Veeam Agent for IBM AIX 1.0.0 Release Notes

This document provides last-minute information about Veeam Agent for IBM AIX, including system requirements, installation and upgrade procedure, as well as relevant information on technical support, documentation, online resources and so on.

Veeam Agent for IBM AIX 1.0.0 is available for download at: https://www.veeam.com/downloads.html starting from September 20, 2018.

See next:

- System Requirements
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System Requirements

Hardware

Memory: 256 MB. A minimum of 4 GB of RAM is required to boot a machine from the recovery image and perform recovery using the Veeam Recovery Environment.

Disk Space: 16 MB free disk space for product installation.

OS

All versions of the IBM AIX operating system starting from IBM AIX 6.1 are supported. ACLs (Access Control Lists) are only supported in AIX 6.1 and above.

Note: Backup of a Virtual I/O Server (VIOS) is not supported.

Platforms

- Veritas Storage Foundation versions 5.0 to 6.1 (excluding 6.0) are supported.

Software

Protected machine must have the following components installed:

- libxml2 >= 2.6.21
- ncurses = 6.0
- ofpthread64libs >= 1.0
- popt >= 1.7.1*
- rsync >=2.6.2
- screen >= 4.0.3
- zip >= 2.3

* The **popt** package is not required if the system runs RPM version 4. To learn more, see the *Installing Veeam Agent for IBM AIX with RPM* section in the Veeam Agent for IBM AIX User Guide.

The required prerequisite software packages are included in the Veeam Agent for IBM AIX installation media. You can also download them from the IBM AIX Toolbox for Linux Applications website at: https://www.ibm.com/developerworks/aix/library/aix-toolbox/alpha.html.

Known Issues

Major

- Installation of Veeam Agent for AIX from the BFF package will lead to the broken configuration.

  Resolution: Install the license and rebuild the configuration either in UI or with **veeamcfg** command.

Minor

- When performing incremental backup, backup of an individual WPAR or restore from an incremental backup, the progress indicator can show more than 100%.

- *"Corrupt configuration file or no drives backed up"* message is displayed at the configuration restore step if the backup has larger disks than the target system.

  Resolution: Please use "Configuration options / Create minimum size LVs" before performing configuration restore.

- "Location test" can fail with timeout error in case of a large backup.

  Resolution: Use command line-based restore instead.

- "Set backup location" command "hangs" in case if there are unconfigured storage or tape devices.

  Resolution: Make sure all storage devices are properly configured.

- The **popt** package should not be installed if rpm version 4+ is installed on the system.

- Installation of packages should be performed in strict order if RPM version 3 is installed on the system. The correct order:

  1. ofpthread64libs
  2. ncurses
  3. zip
  4. screen
  5. popt
  6. libxml2
  7. VeeamAgent
  8. rsync

- When performing data restore using media library, the **ubax** utility displays the following error messages:

  Couldn't open /etc/veeam/media/Wed Dec 25 04:37:30 2019.lml: No such file or directory
  Couldn't read directory info: UBAX_ERR_RESTORE
  Couldn't get buffer: SMERR_DEVICE_HAS_BLANK_MEDIA

  However, the restore process completes successfully. The error messages can be ignored.

Installing Veeam Agent for IBM AIX

The product installation media is supplied as an archive file of the `.tar.gz` format. The archive file for Veeam Agent for IBM AIX has the following name:

```
VeeamAgent-1.0.0.39-ppc64.tar.gz
```

The product installation media contains the Veeam Agent for IBM AIX software package and prerequisite software packages in the following formats:

- **BFF packages**. To install the product from BFF packages, use the AIX System Management Interface Tool.

- **RPM packages**. To install the product from RPM packages, use the RPM Package Manager.

To install Veeam Agent for IBM AIX with SMIT:

1. Download the installation archive from the Veeam Download page at https://www.veeam.com/downloads.html.

2. Extract the contents of the installation archive to a directory that can be accessed from the machine where you want to install the product. For example, this can be a directory in the local file system or an NFS directory.

3. Navigate to the directory that contains the BFF packages. The BFF packages are located in the **/Release_AIX_aixppc64/bffs** sub-directory of the directory where you extracted the archive.

4. Launch the AIX System Management Interface Tool (SMIT) with the `smit install` or `smitty install` command.

5. In SMIT, in the **Software Installation and Maintenance** screen, select **Install and Update Software**.

6. In the **Install and Update Software** screen, select **Install Software**.

7. In the **Install Software** screen, in the **INPUT device / directory for software** field, type '.' and press **[ENTER]**.

8. In the **Install Software** screen, in the **SOFTWARE to install** field, make sure that the **_all_latest** option is selected and press **[ENTER]**.

To install Veeam Agent for IBM AIX with RPM version 3:

1. Download the installation archive from the Veeam Download page at https://www.veeam.com/downloads.html.

2. Extract the contents of the installation archive to a directory that can be accessed from the machine where you want to install the product. For example, this can be a directory in the local file system or an NFS directory.

3. Navigate to the directory that contains RPM packages. The RPM packages are located in the **/Release_AIX_aixppc64/rpms** sub-directory of the directory where you extracted the archive.

4. Use the following command to install Veeam Agent for IBM AIX and prerequisite software packages in the correct sequence:

```
# rpm -ivh ofpthread64libs-1.0.0.ppc64.rpm ncurses-6.0.0.ppc64.rpm zip-
2.3.0.ppc64.rpm screen-4.0.3-1.ppc64.rpm popt-1.7.1.ppc64.rpm libxml2-
2.6.21.ppc64.rpm VeeamAgent-1.0.0.39-ppc64.rpm rsync-2.6.2.ppc64.rpm
```

To install Veeam Agent for IBM AIX with RPM version 4:

1. Obtain the Veeam Agent for IBM AIX installation archive.

2. Extract the contents of the installation archive to a directory that can be accessed from the machine where you want to install the product. For example, this can be a directory in the local file system or an NFS directory.

3. Navigate to the directory that contains RPM packages. The RPM packages are located in the **/Release_AIX_aixppc64/rpms** sub-directory of the directory where you extracted the archive.

4. Remove the **popt-1.7.1.ppc64.rpm** package from the **/rpms** directory.

5. Use the following command to install Veeam Agent for IBM AIX and prerequisite software packages:

```
# rpm -ivh *.rpm --nodeps
```

TIP:

Instead of removing the **popt-1.7.1.ppc64.rpm** package from the package directory and then running the `rpm -ivh *.rpm --nodeps` command, you can install Veeam Agent for IBM AIX and its dependencies using the following command: `rpm -ivh ofpthread64libs-1.0.0.ppc64.rpm ncurses-6.0.0.ppc64.rpm zip-2.3.0.ppc64.rpm screen-4.0.3-1.ppc64.rpm libxml2-2.6.21.ppc64.rpm VeeamAgent-1.0.0.39-ppc64.rpm rsync-2.6.2.ppc64.rpm.`

Uninstalling Veeam Agent IBM AIX

You can uninstall Veeam Agent for IBM AIX in the following ways:

- **Using SMIT** — if you installed the product from the BFF packages.

- **Using RPM** — if you installed the product from the RPM packages.

To uninstall Veeam Agent for IBM AIX with SMIT:

1. Launch the AIX System Management Interface Tool (SMIT) with the `smit remove` or `smitty remove` command.

2. In the **Remove Installed Software** screen, in the **SOFTWARE name** field, type `VeeamAgent.rte` and press **[ENTER]**.

To uninstall Veeam Agent for IBM AIX with RPM Package Manager, use the following command:

```
# rpm -e VeeamAgent
```

Licensing

By installing Veeam Agent for IBM AIX, you agree to the Veeam End User License Agreement (EULA). To view the license agreement, visit the following link: https://www.veeam.com/eula.html.

To work with Veeam Agent for IBM AIX, you must obtain a license key and install it on the protected machine.

Technical Documentation References

If you have any questions about Veeam Agent for IBM AIX, you may use the following resources:

- Product web page: https://www.veeam.com/ibm-aix-oracle-solaris-backup.html.

- User guide: https://helpcenter.veeam.com/docs/agentforaix/userguide/about.html?ver=10

Technical Support

We offer email and phone technical support for customers with current subscriptions, as well as during the official evaluation period. For better experience, please provide the following when contacting our technical support:

- Version information for the product and all infrastructure components

- Error message and/or description of the problem you are having

- Log files

To submit your support ticket or obtain additional information please visit https://www.veeam.com/support.html. Before contacting technical support, consider searching for a resolution on Veeam community forums at https://forums.veeam.com/.

Contacting Veeam Software

At Veeam Software we pay close attention to comments from our customers. It is important to us not only to quickly help you with your technical support issues — we make it our mission to listen to your input, and to build our products with your suggestions in mind. Should you have a Customer Support issue or question, please feel free to contact us. We have qualified technical and customer support staff available 24 hours a day, 7 days a week who will help you with any inquiry that you may have.

Customer Support

For the most up to date information about our support practices, business hours and contact details, please visit https://www.veeam.com/support.html. You can also use this page to submit a support ticket and download the support policy guide.

Company Contacts

For the most up to date information about company contacts and offices location, please visit https://www.veeam.com/contacts.