Error - Linux cdp agent fails with "Floating Point Exception"

Symptom

Following an update of the Backup Agent software, the cdp process may fail to start due to an incompatible, deprecated system glibc version. The R1Soft Server Backup Agent for release versions greater than 5.12 requires a minimum glibc version of 2.5.

On Linux operating systems, you can check the glibc version using the following command:

```
# ldd --version
ldd (GNU libc) 2.12
Copyright (C) 2010 Free Software Foundation, Inc.
This is free software; see the source for copying conditions.  There is NO
warranty; not even for MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.
Written by Roland McGrath and Ulrich Drepper.
```

The encountered errors will be similar to the following:

```
# /usr/sbin/r1soft/bin/cdp -c /etc/cdp/agent_config
Floating point exception

# /etc/init.d/cdp-agent start
/etc/init.d/cdp-agent: line 86: 8540 Floating point exception$RUN_CDP >/dev/null
/etc/init.d/cdp-agent start: cdp could not be started

/usr/bin/r1soft-setup-old: error while loading shared libraries: requires glibc 2.5 or later dynamic linker
```

Resolution

Downgrade the Backup Agent installation to a previous release version which supports the older version of glibc.

Older releases of the R1Soft Server Backup Manager Agent will support older versions of glibc. The Backup Agent has a limited set of functionality which does not change frequently. The Server Backup Manager is generally compatible with older Agent versions. If you have any specific concerns, please contact R1Soft Support.

The recommended Backup Agent version in most circumstances is 5.10.1, which can be found here:

R1Soft Server Backup Manager 5.10.1 build 8

The needed packages are:

- serverbackup-setup
- serverbackup-async-agent
- serverbackup-enterprise-agent
- serverbackup-agent

Please manually downgrade or install the packages as appropriate for your system.

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