HP 3PAR Recovery Manager 4.3.0 Software for Microsoft Exchange Server 2007 and 2010

Release Notes

Abstract

This document provides release notes for HP 3PAR Recovery Manager 4.3.0 Software for Microsoft Exchange Server 2007 and 2010. Provided in these release notes are new features, a list of fixed bugs, and a list of known issues that may be visible to the customer.



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Read this entire document before installing HP 3PAR Recovery Manager 4.3.0 Software for Microsoft Exchange Server.

Recovery Manager Requirements

Supported Configurations

For information about supported hardware and software platforms, refer to the Single Point of Connectivity Knowledge for HP Storage Products (SPOCK) Web site at http://spock.corp.hp.com.

What's New

- Improved automation of installation and configuration

  During initial installation, VSS Provider and other required components will be automatically installed.

- Improved automation and simplification of recovery

  Improved user experience of Database restore process for both point-in-time recovery and point of failure recovery

- Ability for a Recovery Manager backup server to manage Exchange servers in more than one Active Directory domain
- Improved usability enhancements
- Virtual Copy Scheduler for Japanese locale

  Recovery Manager now adds support for Virtual Copy scheduling capability on Japanese locale

- Support for Hyper-V

  Recovery Manager now supports Microsoft Hyper-V Server with MS Exchange running in a Virtual Machine

- Support for NetBackup Media Server

  Recovery Manager now supports backing up to tape when NetBackup Media Server and RM Backup Server are installed on the same physical server

- Support Co-Existence of InForm Software Peer Motion feature

  Recovery Manager for Exchange allows taking snapshots after data has been migrated via Peer Motion to new 3PAR storage array.

Bugs Fixed in Recovery Manager

Bug ID	Description	Solution
61925	Add an option to perform database verification as part of a restore operation.	A database verification is added as part of auto restore operation.
64681	Synchronous remote copy creation shows success even if remote virtual copy creation fails.	If a remote site's virtual copy fails, the output shows the error and fails the job.
65466	The `rmexch create` command returns the wrong error message if the user is not an exchange power user.	The `rmexch create` command will display the proper error message if the user is not an exchange power user.
66095	The `chcksgfiles` output is not getting captured in the RME GUI or log files.	Virtual copy verification for Exchange 2007 was not in use. This has been corrected.
69950	RME fails saying that there is a backup job in progress, even though no backup job in progress.	The `nbucleanup` command generated by RME was redirected to a file name that should be referenced by a variable dynamically. However, the variable was

Bug ID	Description	Solution
		mislabeled to a fixed name that created the potential file access violation by two or more backup cleanup request. This has been corrected. Handled the race condition on writing into the trace log file when the backup completes faster and triggers the cleanup command causing both processes to write into the same trace log file.
72755	The RME repositories are not updated properly when last 5 digits of the system serial number is greater than 65535.	Added new logic to handle this scenario. RME will work if last 5 digits of Inserv serial number is greater than 65535.

Known Issues with Recovery Manager

Item	Description	Workaround
44711	The `analyze` command displays the wrong information for out-of-sync virtual volumes if two storage groups have the same volume.	This is expected behavior and that is the reason it is always advisable to have separate volume for each storage group.
64852	The server time change is not reflected in the RME create virtual copy schedule wizard.	If the system time is changed after GUI is launched, relaunch the application to refresh the changed system time in GUI.
65458	RME is unable to detect a disk as an HP 3PAR disk.	The disks presented to the Exchange Servers must be mapped as raw devices with their compatibility mode set to `physical`.
67956	There is no option to skip validation of a virtual copy when performing one-click backup.	If you wish to use virtual copy validation, do not use one-click backup. Create the virtual copy first and then take the backup.
68334	The iSCSI connection for virtual machines fails to mount virtual machines.	Ensure that the iSCSI host name in the HP 3PAR Storage System is configured as a Fully Qualified Domain Name (FQDN). For example, if a host's iSCSI qualified name is `iqn.1991-05.com.microsoft:vm1-exch2010.cw-domain2.com:keep`, the iSCSI host name on the HP 3PAR Storage System should be `vm1-exch2010.cw-domain2.com`. The name is case sensitive.
70439	The Server/Mailbox registration action from the GUI causes the RME application to exit.	RME expects that the Exchange configuration is performed properly in the domain. Any error in setup results in RME exiting..
72094	For DAG setups when nodes are hosted across different systems, the numeric policy is not applied correctly during create operations. The RME GUI displays a warning message indicating the number of virtual copies has exceeded the policy limit despite the actual number of virtual copies being below the policy limit.	The RME GUI may show a "policy limit reached" message. Increase the policy limit to avoid unwanted messages.
72798	Issues with an alternate location during backup and restore.	The mount point should not have blank space in between mount point path.
72837	After a week without creating a virtual copy on a DAG mailbox, attempts to create virtual copies on a passive node fail.	Occasionally this issue occurs in a scenario when after a week or so of not creating virtual copy on a DAG mailbox. When trying to create a virtual copy when all mailbox nodes are healthy on passive nodes, the operation fails (create on active node succeeds). Move the active DAG node and attempt the create operation again on both the active and passive nodes.
72940	RME backups cause system event logs to have many errors of the form "device...is not ready for access yet".	During restore and creation with validation processes, you may encounter Event ID 15 in the Windows Event Logs. It is a harmless event log caused by accessing the

Item	Description	Workaround
		mount path programmatically after performing a `removevlun` operation. Sample of this event is as follows: `Level Source Event ID Task Category Error Disk 15 None The device, \Device\Harddisk6\DR52, is not ready for access yet.`
73013	When the format of the DP backup alternate mount point (GUI and CLI) directory is invalid, the mount point is created in the system32 folder.	Supply a valid value for mount point parameter for RME CLI.
73417	Virtual copy creation fails on the passive DAG node after a point-in-time file copy restore is performed on the passive node.	At times after restore, the Exchange writer is unable to locate the mailbox database. More the active DAG node and create the virtual copy on both the active and passive nodes.
73462	Virtual copy creation intermittently fails with a VSS Provider error.	Performing frequent create operations on the same mailbox database can sometimes result in this error. It is recommended to wait a minimum of 5 minutes between simultaneous create operations.

73560	Scheduling an Analyze task in Exchange 2007 and 2010 fails. The Task Command field in the schedule task dialog is not populated with the command to be run by the scheduler.	Update the Task Command field with the analyze command which needs to be executed by the scheduler, and then schedule the task. The analyze command is as follows:
		Exchange 2007:
		`RMExch analyze <-mdb mailbox database> [-domain <domain name>] [-inserv <system ID>] [-sync [-f]]`
		Exchange 2010:
		`RMExch analyze <-s exchange server> <-g storage group> [-domain <domain name>] [-inserv <system ID>] [-sync [-f]`
		The command details can be viewed by entering `RMExch analyze` in the RME CLI.