

# **Dell DR Series System**

## **Release Notes For Release 3.0.0.2**



# Notes, Cautions, and Warnings



**NOTE:** A NOTE indicates important information that helps you make better use of your computer.



**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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# Dell DR Series System Release Notes

The Release Notes for 3.0.0.2 are intended to supplement the Dell DR Series system documentation. For the complete DR Series system documentation, see [Other Information You May Need](#).

The Release Notes contain details about the preinstalled system software on the Dell DR Series systems. It also documents the latest updates, known issues, resolutions, and other information.

 **NOTE:** For instructions on configuration of Rapid Data Access (RDA) devices, see the *Dell DR Series System Administrator Guide*. The guide is available at [dell.com/powervaultmanuals](http://dell.com/powervaultmanuals).

 **NOTE:** It is recommended that you check for the latest versions of the DR Series system documentation available from Dell.

## Upgrade Notes

This topic contains important information for users who are upgrading from software version 2.1 to 3.x.

- If you have a 2.x OST plug-in installed, you **must** uninstall the OST plug-in and then install the 3.x version of the OST plug-in. This is because the name of the OST plug-in changed in 3.0.0.1.
- If you use NetVault Backup (NVBU), **do not** upgrade your RDS standalone package. This is because NVBU 9.2 is compatible with the 2.1 RDS plug-in, but not the 3.0.0.x RDS plug-in. For details on RDS compatibility, see the NetVault Backup (NVBU) Compatibility Grid in the *Dell DR Series System Interoperability Guide*.
- If you use NetBackup, you must set the optimized synthetic attribute flag on the disk pool if you want to implement optimized synthetic backups. This applies to containers created in 2.1 only. For details, see Configuring NetBackup for Optimized Synthetic Backups in the *Dell DR Series System Administrator Guide*.

## Checking System Information

Before troubleshooting issues with any DR Series system, ensure that the installed DR Series system software is up to date. The related drivers, software, and firmware are available at [dell.com/support](http://dell.com/support).

To download the latest drivers and firmware for your system, follow the steps below:

1. Go to [dell.com/support](http://dell.com/support) and enter your service tag or browse to your product.
2. Click **Get Drivers**.
3. Click **View All Drivers**.
4. Confirm that you have the correct product to begin the search for all the related drivers, software, and firmware.

For information about how to check the current version of the DR Series system software installed, see the *Dell DR Series System Administrator Guide* or the *Dell DR Series System Command Line Reference Guide* at [dell.com/powervaultmanuals](http://dell.com/powervaultmanuals).

## DR Series System: Drive And System Capacities

The following table defines the internal system drive capacity and available physical capacity in decimal and binary values. The DR Series system comes in the following types:

|                      |                                                                                                            |
|----------------------|------------------------------------------------------------------------------------------------------------|
| <b>DR4000 system</b> | Consists of preinstalled DR Series system software on a modified Dell PowerEdge R510 appliance platform.   |
| <b>DR4100 system</b> | Consists of preinstalled DR Series system software on a modified Dell PowerEdge R720xd appliance platform. |
| <b>DR6000 system</b> | Consists of preinstalled DR Series system software on a modified Dell PowerEdge R720xd appliance platform. |



**NOTE:** DR6000 differs from the DR4100 by including a higher level of included system hardware. The DR4100 hardware configurations would not meet the hardware requirements for the DR6000 platform.

The capacity values listed represent the internal drive and available physical capacities that have been adjusted for the associated overhead in the DR Series system releases.



**NOTE:** In the following table, TB and GB represent terabytes and gigabytes in decimal values, and TiB represents tebibytes in binary values. Tebibytes are a standards-based binary multiple of the byte, a unit of digital information storage.

**Table 1. Drive and Available Physical Capacities**

| System Drive Capacity              | 9 Drive Capacity (12 DRV RAID6 with Hot Spare) (Decimal) | 9 Drive Capacity (12 DRV RAID6 with Hot Spare) (Binary) | Total Logical Capacity at 15:1 Savings Ratios (Decimal) | Total Logical Capacity at 15:1 Savings Ratios (Binary) |
|------------------------------------|----------------------------------------------------------|---------------------------------------------------------|---------------------------------------------------------|--------------------------------------------------------|
| 4 TB (DR6000 system only)          | 36 TB                                                    | 32.74 TiB                                               | 540 TB                                                  | 491.1 TiB                                              |
| 3 TB (DR4100, DR6000 systems only) | 27 TB                                                    | 24.56 TiB                                               | 405 TB                                                  | 368.4 TiB                                              |
| 2 TB                               | 18 TB                                                    | 16.37 TiB                                               | 270 TB                                                  | 245.55 TiB                                             |
| 1 TB                               | 9 TB                                                     | 8.18 TiB                                                | 135 TB                                                  | 122.7 TiB                                              |
| 600 GB (DR4x00 system only)        | 5.4 TB                                                   | 4.91 TiB                                                | 81 TB                                                   | 73.65 TiB                                              |
| 300 GB (DR4x00 system only)        | 2.7 TB                                                   | 2.46 TiB                                                | 41 TB                                                   | 36.9 TiB                                               |



**NOTE:** 300 GB DR4x00 Series systems do not support external expansion shelf enclosures.

For information about external data storage capacity in the expansion shelf enclosures, see DR Series Expansion Shelf in the *Dell DR Series System Administrator Guide* at [dell.com/powervaultmanuals](http://dell.com/powervaultmanuals).

## Supported Software and Hardware

For a complete list of the supported hardware and software for the Dell DR Series system, see the *Dell DR Series System Interoperability Guide* at [dell.com/support/manuals](http://dell.com/support/manuals).

## What Is New In This Release

The following is the list of major enhancements:

- Support for the DR6000 system:
  - Rapid NFS and Rapid CIFS - Rapid NFS and Rapid CIFS enable write operation acceleration on clients that use NFS and CIFS file system protocols. Similar to OST and RDS, these accelerators allow for better coordination and integration between DR Series system backup, restore, and optimized duplication operations with Data Management Applications (DMAs) such as CommVault, EMC Networker, and Tivoli Storage Manager. For the current list of supported DMAs, see the *Dell DR Series System Interoperability Guide*.
  -  **NOTE:** The rapid CIFS driver that can be downloaded from the DR GUI is not WHQL certified, but you can download a WHQL-certified 3.0.0.2 driver from dell.com.
  - Increased streams to 64 (CIFS/NFS), 256 (OST), and 512 (RDS).
  - Increased maximum number of containers to 64.
  - Increased maximum replication connections to 64:1.
  - Increased drive size (for details, see DR Series System: Drive and System Capacities).
  - Increased maximum expansion shelves to four.
  - Multiple expansion licenses can now be added at point of sale. This means that a system ordered with multiple enclosures will come with the licenses already installed and ready for the expansion storage to be attached.
- Support for NetVault 10.
- Support for the following Network Interface Controller:
  - (For DR6000, DR4100) System: Intel X540 2x10Gb BT (10Gb), Controller Type: 2 Copper 10Gb, Slot: Add-In Network Adapter

## Open Issues

| ID           | Issue                                                                                                                                          | Workaround                                                                                                                                                                                                                                                                                                                                       |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20036, 20067 | DR upgrade process may fail due to an error condition on the server LifeCycle Controller - Unified Server Configurator.                        | If the upgrade fails, from the console or iDrac, reboot the DR using the CLI or GUI; and, on boot, enter the LifeCycle Controller by pressing F10. Clear any LifeCycle Controller error messages. Reboot, and continue DR upgrade. If no LifeCycle Controller error is found and upgrade continues to fail, then contact Dell Technical Support. |
| 19975        | Some customer have requested a method to shutdown the DR Series using a UPS after a power loss                                                 | You will find an article here on how to do this using the IPMI interface using the shutdown command: <a href="http://www.dell.com/downloads/global/power/ps4q04-20040204-murphy.pdf">http://www.dell.com/downloads/global/power/ps4q04-20040204-murphy.pdf</a>                                                                                   |
| 19756        | CLI Online Help shows "RDA" in a few places where it should show "RDS"                                                                         |                                                                                                                                                                                                                                                                                                                                                  |
| 19576        | If you set up two bond interfaces with two different subnets, but use the same static IP address, the configuration service fails.             | This will be corrected in a future release by preventing this configuration.                                                                                                                                                                                                                                                                     |
| 19186        | If you change the hostname or the domain name after setting up the RDA plug-in, then you may get the wrong backup mode passthrough or de-dupe. | Uninstall and then reinstall the RDA plug-in for this information to be set correctly.                                                                                                                                                                                                                                                           |

| ID    | Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Workaround                                                                                                                                                                          |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19087 | In daily statistics, we report that the compression savings is 0 percent. This is simply a reporting issue.                                                                                                                                                                                                                                                                                                                                             | Use <code>stats --system</code> or use <b>Global View Savings</b> (mouse over the <b>Savings</b> column) to get the deduplication and compression percentage.                       |
| 18857 | When replicating between a large number of containers using a many to one relationship, some replication machines are displayed as <b>Disconnected</b> in the <b>Peer Status</b> screen.                                                                                                                                                                                                                                                                | This is simply a display issue and the replications eventually go into an <b>Online</b> or <b>Replicating</b> status.                                                               |
| 18848 | In the Internet Explorer 9 and 10 browsers, when you navigate to a DR unit from within <b>Global View</b> , and then log out of that unit and return to <b>Global View</b> , you are logged out of the machine running the <b>Global View</b> .                                                                                                                                                                                                         | This issue does not occur with any other supported browser. For browser information, see the <i>Dell DR Series System Interoperability Guide</i> .                                  |
| 18837 | Manual modifications made to the Rapid NFS <code>rdnfs.cfg</code> file are not preserved between plug-in updates.                                                                                                                                                                                                                                                                                                                                       | Manually modify the <code>rdnfs.cfg</code> again after upgrading the plug-in. This will be corrected in a future release.                                                           |
| 18833 | The <b>Reboot</b> link is enabled after a DR Series system software upgrade.                                                                                                                                                                                                                                                                                                                                                                            | You only need to reboot the DR Series system if you are prompted to do so after completing the upgrade process.                                                                     |
| 18178 | The AIO-Stress tool failed when using Rapid NFS.                                                                                                                                                                                                                                                                                                                                                                                                        | Rapid NFS, which uses FUSE, does not support AIO.                                                                                                                                   |
| 18664 | On the DR Series system log on page, if you enter an invalid user name, the <code>Your password was not correct error</code> displays.                                                                                                                                                                                                                                                                                                                  | Enter the correct user name and password to log on to the machine.                                                                                                                  |
| 18661 | If you power on a new MD1200 expansion enclosure (that is cabled in) while the base DR Series system is operational, the machine may go into maintenance mode with a reason error code: <code>One of the storage enclosure has become offline, please power-off the appliance, fix the connectivity issues and power-on the appliance.</code>                                                                                                           | Please use the procedure documented in the Administrator Guide when adding MD1200 expansion enclosures.                                                                             |
| 18501 | Rapid NFS performance drops significantly with parallel NFS ingest from same client.                                                                                                                                                                                                                                                                                                                                                                    | When using Rapid NFS on your client, it is suggested that you do not run NFS from the same client to the DR Series system in parallel as this will affect your overall performance. |
| 18459 | System replication traffic affinity is set to <code>bond0</code> by default. If the affinity is configured to a different interface (for example, <code>bond1</code> ), the <code>network --show</code> command continues to show replication affinity for both the default <code>bond0</code> and newly configured interface (for example, <code>bond1</code> ). This is just incorrect representation for the default interface, <code>bond0</code> . | The actual traffic will be configured internally to use only the new interface (for example, <code>bond1</code> ) to transfer data.                                                 |

| ID    | Issue                                                                                                                                                                                                            | Workaround                                                                                                                                                                                                                                    |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18176 | When a DR Series system is part of the Global View database and you change the DR Series system's name by using the <code>system --setname</code> command (and not from the GUI), the new name is not reflected. | Remove the DR Series system from Global View and then manually re-add it with the new name.                                                                                                                                                   |
| 18144 | A <code>File name too long</code> error was displayed after trying to create a directory structure that exceeded 522 directories.                                                                                | The limit on a path within a mount point is 4096 bytes.                                                                                                                                                                                       |
| 18022 | Windows 2008 and newer servers cannot assign local users (other than administrator) to Access Control Lists (ACLs). Windows 2008 and later does not query the local users on the DR Series platform.             | Assign ACLs to the built-in Administrator user on the DR Series platform if using Windows 2008 and later.                                                                                                                                     |
| 17661 | If the cable is removed from a network interface and the network is restarted, the interface does not get an IP. If you then reinsert the cable, you must restart the network to get an IP.                      | Ensure that the interfaces that you want to add or modify are connected when making <b>Advanced Networking</b> changes. To restart the network, type <code>network --restart</code> at the CLI command line.                                  |
| 17586 | After the RDA device is created, you cannot change the number of streams supported for the device.                                                                                                               | Change the default value for the streams setting before creating the RDA device. The RDA device inherits the value on creation. For NVBU 9.2, Tech Support has a process to change the streams. For NVBU 10.0, this issue has been corrected. |
| 17437 | During an RDA datacopy operation if optimized duplication-replication fails, a non-optimized replication is performed when the devices are available again.                                                      | To perform the data copy using optimized replication, cancel the non-optimized replication and start a new datacopy operation.                                                                                                                |
| 17355 | The Dell PowerVault MD1200 Expansion Shelf Setup Guide displays incorrect configurations for the DR Series system.                                                                                               | See Expansion Shelf Cabling in the Administrator Guide.                                                                                                                                                                                       |
| 17294 | An NVBU backup will stop if the DR Series system goes into maintenance mode as it moves into a read-only condition when this occurs.                                                                             | Restart the datacopy operation after the DR Series system enters the operational mode.                                                                                                                                                        |
| 17206 | Advanced networking allows you to change the IP of an interface that is part of a replication link.                                                                                                              | Understand your current configuration before adding new advanced networking configuration so that you do not impact the current system configuration.                                                                                         |
| 17193 | RDA critical message <code>Alert RDS Restore failed</code> reported on DR4x00 system. In addition to the error, an event is generated internally in the RDA plug-in when the read operation fails                | The RDA plug-in generates events for any kind of read failures.                                                                                                                                                                               |

| ID              | Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Workaround                                                                                                                                                                                                                                  |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 17076           | The NetVault GUI crashes if the datacopy operation fails due to a network error.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Restart the GUI.                                                                                                                                                                                                                            |
| 16745,<br>17621 | <p>If you have the same client for OST and RDS operations and you manually update the client connections, unexpected messages are displayed as: [root@swsys-49 ~]#</p> <pre>stats -- clients --type RDA RDA Client(s) Type plug-in OS Backup Software Last Access Connection(s) Mode r310-sys-39 RDS -- -- -- -- 0 Default</pre> <p>[root@swsys-49 ~]# ost --update_client --name r310-sys-39 --mode auto Client is connected with default values. Please update to non-default values.</p> <p>In Linux systems, the RDS plug-in installation fails if the OST plug-in is already installed in the system</p> | To work around the issue, use a different client for OST and RDS rather than sharing the same machine for both protocols.                                                                                                                   |
| 16660           | When BE has an issue connecting to the server, it may not return detailed errors to the OST plug-in.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | See the client log files for the detailed information on the connection failure.                                                                                                                                                            |
| 16427           | When upgrading your system using the iDRAC, if the upgrade package also contains new iDRAC firmware, the upgrade fails to complete.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Upgrade the DR code using the CLI or GUI using the normal network interface and not the iDRAC.                                                                                                                                              |
| 16280           | When you try to get replication statistics, the system displays the Software error: Use of uninitialized value in division (/) at helper.pl line 3548 error.                                                                                                                                                                                                                                                                                                                                                                                                                                                  | This is due to the replication target not being in an operational state. Correct the replication target and refresh or use the CLI. The information is available by using the command line. We will correct this error in a future release. |
| 16053           | <p>After you install the Rapid CIFS plugin and replication operations are performed, you receive a blue screen and the following error:</p> <pre>STOP 0x00000027 (parameter1, parameter2, parameter3, parameter4) RDR_FILE_SYSTEM</pre>                                                                                                                                                                                                                                                                                                                                                                       | This is a Microsoft bug that occurs on shared network resources on a computer that is running Windows Server 2008 R2 or Windows 7. To fix, see MS KB2584874.                                                                                |
| 12595           | Our GUI allows a seven-character password; however, the OST requires an eight-character password.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | If you want the OST user and GUI passwords to match, then use an eight-character password as required for the OST user.                                                                                                                     |
| 9433            | Global hot spare is not automatically configured after replacing the GHS drive in slot 0.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | If the global hot spare is replaced, run maintenance by using the --make_standby command to make the drive a global hot spare. Contact Dell Technical Support for this action.                                                              |

## Known Issues and Their Resolutions

| ID           | Issue                                                                                                                                                                                                | Resolution                        |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 20111        | Intermittent timeouts on OST backup, OST OPDUP replication and native DR replication.                                                                                                                | Corrected in the 3.0.0.2 release. |
| 19984, 19979 | After upgrade to 3.0.0.1 some replication disconnection errors are seen.                                                                                                                             | Corrected in the 3.0.0.2 release. |
| 19773        | If you install the 3.0.0.1 RDA plugin from the DR Series system and then try to uninstall in Windows 2008 R2, you get an error.                                                                      | Corrected in the 3.0.0.2 release. |
| 19759        | After creating or deleting a container, the CLI command <code>stats --system</code> and the GUI are not responding.                                                                                  | Corrected in the 3.0.0.2 release. |
| 19491        | Error occurs when replicating a large file (1 TB+) along with 10 million+ small files. Scatter_repl_io error under a very specific ingest pattern mixing very large and very small write operations. | Corrected in the 3.0.0.2 release. |

## Resolutions For Earlier Releases

The following table lists the issue, description, and the solution or workarounds for the DR Series system 3.0.0.1 release and prior releases.

| ID          | Issue                                                                                              | Description | Workaround/Solution                                                                                                                                                                                                                                                 |
|-------------|----------------------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19528, 8049 | Cannot create a container starting with a number.                                                  |             | Container names must start with a letter. Container names starting with a number are not supported.                                                                                                                                                                 |
| 19250       | When using the CLI to create a container, this container is created with a marker setting of none. |             | If you are using a backup application that requires a marker, set the appropriate marker using the CLI command. If this is not done, then the savings level will not be optimal. You can set the marker in the GUI at the same time you are creating the container. |
| 18865       | In some rare instances, changing the time and timezone at the same time                            |             | Corrected in the 3.0.0.1 release.                                                                                                                                                                                                                                   |

| ID    | Issue                                                                                                                                                            | Description                                                                                                                                                                                                                                                                                                                                    | Workaround/Solution               |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
|       | caused the system to go into maintenance mode.                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                |                                   |
| 18712 | OST plug-in failure occurred using BE2010 and BE2012.                                                                                                            |                                                                                                                                                                                                                                                                                                                                                | Corrected in the 3.0.0.1 release. |
| 18706 | Improve ingest performance during the cleaner compaction phase for situations in which ingest and cleaner are running at the same time.                          |                                                                                                                                                                                                                                                                                                                                                | Corrected in the 3.0.0.1 release  |
| 18540 | The OST plug-in was not seen in the Windows Media server Add-Remove Programs.                                                                                    | When you had multiple users for a Backup Exec server, they were able to run jobs while logged in as a different user. However, the only person that could see if the OST plug- ins were installed and what version was running, or were able to uninstall the plug-in, was the original user who was logged on when the plug-in was installed. | Corrected in the 3.0.0.1 release  |
| 18453 | The error message that resulted from executing the container -- delete --name [container_name] command when the container was not empty needed more information. |                                                                                                                                                                                                                                                                                                                                                | Corrected in the 3.0.0.1 release  |
| 18452 | Update the GUI help menu to include other DR Series system documents in                                                                                          |                                                                                                                                                                                                                                                                                                                                                | Corrected in the 3.0.0.1 release. |

| ID    | Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Description                                                                                            | Workaround/Solution                                                                                                                                                                               |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18451 | <p>addition to the DR Series Administrator Guide.</p> <p>A wrong message displayed when you entered the wrong container name in the connection --disable command. When you issued a connection --disable --name [name of container that does not exist on the DR] --type OST the following message appeared: Failed to update connection entry - Container "use a container name that is not a container on the DR" is not configured with OST connection type.</p> |                                                                                                        | <p>Corrected in the 3.0.0.1 release. The message more accurately describes the error condition.</p>                                                                                               |
| 18393 | <p>When the machine was down or rebooted, the usage graph information was not collected and you saw a blank in the usage graphs upon reboot.</p>                                                                                                                                                                                                                                                                                                                    |                                                                                                        | <p>Corrected in the 3.0.0.1 release.</p>                                                                                                                                                          |
| 18375 | <p>When you widen the scope to over ten hours or more, the maximum CIFS connections reduced, and the usage graph statistical output was not accurate.</p>                                                                                                                                                                                                                                                                                                           |                                                                                                        | <p>Corrected in the 3.0.0.1 release. The graph now uses MAX aggregate instead of AVERAGE to calculate max values. This change was implemented for all graphs (not only for CIFS connections).</p> |
| 18338 | <p>A Windows server within a domain to which it had joined could not</p>                                                                                                                                                                                                                                                                                                                                                                                            | <p>After naming a DR and successfully joining the domain, a Windows server within the domain using</p> | <p>When changing the DR host name, the GUI will display a message that no more than 15 characters are allowed as a host name.</p>                                                                 |

| ID                  | Issue                                                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                 | Workaround/Solution                                                                                                                                                                                                                                             |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     | access DR containers.                                                                                                              | domain credentials could not access DR containers. DR containers are configured to allow access to that client; however, you could only access the container by using DR local administrator credentials. This was caused by you renaming the DR during configuration or changing the name in the GUI or CLI by issuing the #system --setname --name <with a name exceeding 15 characters>. |                                                                                                                                                                                                                                                                 |
| 18325               | When using Advanced Networking and configuring 2 bonds it showed the same host name for both IP addresses.                         |                                                                                                                                                                                                                                                                                                                                                                                             | Corrected in the 3.0.0.1 release.                                                                                                                                                                                                                               |
| 18275               | After upgrading your system, backup jobs failed and containers became inaccessible due to the DR Series system leaving the domain. |                                                                                                                                                                                                                                                                                                                                                                                             | Corrected in the 3.0.0.1 release.                                                                                                                                                                                                                               |
| 18215               | If you created a CIFS user named root or service, you could not delete it.                                                         |                                                                                                                                                                                                                                                                                                                                                                                             | Corrected in the 3.0.0.1 release.                                                                                                                                                                                                                               |
| 18151, 17997, 14534 | Addition of additional DMA markers and changes to marker code for the DMAs that need marker detection.                             | The BridgeHead, Networker and Unix_Dump markers must be set explicitly on a container and are not part of the Auto marker option.                                                                                                                                                                                                                                                           | Corrected in the 3.0.0.1 release. The Auto setting (default) will recognize markers for the 2.X supported DMACommVault[TSM] ARCserve HP_DataProtector. Newer Markers must be explicitly set using the appropriate selection BridgeHead, Networker or Unix_Dump. |
| 18070               | The command - system -- show --hardware   grep -i NIC does not list 1 Gb NICs if you                                               |                                                                                                                                                                                                                                                                                                                                                                                             | Corrected in the 3.0.0.1 release.                                                                                                                                                                                                                               |

| ID    | Issue                                                                                                                                                                                                                                                   | Description | Workaround/Solution                                                            |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------------------------------------------------------------------|
| 18001 | have 10 Gb in the system.<br>The - .bashrc is missing rda from the complete -F line.                                                                                                                                                                    |             | Corrected in the 3.0.0.1 release.                                              |
| 17999 | During a system upgrade, the software upgrade stopped because it exited the CLI shell.                                                                                                                                                                  |             | A message has been added instructing you to not interrupt the upgrade process. |
| 17863 | After upgrading your system, you are prompted to reboot. The GUI will indicate that the reboot takes up to 10 minutes, which is the best case scenario. It can actually take up to 30 minutes, during which time your user interface can appear frozen. |             | Corrected in the 3.0.0.1 release.                                              |
| 17796 | When the total number of Domain Controllers is very large, issues can occur when you try to add the machine to the domain.                                                                                                                              |             | Corrected in the 3.0.0.1 release.                                              |
| 17702 | The RDS plug-in download page does not list the hybrid installer for the Windows operating system. It only lists the individual installers for the 32-bit and 64-bit platforms.                                                                         |             | Corrected in the 3.0.0.1 release.                                              |

| ID                  | Issue                                                                                                                                                             | Description                                                                                                                                                                                                                                                                | Workaround/Solution                                                              |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| 17672               | You are unable to change default NetVault RDA password from the GUI when you use the system for the first time and no clients are connected.                      |                                                                                                                                                                                                                                                                            | Corrected in the 3.0.0.1 release.                                                |
| 17660               | You get a platform not supported error when you upgrade the SUSE 11 NVBU plug-in from 32-bit to 64-bit on the same system.                                        |                                                                                                                                                                                                                                                                            | Corrected in the 3.0.0.1 release.                                                |
| 17637               | Ability to move the Integrated Dell Remote Access Controller (iDRAC) from the built-in device to the LOM devices.                                                 |                                                                                                                                                                                                                                                                            | Use the command <code>maintenance – remote_access –enable – device lomX</code> . |
| 17622               | In Linux systems, the RDS standalone plug-in uninstalled and removed shared libraries under <code>oca-libs</code> making RDA devices unusable on the NVBU server. | If the RDS standalone package is uninstalled, NVBU will stop working unless you install another RDA standalone package of different version or upgrade NVBU again (if new NVBU version is not present, upgrade to the same NVBU version already installed on the machine). | Corrected in the 3.0.0.1 release.                                                |
| 17440, 16835, 14516 | Experienced various browser issues.                                                                                                                               | You were unable to select a row properly in Chrome.<br>IE10 with Document Mode IE7 Standards did not display the Capacity chart.<br>Chrome displayed a Request unsuccessful message when you tried to fix a password issue in the wizard.                                  | Corrected in the 3.0.0.1 release.                                                |

| ID                  | Issue                                                                                                                  | Description | Workaround/Solution                                                                                                                                  |
|---------------------|------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15609, 17349, 18558 | Improvements on savings between SRC and TGT for some specific backup workflows.                                        |             | Corrected in the 3.0.0.1 release.                                                                                                                    |
| 15492               | Would like the GUI to show savings factor on the dashboard in addition to just showing percentage savings.             |             | Corrected in the 3.0.0.1 release.                                                                                                                    |
| 15267               | Improvements to the file system consistency checker for some rare corner case scenarios.                               |             | Corrected in the 3.0.0.1 release.                                                                                                                    |
| 14727               | Compression in the Best savings mode has been improved.                                                                |             | Corrected in the 3.0.0.1 release. The Compression option has been removed from the GUI and is now modified by using the command line interface only. |
| 12362               | If the unit was booted with only one PS and then a second PS was plugged in, the state was not shown as being changed. |             | Corrected in the 3.0.0.1 release.                                                                                                                    |
| 8520                | Make other documentation available by using the GUI Help menu.                                                         |             | Additional documentation, such as the CLI and Interop guides, are now available in Help.                                                             |
| 8490                | The usage graph legends were long and had similar colors, which could be confusing.                                    |             | Corrected in the 3.0.0.1 release. Filters have been added to allow you to choose one or more options to be shown.                                    |
| 7041                | You could not complete an NFS                                                                                          |             | Corrected in the 3.0.0.1 release.                                                                                                                    |

| ID    | Issue                                                                                                                                                       | Description | Workaround/Solution                                                                                                                                                                                                                                                                          |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18218 | mount on a Solaris client.<br><br>Under certain failure scenarios, the DR Series system entered maintenance mode every few minutes when using Auto markers. |             | Corrected in the 2.1.0.2 release.                                                                                                                                                                                                                                                            |
| 18189 | Intermittently during upgrade, certain firmware components reported the firmware version improperly. This caused the upgrade code to report a failure.      |             | Corrected in the 2.1.0.2 release.                                                                                                                                                                                                                                                            |
| 17821 | Cannot configure an individual interface in the GUI.                                                                                                        |             | This is expected behavior; the CLI must be used for advanced networking operations. In release 2.1.0.1, the GUI was updated to prevent usage of Edit Interface when an interface is disabled. Upgrade the DR code using the CLI or GUI using the normal network interface and not the iDRAC. |
| 17820 | ARCserve 16 support not documented in <i>Dell DR Series System Interoperability Guide</i> .                                                                 |             | Corrected in the 2.1.0.1 release.                                                                                                                                                                                                                                                            |
| 17791 | "Warning: No loadable sections found in added symbol-file system-supplied DSO" error occurs when data deletion and the cleaner are running simultaneously.  |             | Corrected in the 2.1.0.1 release. Upgrade the DR code using the CLI or GUI using the normal network interface and not the iDRAC.                                                                                                                                                             |

| ID    | Issue                                                                                                             | Description | Workaround/Solution                                                                                                              |
|-------|-------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------|
| 17790 | "Warning: No loadable sections found in added symbol-file system-supplied DSO" error occurs during deduplication. |             | Corrected in the 2.1.0.1 release. Upgrade the DR code using the CLI or GUI using the normal network interface and not the iDRAC. |
| 17788 | Restore Manager fails during init mode if Mac address changed.                                                    |             | Corrected in the 2.1.0.1 release. Upgrade the DR code using the CLI or GUI using the normal network interface and not the iDRAC. |
| 17772 | Backup Exec 2010 crashes in libstspidell.dll.                                                                     |             | Corrected in the 2.1.0.1 release. Upgrade the DR code using the CLI or GUI using the normal network interface and not the iDRAC. |
| 17766 | "Program terminated with signal 6, Aborted" error occurs during replication.                                      |             | Corrected in the 2.1.0.1 release. Upgrade the DR code using the CLI or GUI using the normal network interface and not the iDRAC. |
| 17765 | The <code>alerts --email</code> commands fail to write to the database.                                           |             | Corrected in the 2.1.0.1 release. Upgrade the DR code using the CLI or GUI using the normal network interface and not the iDRAC. |
| 17515 | The command <code>stats --clients --type</code> does not work in the CLI.                                         |             | Corrected in the 2.1.0.1 release.                                                                                                |
| 17329 | Correct the race condition in monitoring the subsystem that can place the unit in maintenance mode.               |             | Corrected in the 2.1 release. Race condition is identified.                                                                      |
| 17371 | There is an error with the web server response code under a special condition.                                    |             | Corrected in the 2.1 release.                                                                                                    |
| 14751 | The UI can sometimes show all the interfaces                                                                      |             | Corrected in the 2.1 release. This interface is redesigned.                                                                      |

| ID    | Issue                                                                                                                               | Description                                                                                | Workaround/Solution                                                                                                                       |
|-------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                                                                                                                     | at 10 G or 1 G specification depending on the network ports that are connected and active. |                                                                                                                                           |
| 17315 | SMBD core in security inheritance handling on upgraded container.                                                                   |                                                                                            | Corrected in the 2.1 release.                                                                                                             |
| 17226 | The GUI wizard displays an error when configuring static IP.                                                                        |                                                                                            | Corrected in the 2.1 release.                                                                                                             |
| 17216 | Security SSL is updated.                                                                                                            |                                                                                            | Corrected in the 2.1 release.                                                                                                             |
| 17070 | HP Data Protector Marker support is added.                                                                                          |                                                                                            | Corrected in the 2.1 release.                                                                                                             |
| 10552 | The GUI and CLI must allow the user to see the files that are getting replicated.                                                   |                                                                                            | Corrected in the 1.1 release. Added active files tables to the statistics container pages.                                                |
| 15758 | Ability to edit the hosts file using the CLI.                                                                                       |                                                                                            | Corrected in the 2.1 release. Provided a method to update the hosts file via the CLI using the <code>network --host --add</code> command. |
| 15908 | All 6 interfaces for 1G option on the DR4100 system are not shown in GUI.                                                           |                                                                                            | Corrected in the 2.1 release. All interfaces are now displayed in the GUI for various configuration options.                              |
| 15943 | The contact information does not display in the GUI after the <b>submit</b> button is clicked if mail relay host is not configured. |                                                                                            | Corrected in the 2.1 release. Corrected the logic to not send the notification if the email relay host is not set.                        |

| ID    | Issue                                                                                                        | Description | Workaround/Solution                                                                                                                                                               |
|-------|--------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15947 | The wrong error message is displayed when removing all the NTP servers from the GUI.                         |             | Corrected in the 2.1 release.                                                                                                                                                     |
| 16262 | A wrong command syntax is seen for the <code>ost --limit</code> command                                      |             | Corrected in the 2.1 release.                                                                                                                                                     |
| 16322 | For better support capability, <b>ocafsd dumps</b> on diagnostics must be allowed.                           |             | Corrected in the 2.1 release.                                                                                                                                                     |
| 16515 | Pending bytes for replication must be displayed.                                                             |             | Corrected in the 2.1 release. Provided pending bytes in the <code>stats --replication</code> output.                                                                              |
| 16516 | Extracting stack trace in the diagnostics bundle functionality must be added for better support diagnostics. |             | Corrected in the 2.1 release. The functionality has been added to the diagnostic gathering routine.                                                                               |
| 16916 | Replication fails due to the firewall packet inspection and modification.                                    |             | Corrected in the 2.1 release. Added replication checksum to all packets. The firewall vendor can be engaged if necessary to modify inspection parameters for replication traffic. |
| 16963 | Functionality required to change the behavior on update to disable the root user if it is enabled.           |             | During any upgrade, the root user login is disabled (if it is enabled) which is an interface only Technical Support uses.                                                         |
| 17167 | The title in a few of the disk usage graphs must be made consistent with the others.                         |             | Corrected in the 2.1 release.                                                                                                                                                     |

| ID                                                    | Issue                                                                                                           | Description | Workaround/Solution                                                                                                                 |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|
| 17184                                                 | Cannot install the BUE 32-bit plugin.                                                                           |             | Corrected in the 2.1 release.                                                                                                       |
| 10849, 11520, 11636, 7752, 14892, 15297, 15667, 15945 | Required support for Advanced Networking feature to allow configuration of multiple networks on a single unit.  |             | Corrected in the 2.1 release.                                                                                                       |
| 14228, 16165                                          | Service mode <b>ocafsck</b> reports only the first error in that stream.                                        |             | Corrected in the 2.1 release. Improved the <b>ocadsck</b> logic to report all errors that occur in a stream.                        |
| 15058, 15956                                          | FS cache modifications and improvements are required.                                                           |             | Corrected in the 2.1 release.                                                                                                       |
| 15967, 16005                                          | The core directories are not cleaned up after the diagnostic cleanup routine.                                   |             | Corrected in the 2.1 release.                                                                                                       |
| 16441, 17067                                          | On a specific container, replication appears to stop at 99 percent and then restarts.                           |             | Corrected in the 2.1 release. Corrected the race condition in the code that caused the issue.                                       |
| 16707, 13296                                          | Unable to add a domain name that contains an underscore.                                                        |             | Corrected in the 2.1 release.                                                                                                       |
| 16937, 16904, 16806                                   | Replication fails in a specific scenario when trying to decompress a file created in 1.x and replicated in 2.x. |             | Corrected in the 2.1 release. Resolved the issue in the decompression logic that caused the issue.                                  |
| 7752, 14697, 15925                                    | Advanced Networking support replication over other interfaces required.                                         |             | Corrected in the 2.1 release. Support for Advanced Networking feature to allow configuration of multiple networks on a single unit. |

| ID          | Issue                                                                                                                  | Description                                                                                                         | Workaround/Solution                                                                          |
|-------------|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| 16144       | Critical event shows "Datacheck detected potential namespace inconsistency. Run file system scan as soon as possible." | Maintenance mode alarm falsely triggered due to code returning enoent instead of ebusy.                             | Corrected in the 2.1 release.                                                                |
| 16679       | File system stat call consumes more cycles than expected.                                                              | Performance enhancement for file system stat call.                                                                  | Corrected in the 2.1 release.                                                                |
| 16670       | Deduplication failure in a specific ingest workflow.                                                                   | Failure during inline deduplication when accessing many offsets. This results in a system core.                     | Corrected in the 2.0.1.1 release.                                                            |
| 16655/16486 | Relay server does not work when using an IP instead of a name.                                                         | When setting the relay server you were limited to using only its name.                                              | Corrected in the 2.0.1.1 and 2.1 releases, respectively. You can now use a name, IP or FQDN. |
| 16498       | 32-bit OST plugin for NBU is missing from 2.0.1.0 build. GUI URL pointing to 64-bit plugin.                            | When using release 2.0.1.0, the 32-bit OST plugin is missing. The URL for this plugin points to the 64-bit version. | Corrected in the 2.1 release. You now have access to both plugins.                           |
| 16425       | GUI incorrectly displaying DNS suffix as none.                                                                         | GUI incorrectly displaying DNS suffix as none. In the CLI this is displayed correctly.                              | Corrected the issue in the script file that was parsing this information.                    |
| 16420       | Unable to install plugin on specific 32-bit Windows2013 NBU server.                                                    | Was unable to install a new driver over the top of an existing driver in some cases.                                | Corrected in the 2.1 release with updates to the package installer.                          |
| 16381       | Cleanup of log file messages referencing sdb5.                                                                         | In some situations, lots of messages were added to the log files.                                                   | Corrected in the 2.1 release.                                                                |
| 16247       | scatter_repl_io time out experienced during replication.                                                               | During replication, the system showed a scatter_repl_io error.                                                      | Corrected the issue in the replication code.                                                 |
| 16426       | After upgrade from 1.x to 2.x, the                                                                                     | When upgrading from 1.x to 2.x from the UI, the reboot                                                              | Before clicking the reboot button in the UI, refresh the browser and to resolve the issue.   |

| ID    | Issue                                                                                                                               | Description                                                                                                                                                                                                                                                                                                                                                              | Workaround/Solution                                                                |
|-------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
|       | GUI prompted for reboot but reboot did not occur on the first try.                                                                  | does not appear to reboot the system.                                                                                                                                                                                                                                                                                                                                    | You can also do the upgrade from the CLI if you wish to work around this issue.    |
| 16083 | Dell DR4100 system comes up in an error state due to additional power supply sensors that are discovered with newer iDRAC firmware. | This was caused by a new version of the iDRAC firmware which discovered additional sensors.                                                                                                                                                                                                                                                                              | Corrected the issue in the Hardware Monitor code.                                  |
| 15795 | There is no message instructing user to upgrade the Client OST plugin when DR4X00 FW is upgraded.                                   | Added messaging to the UI so that during the upgrade the user is told to also upgrade the OST plugin if OST is being used.                                                                                                                                                                                                                                               | Added messaging to inform the user to upgrade the plug also.                       |
| 15695 | GUI "Usage" page doesn't show any stats graphs in a special case.                                                                   | If the client machine and the DR are not in the same time zone, then the usage graphs may not show the stats for some period.                                                                                                                                                                                                                                            | We now use the time zone of the server rather than the client running the browser. |
| 15275 | Windows OST plug-in install fails on a DC.                                                                                          | Installing the OST plug-in on a DC fails.                                                                                                                                                                                                                                                                                                                                | The code now supports this option.                                                 |
| 15067 | Handle the '.' as part of the NETBIOS name.                                                                                         | <p>Domain join to the AD domain controller is ok but access to DR4000 share fails. Handle/allow '.' in NETBIOS name.</p> <p>Access from windows client using <b>test.com \administrator</b>.</p> <pre>smb.conf: workgroup = TEST.COM realm = ad.test.com administrator@swsy s-84 &gt; authenticate -- show Domain: ad.test.com Login group: test.com \domain users</pre> | Corrected the code path to allow '.' for domain login groups.                      |

| ID    | Issue                                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                 | Workaround/Solution                                                                                                                                                            |
|-------|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                                                                                                    | administrator@swsy<br>s-84 >                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                |
| 14959 | System did not come to operational state after upgrade due hardware monitor failing to start.                      | Intermittently after an upgrade the unit does not come into an operational state and remained in maintenance mode.                                                                                                                                                                                                                                                                                                                          | Added code to check the status of the SNMPD before starting the hardware monitor which resolves this issue.                                                                    |
| 14957 | Support bundles can be large. We need to support options to gather more specific info in these special situations. | <p>Add following new options for diagnostics collection.</p> <ul style="list-style-type: none"> <li>• --logs — Collect only logs and system configuration.</li> <li>• -cores — Collect only cores</li> <li>• --auto_diags &lt;#&gt; — Collect only specified number of previous auto diagnostics.</li> <li>• --tcp_dump — Collect tcp dump report.</li> </ul> <p>The auto_diags option is hidden since this is a very special use case.</p> | <pre>diagnostics --help collect Usage: diagnostics --collect [--name &lt;name&gt;] [--reason &lt;reason&gt;] [--force] [--dset] [--logs] [--cores] [--tcp_dump] [--all]</pre>  |
| 14949 | CLI expansion license was showing up as "In Use: No" even though the expansion license was installed.              | Corrected the CLI command <code>system --show --license -verbose</code> to display the license in the correct state.                                                                                                                                                                                                                                                                                                                        | <pre>[root@swsys-221 ~]# system --show --license --verbose Feature ID: 3 Description: 27TB Status: Enabled Entitlement ID: Start Date: End Date: Is Eval: No In Use: Yes</pre> |
| 14897 | OST limiter throughput below the set value.                                                                        | The throttling speed limits that can be set using the DR Series system CLI commands ( <code>replication --limit --speed</code> ) would not match the set replication bandwidth limits.                                                                                                                                                                                                                                                      | Corrected some minor issues with the OST limits to correct this issue.                                                                                                         |
| 14889 | Add the option to the CLI to show if                                                                               | Added additional option to <code>alerts --show -email</code> command.                                                                                                                                                                                                                                                                                                                                                                       | Added additional option to <code>alerts --show -email</code> command to show status of Trap's e-mail.                                                                          |

| ID    | Issue                                                                                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Workaround/Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | the SNMP Trap's email is on or off.                                                                    | Email SNMP Trap's : Yes or No                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 14845 | system -- upgrade command fails with an error message: Upgrade image not found.                        | After replacing a hardware CRU or FRU, the DR may come up in support mode with a request to upgrade the hardware.                                                                                                                                                                                                                                                                                                                                                               | The GUI and CLI now place the uploaded SW package into the same directory so upon HW replacement this same image can be utilized to upgrade the new component when necessary with no special user action required.                                                                                                                                                                                                                                                                                                                      |
| 14724 | Replication speed limits not throttling as expected.                                                   | The throttling speed limits that can be set using the DR Series system CLI commands (replication -- limit --speed) would not match the set replication bandwidth limits.                                                                                                                                                                                                                                                                                                        | Corrected some minor issues with the replication limits to correct this issue.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 13537 | Dell DR4100 system enclosure hot add fails in Release 2.0.                                             | Attempting to perform a "hot add" of an external expansion shelf enclosure in a DR4000 or DR4100 system fails because this is not a supported method of operation in the 2.0 product release. To prevent this error/failure condition from occurring, observe the following best practice: Ensure that before an external expansion shelf enclosure is cabled to and powered on to a Release 2.0 DR4000 or DR4100 system only after the DR Series system has been powered down. | The workaround is to observe the following best practice for connecting an external expansion shelf enclosure to a Release 2.0 DR4000 or DR4100 system: <ul style="list-style-type: none"> <li>• Power off the DR4000 or DR4100 system (this is a requirement for 2.0 with Dell OpenManage 7.1).</li> <li>• Connect the cabling between the external expansion shelf enclosure and the DR4000 or DR4100 system.</li> <li>• Power on the external expansion shelf enclosure.</li> <li>• Power on the DR4000 or DR4100 system.</li> </ul> |
| 13580 | User intervention is required when booting up a system that was rebooted due to a shelf going offline. | This condition can occur when an external expansion shelf enclosure goes offline, which requires that the DR Series system be rebooted. During the DR Series system boot up, it halts in the PowerEdge RAID Controller (PERC)                                                                                                                                                                                                                                                   | To resolve this issue, press <F> to import the <b>Foreign Disks</b> , and allow the boot up process for the DR Series system to complete and boot normally. Once the process completes normally, the DR Series system will come up, and enter its <b>Operational</b> mode.                                                                                                                                                                                                                                                              |

| ID    | Issue                                                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Workaround/Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13790 | DR Series system performance drops when background initialization runs on an external expansion shelf.            | <p>H800 configuration process, and prompts you to press &lt;F&gt; to import the <b>Foreign Disks</b>.</p> <p>Whenever an external expansion shelf enclosure is added to the DR Series system, this causes a one-time only impact to the DR Series system performance.</p> <p>The impact is a result of the background initialization (BGI) process running for an external expansion shelf (the system RAID disks require such initialization). BGI can take approximately 2 hours for a 3 Terabyte (TB) external expansion shelf enclosure to complete.</p>                                         | <p>There is no workaround for BGI. This is a one-time only process that occurs when an external expansion shelf enclosure is added.</p> <p>During BGI that is associated with the addition of an external expansion shelf enclosure, you should expect that performance for the DR Series system will be slower than usual.</p>                                                                                                                                                                                                                                                                                                       |
| 14126 | Do not connect an external expansion shelf enclosure to a DR Series system prior to upgrading to the 2.0 release. | <p>System issues occur if any DR4000 systems running the pre-2.0 release system software connect and power on any external expansion shelf enclosure, and then upgrade to the DR Series system 2.0 release software. To prevent this condition, observe the following best practice:</p> <ul style="list-style-type: none"> <li>An expansion shelf enclosure should only be powered on and connected to a DR4000 system after the system has been upgraded to the 2.0 release software.</li> <li>Follow the recommended sequence of operations listed in the Workaround/Solution section.</li> </ul> | <p>To resolve this issue, observe the following best practice for upgrading earlier DR4000 systems to the 2.0 release software (this must be done prior to connecting and powering on an external expansion shelf enclosure):</p> <ol style="list-style-type: none"> <li>Upgrade the DR4000 system with the release 2.0 system software.</li> <li>Power off the DR4000 system (required for 2.0 with Dell OpenManage 7.1).</li> <li>Connect the external expansion shelf (or shelves) with cabling to the DR4000 system.</li> <li>Power on the external expansion shelf (or shelves).</li> <li>Power on the DR4000 system.</li> </ol> |
| 14427 | The Google Chrome browser reports that the                                                                        | The Google Chrome browser displays a <b>Page(s) Unresponsive</b> dialog, which                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | There is no workaround at this time. Dell recommends that you click <b>Wait</b> and allow sufficient time for the uploading of the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| ID    | Issue                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Workaround/Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | upgrade page is unresponsive during a file upload.                                                              | <p>indicates it is in a "waiting" mode when uploading the DR4000 system software payload needed for the upgrade. The <b>Page(s) Unresponsive</b> dialog allows only two options:</p> <ol style="list-style-type: none"> <li>1. Click the DR4000 system software upgrade in the dialog list box, and click <b>Kill pages</b>.</li> <li>2. Click <b>Wait</b>.</li> </ol>                                                                                                                                                    | DR4000 system software upgrade to complete.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 14895 | Restore Manager needs to add a message to remove the USB key after the operating system installation completes. | The USB key used during the Dell DR Restore Manager operating system installation process can be overwritten if it is not removed after successfully installing the operating system.                                                                                                                                                                                                                                                                                                                                     | <p>To prevent the overwriting of the USB key, when the operating system installation is successful, it is recommended that you observe the following best practices:</p> <ol style="list-style-type: none"> <li>1. Remove the USB key.</li> <li>2. Reboot the system.</li> </ol>                                                                                                                                                                                                                      |
| 14920 | Kernel panic due to soft lockup after killing power to the enclosure.                                           | <p>A softlock error condition can occur if an active data ingest is in progress and any active external expansion shelf enclosure loses both of its power supplies.</p> <p>Because an error associated with inflight write data is detected, the DR Series system performs a "kernel panic" and reboots.</p> <p>During the reboot, if the external expansion shelf enclosure was already powered on and there was active inflight data in the PERC controller cache, the DR Series system remains in the BIOS window.</p> | <p>The workaround to resolve this issue is to perform the following:</p> <ol style="list-style-type: none"> <li>1. Follow the instructions displayed on the BIOS console or contact Dell Support for assistance.</li> <li>2. Import the Foreign Configuration.</li> <li>3. Accept the Configuration.</li> <li>4. Do not run the configuration utility (as this will clear the configuration).</li> <li>5. Ensure that you follow these instructions explicitly or you will lose your data.</li> </ol> |

# Getting Help

## Other Information You May Need

 **WARNING:** For more information, see the safety and regulatory information that shipped with the DR Series system. Warranty information may be included within this document or as a separate document.

All documents listed are available at [dell.com/support/manuals](http://dell.com/support/manuals).

| Document                                            | Description                                                                                                                                                            |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Dell DR Series System Getting Started Guides</i> | Provide an overview of setting up the applicable DR Series system and technical specifications.                                                                        |
| <i>Dell DR Series System Owner's Manuals</i>        | Provide information about the applicable DR Series system features, troubleshooting the DR Series system, and installing or replacing the DR Series system components. |
| <i>Dell DR Series System Administrator Guide</i>    | Provides information about managing backup and replication operations using the DR Series system GUI.                                                                  |
| <i>Dell DR Series System Interoperability Guide</i> | Provides information on the supported hardware and software.                                                                                                           |

 **NOTE:** Always check for documentation updates at [dell.com/support/manuals](http://dell.com/support/manuals) and read the updates first because they often supersede information in other documents.

 **NOTE:** Read the release notes first, because they contain the most recently documented information about known issues with a specific product release.

## 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. 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:

1. Go to [dell.com/contactdell](http://dell.com/contactdell).
2. Verify your country or region from the drop-down menu at the top left corner of the page.
3. Select your support category: **Technical Support**, **Customer Support**, **Sales**, or **International Support Services**.

4. Select the appropriate service or support link based on your requirement.



**NOTE:** If you have purchased a Dell system, you may be asked for the Service Tag.

## Locating Your System Service Tag

Your system is identified by a unique Express Service Code and Service Tag number. The Express Service Code and Service Tag are found on the front of the system by pulling out the information tag. This information is used by Dell to route support calls to the appropriate personnel.

## Documentation Feedback

If you have feedback for this document, write to **documentation\_feedback@dell.com**. Alternatively, you can click on the **Feedback** link in any of the Dell documentation pages, fill out the form, and click **Submit** to send your feedback.