



BAR Backup Application Software

Release Definition

Release Backup Application Software

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Purpose

This release definition provides an overview of Backup Application Software utilities, a suite of backup and restore products designed to be used with Teradata Database. (*Backup Application Software* replaces the prior term, *Open Teradata Backup*.)

This RD contains information about new releases of NetBackup Extension for Teradata, NetVault Plugin for Teradata, and Tivoli Storage Manager Teradata Extension:

- Information received late in the release process not included in other documentation associated with the release
- Product release version information
- Documentation that supports this release
- Technical changes for this release
- Training and support center information

Audience

This release definition is intended for system administrators, analysts, engineers, and other database specialists who perform product installation or use Backup Application Software utilities.

Supported Releases

This release definition supports these Teradata software releases:

- Teradata Tools and Utilities 12.00.00 and later.

To locate detailed supported-release information:

- 1 Go to <http://www.info.teradata.com/>.
- 2 Navigate to **General Search>Publication Product ID**.
- 3 Enter *3119*.
- 4 Open the *Supported Versions* spreadsheet you need.

Additional Information

Additional information that supports this product and Teradata Tools and Utilities is available at the web sites listed in the table that follows. In the table, *mmyx* represents the publication date of a manual, where *mm* is the month, *y* is the last digit of the year, and *x* is an internal publication code. Match the *mmy* of a related publication to the date on the cover of this book. This ensures that the publication selected supports the same release.

Type of Information	Description	Access to Information
Release overview Late information	<p>In addition to this release definition, use the <i>Teradata Tools and Utilities Release Definition</i> for the following information:</p> <ul style="list-style-type: none"> • Overview of all of the products in the Teradata Tools and Utilities release • Information received too late to be included in the Teradata Tools and Utilities manuals • Operating systems and Teradata Database versions that are certified to work with each Teradata Tools and Utilities product • Version numbers of each Teradata Tools and Utilities product and the documentation for each product • Information about available training and the support center 	<ol style="list-style-type: none"> 1 Go to http://www.info.teradata.com/. 2 Under Online Publications, click General Search. 3 Type <i>2029</i> in the Publication Product ID box. 4 Click Search. 5 Select the appropriate <i>Teradata Tools and Utilities Release Definition</i> from the search results.
Additional product information	<p>Use the Teradata Information Products web site to view or download specific manuals that supply related or additional information to this manual.</p>	<ol style="list-style-type: none"> 1 Go to http://www.info.teradata.com/. 2 Under the Online Publications subcategory, Browse by Category, click Data Warehousing. 3 Do one of the following: <ul style="list-style-type: none"> • For a list of Teradata Tools and Utilities documents, click Teradata Tools and Utilities, and then select a n item under Releases or Products. • Select a link to any of the data warehousing publications categories listed. <p>The Teradata Tools and Utilities book related to this Backup Application Software release is <i>Teradata Archive/Recovery Utility Reference</i>, B035-2412-mmyA.</p>
CD-ROM images	<p>Access a link to a downloadable CD-ROM image of all customer documentation for this release. Customers are authorized to create CD-ROMs for their use from this image.</p>	<ol style="list-style-type: none"> 1 Go to http://www.info.teradata.com/. 2 Under the Online Publications subcategory, Browse by Category, click Data Warehousing 3 Click CD-ROM List and Images. 4 Follow the ordering instructions.

Type of Information	Description	Access to Information
Ordering information for manuals	Use the Teradata Information Products web site to order printed versions of manuals.	<ol style="list-style-type: none"> 1 Go to http://www.info.teradata.com/. 2 Under Print & CD Publications, click How to Order. 3 Follow the ordering instructions.
General information about Teradata	<p>The Teradata home page provides links to numerous sources of information about Teradata. Links include:</p> <ul style="list-style-type: none"> • Executive reports, case studies of customer experiences with Teradata, and thought leadership • Technical information, solutions, and expert advice • Press releases, mentions, and media resources 	<ol style="list-style-type: none"> 1 Go to Teradata.com. 2 Select a link.
For Installation, Service, and Support Personnel	Teradata software server	http://tssprod.teradata.com:8080/TSFS/home.do

Table of Contents

Preface	3
Purpose	3
Audience	3
Supported Releases	3
Additional Information	4

Chapter 1: Release Information	11
Overview	11
NetBackup Extension for Teradata	11
NetVault Plugin for Teradata	12
Tivoli Storage Manager Teradata Extension	12
New Features	12
NetBackup Extension for Teradata	12
NetVault Plugin for Teradata	13
Tivoli Storage Manager Teradata Extension	13
Release Notes	14
NetBackup Extension for Teradata	14
NetVault Plugin for Teradata	15
Tivoli Storage Manager Teradata Extension	15
Supported Versions	15
NetBackup Extension for Teradata	15
NetVault Plugin for Teradata	15
Tivoli Storage Manager Teradata Extension	16
Software Dependencies	16
NetBackup Extension for Teradata - Linux	16
NetBackup Extension for Teradata - Windows	17
NetVault Plugin for Teradata - Linux	17
NetVault Plugin for Teradata - MP-RAS	18
NetVault Plugin for Teradata - Windows	18
Tivoli Storage Manager Teradata Extension - Linux	18
Tivoli Storage Manager Teradata Extension - Windows	19
Installation	19

Requests for Change20
Discrepancy Reports21

**Chapter 2:
Documentation23**

Teradata Tools and Utilities Documentation.....24
 Software Orders24
 Downloadable Documentation24
 Print Documentation and CD-ROMs25
 Orange Books25

**Chapter 3:
Customer Assistance27**

Customer Education.....27
 NetBackup Training27
 NetVault Training27
 Teradata Training27
 Tivoli Training27
Customer Support28

Index29

List of Tables

- Table 1: Installation Documents 20
- Table 2: RFCs for NetBackup Extension for Teradata and Tivoli Storage Manager Teradata Extension 20
- Table 3: NetBackup Extension for Teradata RFCs 20
- Table 4: NetVault Plugin for Teradata RFCs 21
- Table 5: Tivoli Storage Manager Teradata Extension RFCs 21
- Table 6: DRs for NetBackup Extension for Teradata and Tivoli Storage Manager Teradata Extension 21
- Table 7: NetBackup Extension for Teradata DRs 22
- Table 8: NetVault Plugin for Teradata DRs 22
- Table 9: Publication Titles and IDs 23

CHAPTER 1

Release Information

This release definition provides the following information about Netbackup™ Extension for Teradata®, NetVault® Plugin for Teradata, and Tivoli® Storage Manager Teradata Extension:

- [Overview](#)
- [New Features](#)
- [Release Notes](#)

Release notes include information that was too late-breaking to include in the products' books and online help. Additionally, books contain more recent information than online help because online help is completed before the books are completed.

- [Supported Versions](#)
- [Software Dependencies](#)
- [Installation](#)
- [Requests for Change](#)
- [Discrepancy Reports](#)

To see a matrix of Backup Application Software support, go to <http://tssprod.teradata.com:8080/TSFS/bar.do>.

Overview

NetBackup Extension for Teradata

Note: NBU 6.5.2 was released by NetBackup in July 2008, and has been certified by Teradata. To download that release version, go to <http://www.symantec.com/business/support/> and click **Support for Top Products>NetBackup Enterprise Server**. On the NetBackup Enterprise Server page, click **Downloads>6.5.2 release update**.

NetBackup provides data protection. Administrators can schedule automatic, unattended backups for client systems across a network. NetBackup users can also manually back up and restore data from their computer.

NetBackup Extension for Teradata extends the capabilities of NetBackup to include backing up and restoring a Teradata Database. It supports parallel backups and restores that are coordinated across multiple hosts contained in a single Teradata Database.

The framework of NetBackup Extension for Teradata is Teradata Tiered Archive Restore Architecture (TARA). TARA is composed of three components: TARA Server, TARA GUI, and the backup application extension, NBUBAR.

NetVault Plugin for Teradata

Note: NetVault 8.0 was released on May 19, 2008. The Teradata Plugin 11.0 was released on February 15, 2008.

NetVault® is a Backup Application Software solution from BakBone Software, Incorporated, that provides media management, device management, and job management for operating system and Teradata backup and restore operations. NetVault also features a built-in reporting tool.

NetVault provides a GUI to:

- Select the data objects to back up or restore
- Create scripts
- Launch jobs
- Track data specific to the Teradata Database

The Teradata Plugin uses Teradata Archive and Recovery Utility (Teradata ARC) to extract data from and restore data to the Teradata Database. An access module interface provides data stream transfer to and from the NetVault managed media. Fully automated backup is provided through the media library management and job scheduling features in NetVault.

Tivoli Storage Manager Teradata Extension

Note: TSM 5.5 is being released with Teradata TARA 13.0.

Tivoli® Storage Manager Teradata Extension is an access module that is supported by ARC as an interface for backing up and restoring objects in a Teradata Database. Tivoli Storage Manager Teradata Extension manages the input/output (I/O) interfaces between the Teradata ARCMAN client utility and IBM Tivoli Storage Manager (TSM). The same ARCMAN executable code can communicate with a variety of access modules.

The framework of Tivoli Storage Manager Teradata Extension is Teradata Tiered Archive Restore Architecture (TARA). TARA is composed of three components: TARA Server, TARA GUI, and the backup application extension, TIVBAR.

New Features

NetBackup Extension for Teradata

Online help has been added to the NetBackup TARA Graphical User Interface (GUI) for this release. Other changes to the NetBackup Extension for Teradata product are:

- Added support for NetBackup 6.5
- Added troubleshooting chapter for Teradata TARA in *NetBackup Extension for Teradata Administrator Guide*
- Added the TARAJobRM command-line utility
- Added the ability to specify the size of the log file
- Changed installation procedure on Windows platforms

- Added Linux post-installation information
- Updated paths and file names to reflect “Teradata” instead of “NCR”
- Reformatted some of the Teradata TARA GUI screens
- Added the ability to export job data in html format

Refer to *NetBackup Extension for Teradata Administrator Guide*, B035-2400-088K, or the Teradata TARA GUI online help for more information.

NetVault Plugin for Teradata

NetVault Plugin for Teradata 11.0 adds support for NetVault 7.4.5 and 8.0, plus the ability to:

- Verify the NetVault database backup worked
- Select a drive for a restore of a file system backup
- Specify input device for NetVault copy jobs
- Provide data transfer information for Teradata backups
- Modify PPI expressions for restore jobs
- Use network drives on a per job basis
- Control the priority for backup and restore jobs

Support has also been added for:

- Protegrity encryption
- Query banding
- Online archive

Tivoli Storage Manager Teradata Extension

The Teradata TARA GUI has been added to Tivoli Storage Manager Teradata Extension. Online help supports the GUI. To reflect the addition of the GUI, *Tivoli Storage Manager Teradata Extension Installation and User Guide*, B035-2444-088K, has been reorganized; information on the legacy command line product is retained in the book’s appendixes. Other changes to the Tivoli Storage Manager Teradata Extension product are:

- Added support for Tivoli Storage Manager 5.5
- Added the ability to export job data in html format
- Added SUSE Linux 9 and 10 support for the TSM Teradata Extension
- Added Linux post-install information
- Dropped Windows 2000 support
- Added the taratddsmc command-line utility
- Added the ability to specify the size of the log file
- Added the ability to selectively back up and restore macros, views, and so forth

Release Notes

NetBackup Extension for Teradata

Fix for Catalog Feature

The NetBackup 6.5.2 maintenance release contains a catalog fix for the NBUBAR catalog feature. Using the catalog feature, a TARA restore job can take advantage of the fast positioning that is provided when the backup is created with the catalog feature enabled.

Prior to this maintenance release (NetBackup versions 5.1, 6.0, 6.5.0, and 6.5.1), shared memory had to be disabled for the catalog feature to work. The maintenance release no longer requires shared memory to be disabled.

Catalog Feature and Journalled Tables

A journalled table cannot be restored with the catalog feature enabled. This does not apply if the backup was created with the catalog feature disabled.

When an attempt is made to restore the journal with the catalog feature enabled, the restore fails with:

```
*** Failure ARC805: Access Module returned error code 34:  
Error BAM1000: Read function called when already flagged end-of-data.
```

The workaround is to perform the table restore with the catalog feature disabled.

Catalog Feature and Table Length

When backing up a single table that has a length greater than 1 gigabyte, restore the table with the catalog feature disabled. Otherwise, the restore fails with:

```
*** Failure ARC0805:Access Module returned error code 9:  
End-of-file.
```

The workaround is to perform the table restore with the catalog feature disabled.

Note: The catalog feature fix is labelled ET114582 in the NetBackup 6.5.2 Release Notes document, which can be found with the NetBackup software download.

Policy Selection

(*NetBackup Extension for Teradata Administrator Guide* includes the following information. Online help does not include this revision.)

Clicking **Script Options>Policies** during an archive operation displays the **Policy Selection** dialog box. In the dialog box, select a specific policy for each stream from **Manual Policy Selection**. All defined policies are listed in **Manual Policy Selection**, not only the policies assigned to the default policy group.

Taraserver User Account for Windows

The taraserver user account (established during the TARA server post-install step) must be a local user account. The account is established with local user rights such as Service-logon and

Deny-Interactive-Logon. Local user rights prevent access to the user account except at the point at which the taraserver is being started.

This requirement applies to all released versions of TARA Server for Windows.

NetVault Plugin for Teradata

Refer to NetVault Plugin for Teradata's *End User Release Notes*.

Tivoli Storage Manager Teradata Extension

Catalog Feature and Journalled Tables

A journalled table cannot be restored with the catalog feature enabled. This does not apply if the backup was created with the catalog feature disabled.

When an attempt is made to restore the journal with the catalog feature enabled, the restore fails with:

```
*** Failure ARC805: Access Module returned error code 34:
```

```
Error BAM1000: Read function called when already flagged end-of-data.
```

The workaround is to perform the table restore with the catalog feature disabled.

Taraserver User Account for Windows

The taraserver user account (established during the TARA server post-install step) must be a local user account. The account is established with local user rights such as Service-logon and Deny-Interactive-Logon. Local user rights prevent access to the user account except at the point at which the taraserver is being started.

This requirement applies to all released versions of TARA Server for Windows.

Supported Versions

Note: Teradata Database 13.0 will be supported on the products listed below when that version becomes available.

NetBackup Extension for Teradata

- Teradata V2R6.0, 6.1, 6.2, and Teradata Database 12.0
- Teradata Tools and Utilities 8.1, 8.2, 12.0, and 13.0
- NetBackup Extension for Teradata - TARA 13.0 (SUSE Linux, Windows)
- NetBackup 6.0 and 6.5

NetVault Plugin for Teradata

- Teradata V2R6.0, V2R6.1, V2R6.2, and Teradata Database 12.0
- Teradata Tools and Utilities 12.0

- NetVault Plugin for Teradata 11.0
- NetVault 7.4.5 and 8.0

Tivoli Storage Manager Teradata Extension

- Teradata V2R6.0, V2R6.1, V2R6.2, and Teradata Database 12.0
- Teradata Tools and Utilities 13.0 or later
- Tivoli Storage Manager Teradata Extension - TARA 13.0 (SUSE Linux, Windows)
- IBM Tivoli Storage Manager 5.5

Software Dependencies

NetBackup Extension for Teradata - Linux

Operating System

Use one of these versions:

- SUSE Enterprise Server 9 Linux
- SUSE Enterprise Server 10 Linux

Non-Teradata Software

Use the versions listed, or later versions:

- Java Runtime Environment 1.5.0_06
- Open Secure Shell (openssh) 3.8 or later for SUSE Enterprise Server 9 Linux
- Open Secure Shell (openssh) 4.2 or later for SUSE Enterprise Server 10 Linux

Note: Teradata TARA 13.0 offers a communication mechanism, TARA Client Service (TCS), between the TARA client and the TARA server. If TCS is used, the OpenSSH package is not needed.

Teradata Tools and Utilities Software

Use the versions listed, or later versions:

- Shared ICU Libraries for Teradata 01.01.01
- Teradata Archive and Recovery Utility (ARC) 08.01.00.06

Note: If Protegrity Defiance encryption software is installed, use Teradata ARC 08.02.00.03 or later.

- Teradata Call-Level Interface (CLIV2) 04.08.01
- Teradata Data Connector (PIOM) 02.03.00
- Teradata GSS 06.01.00

NetBackup Extension for Teradata - Windows

Operating System

Use one of these versions:

- Microsoft Windows 2000 SP4 or later
- Microsoft Windows 2003 32-bit SP1 or later

Non-Teradata Software

- Install Microsoft Windows Script Host, version 5.6.
- If you are installing the Teradata TARA GUI package, also install Java Runtime Environment 1.5.0_06 or later.
- Open Secure Shell (openssh) 04.00.02.04

Note: Teradata TARA 13.0 offers a communication mechanism, TARA Client Service (TCS), between the TARA client and the TARA server. If TCS is used, the OpenSSH package is not needed.

Teradata Tools and Utilities Software

Use the versions listed, or later versions:

- Shared ICU Libraries for Teradata 01.01.01
- Teradata Archive and Recovery Utility (ARC) 08.01.00.06

Note: If Protegrity Defiance encryption software is installed, use Teradata ARC 08.02.00.03 or later.

- Teradata Call-Level Interface (CLIV2) 04.08.01
- Teradata Data Connector (PIOM) 02.03.00
- Teradata GSS Client nt-i386 06.01.00

NetVault Plugin for Teradata - Linux

Operating System

Use one of these versions:

- SUSE Enterprise Server 9 Linux
- SUSE Enterprise Server 10 Linux

Teradata Tools and Utilities Software

Use the 12.00.00 version of the following software:

- Teradata Archive and Recovery Utility (ARC)
- Teradata Call-Level Interface (CLIV2)
- Teradata Data Connector (PIOM)
- Teradata GSS
- Teradata ICU

- Teradata C PP2

NetVault Plugin for Teradata - MP-RAS

Operating System

UNIX SVR 5.4 MP-RAS 3.xx

Teradata Tools and Utilities Software

Use the 12.00.00 version of the following software:

- Teradata Archive and Recovery Utility (ARC)
- Teradata Call-Level Interface (CLIV2)
- Teradata Data Connector (PIOM)
- Teradata GSS
- Teradata ICU
- Teradata C PP2

NetVault Plugin for Teradata - Windows

Operating System

Use one of these versions:

- Microsoft Windows 2000
- Microsoft Windows 2003
- Microsoft Windows 2003 Server R2

Teradata Tools and Utilities Software

Use the 12.00.00 version of the following software:

- Teradata Archive and Recovery Utility (ARC)
- Teradata Call-Level Interface (CLIV2)
- Teradata Data Connector (PIOM)
- Teradata GSS
- Teradata ICU
- Teradata C PP2

Tivoli Storage Manager Teradata Extension - Linux

Operating System

Use one of these versions:

- SUSE Enterprise Server 9 Linux
- SUSE Enterprise Server 10 Linux

Non-Teradata Software

Use Java Runtime Environment 1.5.0_06, or later.

Teradata Tools and Utilities Software

Use the 13.00.00 version, or later, of the following software:

- Teradata Archive and Recovery Utility (ARC)
- Teradata Call-Level Interface (CLIV2)
- Teradata Data Connector (PIOM)
- Teradata GSS
- Teradata ICU

Tivoli Storage Manager Teradata Extension - Windows

Operating System

For the TARA GUI, use one of the following:

- Microsoft Windows 2003
- Microsoft Windows XP

For the TARA server and the Tivoli access module, use Microsoft Windows 2003 SP1 or later.

Non-Teradata Software

- Microsoft Windows Script Host, version 5.6
- Java Runtime Environment 1.5.0_06 or later (required only for the Teradata TARA GUI package)

Teradata Tools and Utilities Software

Use the 13.00.00 version, or later, of the following software:

- Shared ICU Libraries for Teradata
- Teradata Archive and Recovery Utility (ARC)
- Teradata Call-Level Interface (CLIV2)
- Teradata Data Connector (PIOM)
- Teradata GSS Client nt-i386

Installation

Refer to the installation documents listed in [Table 1](#) for product installation information.

Table 1: Installation Documents

NetBackup Extension for Teradata	NetVault Plugin for Teradata	Tivoli Storage Manager Teradata Extension
<i>NetBackup Extension for Teradata Administrator Guide</i> B035-2400-088K	<i>NetVault: Backup Install/Upgrade Guide, version 8.0, update 2</i> NVG-105-8.0	<i>Tivoli Storage Manager Teradata Extension Installation and User Guide</i> B035-2400-088K

Requests for Change

Requests for Change (RFCs) introduce new features and track changes that enhance the operation of software.

[Table 2](#) lists RFCs for NetBackup Extension for Teradata *and* Tivoli Storage Manager Teradata Extension.

Table 2: RFCs for NetBackup Extension for Teradata and Tivoli Storage Manager Teradata Extension

RFC	Description
106313	There are confusing naming conventions in the product's GUI.
115163	Enable and disable components appropriately.
115222	Export functionality to all tables provided in TARA GUI.
115482	The archive and restore settings dialog boxes need a better layout.
115558	Add help feature to the TARA GUI.
118132	Support selective backup and restore of views, macros, and so forth.
118980	Remove NCR references.
122295	The TARA GUI needs a logging mechanism.

[Table 3](#) lists RFCs for NetBackup Extension for Teradata *only*.

Table 3: NetBackup Extension for Teradata RFCs

RFC	Description
105932	Documentation Only Add SSH support section to documentation.
111111	Provide command-line interface to delete scripts or JIR files.
117200	TARA NBUBAR must change to reference ARC by its new package name (teradata_arc) on Linux.
119043	Replace TARA's use of OpenSSH.

[Table 4](#) lists RFCs for NetVault Plugin for Teradata *only*.

Table 4: NetVault Plugin for Teradata RFCs

RFC	Description
257049	Need a NetVault database management tool.

[Table 5](#) lists RFCs for Tivoli Storage Manager Teradata Extension *only*.

Table 5: Tivoli Storage Manager Teradata Extension RFCs

RFC	Description
101304	Documentation Only Change the Tivoli Storage Manager product name & Teradata Tools and Utilities IE book title and FrameMaker book variables.
116163	Develop Tivoli Access Module (TIVBAR) on SLES 9 and later platforms, and TSM 5.5.
116165	Develop a GUI for Tivoli Access Module.
119234	TIVBAR parser needs to allow file names starting with digits.
121685	Support the tddsmc utility on Linux.

Discrepancy Reports

Discrepancy Reports (DRs) track corrections and updates to software and to documentation affected by the updates.

[Table 6](#) lists DRs that apply to NetBackup Extension for Teradata *and* Tivoli Storage Manager Teradata Extension.

Table 6: DRs for NetBackup Extension for Teradata and Tivoli Storage Manager Teradata Extension

DR	Description
115484	The TARA server process stops when the log file reaches the Linux unlimit setting.
116931	The default font using IBM java 1.5.0 is difficult to read.
116945	The TARA GUI does not display the proper software version.
117958	Policy group /manual policy selection is selected without user clicking OK .
120415	The TARA server can hang if TARA client sends incomplete messages.
121001	Handle the return codes on system call, which in turn calls ssh and scp.

[Table 7](#) lists additional DRs that apply to NetBackup Extension for Teradata *only*.

Table 7: NetBackup Extension for Teradata DRs

DR	Description
118029	The TARAjobquery command displays incorrect job status.
119328	Documentation Only Overriding the NetBackup Default group does not change NBUPOLICYGROUP in the script.

Table 8 lists DRs for NetVault Plugin for Teradata.

Table 8: NetVault Plugin for Teradata DRs

DR	Description
104550	Cluster restore says Running:Reading from media but all tape drives are idle.
108035	NetVault is deleting semaphore entries for other applications.
109655	NetVault auto log purge is not working.
110284	NetVault backup job is not releasing locks.
111224	NetVault Backup GUI: the hierarchical view is displayed multiple times.
111437	A database approaching 2 GBs causes problems in NetVault.
112191	Rename option is ignored by 8.10 TD plugin for Linux copy job.
113388	Restore (copy mode) of duplicated clustered saveset to another database never completes.
114879	Media Request Timeout does not work with TD plugin for NetVault 7.4.3 and above.
115502	Media Manager dies when reports are run and Teradata restore savesets are accessed.
115506	Installation of NetVault 7.4.5 no longer accepts a null password.
116145	Restore display hangs; there is a slow response when attempting to show Teradata Database savesets.
116195	The nvclientaccess is not working when security is enabled.
117806	NetVault reports 'Scheduler died unexpectedly' after process consumes too much memory.
257047	NetVault database size management causes critical errors.

Documentation associated with the products described in this release definition are listed in [Table 9](#). This chapter also provides general information about Teradata Tools and Utilities documentation.

Table 9: Publication Titles and IDs

Vendor	Publication Title	Publication ID	Website
IBM	To view Tivoli Storage Management documents, visit the International Business Machine Corporation Web site at: http://publib.boulder.ibm.com/tividd/td/tdprodlist.html		
Bakbone NetVault	To view NetVault documents, visit the BakBone site at: http://www.BakBone.com/		
Symantec	To view NetBackup documents, visit the Symantec Software Corporation Web site at: http://www.symantec.com/enterprise/veritas/		
Teradata	<i>NetBackup Extension for Teradata Administrator Guide</i>	B035-2400-088K	http:// www.info.teradata.com/
Teradata	<i>Tivoli Storage Manager Teradata Extension Installation and User Guide</i>	B035-2444-088K	http:// www.info.teradata.com/

Specific instructions for downloading Teradata product documentation is in “[User Manuals](#)” on page 24.

Teradata Tools and Utilities Documentation

Teradata Tools and Utilities documentation consists of product-specific user manuals, a release definition, and a CD-ROM. These are available from several sources:

- As part of a software order
- By download from <http://www.info.teradata.com/>
- By request

Software Orders

With software orders, you receive up to four fully indexed and searchable Teradata User Documentation CD-ROMs, free of charge. (The number you receive depends on the size of your system.)

Downloadable Documentation

Free, downloadable versions of Teradata Tools and Utilities documentation are available from <http://www.info.teradata.com/>, including:

- Web-only release definitions
- PDF versions of all available documentation for this release
- An image of the Teradata User Documentation CD-ROM, which you can use to burn your own CD-ROM of user documents for this release

Release Definition

This release definition is updated to capture products released asynchronously, and is available on the web.

To view the most recent iteration of this document

- 1 At <http://www.info.teradata.com/>, click **Teradata Data Warehousing** under **Browse by Category**.
- 2 Click **Teradata Release Definitions** under **Data Warehousing**. A list of release definitions appears in the right pane, sorted by type.
- 3 Click **Open Teradata Backup**. Different versions of the *Open Teradata Backup Release Definition* or *Backup Application Software Release Definition*, B035-3114, are listed.

Note: The terms *Open Teradata Backup* and *Backup Application Software* are interchangeable.

For information on Teradata Tools and Utilities products, use the same process to locate the *Teradata Tools and Utilities Release Definition*, B035-2029.

User Manuals

Product-specific user manuals are available from the web.

To view specific user manuals or manuals associated with specific products

- 1 Go to <http://www.info.teradata.com/>.
- 2 Click **General Search** under **Online Publications**.
- 3 Enter pertinent information about a specific product or manual, such as the title in the **Title or Keyword** box.
- 4 Click **Search**.

CD-ROM Image

Download the Teradata User Documentation CD-ROM image to burn your own CD-ROM. The image for this release contains all the user documentation for:

- Teradata Database Release Definition
- Teradata Tools and Utilities Release Definition

The Teradata User Documentation CD-ROM features an index (accessible through the Search function in Acrobat Reader) that allows you to search for text strings across all of the documents on the CD-ROM.

Caution: The image file is large. Depending on your connection, it might take a long time to download.

To download a CD-ROM image

- 1 Go to <http://www.info.teradata.com/> and click **Teradata Data Warehousing** under **Browse by Category**.
- 2 Click **CD-ROM List and Images** under **Data Warehousing**. A list of Teradata CD-ROMs, sorted by release date, appears.
- 3 Select the CD-ROM image for a specific release.
- 4 Save the file to your local directory.

Print Documentation and CD-ROMs

You can order printed manuals and CD-ROMs from Teradata Information Products Publishing for a nominal cost. Information on whether printed copies of documentation are available and how to order them is also accessible from <http://www.info.teradata.com/>.

When ordering printed documentation or Teradata User Documentation CD-ROMs, include the publication ID number.

Orange Books

Orange Books enhance product-specific manuals by describing the best practices for completing a task or solving a problem using the tools and features of one or more products. The content is more technical than that found in white papers.

Orange Books are available to Teradata customers with a service contract, Teradata Professional Services associates, and Teradata Customer Service associates. Teradata @ Your Service membership is also required.

To access Orange Books

- 1 Go to [Teradata.com](https://www.teradata.com).
- 2 From the **Support Services** menu, click **Teradata @ Your Service**.
- 3 Follow the instructions to log on or to register.
- 4 In the **Search** box of the Teradata @ Your Service home page, type:

Orange Book

CHAPTER 3

Customer Assistance

To help make the most of your Teradata system, Teradata has trained professionals available to assist you. There are a number of training and support centers you can contact to learn more about Teradata applications or to get help with your Teradata system. Assistance is also available at <http://www.Teradata.com/TeradataAtYourService>.

This chapter lists the training and support centers for Teradata, and training centers for the third-party vendors listed in this Release Definition.

- [Customer Education](#)
- [Customer Support](#)

Customer Education

NetBackup Training

Training for NetBackup is available through Symantec Corporation. Visit their Web site at: <http://www.symantec.com/enterprise/veritas/>.

NetVault Training

Training for NetVault is available through BakBone. Visit their Web site at: http://www.BakBone.com/support/educational_services

Teradata Training

Teradata Customer Education delivers training for your global workforce—from scheduled public courses, customized on-site training, to the latest E-learn solutions. For more information on the latest classes, schedules, and the Teradata Certification Program, go to: <http://www.TeradataEducationNetwork.com>.

Customers and Teradata associates can enroll in classes online at <http://www.TeradataEducationNetwork.com>, or by contacting the representative for your region. To find the representative for your region, use the **Contact Us** link at the bottom of the *Teradata Education Network* page.

Tivoli Training

Training for Tivoli is available through Symantec Corporation. Visit their Web site at: <http://www-306.ibm.com/software/tivoli/education/>.

Customer Support

Customer support is available around-the-clock, seven days a week. Trained professionals at a Remote Services Centers (RSC) are available to assist you. To learn more, go to Teradata @ Your Service at <http://www.Teradata.com/TeradataAtYourService>.

Note: RSCs were formerly called MSCs (Managed Service Centers).

If you purchased an ESS (Enterprise System Support) contract, a customized support plan was created for you. Please refer to your support plan for contact information. In addition, a unique PIN (Personal Identification Number) was given to your site. If you are an ESS customer, you must contact the regional RSC to request support, and you must use your PIN.

Note: PINs are not published; so if you misplace your PIN, contact your account representative.

Index

B

Backup Application Software support 11

C

customer education 27
 NetBackup training 27
 NetVault 27
 Teradata training 27
 Tivoli 27
customer support 28

D

documentation 24
 download 24
 orange books 25
 print documentation 25
 software orders 24

I

installation manuals
 NetBackup Extension for Teradata 19
 NetVault 19
 Tivoli Storage Manager Teradata Extension 19

L

Linux operating system 16, 18

M

matrix
 Backup Application Software support 11
Microsoft Windows operating system 18
MP-RAS operating system 18

N

NetBackup Extension for Teradata
 overview 11
 software dependencies 16
 supported versions 15
NetBackup training 27
NetVault Plugin for Teradata
 overview 12
 software dependencies 17
 supported versions 15

NetVault Plugin for Teradata support 16
NetVault training 27

O

orange books 25

P

product version numbers 3

R

release information 11

S

software dependencies
 NetBackup Extension for Teradata 17
 NetVault Plugin for Teradata 18
 Tivoli Storage Manager Teradata Extension 19
software releases
 supported 3

T

Teradata Certification Program 27
Teradata Customer Education Web site 27
Teradata Customer Services 28
Teradata training 27
Tivoli Storage Manager Teradata Extension
 overview 12
 software dependencies 18
 supported versions 16
Tivoli training 27
training
 NetBackup 27
 NetVault 27
 Teradata 27
 Tivoli 27

V

version numbers 3

