

Veritas CloudPoint Release Notes

Ubuntu, RHEL

2.2

Veritas CloudPoint Release Notes

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Getting help

This chapter includes the following topics:

- [About this document](#)
- [CloudPoint resources](#)

About this document

This document provides information specific to the Veritas CloudPoint 2.2 release. Review this document before using the product.

The information in this document supersedes all the information provided in other product-specific documents.

For information about the operating system, hardware, and other general requirements, refer to the *Veritas CloudPoint Administrator's Guide*.

You can download the latest version of this document from the Veritas Service and Operations Readiness Tools (SORT) web site at:

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

CloudPoint resources

For information about CloudPoint features, use cases, data sheets, white papers, and videos, refer to the following product page:

<https://www.veritas.com/product/backup-and-recovery/cloudpoint>

Software download

You can obtain the latest release of CloudPoint from the following web site:

<https://www.veritas.com/form/trialware/cloudpoint-download>

The software provided is a free edition that offers limited functionality and supports up to 10 Front End Terabyte (FETB) of data usage. The free version is subject to a license agreement. Please contact your Veritas sales representative for additional details.

User documentation

For information on supported platforms, software and hardware requirements, and installation and administration instructions, refer to the CloudPoint documentation here:

- Veritas Support
https://www.veritas.com/support/en_US.html
Click the documentation link and then choose CloudPoint from under the Product filter to display the latest documentation.
- Veritas Services and Operations Readiness Tools (SORT)
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https://www.veritas.com/support/en_US.html
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VOX community forum

You can use the Veritas Open eXchange (VOX) community forum to connect directly with the CloudPoint product development team:

<https://vox.veritas.com/t5/CloudPoint/bd-p/CloudPoint>

Limitations

This chapter includes the following topics:

- [CloudPoint support for AWS regions and GCP zones \(14446\)](#)
- [Delete snapshot operation not visible on the Recent Activity tab \(3928828\)](#)
- [An error message occurs for a snapshot using a policy until the retention count is reached \(3931139\)](#)
- [Limitations on replicating and restoring assets](#)
- [If two snapshot operations are performed on an instance at the same time, the second one fails](#)
- [You cannot delete snapshots created by an Amazon snapshot policy](#)
- [CloudPoint cannot snapshot LUNs which are under a consistency group for Dell EMC Unity arrays \(3977\)](#)

CloudPoint support for AWS regions and GCP zones (14446)

CloudPoint supports AWS regions and GCP zones that exist at the time CloudPoint software is released as a generally available (GA) release. You can use CloudPoint to protect cloud assets that reside in the regions and zones that already exist at GA.

CloudPoint currently does not support newer regions or zones that are created after a CloudPoint version is released.

Delete snapshot operation not visible on the Recent Activity tab (3928828)

When you delete a snapshot, the operation is not shown on the **Recent Activity** tab. This tab only monitors the progress of asynchronous events such as creating and restoring snapshots. Deleting a snapshot is a synchronous event, so it is not tracked on the **Recent Activity** tab.

An error message occurs for a snapshot using a policy until the retention count is reached (3931139)

A CloudPoint snapshot policy includes a retention level that determines how many snapshots that are created by the policy are preserved. For example, if the retention level is 4, when the policy creates new snapshots, it deletes older snapshots until a total of four snapshots remain. This limitation occurs when there are fewer snapshots than specified in the retention policy. For example, if the retention policy is 4, the first time the policy takes a snapshot, there are no snapshots to delete. CloudPoint writes an error message to the log. In this example, the error message displays after each snapshot operation until CloudPoint needs to delete a snapshot to implement the retention policy.

Note: This issue does not affect snapshot functionality.

Limitations on replicating and restoring assets

When you work with CloudPoint's replication feature, keep in mind the following;

- You can restore an encrypted snapshot. To enable the restoring of encrypted snapshots, add a Key Management Service (KMS) policy, and grant the CloudPoint user access to KMS keys so that they can restore encrypted snapshots.

If two snapshot operations are performed on an instance at the same time, the second one fails

If a snapshot operation is in progress and a second operation is triggered on the same application or cluster, then the second snapshot operation fails with a `operation already in progress` error.

The failure occurs because the instance or cluster must be in the available state for the operation to be performed on it. If the asset is not available, the snapshot operation fails.

Note: The CloudPoint user interface does not display whether an instance or application is available.

You cannot delete snapshots created by an Amazon snapshot policy

CloudPoint not only displays the snapshots you create, but also the snapshots created outside CloudPoint by an Amazon snapshot policy. You cannot delete Amazon-created snapshots using the CloudPoint **Delete Snapshot** operation. You can only delete a snapshot created from within CloudPoint.

CloudPoint cannot snapshot LUNs which are under a consistency group for Dell EMC Unity arrays (3977)

If you use CloudPoint with Dell EMC Unity arrays, be aware that you cannot snapshot LUNs which are under a consistency group. The reason for this limitation is that to restore a single LUN snapshot restores the entire consistency group.

Known issues

This chapter includes the following topics:

- [Azure instance image cleanup failed \(7253\)](#)
- [Agent services restarting continuously \(8030\)](#)
- [CloudPoint does not support 'Overwrite existing' restore option for file system and application's host-level snapshot \(8924\)](#)
- [If a snapshot creation policy is run in parallel with in-place restore, the policy may fail. When the policy is run again, it succeeds \(8142\)](#)
- [When AWS is configured with different regions in parallel, stacks are added in the logs \(7481\)](#)
- [Some errors are logged in the nginx_error.log file \(6593\)](#)
- [CloudPoint is not able to find Google cloud network configuration \(3254\)](#)
- [Cannot connect to the instance created by restore of a replicated host snapshot \(3010\)](#)
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- [Assets \(instances\) are not getting discovered for Azure \(6953\)](#)
- [CloudPoint incorrectly allows snapshot operations on operating system native file systems \(12285\)](#)
- [MongoDB database application snapshot creation might fail \(12286\)](#)

- [Application-consistent snapshot operations for ext2 file system assets fail \(12948\)](#)
- [Indexing or classification jobs may fail in an Azure environment \(13940\)](#)
- [Indexing or classification appears as completed but the actual operation may have failed \(13502\)](#)
- [Snapshot operations might hang if CloudPoint host restarts \(14757, 9039\)](#)
- [Indexing may fail if snapshot is not local to the CloudPoint host \(14127\)](#)
- [Disk-level snapshot restore to the same location fails if an application was previously added and removed on the same disk \(13196\)](#)
- [Disk-level snapshot restore fails if MongoDB configuration file is at a non-default location \(13130\)](#)
- [Removing a plug-in fails to delete assets if an asset discovery is already in progress \(15063\)](#)
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- [During a policy run, a snapshot failure of one of the assets causes the other successful snapshots to be orphaned \(14760\)](#)
- [Classification job may fail with a partition detection error \(15554\)](#)
- [CloudPoint UI incorrectly displays internal storage objects \(15611\)](#)

Azure instance image cleanup failed (7253)

Azure operations (snapshot creation, snapshot deletion) fail intermittently with http status codes 429, 502, or 503.

The http status codes are returned from the Azure portal and then you need to retry the operation again.

Agent services restarting continuously (8030)

The agent services keep restarting continuously due to insufficient memory for CloudPoint processes.

Sometimes agent services restart continuously due to high memory pressure generated by large numbers of workload. In this situation some of services fail to work due to memory crunch and are not able to recover. This leads to agent continuously restarting for a healthy communication. As some of services do not

respond, agent continuously retries to establish a connection. CloudPoint services need to be restarted to recover to normal state.

CloudPoint does not support 'Overwrite existing' restore option for file system and application's host-level snapshot (8924)

CloudPoint UI shows restore option **Overwrite existing** for application and file system snapshots, but it is not supported in this release. The operation will fail if triggered.

If a snapshot creation policy is run in parallel with in-place restore, the policy may fail. When the policy is run again, it succeeds (8142)

This occurs when in-place restore and the policy were ran at the same time. In-place restore deletes currently attached volume to the instance at the same time when the policy to take snapshot is triggered.

The attached volumes of the previously started policy are not detached from the instance. Hence, those volumes are counted to take snapshot are deleted. By the time `create_snapshot` called, source volumes got deleted. Hence snapshot creation fails.

When AWS is configured with different regions in parallel, stacks are added in the logs (7481)

This is a known issue. When an agent is created dynamically, stack are added in the logs but it does not impact any functionality.

Some errors are logged in the `nginx_error.log` file (6593)

Some error related to variables are logged in the `nginx_error.log` file. The following errors are logged in the `nginx_error.log` file.

```
using uninitialized "csrfcookie" variable
```

```
using uninitialized "authcookieexists" variable

using uninitialized "csrfmismatch" variable
```

CloudPoint is not able to find Google cloud network configuration (3254)

If CloudPoint host networking is configured using network manager before installing the docker then CloudPoint is unable to find Google cloud network configuration.

This is a known issue and the workaround can be found at <https://gist.github.com/JPvRiel/dcb9e2866a9d0aa19042028cca3306c7>

Cannot connect to the instance created by restore of a replicated host snapshot (3010)

When a replicated snapshot is restored to another region than the source, it fails if the following prerequisite is not met:

- Prerequisite: Create a key-pair with the same name as that on the source or import the key pair from the source to the target region.

Perform the following task after the restore operation is successful:

- Change the security group of the instance post restore of a replicated snapshot.

Signing out from a non-admin account and signing in as an admin gives limited access (2862)

If you sign out of a non-admin CloudPoint account and then sign in as an admin, the user interface does not give you access to admin functions. For example, on the Administration tab, the links for Clouds/Arrays, Policies, and Users say Need access?. They should say Manage.

This occurs sometimes. As a workaround, log out and refresh the page and then log on again as admin user.

Issue with the CloudPoint Windows on-host agent on Google Cloud Platform (12357)

When you configure the CloudPoint on-host agent for Windows, the file system is displayed correctly in the CloudPoint user interface (UI). But you cannot perform snapshot operations on those file system assets. As a result, the Microsoft SQL plug-in will not work as no operations are enabled for the plug-in.

Configuring multiple plug-ins may cause an error (6562)

Assets (instances) are not getting discovered for Azure (6953)

CloudPoint currently does not support the following types of Azure instances:

- Virtual machine Classic
- Virtual machine Scale Sets

These Azure instances are not discovered.

CloudPoint incorrectly allows snapshot operations on operating system native file systems (12285)

CloudPoint discovers operating system native file systems as assets and the user interface displays the `Snapshotable` parameter as "Yes" for those assets, which means that you can perform snapshot operations on those native file system assets.

For example,

- XFS file system / (root)
- XFS file system configuration file `/etc/hosts`

Do not perform any snapshot or other operations on the native file system objects that appear as assets in CloudPoint.

MongoDB database application snapshot creation might fail (12286)

MongoDB application snapshot creation might fail in the following scenario:

Create a MongoDB database and then take a disk-level application snapshot. Now restore that snapshot back to the original location. After the restore is successful, try to create another snapshot of the application. The task fails with an error that contains the following messages:

```
ERROR - run: failed to load flow
ERROR - Request failed unexpectedly
```

Workaround:

1. Kill all the existing `flexsnap-agent` processes that are running on the host.
2. Restart the `flexsnap-agent` service using the following command:

```
# systemctl start flexsnap-agent
```

Application-consistent snapshot operations for ext2 file system assets fail (12948)

If you try to create application-consistent snapshots of `ext2` file system assets, either from the CloudPoint user interface (UI) or using the CloudPoint API, the snapshot operation fails.

The following errors appear in the CloudPoint log file:

```
ERROR - Failed to freeze filesystem: ext2 on device <device>.
ERROR: fsfreeze: /ext2mnt: freeze failed: Operation not supported
```

While creating a snapshot, CloudPoint attempts to freeze the file system. But the `fsfreeze` command itself is not supported on `ext2` file systems and therefore the operation fails.

Workaround:

There is no known workaround at the moment. Veritas recommends that if you wish to create application-consistent snapshots for file system assets, you use only the supported file systems such as `ext3`, `ext4`, or `XFS`.

Indexing or classification jobs may fail in an Azure environment (13940)

This issue occurs when CloudPoint is running in an Azure cloud environment.

When multiple indexing or classification operations are run simultaneously, then one of the jobs might fail and the other jobs remain stuck in a queued state.

The following error appears in the logs:

```
flexsnap-coordinator: GenericError: The maximum number of data disks allowed to be attached to a VM of this size is 4. [src/azure/azure.py:131]
```

When an indexing or classification job is triggered on a disk-level snapshot, CloudPoint attaches the disk snapshot to the CloudPoint host instance to perform the operation. The disk is detached from the host after the operation is completed. This process is repeated for each indexing or classification operation.

In a case where multiple simultaneous operations are triggered, it is observed that some times CloudPoint fails to detach the snapshot disk from the CloudPoint host. As a result, the disk attach operation for the next indexing or classification job remains in a queued state and may eventually fail.

Workaround:

If you encounter such an issue, verify if there are any snapshot disks attached to the CloudPoint host instance and are currently not in use. If you see any such disks, detach them from the instance.

This will ensure that subsequent indexing or classification jobs do not fail.

Indexing or classification appears as completed but the actual operation may have failed (13502)

The Notifications pane in the CloudPoint user interface (UI) may indicate that an indexing or a classification operation has completed successfully. However, the actual operation may appear as failed at the individual asset or file system snapshot level.

The Notifications pane displays the job as successful because the indexing or classification workflow that is triggered on the asset has been executed successfully, even though the actual operation may or may not have succeeded.

Workaround:

In such cases, reinitiate the indexing and classification operations on the same asset again.

Snapshot operations might hang if CloudPoint host restarts (14757, 9039)

If the CloudPoint host is restarted while the snapshot operations are in progress, then those operations may hang. Even after the host restarts, these operations continue to remain in a hung state.

Workaround:

After the CloudPoint host restarts successfully and all the containers are up and running, restart the coordinator service on the host:

```
# sudo docker restart flexsnap-coordinator
```

Snapshot operations that were stuck are automatically rerun after the service is restarted.

Indexing may fail if snapshot is not local to the CloudPoint host (14127)

Indexing operations triggered manually from the CloudPoint UI or using CloudPoint REST APIs may fail if the snapshot being indexed is not local to the CloudPoint host. The CloudPoint UI does not display any errors indicating the failure.

The `flexsnap-coordinator.log` file may contain the following errors:

```
flexsnap-indexingsupervisor: flexsnap-indexingsupervisor[1]
Thread-2 flexsnap.indexingsupervisor:
ERROR - Coordinator indexSnapshot failed: Method 'restore to <ID>'
not supported on asset <ID>

flexsnap-indexingsupervisor: raise flexsnap.GenericError.generate(msg)
flexsnap-indexingsupervisor: MethodNotSupported: Method 'restore to <ID>'
not supported on asset <ID>
```

Workaround:

There is no workaround to resolve this issue.

CloudPoint does not support indexing for snapshots that are not local to the CloudPoint host. For indexing to be successful, ensure that the snapshots being indexed belong to the same region, cloud account, availability zone, or project as that of the CloudPoint host.

Disk-level snapshot restore to the same location fails if an application was previously added and removed on the same disk (13196)

If you create and remove an application from a disk and then use the same disk to create a new application, then when you try to restore disk-level snapshots of the new application to the same location, the restore operation fails.

For example, consider a disk `Disk1` on which you created an application `MyApp1`. Now remove `MyApp1` and create another application `MyApp2` on the same disk (`Disk1`) and then take disk-level snapshots of that disk. When you try to restore the new application (`MyApp2`) disk-level snapshot to the same location, the restore operation fails.

The `flexsnap-coordinator` logs contain the following:

```
flexsnap-coordinator: <ID> flexsnap-coordinator[1] Thread-26113
flexsnap.connectors.base: ERROR - Request failed unexpectedly
flexsnap-coordinator: File "/opt/VRTScloudpoint/lib/flexsnap/coordinator.py"
, line 5542, in verify_single_leaf_child
flexsnap-coordinator: therefore, cannot do original location restore"
% asset_type)
flexsnap-coordinator: GenericError: Another application would be affected
therefore, cannot do original location restore
```

This issue occurs because references of the application (`MyApp1`) that was deleted from the disk (`Disk1`) are retained in the CloudPoint assets database. A restore of the new application (`MyApp2`) disk-level snapshot fails to overwrite the old references on the same disk (`Disk1`).

Workaround:

There is no known workaround for this issue. As an alternative, you can try performing the disk-level restore to a new location.

Disk-level snapshot restore fails if MongoDB configuration file is at a non-default location (13130)

If you configure a MongoDB instance from a configuration file that is located at a non-default location, then a restore operation for the MongoDB disk-level snapshot fails with the following error:

Removing a plug-in fails to delete assets if an asset discovery is already in progress (15063)

```
Failed to unmount /mongodata (umount: /mongodata: target is busy.  
(In some cases useful info about processes that use the device is  
found by lsof(8) or fuser(1)) )
```

Workaround:

There is no known workaround for this issue. As an alternative, you can launch MongoDB instances using a configuration file from the default location; snapshot restore does not fail for such instances.

Removing a plug-in fails to delete assets if an asset discovery is already in progress (15063)

When you add a plug-in, CloudPoint immediately triggers a discovery process that starts discovering all the assets that can be managed by that plug-in. Now if you remove the plug-in while such a discovery is in progress, then even after the plug-in is removed, the discovered assets do not get deleted from the CloudPoint configuration.

Workaround:

To remove plug-ins and corresponding assets successfully, Veritas recommends that you use the following process:

- Add the plug-in again and wait for the operation and the discovery to complete.
- Now remove the plug-in and then verify that all the related assets are deleted from the configuration.

Multiple simultaneous restore operations on the same AWS instance may fail (14286)

If you trigger multiple disk-level snapshot restore operations on the same AWS instance in parallel, CloudPoint may choose conflicting device names for attaching the restored disks to the instance. This can lead to an inconsistency at the instance level and one or more restore operations might eventually fail.

Workaround:

There is no known workaround for this issue. CloudPoint does not support running multiple jobs on the same asset simultaneously. If you intend to perform multiple restore operations on the same instance, then Veritas recommends that you perform the operations one after the other, in a sequential manner.

During a policy run, a snapshot failure of one of the assets causes the other successful snapshots to be orphaned (14760)

This issue may occur when a CloudPoint protection policy is assigned to two or more assets. If the CloudPoint on-host plug-in that manages the asset is not online on the host when the policy is run, then the application-consistent snapshot creation for that asset might fail. If the snapshot operation for at least one of the assets in the policy fails, the policy run is marked as failed even if the snapshots for all the other remaining assets get created successfully.

As a result, the snapshots that get created successfully are no longer associated with the policy that triggered those snapshots. These snapshots are not accounted for in the snapshot retention count defined in the policy. These snapshots do not get deleted automatically during subsequent policy runs and remain in an orphaned state.

This behavior is applicable only in case of application-consistent snapshots. For host and disk-level snapshots, even if snapshot creation fails for one of the assets, the policy run is not marked as failed and the policy retention count works as intended.

Workaround:

There is no known workaround for this issue. You may have to troubleshoot the snapshot failure and then manually remove such orphaned policy-based snapshots from the CloudPoint configuration.

Classification job may fail with a partition detection error (15554)

While running an indexing or classification operation, CloudPoint temporarily mounts the snapshot as a mount point on the CloudPoint host. If the mount point where the snapshot is mounted is accessed by any other application or service while the operation is in progress, then the classification or indexing operation may or may not succeed.

If you trigger another indexing or classification operation on the same asset, the job fails with the following error:

```
Unable to detect partition for device /dev/xvdg
```

This issue occurs because CloudPoint fails to clear the mount point entries that are created for the indexing and classification operations. The stale mount point entries

persist even after the operations are complete. As a result, subsequent operations fail with a partition detection error.

This issue occurs on Linux only.

Workaround:

Perform the following steps on the CloudPoint host:

1. Identify the processes that are consuming the mount point and then close or terminate all those processes.
2. Unmount the disk or partition.
3. From the CloudPoint UI, detach the respective volume.
4. If the detach operation from the UI fails, then you may have to reboot the CloudPoint server and then try the detach operation again.

CloudPoint UI incorrectly displays internal storage objects (15611)

While performing certain operations such as agent installation, plug-in registration, or granular restore, CloudPoint creates internal storage objects and mounts them on the protected host where the operation is being performed. These storage objects remain on the target host while the operation is in progress and are automatically dismounted and removed once the operation is complete.

If a CloudPoint discovery cycle is triggered while such an operation is in progress, CloudPoint discovers these internal-only temporary storage objects as assets and the CloudPoint UI incorrectly displays them and allows you to select them for performing CloudPoint operations.

These objects appear as file system or disk assets and are typically named as follows:

```
Disk /dev/<diskmount> on <hostname>.internal
```

Workaround:

The appearance of these objects in the UI does not cause an issue with the actual operation itself. However, you must ensure that you do not select these temporary storage objects for snapshot or restore operations or assign a CloudPoint protection policy to such objects.

Fixed issues

This chapter includes the following topics:

- [Fixed issues](#)

Fixed issues

The following issues are fixed in this release. If you contact Veritas about any of these issues, use the incident number as a reference.

Table 4-1 CloudPoint fixed issues

Incident #	Description
3941239	If a CloudPoint policy protects a large number of assets, for example 100 devices or more, it takes longer to delete snapshots. If a delete operation occurs at a scheduled snapshot time, the delete may fail. This issue is now resolved.
8250	After restoring an instance on AWS, tags are not restored. This issue is now resolved.
6274	An issue related to role API returning 500 Internal Server Error when an incorrect role ID is provided is now resolved.
6098	The support for replication and restore of encrypted snapshots when using Customer Managed Keys is now added.
5286, 5611	An issue related to snapshot replication through policy not getting triggered is now resolved.
4604	An issue related to anonymous relay for SMTP is now resolved.
4427	An error is generated when GCP host is restored from one zone to another. This issue is now resolved.

Table 4-1 CloudPoint fixed issues (*continued*)

Incident #	Description
5623	An issue related to replication of replicated snapshot caused an exception "TypeError: cannot concatenate 'str' and 'list' objects". This issue is now resolved.
4604	An issue related to Anonymous relay for SMTP is now resolved.
3210	An issue about not being able to find the server at www.googleapis.com was resolved.
9519, 5495	An LDAP integration error in the CloudPoint UI "Error updating LDAP". The issue is resolved. CloudPoint now supports LDAP over Secure Sockets Layer (SSL).
8291	After restoring a host-level snapshot, the instance name appeared blank in the AWS console. This issue is now resolved.
6128, 10335	CloudPoint did not provide an option to suspend a policy. This issue is now resolved. An option to disable a policy is now available.