Dell DL1000 Appliance Release Notes

Messaggi di N.B., Attenzione e Avvertenza

N.B.: Un messaggio di N.B. indica informazioni importanti che contribuiscono a migliorare l'utilizzo del computer.

ATTENZIONE: Un messaggio di ATTENZIONE indica un danno potenziale all'hardware o la perdita di dati, e spiega come evitare il problema.

AVVERTENZA: Un messaggio di AVVERTENZA indica un rischio di danni materiali, lesioni personali o morte.

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Introduction

This document describes important product information and restrictions for the Dell DL1000 Appliance.

About The Dell DL1000 Appliance

The DL1000 appliance is specifically designed for a range of environments. The short 15.5 inches depth, low power draw, acoustics and fresh air cooling make the DL1000 ideal for space-constrained office environments. The appliance is available in 1 TB, 2 TB, and 3 TB provisioned backup capacity (with an option for up to two standby virtual machines) the appliance uses AppAssure backup and recovery software.

Optimized for quick deployment and efficiency, the DL1000:

- Helps reduce your backup window.
- Creates snapshots as often as every 60 minutes.
- Cloud archive connector simplifies moving archives to a cloud storage subscription (supported providers are Microsoft Azure, Amazon S3, OpenStack and RackSpace) allowing you to replace tape infrastructure.
- Maintains up to two standby VMs to quickly restore critical servers (with proper edition).
- Offers integrated, inline block-level deduplication and compression, combined with optimized backups for WAN replication.
- Provides a wizard based configuration utility to automatically provision DL1000 storage and iDRAC Express for remote management.

About AppAssure

AppAssure is a unified and integrated backup and replication software that offers near-zero recovery time, verified recovery, and cross-platform virtual and physical server recovery.

For more information about important product features and restrictions for AppAssure software, see the *AppAssure Release Notes* at support.software.dell.com/appassure/5.4.3.

Other information you may need

NOTE: For all Dell OpenManage documents, go to **dell.com/openmanagemanuals**.

NOTE: Always check for updates on **dell.com/support/home** and read the updates first because they often supersede information in other documents.

NOTE: For any documentation related to Dell OpenManage Server Administrator, see **dell.com/openmanage/manuals**.

You product documentation includes:

Getting Started Guide	Provides an overview of system features, setting up your system, and technical specifications. This document is also shipped with your system.
System Placemat	Provides information on how to set up the hardware and install the software on your AppAssure solution.
Owner's Manual	Provides information about system features and describes how to troubleshoot the system and install or replace system components.
Deployment Guide	Provides information on hardware deployment and the initial deployment of the appliance.
User's Guide	Provides information about configuring and managing the system.
Release Notes	Provides product information and additional information on the Dell DL1000 Appliance.
Interoperability Guide	Provides information on supported software and hardware for the DL1000 appliance as well as usage considerations, recommendations, and rules.
OpenManage Server Administrator User's Guide	Provides information about using Dell OpenManage Server Administrator to manage your system.
Resource Media	Any media that ships with your system that provides documentation and tools for configuring and managing your system, including those pertaining to the operating system, system management software, system updates, and system components that you purchased with your system.

Registering your appliance on the license portal

1. In your Web browser, navigate to the License Portal at the website URL that was provided to you in the email you received upon purchase.
2. On the **Register** page, in the **Email Address** text box, enter the email address associated with your contract.
3. Enter the license number or service tag for your appliance.

   If you have multiple appliances, press the <Enter> key after you enter a service tag or license number to enter additional numbers.
4. Click **Activate**.

   If the email address that you entered is not registered on the License Portal (in case of a new License Portal account), you are prompted to create an account in the License Portal using that email address.
5. Enter the information to create an account in the License Portal.

After you register, you are logged on to the License Portal. An activation email is also sent to your email address.

6. A notification of successful registration appears, which also lists the license key. This notification describes the instructions for you to apply the license key to your appliance as follows:

   a. Launch the Core Console for your appliance.
   b. Go to **Configuration** → **Licensing**.
   c. Click **Change License**.
   d. Copy and paste the software license key included in the successful registration notification message, and then save your changes.

7. Click **OK**.

For more detailed information, please refer to the *Dell Software License Portal User Guide* available at http://documents.software.dell.com/AppAssure/.

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Known Issues And Limitations

> **NOTE:** It is strongly recommended that you change the host name by using the **AppAssure Appliance Configuration Wizard**. If the configuration has completed then manually change the computer name to the previous name.

> **NOTE:** Do not create or delete Virtual Disks on the HDDs. This can create issues with storage provisioning and/or repository recovery.

Incorrect message displayed in AppAssure Appliance Configuration Wizard when OpenManage Server Administrator service is disabled

Description	The following incorrect error message is displayed in the AppAssure Appliance Configuration Wizard:
	`A critical error occurred while running prerequisite checks.` `Call Dell support for further assistance.`
Workaround/ Solution	1. Navigate to **Server Manager → Tools → Services → DSM SA Data Manager → properties → Startup type**. 2. Select **Automatic**. 3. Log out and log in again to restart AppAssure Appliance Configuration Wizard.

Non-English language selected at Windows startup

Description	Selecting a non-English language setting during Windows Startup, causes problems in the Appliance tab in the AppAssure software.
Workaround/ Solution	Log on to the Windows session as an administrator. Open a command window, navigate to **c:\windows\system32\sysprep** and execute the command **sysprep.exe/ generalize/oobe/reboot**. Select: • **English** as the language • **United States** as the country/region • **US** as the keyboard layout

> **NOTE:** It is strongly recommended that you change the host name by using the **AppAssure Appliance Configuration Wizard**. If the **AppAssure Appliance Configuration Wizard** has completed, manually change the computer name to the previous name.

OpenManage Server Administrator Issues

Description	Due to the complex interactions between the various subsystems in the DL1000 Appliance, OpenManage Server Administrator may not always function properly.
Workaround/ Solution	Restart the DSM SM Data Manager service.

OpenManage Server Administrator fails to install properly

Description	In rare instances when using the Recovery and Update Utility, OpenManage Server Administrator may not install properly.
Workaround/ Solution	Manually delete OpenManage by clicking **Start → Control Panel → Uninstall a program → Dell OpenManage Systems Management Software**, and then manually reinstall the software.

OpenManage Server Administrator fails to update status

Description	OpenManage Server Administrator sometimes fails to update the status, and the OpenManage Server Administrator status does not match the status displayed on the **Appliance** tab **Overall Status** screen.
Workaround/ Solution	Navigate to **Server Manager → Tools → Services**, and then stop and restart the **DSM SA Data Manager** service.

> **NOTE:** The **Services** window may direct you to restart other services. If the issue remains after restarting the services, restart the appliance.

Recovery and Update Utility takes excessive time to complete

Description	When running the Recovery and Update Utility when while joined to a domain, the completion time exceeds 90 minutes.

Workaround/ Solution	To expedite the Recovery and Update Utility, log on to the machine as a local administrator. Do not log on to the domain. Start the Recovery and Update Utility, and then log back onto the domain.

Manually recovering a repository

During disaster recovery, you installed the operating system, downloaded and ran the **Recovery Update Utility**, completed FTBU, and launched AppAssure to finish the recovery process. However, incomplete breadcrumbs prevent the **Remount Volume** process from mounting volumes.

To recover a repository manually:

1. Launch **Computer Management**, then select **Storage Management** → **Disk Management**.
2. Add a drive letter to the volume labeled **DL_REPO_xxxx**.
3. Verify the **DL_REPO_xxxx** volume; note the drive letter, the file path, and ensure that an **AppRecoveryCoreConfigurationBackup** file exists.
4. From the AppAssure Core Console, select the **Configuration** tab, then select **Restore**.
5. In the **Enter Local Directory Path** text box, enter the drive letter and file path to the repository, and then select the option **Restore Repositories**.
6. Click **Restore**.

   AppAssure restores the repository, but the repository status is red.
7. Expand the repository information, and copy the metadata path.
8. Open a PowerShell window and type the following command to create the mount point folder:

   md "<metadata path>"

   > NOTE: Ensure that you remove the **\File_x** portion of the metadata path, and enclose the metadata path in quotes.

9. From **Computer Management** → **Storage Management** → **Disk Management**, add the mount path to the volume.

   > NOTE: Ensure that you remove the **\File_x** portion of the metadata path.

10. Remove the drive letter.
11. Add drive letters to all **DL_VMRSRV_x** volumes.
12. From the AppAssure Core Console **Configuration** → **Restore** screen, click **fix path**, and then click **Save**.

    The repository will be back online and display a green status.

    > NOTE: You must repeat Step 9 through Step 12 for each **DL_REPO_xxxx** volume.

Desktop shortcut for AppAssure not displayed for domain users

Description	For domain users without administrator privileges, the desktop shortcut for AppAssure software is not displayed.

Workaround/ Solution	The AppAssure software desktop shortcut is displayed only for users with administrator privileges. Log on the appliance as a local admin or a user with administrative privileges.

Core console shortcut is not updated with hostname change

Description	After the hostname of the system (with AppAssure Core Console installed on it) is changed, the AppAssure Core Console shortcut located under **Start → AppAssure → Core** is not updated with the new hostname.
Cause	This issue occurs if you close the AppAssure Console and delete the desktop shortcut for the AppAssure Console after changing the hostname of the system using AppAssure Appliance Configuration Wizard.
Workaround/ Solution	Do not delete the desktop shortcut for the AppAssure Core Console.

Unable to close message

Description	If you try to close the AppAssure Appliance Configuration Wizard after an error in storage provisioning, a message prompts you to wait. The appliance stops responding and you cannot close the displayed message.
Workaround/ Solution	Use the system task manager to close the AppAssure Appliance Configuration Wizard. Restart the AppAssure Appliance Configuration Wizard and complete the configuration.

License key installation failure

Description	Appliance does not display a red **X** for **Software License** after license keys for various components fail to install.
Workaround/ Solution	Run the license key installation again.

License key installation and AppAssure Appliance Configuration Wizard fails

Description	Configuration of the appliance fails when incorrect data (for example incorrect hostname, domain credentials, and so on) is entered in using the AppAssure Appliance Configuration Wizard. The AppAssure Appliance Configuration Wizard may continue to fail after restarting as the AppAssure services are not automatically restarted. License key installation also fails if the AppAssure services are not running.
Workaround/ Solution	1. Close the **AppAssure Appliance Configuration Wizard**. 2. Manually restart AppAssure services. 3. Restart the **AppAssure Appliance Configuration Wizard**.

Incorrect message displayed for license configuration failure

Description	The following incorrect error message is displayed for license configuration failure: `A critical error occurred.  Click 'Back' to try again.  If the issue persists, contact Dell Support for assistance`
Workaround/ Solution	1. Close the **AppAssure Appliance Configuration Wizard**. 2. Manually restart AppAssure services. 3. Restart the **AppAssure Appliance Configuration Wizard**.

Removal Of USB Drive Fails

Description	Clicking the **Safely Remove USB Drive** option on the **Create RASR USB drive** page may fail.
Workaround/ Solution	Use **Safely Remove Hardware and Eject Media** option in the Windows task bar before removing the USB drive. If this also fails, then log off the system and log in again. Retry using **Safely Remove USB Drive** option or **Safely Remove Hardware and Eject Media** option in the task bar.

NOTE: The Backup status will remain yellow. You can correct this by rebooting the appliance or restarting the *Dell Storage Management Web Service*.

Getting help

Contacting Dell

Dell provides several online and telephone-based support and service options. If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog. Availability varies by country and product, and some services may not be available in your area.

To contact Dell for sales, technical support, or customer-service issues, go to **software.dell.com/ support**.

Documentation feedback

Click the **Feedback** link in any of the Dell documentation pages, fill up the form, and click **Submit** to send your feedback.