as volumes, volume sets or Replicated Volume Groups (RVGs) and the private disk group objects. Confirm that the minor numbers of the private disk group objects do not overlap with the CVM disk group objects on the joining CVM slave node.

https://www.veritas.com/support/en_US/article.000107801

Workaround:

To bring the CVM service group online

- 1 Run the following command on the node where CVM service group is in faulted state

```
# hstop -local
```

- 2 Offline all the file systems. Run the following command from another node where the management console is online.

```
Storage> fs offline <file system name>
```

- 3 Deport all the disk groups using the following command:

```
# vxdg -s deport <disk_group>
```

- 4 Import all the disk groups using the following command:

```
# vxdg -s import <disk_group>
```

- 5 Start Veritas Cluster Server (VCS).

```
# hstart
```

If the file system does not come online, then run the following command to make all the file systems online:

```
Storage> fs online <file system name>
```

The Storage> fs create command does not display the output correctly if one of the nodes of the cluster is in unknown state

If one of the nodes of the cluster is in unknown state, then the Storage> fs create command behaves differently. Though the file system is created successfully, the output does not get displayed correctly.

(IA-10709)

Workaround:

If you want to create the file system using the GUI, then bring the node online. Else, If you want to create the file system even if one node is in unknown state, then

create the file system from the Veritas Access command-line interface. You can verify that the file system has been created using the `Storage> fs list` command.

Storage> fs growby and growto commands fail if the size of the file system or bucket is full

The `Storage> fs growby` and `Storage> fs growto` commands fail if there is no free space in the file system or the bucket.

(IA-11831)

Workaround:

There is no workaround. You can delete files manually to create free space.

The operating system names of fencing disks are not consistent across the Veritas Access cluster that may lead to issues

The disks that are used for fencing across the cluster may not have the same operating system names. For example, a disk that is called `sda` on one node may be called `sdf` on another node. This means that the `sda` disk on both the nodes are not the same. This can lead to writes on unintended disks when setting up disk-based SCSI3 fencing.

(IA-11893)

Workaround:

Ensure that the same operating system disk names are used for all the disks that are used for fencing across the cluster.

The disk group import operation fails and all the services go into failed state when fencing is enabled

If the disks are not SCSI-3 compliant, the SCSI-3 persistent reservation inquiries have to be turned off from the Volume Manager side. Else, all the services go into faulted state when you try to enable fencing.

(IA-11486)

Workaround:

You can enable fencing with non-SCSI3 disks by following any one of the following methods.

To enable fencing with non-SCSI3 disks using the cluster> reboot all command

- 1 Install Veritas Access without enabling fencing.
- 2 Execute the `vxctl scsi3_pr off` on all the nodes.
- 3 From the Veritas Access command-line interface, execute the `Cluster> reboot all`.
- 4 After the system restart, execute the `Storage> fencing on majority` from the Veritas Access command-line interface.
- 5 Create the pool and the file system.

To enable fencing with non-SCSI3 disks without a restart

- 1 Stop the cluster services.

`# hstop -all`
- 2 After all the services go down, turn off the SCSI3 persistent reservations on all the nodes in the cluster.

`# vxctl scsi3pr off`
- 3 Get the process ID of `vxconfigd` and kill the `vxconfigd` process on all the nodes of the cluster.
- 4 Restart `vxconfigd` on all the nodes of the cluster.

`# /sbin/vxconfigd -k -x syslog`
- 5 Start all the nodes of the cluster.

`# vxclustadm -m vcs startnode`

Wait for the disk group to get imported.
- 6 Start the HA service on all the nodes of the cluster.

`#hastart`

Now, you can enable fencing.

While creating an erasure-coded file system, a misleading message leads to issues in the execution of the storage> fs create command

When you create an erasure-coded file system using the `Storage> fs create` command, the following content appears as part of the help message:

```
eclogdisk : comma separated list of disks from at least ndata+nparity
failure domains to be used for EC log allocation. To use default disks,
pass eclogdisk=default []
```

This message is misleading and if you specify `eclogdisk=default` as an option, the command does not get executed successfully.

(IA-11895)

Workaround:

Ignore the help description for `eclogdisk`. Pass the value for `eclogdisk` as "default" instead of `eclogdisk=default` when you create a file system.

The Veritas Access cluster node can get explicitly ejected or aborted from the cluster during recovery when another node joins the cluster after a restart

If another node joins the cluster after a restart, the Veritas Access cluster node can get explicitly ejected or aborted from the cluster during recovery. This issue is observed if any file system resources are in the FAULTED state on all the cluster nodes.

(IA-11760)

Workaround:

Trigger a cluster join for the aborted node and manually online the file system(s).

Error while creating a file system stating that the CVM master and management console are not on the same node

When you create a file system and restart the node, the CVM master and management console may get inconsistent and may not be present on the same node. You get an error message stating that the CVM master and management console are not on the same node.

(IA-14727)

Workaround:

From the Veritas Access command-line interface, run the `storage scanbus` command to bring the CVM master and management console on the same node.

When you configure disk-based fencing, the cluster does not come online after you restart the node

When disk-based fencing is configured, sometimes a node may panic or may get reset in an unclear way, and get stuck. If the other nodes in the cluster restart at this time, they detect a split-brain condition. This happens because the nodes that have restarted see the SCSI reservation keys of the stuck node on the fencing disks and cannot determine whether the stuck node is actually stuck or is inaccessible on the network. The cluster does not come online and the following error message is displayed in the `syslog` file:

```
Preexisting split-brain. Dropping out of cluster.
```

(IA-14752)

Workaround:

Restart the stuck node to bring the cluster online.

Refer to the user documentation for steps required to clear preexisting split-brain.

In an erasure-coded file system, when the nodes are restarted, some of the file systems do not get unmounted

When the number of faulted nodes exceeds the given tolerance limit for an erasure-coded file system, it is expected that the `cfsmount` resources should go into the `FAULTED` state and the file systems should be unmounted properly on the remaining nodes. But some of the file systems do not unmount on the remaining nodes after the nodes are restarted.

(IA-14497)

Workaround:

Manually bring the file systems offline on the remaining nodes using the Veritas Access command-line interface. As the file systems are in the disabled state, unmount and mount the file systems after the faulted nodes are back online.

After a node is restarted, the `vxdclid` process may generate core dump

After a node is restarted, the `vxdclid` process may generate core dump with the following stack trace:


```
(gdb) bt
#0 0x00007f31a2cec248 in getDgDisks (dgname=0x7f318c06459d "sfsg", vect=0x7f
#1 0x00007f31a2d37f85 in doVmNotify (a=0x0) at vxbridge/common/vxlist_sf_noti
#2 0x00007f31aa986e25 in start_thread () from /lib64/libpthread.so.0
#3 0x00007f31aa6b434d in clone () from /lib64/libc.so.6
(gdb)
```

(IA-14534)

Workaround:

Execute the following commands on the node in which you see the stack trace to bring up the vxdclid process:

```
/opt/VRTSsfmh/adm/dcliunsetup.sh
/opt/VRTSsfmh/adm/dclisetup.sh
```

The Veritas Access command-line interface may be inaccessible after some nodes in the cluster are restarted

Sometimes, after the nodes are restarted, the management console (the Veritas Access command-line console) may not come up. The Veritas Access command-line interface becomes inaccessible.

(IA-14704)

Workaround:

Log on as the root user. At the root prompt, verify the status of the management console using the following command:

```
# hagr -state ManagementConsole
```

If the management console is not online on any of the nodes, execute the following command:

```
# hagr -online ManagementConsole -any
```

The cluster> shutdown command does not shut down the node

When the `cluster> shutdown` command is run on a node from the Veritas Access command-line interface, as part of the shutdown process, all the file system groups are made offline on the node before the node is shut down. If any file system groups remain online, the `cluster> shutdown` command is not executed on the node. The

`cluster> shutdown` command hangs. The

`/opt/VRTSnas/log/shutdown_output.log` displays the following message:

VxVM vxclustadm ERROR V-5-1-9360 waiting for applications to end

(IA-14890)

Workaround:

Use the `halt` command to shut down the node.

System issues

The following issues relate to the Veritas Access system commands.

The `System> ntp sync` command without any argument does not appear to work correctly

The `System> ntp sync` command without any argument does not work as per expectations. It gives a message that the date is synchronized on all the node even if the date is not synchronized.

(IA-8725)

Workaround:

The `System> ntp sync` command should be executed with an NTP server as an explicit argument for performing a sync operation on all the nodes.

The NTP server does not get configured correctly during installation

Configuration of the NTP server is not supported during installation.

(IA-18148)

Workaround:

Configure the NTP server post installation using the `System> ntp` commands in the Veritas Access command-line interface.

Target issues

This section describes known issues related to the Veritas Access target commands.

Storage provisioning commands hang on the Veritas Access initiator when LUNs from the Veritas Access target are being used

When the file system holding iSCSI LUNs goes into ONLINE state from the FAULTED state on the Veritas Access target, the Veritas Access initiator is not able to recognize the LUNs.

(IA-11956)

Workaround:

Restart the target service on the Veritas Access target.

After the Veritas Access cluster recovers from a storage disconnect, the iSCSI LUNs exported from Veritas Access as an iSCSI target may show the wrong content on the initiator side

There is a synchronization issue between Veritas Access as an iSCSI target and any other iSCSI initiator. Hence, when the Veritas Access cluster recovers from a storage disconnect, the iSCSI LUNs that are exported from the Veritas Access cluster appear to have the wrong content. This is because the initiator does not correctly reconnect to the disks.

(IA-11518)

Workaround:

Perform the following steps:

1. Detach the volume from the OpenStack instances.
2. Restart the iSCSI target services using the `target> iscsi service stop` and `target> iscsi service start` commands.
3. Attach the volumes back to their respective instances.
4. Mount the volume to their respective instances. You can see the correct content on the initiator side.

Upgrade issues

This section describes known issues related to upgrade.

During rolling upgrade, Veritas Access shutdown does not complete successfully

The Veritas Access shutdown operation does not complete successfully during rolling upgrade and the following error message is displayed:

```
vxfs failed to stop on <node-name>
```

(IA-14910)

Workaround:

1. When this issue occurs, the installer displays the following prompt:

```
Do you want to continue? [y,n,q] (n) y
```

Enter **y** and continue with the rolling upgrade.

2. The installer continues with phase 1 of rolling upgrade on the remaining nodes and exits before performing phase 2 of the upgrade on the cluster with the following message:

```
It is recommended to perform rolling upgrade phase 2 on all the cluster systems in the next step. Rerun the installer to do this after reboot. It is strongly recommended to reboot the following systems:<node-name>.
```

3. Restart the node before phase 2 of rolling upgrade. Verify that the node is up and has joined the cluster by executing the following command on the master node:

```
# vxclustadm nidmap
```

4. Verify that all the recovery tasks are complete by executing the following command on the master node:

```
# vxtask list
```

5. Check if the following keywords are present in the `vxtask list` command output:

```
ECREBUILD/ATCOPY/ATCPY/PLXATT/VXRECOVER/RESYNC/RECOV
```

If the keywords are not present, start the upgrade again using the following command:

```
./installaccess -rolling_upgrade
```

6. The installer asks if you want to proceed with phase 2 of rolling upgrade. Enter **y** to continue.
7. If the issues persist after restart, contact Technical Support.

CVM is in FAULTED state after you perform a rolling upgrade

After you perform a rolling upgrade, the CVM is in FAULTED as the `vxglm` module is not able to load. This occurs because of improper linking of the `vxglm` module. The status of the module is displayed as:

```
systemctl status vxglm.service
systemd[1]: Starting Systemd Veritas GLM service...
vxglm[18415]: Starting GLM...
vxglm[18415]: modprobe: FATAL: Module vxglm not found.
vxglm[18415]: ERROR: modprobe error for vxglm. See documentation.
```

(IA-14702)

Workaround:

1. Link the `vxglm` upgraded kernel module using the following command:

```
ln -sf /etc/vx/kernel/vxglm.ko.<module_version>
/lib/modules/<module_version>/veritas/vxglm/vxglm.ko
```

You can get the latest version using the following command

```
rpm -ql <VRTSgln_installed_pkg> | grep vxglm.ko
```

2. Execute the `depmod` command.
3. Restart the node on which CVM was in FAULTED state.

If rolling upgrade is performed when NFS v4 is configured using NFS lease, the system may hang

When you perform a rolling upgrade and if NFS v4 is configured using NFS lease, the system may hang with the following message:

```
BUG: soft lockup - CPU#5 stuck for 22s! [vx_glmlist_thre:18580]
```

The stack trace in the kernel log has the following information:

```
queued_spin_lock_slowpath
_raw_spin_lock
__break_lease
```

```
wake_up_atomic_t  
vx_hlock_putdata  
vx_glm_cbfunc  
vx_glmlist_thread  
vx_glm_cbfunc  
vx_osdep_deinit  
vx_kthread_init  
kthread  
insert_kthread_work  
ret_from_fork_nospec_begin  
insert_kthread_work
```

NFS v4 protocol uses lease per file. This delegation can be taken in read or write mode and can be released conditionally. For CFS, the delegation is released from a specific node while the inode (index node) is being normalized. This can lead to a race condition with another set lease operation on this node and may end in a deadlock. This causes the system to hang.

(IA-28572)

Workaround:

Restart the node which is in hang state.

Veritas Data Deduplication issues

This section describes known issues related to Veritas Data Deduplication.

The Veritas Data Deduplication storage server does not come online on a newly added node in the cluster if the node was offline when you configured deduplication

If a node is not online when you configure deduplication, the configuration file present in the node is not in sync with the cluster configuration. The soft link created during configuration is also not present in the node. When the node is made online, it does not get the required configuration details for starting the service.

(IA-14708)

Workaround:

1. Copy the `/opt/VRTSnas/conf/dedupe.yml` file from the master node to the newly added node.
2. Create a soft link, `/etc/pdregistry.cfg`, that points to the `/vx/fs_name/dedupe/etc/pdregistry.cfg` configuration file by using the following command on the newly added node:

```
ln -sf /vx/fs_name/dedupe/etc/pdregistry.cfg /etc/pdregistry.cfg
```

Where *fs_name* is the name of the file system provided during configuration.

The Veritas Data Deduplication server goes offline after destroying the bond interface on which the deduplication IP was online

When you configure Veritas Data Deduplication using a virtual IP configured on a bond NIC, Veritas Access creates a dependency between the virtual IP group and the phantom group as part of the bond creation. When the bond NIC is destroyed, the virtual IPs configured on the NIC are moved to the individual NICs using which the bond was created, but Veritas Access fails to delete the dependency between the virtual IP and the phantom group. As a result, the virtual IP group does not come online and the MSDP resource also remains offline.

(IA- 14536)

Workaround:

1. Log on to the shell.
2. Find the virtual IP group which contains the MSDP resource using the following command:

```
hares -display MSDPRes | grep Group
```

3. Find the groups on which the virtual IP group is dependent using the following command:

```
hagrp -dep <virtual ip group>
```

4. Multiple phantom group dependencies get listed. Select the entry which contains the name, *bond*.
5. Delete the dependency between the virtual IP group and phantom group using the following command:

```
hares -unlink <virtual IP group> <phantom group>
```

If you grow the deduplication pool using the `fs> grow` command, and then try to grow it further using the `dedupe> grow` command, the `dedupe> grow` command fails

You can grow the deduplication pool using either the `fs> grow` command or the `dedupe> grow` command. But, if you initially grow the deduplication pool using the `fs> grow` command, and then try to grow it further using the `dedupe> grow` command, the `dedupe> grow` command fails.

(IA-14807)

Workaround:

Use only the `dedupe> grow` command to grow the deduplication pool.

The Veritas Data Deduplication server goes offline after bond creation using the interface of the deduplication IP

After you create a bond using the interface of the deduplication IP, the VCS group goes offline causing the virtual IPs and the Veritas Data Deduplication server to go offline.

(IA-18709)

Workaround:

Bring the VCS group online manually using the following command:

```
<group> = hares -value MSDPRes Group
```

```
hagrp -online <group> -any
```


Getting help

This chapter includes the following topics:

- [Displaying the Online Help](#)
- [Displaying the man pages](#)
- [Using the Veritas Access product documentation](#)

Displaying the Online Help

You can access the Online Help through the management console of Veritas Access by clicking the question mark icon.

Displaying the man pages

You can enter Veritas Access commands on the system console or from any host that can access Veritas Access through a session using Secure Socket Shell (SSH).

Veritas Access provides the following features to help you when you enter commands on the command line:

- Command-line help by typing a command and then a question mark (?)
- Command-line man pages by typing `man` and the name of the command
- To exit a man page, type `q` (for quit).

Using the Veritas Access product documentation

The latest version of the Veritas Access product documentation is available on the Veritas Services and Operations Readiness Tools (SORT) website.

<https://sort.veritas.com/documents>

You need to specify the product and the platform and apply other filters for finding the appropriate document.

Make sure that you are using the current version of documentation. The document version appears on page 2 of each guide. The publication date appears on the title page of each document. The documents are updated periodically for errors or corrections.

The following documents are available for Veritas Access on the SORT site:

- *Veritas Access Administrator's Guide*
- *Veritas Access Cloud Storage Tiering Solutions Guide*
- *Veritas Access Command Reference Guide*
- *Veritas Access Getting Started Guide*
- *Veritas Access Release Notes*
- *Veritas Access RESTful API Guide*
- *Veritas Access SDS Management Platform Quick Start Guide*
- *Veritas Access Solutions Guide for Enterprise Vault*
- *Veritas Access Solutions Guide for NetBackup*
- *Veritas Access Solutions Guide for Software-Defined Storage (SDS) Management Platform*
- *Veritas Access Troubleshooting Guide*
- *Veritas Access Command Reference Guide*
- *Veritas Access Hardware Installation Guide*
- *Veritas Access Initial Configuration Guide*
- *Veritas Access Product Description*
- *Veritas Access Safety and Maintenance Guide*
- *Veritas Access Third-party Legal Notices Guide*
- *Veritas Access Upgrade Guide*