

Dell EMC

NetWorker Runtime Environment Readme Guide

8.0.10

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.


 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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As part of an effort to improve product lines, periodic revisions of software and hardware are released. Therefore, all versions of the software or hardware currently in use might not support some functions that are described in this document. The product release notes provide the most up-to-date information on product features.

If a product does not function correctly or does not function as described in this document, contact a technical support professional.

 **NOTE:** This document was accurate at publication time. To ensure that you are using the latest version of this document, go to the Support website <https://www.dell.com/support>.

Purpose

This document describes how to install, update and remove the NetWorker Runtime Environment.

Audience

This document is part of the NetWorker documentation set and is intended for use by system administrators during the installation and setup of the NetWorker software.

Revision history

The following table presents the revision history of this document.

Table 1. Revision history

Revision	Date	Description
09	August 06, 2021	Updated the document for 8.0.10 release.
08	March 18, 2021	Updated the document for 8.0.8 release.
07	November 10, 2020	NRE is updated with the following features: <ul style="list-style-type: none">• JRE version is updated to 8u271.• All the certificates related to NetWorker are migrated after performing the update.• Support for Debian
06	August 21, 2020	Updated the package version.
05	July 28, 2020	The following changes are done in the guide: <ul style="list-style-type: none">• Topics on installing, updating and uninstalling NRE on MAC are added.• Topics on uninstalling NRE on Windows and Linux are added.
04	June 22, 2020	Updated the package version.
03	November 26, 2019	The following changes have been made in the guide: <ul style="list-style-type: none">• The topic "Launching NMC" is updated.• Support for MAC operating system.
02	June 03, 2019	Removed a note from the topic Installing NetWorker Runtime Environment on Linux.
01	May 20, 2019	First release of this document for 8.0.1 release .

Related documentation

The NetWorker documentation set includes the following publications, available on the Support website:

- *NetWorker E-LAB Navigator*
Provides compatibility information, including specific software and hardware configurations that NetWorker supports. To access E-LAB Navigator, go to <https://elabnavigator.emc.com/eln/elhome>.
- *NetWorker Administration Guide*
Describes how to configure and maintain the NetWorker software.
- *NetWorker Network Data Management Protocol (NDMP) User Guide*
Describes how to use the NetWorker software to provide data protection for NDMP filers.
- *NetWorker Cluster Integration Guide*
Contains information related to configuring NetWorker software on cluster servers and clients.
- *NetWorker Installation Guide*
Provides information on how to install, uninstall, and update the NetWorker software for clients, storage nodes, and servers on all supported operating systems.
- *NetWorker Updating from a Previous Release Guide*
Describes how to update the NetWorker software from a previously installed release.
- *NetWorker Release Notes*
Contains information on new features and changes, fixed problems, known limitations, environment and system requirements for the latest NetWorker software release.
- *NetWorker Command Reference Guide*
Provides reference information for NetWorker commands and options.
- *NetWorker Data Domain Boost Integration Guide*
Provides planning and configuration information on the use of Data Domain devices for data deduplication backup and storage in a NetWorker environment.
- *NetWorker Performance Optimization Planning Guide*
Contains basic performance tuning information for NetWorker.
- *NetWorker Server Disaster Recovery and Availability Best Practices Guide*
Describes how to design, plan for, and perform a step-by-step NetWorker disaster recovery.
- *NetWorker Snapshot Management Integration Guide*
Describes the ability to catalog and manage snapshot copies of production data that are created by using mirror technologies on storage arrays.
- *NetWorker Snapshot Management for NAS Devices Integration Guide*
Describes how to catalog and manage snapshot copies of production data that are created by using replication technologies on NAS devices.
- *NetWorker Security Configuration Guide*
Provides an overview of security configuration settings available in NetWorker, secure deployment, and physical security controls needed to ensure the secure operation of the product.
- *NetWorker VMware Integration Guide*
Provides planning and configuration information on the use of VMware in a NetWorker environment.
- *NetWorker Error Message Guide*
Provides information on common NetWorker error messages.
- *NetWorker Licensing Guide*

Provides information about licensing NetWorker products and features.

- *NetWorker REST API Getting Started Guide*

Describes how to configure and use the NetWorker REST API to create programmatic interfaces to the NetWorker server.

- *NetWorker REST API Reference Guide*

Provides the NetWorker REST API specification used to create programmatic interfaces to the NetWorker server.

- *NetWorker 19.4 with CloudBoost 19.4 Integration Guide*

Describes the integration of NetWorker with CloudBoost.

- *NetWorker 19.4 with CloudBoost 19.4 Security Configuration Guide*

Provides an overview of security configuration settings available in NetWorker and Cloud Boost, secure deployment, and physical security controls needed to ensure the secure operation of the product.

- NetWorker Management Console Online Help

Describes the day-to-day administration tasks performed in the NetWorker Management Console and the NetWorker Administration window. To view the online help, click **Help** in the main menu.

- NetWorker User Online Help

Describes how to use the NetWorker User program, which is the Windows client interface, to connect to a NetWorker server to back up, recover, archive, and retrieve files over a network.

NOTE: Data Domain is now PowerProtect DD. References to Data Domain or DD systems in this documentation, in the UI, and elsewhere in the product include PowerProtect DD systems and older Data Domain systems. In many cases the UI has not yet been updated to reflect this change.

Typographical conventions

The following type style conventions are used in this document:

Table 2. Style conventions

Bold	Used for interface elements that a user specifically selects or clicks, for example, names of buttons, fields, tab names, and menu paths. Also used for the name of a dialog box, page, pane, screen area with title, table label, and window.
<i>Italic</i>	Used for full titles of publications that are referenced in text.
Monospace	Used for: <ul style="list-style-type: none">● System code● System output, such as an error message or script● Pathnames, file names, file name extensions, prompts, and syntax● Commands and options
<i>Monospace italic</i>	Used for variables.
Monospace bold	Used for user input.
[]	Square brackets enclose optional values.
	Vertical line indicates alternate selections. The vertical line means or for the alternate selections.
{ }	Braces enclose content that the user must specify, such as x, y, or z.
...	Ellipses indicate non-essential information that is omitted from the example.

You can use the following resources to find more information about this product, obtain support, and provide feedback.

Where to find product documentation

- <https://www.dell.com/support>

- <https://www.dell.com/community>

Where to get support

The Support website <https://www.dell.com/support> provides access to product licensing, documentation, advisories, downloads, and how-to and troubleshooting information. The information can enable you to resolve a product issue before you contact Support.

To access a product-specific page:

1. Go to <https://www.dell.com/support>.
2. In the search box, type a product name, and then from the list that appears, select the product.

Knowledgebase

The Knowledgebase contains applicable solutions that you can search for either by solution number (for example, KB000xxxxxx) or by keyword.

To search the Knowledgebase:

1. Go to <https://www.dell.com/support>.
2. On the **Support** tab, click **Knowledge Base**.
3. In the search box, type either the solution number or keywords. Optionally, you can limit the search to specific products by typing a product name in the search box, and then selecting the product from the list that appears.

Live chat


To participate in a live interactive chat with a support agent:

1. Go to <https://www.dell.com/support>.
2. On the **Support** tab, click **Contact Support**.
3. On the **Contact Information** page, click the relevant support, and then proceed.

Service requests

To obtain in-depth help from Licensing, submit a service request. To submit a service request:

1. Go to <https://www.dell.com/support>.
2. On the **Support** tab, click **Service Requests**.

 **NOTE:** To create a service request, you must have a valid support agreement. For details about either an account or obtaining a valid support agreement, contact a sales representative. To find the details of a service request, in the `Service Request Number` field, type the service request number, and then click the right arrow.

To review an open service request:

1. Go to <https://www.dell.com/support>.
2. On the **Support** tab, click **Service Requests**.
3. On the **Service Requests** page, under **Manage Your Service Requests**, click **View All Dell Service Requests**.

Online communities

For peer contacts, conversations, and content on product support and solutions, go to the Community Network <https://www.dell.com/community>. Interactively engage with customers, partners, and certified professionals online.

How to provide feedback

Feedback helps to improve the accuracy, organization, and overall quality of publications. Go to <https://contentfeedback.dell.com/s> to provide feedback.

Introduction

This chapter includes the following topics:

Topics:

- [Overview](#)
- [Installation Package](#)
- [Java Requirements for NetWorker](#)

Overview

NetWorker Runtime Environment (NRE) installer package provides the Java Runtime Edition (JRE) package that is required for NetWorker Server, NetWorker Management Web UI, and, NMC. The NRE package installs the following files on the system:

- Java Runtime Environment
- Java application to launch NMC.

AuthC and NWUI services require NRE to be installed in the system. Dell Technologies recommends you to use NetWorker Runtime Environment. However, you can launch NMC by using a licensed JRE 8.

Installation Package

NetWorker Runtime Environment installation is supported on x64 Linux, Debian, Windows, and Mac.

You can download the NRE software from <https://www.dell.com/support>.

Table 3. Package name

Platform	Filename
Windows	nre-win-8.0.10.msi
Linux	nre-linux-8.0.10.rpm
Mac	nre-mac-8.0.10.pkg
Debian	nre-linux-8.0.10.deb

NOTE: If you are upgrading NetWorker to the latest version, you can continue to use the existing JRE. If you want to remove JRE, ensure that you do so after installing NRE and upgrading the NetWorker software.

Java Requirements for NetWorker

The installation for the NetWorker software checks for the required Java version on a host. When the processor script does not detect the minimum required Java version (64-bit) on the host, the installation cannot continue. Before you start the NetWorker installation or upgrade, install the Java provided in NetWorker Runtime Environment or the latest version of the 64-bit Java 8 on the host.

NetWorker has a dependency on NRE or JRE to run NetWorker and launch NMC application .

NOTE: NRE and JRE both can be installed on the system. They do not create a conflict in the system.

NetWorker Runtime Environment on Windows

This chapter includes the following topics:

Topics:

- [Installing NetWorker Runtime Environment on Windows](#)
- [Upgrading NetWorker Runtime Environment on Windows](#)
- [Uninstalling NetWorker Runtime Environment on Windows](#)

Installing NetWorker Runtime Environment on Windows

You can use NetWorker Runtime Environment on windows to launch NetWorker software.

1. Download the NetWorker Runtime Environment software package from the Online Support website to a temporary location.
2. From the download location, run the `nre-win-8.0.10.msi`.
3. In the **Welcome Wizard** page, click **Next**.
4. In the **EULA** page, select I agree to the license terms and agreements, and then click **Next**.
5. To accept the default installation location `C:\Program Files\NRE`, click **Next**.
Optional: If you want to launch the NMC application from this system then select the checkbox to create a shortcut for NetWorker Runtime Environment launcher on the desktop.
6. To proceed with installation, click **Install**.
7. To complete the installation, click **Finish**.

NetWorker Runtime Environment program is installed on the system.

Upgrading NetWorker Runtime Environment on Windows

You can upgrade NetWorker Runtime Environment on windows by downloading the latest software from the support site.

- Go to `services.msc` and stop the NetWorker and NetWorker Management Web UI services.
- NMC launcher and NMC console must be closed.

NOTE:

- If the applications that are dependent on NRE Java are running during the upgrade, then the installer will display a reboot dialog. Select **No** and continue with the installation. The left over files which were in use will be deleted after the system restarts.

After the upgrade, you must restart the NetWorker and NWUI services to use the latest JRE.

- If the NetWorker uses JRE, then you can continue with NRE upgrade without stopping NetWorker services.
 - During the upgrade, all the existing NetWorker certificates present in the `cacerts` file are automatically migrated. The logs for migration are available at `<NRE Install Path>\logs\nre_cacerts_migration.log`.
1. Download the NetWorker Runtime Environment software package from the Online Support website to a temporary location.
 2. From the download location, run the `nre-win-8.x.x.msi`.
 3. In the **Welcome Wizard** page, click **Next**.

4. In the **EULA** page, select I agree to the license terms and agreements, and then click **Next**.
5. To accept the default installation location C:\Program Files\NRE, click **Next**.
6. To proceed with installation, click **Install**.
7. To complete the installation, click **Finish**.

NetWorker Runtime Environment program is installed on the system.

Go to services.msc and start the NetWorker and NetWorker Management Web UI services.

Uninstalling NetWorker Runtime Environment on Windows

The uninstallation of NetWorker Runtime Environment on Windows.

1. From the **Control Panel**, select **Program and Features**.
2. On the **Program and Features** window, select **NetWorker Runtime Environment**.
3. Click **Uninstall**.
A warning message is displayed.
4. Click **Yes** to complete the uninstallation.

The NetWorker Runtime Environment is uninstalled from the system.

NetWorker Runtime Environment on Mac

This chapter includes the following topics:

Topics:

- [Installing NetWorker Runtime Environment on Mac](#)
- [Updating NetWorker Runtime Environment on Mac](#)
- [Uninstalling NetWorker Runtime Environment on Mac](#)

Installing NetWorker Runtime Environment on Mac

You can use NetWorker Runtime Environment on IOS to launch NetWorker software.

1. Download the NetWorker Runtime Environment software package from the Online Support website to a temporary location.
2. From the download location, run the `nre-mac-8.0.10.pkg`.
3. In the **Welcome Wizard** page, click **Continue**.
4. To proceed with installation, click **Install**.
5. To complete the installation, click **Close**.

NetWorker Runtime Environment program is installed on the system.

Updating NetWorker Runtime Environment on Mac

- Stop the NetWorker services.
- NMC launcher and NMC console must be closed.

NOTE:

- If the NetWorker uses JRE, then you can continue with NRE upgrade without stopping NetWorker services.
- During the upgrade, all the existing NetWorker certificates in cacerts are automatically migrated.

1. Download the NetWorker Runtime Environment software package from the Online Support website to a temporary location.
2. From the download location, run the `nre-mac-8.0.10.pkg`.
3. In the **Welcome Wizard** page, click **Continue**.
4. To proceed with update, click **Install**.
5. To complete the installation, click **Close**.

NetWorker Runtime Environment program is updated on the system.

Uninstalling NetWorker Runtime Environment on Mac

You can uninstall NetWorker Runtime Environment on IOS by running the uninstall application that is located in the installation folder.

1. Open the folder `/usr/local/nre/`.
2. To proceed with uninstallation, click **Uninstall**.

Config and log folders will be retained. They contain information about previous configurations and logs.

NetWorker Runtime Environment program is uninstalled on the system.

NetWorker Runtime Environment on Linux

This chapter includes the following topics:

Topics:

- [Installing NetWorker Runtime Environment on Linux](#)
- [Upgrading NetWorker Runtime Environment on Linux](#)
- [Uninstalling NetWorker Runtime Environment on Linux](#)

Installing NetWorker Runtime Environment on Linux

You can install NetWorker Runtime Environment on linux to launch NetWorker software.

1. Connect to the host with the root account.
2. Download the NetWorker Runtime Environment software package from the online support website to a temporary location.
3. To install the NetWorker Runtime Environment software, run one of the following commands:
 - To install the NetWorker Runtime Environment software in the default location `/opt/nre`, type: **`rpm -ivh nre-linux-8.0.10.rpm`**.
 - To install the NetWorker Runtime Environment software in an alternative location, type: **`rpm -ivh --relocate /opt=<path> nrelinux-8.0.10.rpm`**

NOTE: The path is an existing directory location.

The message **NOTE:** To complete configuration execute the following script `:/opt/nre/nreconfig.sh` is displayed.

NOTE: `/opt/nre/nreconfig.sh` is the default path.

4. To configure the NRE, run the `nreconfig.sh` script.

```
root@system NRE]# rpm -ivh nre-linux-8.0.10.rpm
Installation of NRE
warning: nre-linux-8.0.10.rpm: Header V3 RSA/SHA1 signature: NOKEY, key ID 1234dfb7
Preparing...
 1:nre
NOTE: To complete configuration execute the following script :/opt/nre/nreconfig.sh

[root@system NRE]# /opt/nre/nreconfig.sh
Running the script after installation

Creating the installation log in /opt/nre/logs/install.log.

Performing initialization. Please wait...

nre configuration completed
```

You can run the `nreconfig.sh` script to re-create the NRE launcher shortcut.

The NetWorker Runtime Environment is installed in the system.

Upgrading NetWorker Runtime Environment on Linux

Download the latest version of NRE and upgrade the NetWorker Runtime Environment.

Stop the NWUI and NetWorker services.

- Stop NetWorker Service: **`systemctl stop networker.service`**
- Stop NWUI (Standalone): **`/etc/init.d/nwui stop`**

NOTE: During the upgrade, all the existing NetWorker certificates in cacerts are automatically migrated.

1. Connect to the host with the root account.
2. Download the NetWorker Runtime Environment software package from the online support website to a temporary location.
3. To upgrade the NetWorker Runtime Environment software, run one of the following commands:
 - To upgrade the NetWorker Runtime Environment software in the default location `/opt/nre`, type: **`rpm -Uvh nrelinux-8.0.10.rpm`**.
 - To upgrade the NetWorker Runtime Environment software installed in an alternative location, type: **`rpm -Uvh --relocate /opt=<path> nrelinux-8.0.10.rpm`**

NOTE: The path is an existing directory location.

The message **NOTE:** To complete configuration execute the following script `:/opt/nre/nreconfig.sh` is displayed.

NOTE: `/opt/nre/nreconfig.sh` is the default path.

The NetWorker Runtime Environment is upgraded in the system.

Start the NWUI and NetWorker services.

- Start NetWorker Service: **`systemctl start networker.service`**
- Start NWUI (Standalone): **`/etc/init.d/nwui start`**

Uninstalling NetWorker Runtime Environment on Linux

You can uninstall NetWorker Runtime Environment software by using `rpm -e nre` command.

1. Connect to the host with the root account.
2. Remove the byNetWorker Runtime Environment using the `rpm -e` command: **`rpm -e nre`**

The NetWorker Runtime Environment is uninstalled from the system.

NetWorker Runtime Environment on Debian


This chapter includes the following topics:

Topics:

- [Installing NetWorker Runtime Environment on Debian](#)
- [Upgrading NetWorker Runtime Environment on Debian](#)
- [Uninstalling NetWorker Runtime Environment on Debian](#)

Installing NetWorker Runtime Environment on Debian

You can install NetWorker Runtime Environment on Debian to launch NetWorker software.

1. Connect to the host with the root account.
 2. Download the NetWorker Runtime Environment software package from the online support website to a temporary location.
 3. To install the NetWorker Runtime Environment software, run one of the following commands:
 - To install the NetWorker Runtime Environment software in the default location `/opt/nre`, type: **`dpkg -i -G nre-linux-8.0.10.deb`**.The message `NOTE: To complete configuration execute the following script :/opt/nre/nreconfig.sh is displayed.`
-  **NOTE:** `/opt/nre/nreconfig.sh` is the default path.
4. To configure the NRE, run the `nreconfig.sh` script.

```
root@system NRE]#dpkg -i -G nre-linux-8.0.10.deb
(Reading database ... 109541 files and directories currently installed.)
Preparing to unpack nre-linux-8.0.10.deb ...
Unpacking nre (8.0.10-0) over (8.0.5-0) ...
Setting up nre (8.0.10-0) ...

NOTE: To complete configuration execute the following script as root:
/opt/nre/nreconfig.sh

# /opt/nre/nreconfig.sh
Creating the installation log in /opt/nre/logs/install.log.

Performing initialization. Please wait...

NRE configuration completed
```

You can run the `nreconfig.sh` script to re-create the NRE launcher shortcut.

The NetWorker Runtime Environment is installed in the system.

Upgrading NetWorker Runtime Environment on Debian

Download the latest version of NRE and upgrade the NetWorker Runtime Environment.

Stop the NWUI and NetWorker services.

- Stop NetWorker Service: **`systemctl stop networker.service`**
- Stop NWUI (Standalone): **`systemctl stop nwui`**

 **NOTE:** During the upgrade, all the existing NetWorker certificates in cacerts are automatically migrated.

1. Connect to the host with the root account.
2. Download the NetWorker Runtime Environment software package from the online support website to a temporary location.
3. To upgrade the NetWorker Runtime Environment software, run one of the following commands:
 - To upgrade the NetWorker Runtime Environment software, type: **dpkg -i -G nre-linux-8.0.10.deb**.
The message **NOTE: To complete configuration execute the following script :/opt/nre/nreconfig.sh** is displayed.

 **NOTE:** /opt/nre/nreconfig.sh is the default path.

The NetWorker Runtime Environment is upgraded in the system and all the certificates related Networker are migrated.

Start the NWUI and NetWorker services.

- Start Networker Service: **systemctl start networker.service**
- Start NWUI (Standalone): **systemctl start nwui**

Uninstalling NetWorker Runtime Environment on Debian

You can uninstall NetWorker Runtime Environment software by using `rpm -e nre` command.

1. Connect to the host with the root account.
2. Remove the NetWorker Runtime Environment using the `rpm -e` command: **dpkg -r nre**

The NetWorker Runtime Environment is uninstalled from the system.

Launching NMC Application


This chapter includes the following topics:

Topics:

- [Launching NMC](#)

Launching NMC

You can launch the NMC by using the NMC launcher application that is installed with NetWorker Runtime Environment.

1. Run the NMC launcher java application.
2. You can choose one of the following options to launch the NMC:
 - In the **Connect to NMC Server** option, in the **Enter NMC Server IP/Hostname field**, type the IP address of the NMC server and in the **Enter Port No** field, type the NMC HTTPS port number. The default port number is 9000.
 **NOTE:** A maximum of seven NMC Server IP/Hostname are stored in NMC Server IP/Hostname field.
 - If you are launching NMC from Data Protection Central, then select **Browse JNLP file** option and upload the downloaded JNLP file.
3. Click **Connect**, and a pop-up is displayed.
4. Click **OK** to launch the NMC application.



Launching: C:\Program
Files\NRE\java\jre1.8.0_221\bin\javaw.exe
C:\Program Files\NRE\java\jre1.8.0_221\bin\javaw.exe
-classpath
C:\Program Files\NRE\java\jre1.8.0_221\lib\deploy.jar
-Djava.security.policy=file:C:\Program
Files\NRE\java\jre1.8.0_221\lib\security\javaws.policy
-DtrustProxy=true
-Xverify:remote
-Djnlp.home=C:\Program Files\NRE\java\jre1.8.0_221\bin
-Djava.security.manager
-Djnlp.origFilenameArg=C:\Program
Files\NRE\temp\gconsole.jnlp
-Djnlp.remove=false
-Dsun.awt.warmup=true
-Xbootclasspath/a:C:\Program
Files\NRE\java\jre1.8.0_221\lib\javaws.jar;C:\Program
Files\NRE\java\jre1.8.0_221\lib\deploy.jar;C:\Program
Files\NRE\java\jre1.8.0_221\lib\plugin.jar
-Xms256m
-Xmx2048m
-Djava.util.Arrays.useLegacyMergeSort=true
-Djnlp.splashport=60725
"-Djnlp.jvm=C:\Program
Files\NRE\java\jre1.8.0_221\bin\javaw.exe"

-Djnlp.vmargs=LVhtcz1Nm0ALVhteDIwNDhtAC1EamF2YS51d
GslkFycmF5cy51c2VMZWdhY3lINZXJnZVNvcnQ9dHJ1ZQA=
com.sun.javaws.Main
-verbose
-notWebJava
C:\Program Files\NRE\temp\gconsole.jnlp

OK

Troubleshooting

This chapter includes the following topics:

Topics:

- [Enabling Java Console and Clearing Cache](#)
- [NRE Log files](#)

Enabling Java Console and Clearing Cache


You can clear the cache from the Java Control Panel.

1. Open Run and enter the launch the javacpl binary.
The javacpl binary is located in `<NRE Install Path>/java/jre1.8.0_211/bin/javacpl` location.
2. To clear the cache, Select **General Tab** and click **Temporary Internet Files for clearing the cache**.
3. To enable the Java console, select **Advanced** tab and click **Show console**.

NRE Log files

You can use the `launcherLogs.txt` to debug the issues with NRE.

The log levels can be defined in the `logConfig.properties` file located in `<NRE Install Path>/logs/logConfig.properties`. The default log level is "WARNING".

 **NOTE:** If you enter invalid log level, then the log level will be reset to "WARNING".