

## Veritas NetBackup 6.x Troubleshooting Techniques *for Windows*

### COURSE DESCRIPTION

This *Veritas NetBackup Troubleshooting Techniques* course provides the IT professional with instruction on troubleshooting Veritas NetBackup 6.x software. This course covers general error detection tools and approaches problem-solving using the scientific method. Students study the functions of key NetBackup processes and how to enable, view, and manage the associated logs. In addition, students practice solving problems related to the NetBackup database, devices, media, networking, and performance.

### Delivery Method

Instructor-led

### Duration

Three days

### Course Objectives

This course provides instruction on troubleshooting NetBackup 6.x. After completing this course, you will be able to:

- Upgrade from NetBackup 5.x to NetBackup 6.0 or to NetBackup 6.5.
- Detect problems using tools, such as the Activity Monitor, reports, NBSupport, the NetBackup Operations Manager (NOM), and notify scripts.
- Identify the services and processes that run on the master server, media server, EMM server, and clients.
- Enable and use legacy, unified, and robust logging to troubleshoot problems.
- Back up, recover, and maintain the NBDB.
- Focus on problem resolution using tools, such as NetBackup commands and system commands and files.
- Troubleshoot new server and client installations, in addition to media, system, network, device, and other problems.
- Correct problems and verify the problem correction.

### Who Should Attend

This course is for NetBackup administrators, operators, system engineers, and technical support personnel who want to broaden their NetBackup advanced troubleshooting knowledge and skills on a Windows platform.

### Prerequisites

Before attending this course, you should have:

- One year of NetBackup Windows administration

- Two years experience as a Windows system administrator, including networking
- Familiarity with backup and restore concepts and SAN concepts

### Hands-On

This course includes practical exercises that enable you to test your new skills and begin to transfer them into your working environment.

### COURSE OUTLINE

#### Ensuring a Successful Upgrade

- Preparing for an Upgrade
- Upgrading from NetBackup 5.x to NetBackup 6.x
- **Hands-On Labs:** Upgrade from NetBackup 5.1 to NetBackup 6.0 or to NetBackup 6.5 and test the configuration.

#### Troubleshooting Methods and Tools

- Troubleshooting Situations and Methodology
- Gathering Information Using the `nbsupport` Utility
- Review of Troubleshooting Tools
- **Hands-On Labs:** Generate `nbsupport` reports; configure notify scripts; use notify scripts to produce e-mail reports and alerts. NetBackup 6.5 only: Generate NBSU reports (optional).

#### NetBackup Process Flow

- Core Process Functions
- Process Communications
- Backup Process Flow
- Restore Process Flow
- **Hands-On Labs:** Configure the NetBackup Service Monitor; manage job activity; identify relevant processes for specific failures.

#### Using Debug Logs

- Log Management
- Capturing Debug Logs
- Viewing Debug Logs
- **Hands-On Labs:** Enable and disable debug logging; configure debug log settings; collect debug logs; view legacy and unified debug logs (optional).

#### Understanding the NetBackup Database

- The NetBackup Relational Database (NBDB)
- The Enterprise Media Manager (EMM) Domain
- Backup Process Flow Through the EMM Server
- Catalog Backup and Recovery
- Maintaining the NBDB

- **Hands-On Labs:** Manage the Sybase server and the NBDB database; display EMM domain information, view resource allocations; protect and recover the NBDB.

#### **Troubleshooting Devices**

- Preliminary Device Troubleshooting
- Environmental Device Troubleshooting Approach
- NetBackup Device Troubleshooting Approach
- **Hands-On Labs:** Solve simulated device-related problems.

#### **Troubleshooting Media**

- Media-Related Status Codes
- Troubleshooting Frozen and Suspended Media
- **Hands-On Labs:** Solve simulated media-related problems.

#### **Troubleshooting Network Issues**

- NetBackup and TCP/IP
- Physical Network Failures
- NetBackup Configuration Errors
- Isolating Network Errors
- **Hands-On Labs:** Solve simulated network-related problems.

#### **Troubleshooting Performance Issues**

- NetBackup Performance Overview
- Isolating Bottlenecks
- Addressing Bottlenecks