



3PAR Recovery Manager 4.1.0 for Microsoft Exchange Server 2007 and 2010 Release Notes

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This document provides release notes for Recovery Manager for Microsoft Exchange Server 2007 and 2010. Provided in these release notes are a list of known issues that may be visible to the customer, and a list of previous known issues that have been fixed with this release . Read this entire document before installing Recovery Manager.

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Recovery Manager for Exchange Server Requirements

Supported Platforms

For platform-specific release levels, refer to the *InForm OS Configuration Matrix*, which can be accessed through the 3PAR Document Control System (DCS).

Not Supported

- Registering an Exchange Server running on a platform (e.g. 64-bit Windows) different from the Recovery Manager console platform (e.g. 32-bit).
- Microsoft Exchange 2007 Server with Standby Continuous Replication (SCR) configuration.

3PAR InServ Storage Server Requirements

- InForm Operating System
- InForm remote CLI client for Microsoft Windows
- Recovery Manager for Exchange Server license
- Virtual Copy license
- Remote Copy license (optional)
- Synchronous Long Distance Remote Copy (optional)

NOTE: For platform-specific release levels, refer to the *InForm OS Configuration Matrix*, which can be accessed through the 3PAR Document Control System (DCS).

Host Environment Requirements

- The Exchange Datastores for which virtual copies will be taken must be online.
- For Exchange 2010, when running Recovery Manager's backup command with a non-local server name (production or backup server), as specified with the `-vs` option, the targeted server (specified with the `-vs` option) must have a backup server Recovery Manager for Exchange installation. See the *Recovery Manager 4.1.0 for Exchange 2010 User's Guide* for details.
- Any servers that will be performing backups on remote Backup Servers must have a Recovery Manager Backup Server installation (when using the `-vs` parameter to specify a non-local server).
- For Exchange 2007, the Microsoft Exchange Writer Information store and Replication Writer for the passive copy/node on LCR/CCR configuration must be in a stable state.
- The same level of Exchange, Recovery Manager, InForm CLI & GUI, and Windows Service Packs is required on all Recovery Manager for Exchange Server installed systems.
- All host servers with Recovery Manager for Exchange installed must belong to the same Windows domain.
- The build version of Microsoft Exchange Server System Management tools on the Backup Server needs to be the same as the version on the Exchange Server production server.
- Microsoft .Net Framework V2.0 or above is required (included with 3PAR VSS Provider for Microsoft Windows installation).
- 3PAR VSS Provider for Microsoft Windows.
- Microsoft Visual C++ 2005 SP1 Redistributable Package (Included with 3PAR Recover Manager for Microsoft Exchange Server 2007 installation).

NOTE: For platform-specific release levels, refer to the *InForm OS Configuration Matrix*, which can be accessed through the 3PAR Document Control System (DCS).

System/Security Patch Requirements

Recovery Manager does not require any system or security patches. However, the 3PAR InForm Operating System and certain applications such as Microsoft VSS framework, Exchange Server 2007 or 2010 may have patch requirements, such as a security patch. Refer to the 3PAR InForm Operating System and the vendor's release notes for the Microsoft Operating System and Exchange Server patch requirements.

3PAR Recovery Manager Requirements

Recovery Manager requires a snapshot area for each volume that needs to be backed up (backups use the InForm OS Virtual Copy feature). See the *3PAR InForm OS Administrator's Guide* and *3PAR InForm OS Command Line Interface Reference* for detailed information on virtual copies and allocation methods for snapshot space of a virtual volume.

Recovery Manager for Exchange Server 2007 and 2010 Installation Notes

NOTE: If importing your Recovery Manager repository from version 3.0.1 or earlier, the repository directory location changed from `<system_drive>\Program Files\3PAR\vcdba\Exchange` to: `<system_drive>\Program Files\3PAR\RM\Exchange`. You will need to move the old repository to the new location for it to be discovered properly. For detailed instructions see the *3PAR Recovery Manager 4.1.0 for Microsoft Exchange 2007 or 2010 User's Guide*.

Prior to the Recovery Manager installation, install the following (in the order listed):

- 3PAR InForm remote CLI client for Windows. Refer to the *3PAR InForm OS Command Line Interface Administrator's Manual* for setting up the 3PAR CLI client on the host machine for Microsoft Windows platform.
- 3PAR VSS Provider for Microsoft Windows. Refer to the *3PAR VSS Provider for Microsoft Windows User Guide* for setting up 3PAR VSS Provider for Microsoft Windows.

NOTE: For 3PAR VSS Provider-specific release levels, please refer to the *InForm OS Configuration Matrix*, which can be accessed through the 3PAR Document Control System (DCS).

New Features/Enhancement in Recovery Manager for Exchange Server

Item	Description
Exchange Server 2007 and 2010 support	Recovery Manager 4.1.0 supports Microsoft Exchange Server 2007 and 2010.
Exchange 2010, Database Availability Group (DAG) support	DAG configuration and 3PAR Remote Copy with a DAG configuration are supported. Remote Copy with a DAG configuration is also supported.
Snapshots of Exchange 2010 public folders	Continued support for public folders is available on Exchange 2010.
Synchronous Long Distance Remote Copy support	Support for remote copies on the periodic target has been added for Synchronous Long Distance Remote Copy configurations.
Repository sync	The <code>RMExch analyze</code> command has a new parameter to automatically synchronize the repository and the InServ's virtual volumes and virtual copies. This corrects any mismatching of virtual volumes and VLUNs between Recovery Manager and the specified InServ.
Virtual copy validation flag	Recovery Manager for Exchange now tracks whether a virtual copy has been validated with Exchange APIs. This is displayed in the GUI and CLI. By default, a virtual copy will be validated unless the <code>-nc</code> parameter is used.

Bugs Fixed in Recovery Manager for Exchange Server

Bug	Description	Resolution
43612	The Recovery Manager for Exchange (RME) GUI does not start.	Separated and renamed the RME and Recovery Manager for SQL (RMS) binaries so that the GUI starts correctly.
45639	Recovery Manager for Exchange 3.0.1 fails to unmount when backup completes.	Serialized cleanup functionality so that backup and NetBackup cleanup does not interfere.
45708	Recovery Manager for Exchange 3.0.1 fails to start when an older repository is imported.	The GUI was working incorrectly if a timestamp folder was empty. The GUI now functions properly.
47134	Recovery Manager for Exchange VLUN creation and removal issue.	Recovery Manager for Exchange now checks if an import was successful and cleaned up properly.

Known Issues with Recovery Manager for Exchange Server

Item	Description	Workaround
The Recovery Manager Service shows an exception when the port it is trying to use is already in use.	When the Recovery Manager Service attempts to use a port that is already in use (default is 9933), an application event will show that an exception has been thrown.	Use the command <code>portconfig</code> to use an unused port, or free up the port for Recovery Manager to use.
When performing a filecopy restore after the original data has been moved, the filecopy restore will fail and not show the reason for failure.	If the drive letter for a volume changes after a virtual copy has been taken, a filecopy restore will fail and no output message will display what happened.	Either manually copy the files to the correct location, or do not change drive letters of a Mailbox Database/storage group volume after a virtual copy has been taken to perform a filecopy restore.
A dot appears when you right-click on Mailbox Database node in the Recovery Manager for Exchange GUI tree pane.	A small dot appears when you right-click the Mailbox Database node in the GUI tree pane.	This dot can be ignored.
The Recovery Manager for Exchange GUI does not automatically refresh after creating a snapshot in CCR.	When a snapshot is created on both of the active and passive nodes when a single backup server is used in a CCR cluster, the GUI does not automatically update with the new virtual copies.	Refresh the Virtual Copy Management node manually after the operation.
System writer with Non-retryable error.	System writer goes into non-retryable state while creating an LCR virtual copy on a CCR storage group. This is an incorrect usage of the <code>-lcr</code> parameter.	Restart Cryptographic Services.

Item	Description	Workaround
When running multiple Remote Copy creates with the <code>-defer</code> option, the second command will hang.	Recovery Manager will hang if more than one instance of Remote Copy with the <code>-defer</code> parameter is run together on the same production server.	Run the create commands after the first one completes, or do not use the <code>-defer</code> parameter.
The Recovery Manager for Exchange GUI will not start up.	If the Recovery Manager for Exchange GUI is installed directly at a mount point, the GUI will not start up.	Install Recovery Manager for Exchange on <code><mount-point>\<directory></code> and not directly on mount point
Error Event Id 106 generated by source MExchange Common.	<p>When the GUI is invoked on a backup server where the production server is different than backup server, Error Event Id 106 gets logged to Windows Application Event Log.</p> <p>This problem occurs because the performance counters of the RPC Client Access service are not installed when you install only the Mailbox role on an Exchange Server 2010 server. However, this does not affect the functionality of the Exchange Server 2010 server.</p>	<p>Refer to:</p> <p>http://support.microsoft.com/kb/982679/en-us</p> <p>http://social.technet.microsoft.com/forums/en-US/exchangesvadmin/thread/caed2a34-618c-48a2-808a-8faba8567210</p>
Promote operation fails.	If a snapshot is spread across Remote Copy groups on the InServ, then it is not possible to promote such a snapshot.	None.
A Remote Copy snapshot entry is seen in local Recovery Manager for Exchange backup server repository.	During Remote Copy snapshot creation, if a production server is used to validate a snapshot, a Remote Copy snapshot entry is added to local repository. These entries carry InServ ID 0.	Ignore these entries as these snapshots cannot be mounted or used on local backup server. These snapshots can be cleaned up using the <code>RMExch remove</code> or <code>RMExch analyze -sync</code> commands.

Item	Description	Workaround
Recovery Manager displays the error: Could not find 3PAR Recovery Manager products.	When the Exchange MMC is uninstalled from the backup server and the Recovery Manager GUI is invoked, this error message is displayed.	Install Exchange MMC.
When running backup for Exchange 2010 using a remote NetBackup client (-vs <server> is not a local server), the GUI will display the backup as failed immediately.	The GUI will show failed after showing text output that it is successful.	No workaround needed. The backup will complete successfully.
If using -vs <server> for a backup, the backup repository entry does not show where the backup was performed.	The backup repository entry will not show where a backup was performed. To perform a media restore, you will need to use the same -vs <nbu client server> where the backup was performed.	Use the same <nbu client server> to perform media restores.
Exchange writer with Retryable error.	Creating a virtual copy with the LCR option fails when the virtual copy policy limit is exceeded and the oldest virtual copy was mounted, preventing it from being removed by policy enforcement.	Unmount the mounted virtual copy, restart the Information Store Service, and retry the virtual copy creation operation.
Volume restores fail after any of the volumes involved have their names changed.	Recover Manager cannot perform a volume restore from a virtual copy if any base volume names, or any virtual copy virtual volume names, have changed.	None.

Item	Description	Workaround
<p>Commands to NetBackup are case-sensitive.</p>	<p>When using NetBackup to backup a virtual copy created by Recovery Manager, you will either first mount the virtual copy or go straight to the backup command and have Recovery Manager automatically mount the virtual copy for you. In both cases, the <code>-mp</code> parameter can optionally be used. The <code>-mp</code> parameter for volume mount point is case-sensitive and needs to be the same as it appears in Windows Explorer.</p>	<p>Use the same text case for the mount point as it appears in the Windows environment for the <code>-mp</code> option.</p>
<p>On Windows 2008, a scheduled job for Recovery Manager will raise an error event with ID 5401 in the Windows event viewer.</p>	<p>Does not apply to Windows 2003.</p> <p>On Windows 2008, if the schedule is set to run with only the option Run whether user is logged on or not, it will fail to execute, with an error event ID 5401.</p> <p>The event description is RME5401: WARN: Administrator or Power user access is required to run this application.</p>	<p>On Windows 2008, set the schedule with the option;</p> <ul style="list-style-type: none"> • Run only when user is logged on <p>or</p> <ul style="list-style-type: none"> • Run whether user is logged on or not and Run with highest privileges.
<p>Virtual copy creation on the SAN boot disk fails.</p>	<p>A virtual copy creation fails with error Error – VSS_E_HOLD_WRITES_TIMEOUT. When creating a virtual copy on a SAN boot disk, the system writer will be included as well. This error normally occurs because the I/O can't hold on the system writer.</p>	<p>Maintaining the database on the SAN boot disk is not recommended. All the important databases should be located on separate SAN disks instead.</p> <p>Note: Recovery Manager does not support taking a virtual copy on a Windows boot device.</p>

Item	Description	Workaround
Host name is case-sensitive in an iSCSI environment.	When running a Recovery Manager command in an iSCSI environment, the command fails due to the host name being entered in upper case.	The InForm CLI <code>showhost</code> command output presents iSCSI host names all in lower case. When using the Recovery Manager CLI commands, use only lower case arguments for iSCSI host names.
Incorrect error message on a display function with an invalid storage group.	Recovery Manager for Exchange displays Unable to get access to LDAP, while executing the display command with an invalid storage group name.	There is no workaround when an invalid value is provided to the required argument.
No confirmation for Cluster Continuous Replication (CCR) backup on a passive node using the <code>-defer</code> option.	Applies to only Recovery Manager 4.1 for Exchange 2007. When running a CCR backup on the passive node with the <code>-defer</code> option, the passive node's Exchange writer is never notified of backup completion.	Do not use the <code>-defer</code> option in conjunction with the passive node or issue RMEch reset lock with the passive node as the target (<code>-s</code> option) after the backup is complete.
Remote Copy using the production server as the verification server results in a virtual copy in the local repository.	Applies to only Recovery Manager 4.1 for Exchange 2010. If the production server is used as the verification server (specified with the <code>-vs</code> option) during Remote Copy operations, the repository on the local site will contain the remote virtual copy, which should exist only on the remote site.	Use a Recovery Manager for Exchange backup server to perform the verification, or remove the virtual copy manually on the local site after virtual copy creation.