Critical CommServe Update required for Deduplication Customers (New)

Summary

We have identified an issue with certain deduplication environments in version 9 Service Pack 9 or higher that requires an immediate update to the CommServe.

Symptom

An error can be introduced in a deduplication database (DDB) that has been recovered/reconstructed which might cause the Auxiliary Copy / Restore jobs to fail with a "Failed to copy or verify chunk: OS could not find file specified" error.

Resolution

To prevent the occurrence of this issue, and as a resolution if you have encountered this, you are requested to immediately apply the following update to the CommServe, depending on the currently applied Service Pack.

- If the existing Service Pack level on the CommServe is lower than SP9 or is a minor Service Pack - for example, SP9A/SP9B, use Option 1.
- If you are unable to upgrade to Service Pack 11+ at this time, then upgrade to either Service Pack 9 or 10 and use Option 2 or 3, respectively.

Update Options	If the Service Pack level on the CommServe is…	Recommended Action	Future Service Pack Installation
Option 1 (Recommended)	lower than SP11	Install one of the latest Service Packs. (SP11, SP11a, or SP11b).	No further action is required when installing new Service Packs later.
	SP11, SP11a, or SP11b	Follow the steps below: 1. Download update 46241. 2. Run CopyToCache to copy the downloaded update to the Update Cache location. This update will be available for automatic downloads from FTP site as well. 3. Run an Install Updates job from the CommCell Console to install the update on the CommServe.	
	SP12	No action is required.	
Option 2	SP10, and you are unable to upgrade to SP11+ at this time	Follow the steps below: 1. Download update H10002. 2. Run the CopyToCache utility in the Simpana Base folder on the CommServe to copy the downloaded update to the Update Cache location. Do not use the CopyToCache feature from the CommCell Console to copy this update. 3. Run an Install Updates job from the CommCell Console to install the update on the CommServe.	The next Service Pack to install should be SP12 or higher. To update your CommServe Service Packs to a Service Pack lower than 12, this update must be removed first.
Option 3	SP9, and you are unable to upgrade to SP11+ at this time	Follow the steps below: 1. Download update H10002. 2. Run the CopyToCache utility in the Simpana	The next Service Pack to install should be SP12 or higher.

		Base folder on the CommServe to copy the downloaded update to the Update Cache location. Do not use the CopyToCache feature from the CommCell Console to copy this update. 3. Run an Install Updates job from the CommCell Console to install the update on the CommServe.	To update your CommServe Service Packs to a Service Pack lower than 12, this update must be removed first.