

Dell DL4300 Appliance Release Notes

Notes, cautions, and warnings

-  **NOTE:** A NOTE indicates important information that helps you make better use of your product.
-  **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.
-  **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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2016 - 09


Rev. A06

Contents

1 Introduction.....	4
About Dell DL4300 Appliance.....	4
About Rapid Recovery Software.....	4
Other information you may need.....	4
Registering your appliance on the license portal.....	5
2 Known issues and limitations	6
Appliance provisioning fails with an error message.....	6
RUU stops responding when you double-click RUU window several times.....	6
Some alerts are not displayed on Alerts tab.....	6
Repository creation fails when you try provisioning on an external controller	6
Estimated capacity and Controller available space are displayed as editable fields in the Add New Repository dialog box.....	6
Replication relationship is not established with the target core	7
Repository information is displayed incorrectly when protecting a machine.....	7
Repository creation fails with an error when you try to create a repository less than 7 GB.....	7
Internet Explorer top bar is not displayed properly after running the DL Appliance Configuration Wizard.....	7
Download Last link is displayed on the Download DL Appliance Log pane even if logs were never collected.....	7
Virtual Network Adapters and Switches page does not update after adding a new network adapter to ESXi VM.....	7
A drive letter is assigned to repository VD after reboot.....	8
Storage Provisioning page does not save updated values	8
The VM name on the Virtual Standby tab does not correspond to the VM name on the ESXi server.....	8
If a hard drive is removed from the enclosure the following issues may occur:.....	8
Restore the provisioning configuration job fails in a specific environment.....	9
Maintaining Repository job fails when you perform Remount Volumes job.....	9
Repository is not restored after the first run of remount volumes job.....	9
RUU stops responding sometimes on Core's reinstallation step.....	9
Health tab takes more time to load when the ESXi virtual standby VM is stopped.....	9
Sometimes an error message appears on the Virtual standby tab if you don't perform any action on your Appliance.....	9
An error message is displayed when you try to interact with the GUI and a Remount Volumes job is in progress.....	10
3 Getting help.....	11
Contacting Dell.....	11

Introduction

This document describes important product information and additional information on the Dell DL4300 Appliance.

 **NOTE: For more information on the new features in this release see the *Dell DL4300 Appliance Deployment Guide* at dell.com/support/manuals. This document lists the defects which you may face when you upgrade your appliance to Rapid Recovery 6.0.2 using RUU 3.0.**

About Dell DL4300 Appliance

The DL4300 appliance is a fully configured backup appliance that is powered by Rapid Recovery software. The DL4300 integrates storage capacity and standby virtual machines (VMs) with snapshot, replication, deduplication, and compression software to quickly recover applications and data.

Your appliance:

- Helps eliminate your backup window.
- Creates snapshots as often as every 5 minutes.
- Maintains multiple standby VMs to quickly restore critical servers.
- Offers integrated, inline block-level deduplication and compression, combined with optimized backups for WAN replication.
- Provides a wizard based configuration utility to automatically provision DL4300 storage and iDRAC for remote management.

About Rapid Recovery Software

The Rapid Recovery software offers near-zero recovery time objectives and recovery point objectives. More than disaster recovery, Rapid Recovery software offers data solutions for data migration and management. You have the flexibility of performing bare-metal restore (to similar or dissimilar hardware), and you can restore backups to physical or virtual machines, regardless of origin. The Rapid Recovery software can also archive to the cloud, to a Dell DL series backup and recovery appliance, or to a supported system of your choice. With the Rapid Recovery software, you can replicate to one or more targets for added redundancy and security.

For more information, see: <https://support.software.dell.com>.

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.**

Your 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.
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.
OpenManage Server Administrator User's Guide	Provides information about using Dell OpenManage Server Administrator to manage your system.
System Placement	Provides information on how to set up the hardware and install the software on your solution.
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.
Interoperability Guide	Provides information on supported software and hardware for the DL4300 appliance as well as usage considerations, recommendations, and rules.

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 for your appliance.
If you have multiple appliances, enter a license number and then press **Enter** to enter additional numbers.
4. Click **Activate**.
If the email address that you entered is not registered on the License Portal (if there was a new License Portal account), you are prompted to create an account in the License Portal using that email address.
5. To create an account in the License Portal, enter the necessary information.
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, see *Dell Software License Portal User Guide* available at <http://documents.software.dell.com/AppAssure/>.

 **NOTE: If the used capacity on your DL Appliance exceeds the capacity for which you have purchased a license, the snapshot functionality is disabled. Please contact your Dell Software Group Account Manager for further assistance.**

Known issues and limitations

Appliance provisioning fails with an error message

Description	Appliance provisioning is designed such that all the storage volumes or VDs in the storage pool are created in a sequential manner. If there are gaps in the storage pool, provisioning fails with the following error: <code>return code 4</code> . Gaps in the storage pool may be due to manual storage manipulation which results in deletion of storage volume.
Workaround/ Solution	Use OpenManage Server Administrator to manually configure the storage to fill the gaps in the storage volume layouts. However, it is recommended to contact support.

RUU stops responding when you double-click RUU window several times

Description	This issue occurs when you double-click the RUU window several times after you have clicked the Proceed button when installing the RUU. This issue occurs if the RUU continues with final configurations before exiting.
Workaround/ Solution	Click Wait for the program to respond and wait for the RUU to close automatically.

Some alerts are not displayed on Alerts tab

Workaround/ Solution	Review alerts on the Home tab.
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Repository creation fails when you try provisioning on an external controller

Description	This issue occurs because the external controller is available for selection in the Add new repository dialog box even though the external adapter is not connected to any supported enclosure. This is a UI design error.
Workaround/ Solution	Connect supported enclosures to the external controller and then try provisioning.

Estimated capacity and Controller available space are displayed as editable fields in the Add New Repository dialog box

Description	Though the content in these fields is shown as information only, it is displayed in an editable layout.
Workaround/ Solution	This is a UI error.

Replication relationship is not established with the target core

Description	This issue occurs when the replication of protected agent is configured during the DL Appliance Configuration Wizard, because sometimes protection of the machine is not completed when the replication request is sent. This results in an empty replication being created. Thus when the replication request is verified on the target core you do not see any agents.
Workaround/ Solution	Add the protected machines using the Replication tab.

Repository information is displayed incorrectly when protecting a machine

Description	This issue occurs when you try to store protected machine's data in the repository (which is created during the DL Appliance Configuration Wizard) using the Protect Machine wizard .
Workaround/ Solution	It is recommended to proceed with the Appliance setup. The repository status doesn't impact the overall configuration of the Appliance and Protection settings.

Repository creation fails with an error when you try to create a repository less than 7 GB

Description	It is not recommended to provision small volumes for repositories. A repository should be at least 250 GB in size.
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Internet Explorer top bar is not displayed properly after running the DL Appliance Configuration Wizard

Description	This issue occurs when you run the DL Appliance Configuration Wizard in the Recovery Mode. The buttons Close , Restore , Minimize are not visible.
Workaround/ Solution	Close the Internet Explorer window and launch Rapid Recovery Core from the shortcut on the desktop.

Download Last link is displayed on the Download DL Appliance Log pane even if logs were never collected

Workaround/ Solution	Before clicking the Download Last link, press Collect Logs and wait till the Log Collection Job finishes.
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Virtual Network Adapters and Switches page does not update after adding a new network adapter to ESXi VM

Description	After you add a new network adapter to the ESXi VM, the adapter name does not appear on the Virtual Network Adapters and Switches page.
Workaround/ Solution	Close the wizard and open it again to see the added adapter. You can also verify through the vSphere Client GUI.

A drive letter is assigned to repository VD after reboot

Description	Sometimes volumes that were provisioned on the Appliance might get extra drive letter assigned to them after a system reboot.
Workaround/ Solution	In most cases it is safe to remove the drive letter through Computer Management Console. To verify that the new volume letter is not being used somewhere else in the system, contact support.

Storage Provisioning page does not save updated values

Description	The Appliance considers the value you first enter in the Provisioning page when running the DL Appliance Configuration Wizard. After you move to the next page and then go back and specify another value in the Provisioning page, it will not be considered.
Workaround	Change provisioning using the Provisioning tab, however, the invalid provisioning configuration has to be carefully removed using Open Manage System Administrator (OMSA). Factory Restore is always an option.

The VM name on the Virtual Standby tab does not correspond to the VM name on the ESXi server

Description	This issue occurs when you configure a virtual standby of a protected machine on the ESXi server when running the DL Appliance Configuration Wizard.
Workaround/ Solution	Depending on the information provided during the machine protection during DL Appliance Configuration Wizard, it is possible that instead of the IP address the Hostname will be used as virtual machine name. To edit the virtual machine name, perform one of the steps below: <ul style="list-style-type: none">• Remove the existing Virtual Standby and reconfigure it again in the Rapid Recovery Core GUI.• To change the virtual machine name, click the Virtual Standby tab, click Actions on the virtual machine and select the Edit option.

If a hard drive is removed from the enclosure the following issues may occur:

Issues	<ul style="list-style-type: none">• DL Appliance Configuration Wizard and Core GUI display an error: No instances of 'LSIESG_DiskExtent' have been found• Provisioning on an enclosure is not possible when the status of any hard drive in the enclosure is displayed as foreign on the Controllers page.• Hard drives are not displayed on the Controllers page.
Description	If a hard drive is physically removed from the enclosure, it is not recommended to proceed with any storage-related activity. Depending on the number of drives that were removed, storage RAID configuration might become corrupted. In that case, Rapid Recovery Core repository becomes unavailable. If the RAID configuration is still capable of maintaining itself, repositories should remain accessible and operational.
Workaround/ Solution	It is recommended to resolve the issue with missing hard drives as soon as possible, and perform repository check operations from the Repository Tab to ensure data consistency.

Restore the provisioning configuration job fails in a specific environment

Description	The restore provisioning job attempts to reconfigure the Appliance volumes and reassign the mount points based on stored appliance provisioning configuration. This is not feasible when additional drives (USB or optical drives) are connected to an Appliance.
Workaround/ Solution	It is highly recommended to disconnect devices such as USBs and floppy disks (FDs) before running the Remount Volumes operation.

Maintaining Repository job fails when you perform Remount Volumes job

Description	Maintaining repository job fails with an error <code>DVM is not initialized</code> because of Rapid Recovery Core restart. The Maintaining repository job starts again when the core service starts. You can monitor the execution of the Maintenance Job on the Events tab. As soon as the Maintaining repository job is complete, the repository will be mounted and available for further use.
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Repository is not restored after the first run of remount volumes job

Description	Though the remount volume job is performed successfully, the repository is not restored. A license restriction error is displayed when you try opening the existing repository.
workaround	After Factory reset is performed, the Appliance license might be rolled back to the trial license key. It is recommended to apply the actual active license before performing the Remount Volumes operation.

RUU stops responding sometimes on Core's reinstallation step

Description	This issue occurs because the Recovery and Update Utility (RUU) requires a substantial amount of time to complete.
Workaround	Wait for the installation of Rapid Recovery Core to complete. If the installation is in progress for more than an hour, you might be required to close the RUU process (DLRecovUtil) using Windows Task Manager and run it again. The RUU process starts from the place where it was stopped previously and continues with the remaining steps.

Health tab takes more time to load when the ESXi virtual standby VM is stopped

Description	This issue occurs due to a timeout error.
Workaround	Use the Appliance tab drop down menu to navigate through the available components.

Sometimes an error message appears on the Virtual standby tab if you don't perform any action on your Appliance

Description	An error message: <code>An error occurred while trying to execute a web request to the Dell Storage Management Web Service. Please ensure that it is up and</code>
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running is displayed on the Virtual Standby tab. The error appears if the UI makes frequent calls to the Dell SRM Web Service over a long period of time.

Workaround

It is recommended to check the current Dell SRM Web Service status with the help of Windows Services monitor and ensure that it is in Running mode. If the error continues to popup, restart the Dell SRM Web Service.

An error message is displayed when you try to interact with the GUI and a Remount Volumes job is in progress

Description


The Remount Volumes operation restarts the Rapid Recovery Core service. During the restart the connection between the service backend and the GUI is broken. Therefore when you interact with the GUI, an error message: Not Found is displayed.

Workaround

It is recommended to wait for the service to start, and then restart the GUI with the help of the desktop shortcut.

Getting help

Contacting Dell

 **NOTE: 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.**

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.