




Dell DL4000 Appliance Release Notes



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Introduction

This document describes important product information and additional information on the Dell DL4000 Appliance. This release has the following new features:

- Rapid Appliance Self Recovery (RASR)
- Fibre Channel configuration (optional)

 **NOTE:** For more information on the new features in this release see the *Dell DL4000 Appliance Deployment Guide* at dell.com/support/home.

About the Dell DL4000 Appliance

The Dell DL4000 appliance is a fully configured backup appliance that is powered by AppAssure software. The DL4000 integrates 5.5 TB of storage capacity and standby virtual machines (VMs) with snapshot, replication, deduplication, and compression software to quickly recover applications and data.

Your appliance:


- Helps eliminate your backup window.
- Creates snapshots as often as every 5 minutes.
- Maintains up to two or four standby VMs to quickly restore critical servers.
- Offers integrated, inline block-level deduplication and compression, combined with optimized backups for WAN replication.
- Provides a wizard based configuration utility to automatically provision DL4000 storage and iDRAC for remote management.


About AppAssure

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

For more information about important product features and restrictions for AppAssure software, see the *AppAssure Release Notes* at support.software.dell.com/appassure/5.4.2.

Other information you may need

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

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

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

Your product documentation includes:

Getting Started Guide	Provides an overview of system features, setting up your system, and technical specifications. This document is also shipped with your system.
Owner's Manual	Provides information about system features and describes how to troubleshoot the system and install or replace system components.
Deployment Guide	Provides information on hardware deployment and the initial deployment of the AppAssure appliance.
User's Guide	Provides information about configuring and managing the system.
OpenManage Server Administrator User's Guide	Provides information about using Dell OpenManage Server Administrator to manage your system.
System Placemat	Provides information on how to set up the hardware and install the software on your AppAssure solution.
Resource Media	Any media that ships with your system that provides documentation and tools for configuring and managing your system, including those pertaining to the operating system, system management software, system updates, and system components that you purchased with your system.
Interoperability Guide	Provides information on supported software and hardware for the DL4000 appliance as well as usage considerations, recommendations, and rules.

Registering your appliance on the license portal

1. In your Web browser, navigate to the License Portal at the website URL that was provided to you in the email you received upon purchase.
2. On the **Register** page, in the **Email Address** text box, enter the email address associated with your contract.
3. Enter the license number or service tag for your appliance.
If you have multiple appliances, press the <Enter> key after you enter a service tag or license number to enter additional numbers.
4. Click **Activate**.
If the email address that you entered is not registered on the License Portal (in case of a new License Portal account), you are prompted to create an account in the License Portal using that email address.
5. Enter the information to create an account in the License Portal.
After you register, you are logged on to the License Portal. An activation email is also sent to your email address.
6. A notification of successful registration appears, which also lists the license key. This notification describes the instructions for you to apply the license key to your appliance as follows:
 - a. Launch the Core Console for your appliance.
 - b. Go to **Configuration** → **Licensing**.
 - c. Click **Change License**.
 - d. Copy and paste the software license key included in the successful registration notification message, and then save your changes.
7. Click **OK**.

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

Known issues and limitations

The appliance tab status is green after an upgrade

Description	After a system upgrade, the appliance tab status is green on the Core with no information displayed.
Workaround	Try to log on as a local administrator, if that works then log back in as a domain administrator and set up the Service Request Manager (SRM) service to use the domain account login.

The appliance tab is empty if the UI is active overnight


Description	The Appliance tab is empty if the User Interface (UI) is left active overnight.
Workaround	Refresh the window, press F5.

No warning is displayed when a repository has been unmounted

Description	When the repository is unmounted no warning is displayed.
Workaround	Remount the volume. For more information, see topic 'Remounting Volumes' in <i>Dell DL4000 Appliance User's Guide</i> .

Unsuccessful creation of RASR or Windows Backup LUN by Configuration Wizard

Description	The configuration wizard creates RASR file or the Windows backup LUNs unsuccessfully.
Workaround	Reboot or retry.


 **NOTE:** Duplicate LUNs are created if the configuration wizard was partially successful. Delete the duplicate LUNs using the Server Administrator.

Attempting to provision with SATA device does not display any error message

Description	No error message is displayed if a SATA device is used to provision the storage.
Workaround	SATA devices are not supported on Dell DL4000 or MD1200 system.

Non-English language selected at windows startup

Description	On selecting a non-English language setting during Windows Startup, causes problem in the Appliance tab in the AppAssure software.
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Workaround/ Solution	<p>Log on to the Windows session as an administrator. Open a command window, navigate to <code>c:\windows\system32\sysprep</code> and execute the command <code>sysprep.exe/generalize/oobe/reboot</code>. Select:</p> <ul style="list-style-type: none"> • English as the language • United States as the country/region • US as the keyboard layout <p> NOTE: It is strongly recommended that you change the host name by using the AppAssure Appliance Configuration Wizard. If the AppAssure Appliance Configuration Wizard has completed, manually change the computer name to the previous name.</p>
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OpenManage Server Administrator issues

Description	Due to the complex interactions between the various subsystems in the DL4000 appliance, OpenManage Server Administrator may not always function properly.
Workaround/ Solution	Restarting the DSM SM Data Manager service remedies the issue.

OpenManage Server Administrator fails to install properly

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

OpenManage Server Administrator fails to update status

Description	OpenManage Server Administrator sometimes fails to update the status, and the OpenManage Server Administrator status does not match the status displayed on the Appliance tab Overall Status screen.
Workaround/ Solution	Navigate to Server Manager → Tools → Services , and then stop and restart the DSM SA Data Manager service.
	 NOTE: The Services window may direct you to restart other services. If the issue remains after restarting the services, restart the appliance.

Task failed with exception error

Description	The error message Task failed with exception with no further information sometimes represents transient Windows events.
Workaround/ Solution	Retry the action. The action should complete without further Task failed with exception errors.




Recovery and Update Utility takes excessive time to complete

Description	When running the Recovery and Update Utility while joined to a domain, the completion time may exceed 90 minutes.
Workaround/Solution	To expedite the Recovery and Update Utility, log on to the machine as a local administrator. Do not log on to the domain. Start the Recovery and Update Utility, and then log back onto the domain.

Manually recovering a repository

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

To recover a repository manually:

1. Launch **Computer Management**, then select **Storage Management** → **Disk Management**.
2. Add a drive letter to the volume labeled **DL_REPO_xxxx**.
3. Verify the **DL_REPO_xxxx** volume; note the drive letter, the file path, and ensure that an **AppRecoveryCoreConfigurationBackup** file exists.
4. From the AppAssure Core Console, select the **Configuration** tab, then select **Restore**.
5. In the **Enter Local Directory Path** text box, enter the drive letter and file path to the repository, and then select the option **Restore Repositories**.
6. Click **Restore**.
AppAssure restores the repository, but the repository status is red.
7. Expand the repository information, and copy the metadata path.
8. Open a PowerShell window and type the following command to create the mount point folder:
md "<metadata path>"
 **NOTE:** Ensure that you remove the **\File_x** portion of the metadata path, and enclose the metadata path in quotes.
9. From **Computer Management** → **Storage Management** → **Disk Management**, add the mount path to the volume.
 **NOTE:** Ensure that you remove the **\File_x** portion of the metadata path.
10. Remove the drive letter.
11. Add drive letters to all **DL_VMRSRV_x** volumes.
12. From the AppAssure Core Console **Configuration** → **Restore** screen, click **fix path**, and then click **Save**.
The repository will be back online and display a green status.
 **NOTE:** You must repeat Step 9 through Step 12 for each **DL_REPO_xxxx** volume.

Inaccurate reporting due to unexpected replacement of MD1200 enclosures

Description	Unexpected replacement of PowerVault MD1200 enclosures may cause incorrect results in several tools.
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**Workaround/
Solution** After the enclosure configuration is corrected, restart and complete all the steps in the **AppAssure Appliance Configuration Wizard**.

Desktop shortcut for AppAssure not displayed for domain users

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

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

Core console shortcut is not updated with hostname change

Description After the hostname of the system (with AppAssure Core Console installed on it) is changed, the AppAssure Core Console shortcut located under **Start** → **AppAssure** → **Core** is not updated with the new hostname.

Cause This issue occurs if you close the AppAssure Console and delete the desktop shortcut for the AppAssure Console after changing the hostname of the system using AppAssure Appliance Configuration Wizard.

**Workaround/
Solution** Do not delete the desktop shortcut for the AppAssure Core Console.

Error displayed when no NIC is selected for configuration

Description An error is displayed when you configure the appliance without selecting any NIC.

**Workaround/
Solution** While configuring the appliance, connect at least one ethernet port.

1. Close the displayed error message.
2. Restart the appliance.
3. Connect at least one ethernet port.
4. Start the AppAssure Appliance Configuration Wizard and select at least one NIC port for configuration.

Unable to close message

Description If you try to close the AppAssure Appliance Configuration Wizard after an error in storage provisioning, a message prompts you to wait. The appliance stops responding and you cannot close the displayed message.

**Workaround/
Solution** Use the system task manager to close the AppAssure Appliance Configuration Wizard. Restart the AppAssure Appliance Configuration Wizard and complete the configuration.

License key installation failure not displayed

Description Appliance does not display a red **X** for **Software License** after license keys for various components fail to install.

**Workaround/
Solution** Run the license key installation again.

License key installation and AppAssure Appliance Configuration Wizard fails

Description Configuration of the appliance fails when incorrect data (for example incorrect hostname, domain credentials, and so on) is entered in using the AppAssure Appliance Configuration Wizard.

The AppAssure Appliance Configuration Wizard may continue to fail after restarting as the AppAssure services are not automatically restarted.

License key installation also fails if the AppAssure services are not running.

**Workaround/
Solution**

1. Close the AppAssure Appliance Configuration Wizard.
2. Manually restart AppAssure services.
3. Restart the AppAssure Appliance Configuration Wizard.

Incorrect message displayed for license configuration failure

Description The following incorrect error message is displayed for license configuration failure:

```
A critical error occurred. Click 'Back' to try again. If the issue persists, contact Dell Support for assistance
```

**Workaround/
Solution**

1. Close the AppAssure Appliance Configuration Wizard.
2. Manually restart AppAssure services.
3. Restart the AppAssure Appliance Configuration Wizard.

Error message displays incorrect FTBU.dat file location

Description If the AppAssure Appliance Configuration Wizard fails, an error message may display the incorrect location of FTBU.dat as C:\Program Files\Dell\PowerVault\Appliances\DL\.

**Workaround/
Solution** The correct location of FTBU.dat is C:\Program Files\Dell\PowerVault\Appliances\DL\FTBU\.

Storage provisioning window not resizing when display resolution is changed

Description With the storage provisioning window open, if you change the display resolution, the storage provisioning window does not resize to the updated display resolution.


**Workaround/
Solution**

- Use a minimum display resolution of 1024 x 768.
- Do not change the display resolution while the AppAssure Appliance Configuration Wizard is running.

- Close and restart the AppAssure Appliance Configuration wizard.

Getting help

Contacting Dell

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

To contact Dell for sales, technical support, or customer-service issues:

1. Go to dell.com/contactdell.
2. Select your country or region from the interactive world map.
When you select a region, the countries for the selected regions are displayed.
3. Select the appropriate language under the country of your choice.
4. Select your business segment.
The main support page for the selected business segment is displayed.
5. Select the appropriate option depending on your requirement.

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 up the form, and click **Submit** to send your feedback.

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