

NetBackup 6.x Troubleshooting Techniques *for UNIX*

COURSE DESCRIPTION

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 NetBackup5.x to NetBackup 6.x.
- Detect problems using tools, such as the Activity Monitor, reports, NBSupport, the NetBackup Operations Manager (NOM), and notify scripts.
- Identify the daemons 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 UNIX platform.

Prerequisites

Before attending this course, you should have:

- One year of NetBackup UNIX administration
- Two years experience as a UNIX 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

Upgrading NetBackup

- Preparing for an Upgrade
- Upgrading to NetBackup 6.x

Analyzing and Detecting Problems

- Analyzing Problems
- Detecting Problems Using the Activity Monitor and Reports
- Detecting Problems Using NBSupport
- Detecting Problems Using E-mail Notification
- Detecting Problems Using NOM

Process Flow

- NetBackup Architecture and Processes Review
- Backup Process Flow
- Restore Process Flow

Using Debug Logs

- Log Management
- Capturing Debug Logs
- Viewing Logs

NetBackup Database Troubleshooting

- The NetBackup Relational Database (NBDB)
- NBDB Creation Process
- The EMM Domain
- EMM Server Backup Process Flow
- Protecting the NBDB
- Maintaining the NBDB

Troubleshooting Devices

- Device Error Status Codes
- DOWN Drives: Isolating Tape Drive Problems
- Troubleshooting Shared Storage
- Tape Alert
- Drive Diagnostics

Troubleshooting Media

- Media-Related Status Codes
- Troubleshooting Frozen and Suspended Media

Troubleshooting Network Issues

- PBX and VNETD Usage
- NetBackup and TCP/IP Communications
- Communication Errors
- Physical Network Failures
- NetBackup Configuration Errors (?)

Performance Tuning

- Performance Concepts
- Isolating Bottlenecks

- Addressing Bottlenecks