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**CA - PROACTIVE NOTIFICATION - DISKOS - ADVISORY - ADISKOS-100800**1 message

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Fri, Feb 1, 2019 at 2:34 PM



## Proactive Notification: Critical Alert



Dear CA Customer:

The purpose of this Critical Alert is to inform you of a potential vulnerability that has been recently identified in **CA Disk Backup and Restore**. Please read the information provided below and follow the instructions to resolve the issue.

**PRODUCT(S) AFFECTED:** CA Disk Backup and Restore **RELEASE:** 12.5

**PROBLEM DESCRIPTION:**

Data can be lost when trying to Merge or Xcopy a multi-volume tape archive if PTF RO95747 is applied. The original symptoms were IOS errors but in some devices those errors are not seen. CA Disk reads all the volumes looking for a non-existent block number and the function ends with an RC of 0.

CA Disk is not detecting the EOF record was not found.

**SYMPTOMS:**

Fewer blocks were merged or copied

**IMPACT:**

Data is lost.

**CIRCUMVENTION:**

If RO95747 is not yet applied, do not apply until PTFs SO06779 and SO06780 can be applied immediately after.

If RO95747 is applied, do not run XCOPY, or MERGE until PTFs SO06779 and SO06780 are applied.

**PROBLEM RESOLUTION:**

Apply SO06779 to fix the block number search (SO06779 supersedes SO04850)

Apply PTF SO06780 for the missing EOF record.

If you have any questions about this Critical Alert, please contact CA Support.

Thank you,

CA Support Team

2/1/2019

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