

DR Series System 4.0.3.1

Release Notes

April 2018

These release notes provide information about the DR Series System release.

About this release

The DR Series system is a high-performance, disk-based backup and recovery appliance that is simple to deploy and manage and offers unsurpassed Total Cost of Ownership benefits. Features such as innovative firmware and an all-inclusive licensing model ensure optimal functionality and provide the assurance of no hidden costs for valuable future features.

A purpose-built backup-to-disk appliance, the DR Series system provides advanced deduplication and compression technology to store data most efficiently. The DR Series hardware appliances are 2U, rack-based, system backup storage repositories, that include deduplication and compression technology in their operating systems. A virtual machine (VM) version is also available to provide robust, disk-based data backup capability on Virtual Machine host servers, while taking advantage of replicating to a deduplication-enabled appliance.

DR Series software 4.0.3.1 is a patch release with enhanced features and functionality. See [What's new in this release](#) for more information.

About this document

These Release Notes are intended to supplement the DR Series system documentation to provide last minute information available for the latest release of the DR Series system software. These Release Notes contain details about the latest updates, known issues, resolutions, and other information. For a complete list of available DR Series system documentation, see the topic, "Other Information You May Need," later in this document.

i | **NOTE:** For instructions on configuration of DR Rapid devices, see the *DR Series System Administrator Guide*.

- i** **NOTE:** It is recommended that you check for the latest versions of the DR Series system documentation available at support.quest.com/DR-Series.
- i** **NOTE:** It is recommended you have your service tag handy for licensing and other activities. You can get this service tag from the paperwork that came with the DR Series appliance, or, optionally, you can get it from the back of the physical unit.

What's new in this release

This release includes new features, enhancements, and maintenance fixes for the DR Series system software. (Refer to [Resolutions in this release](#) for detailed information about maintenance fixes.)

Enhancements in this release include:

- Fixes to address identified vulnerabilities in the web application
- Additional bug fixes to improve performance and reliability.

Upgrade notes

This topic contains important information for users who are upgrading to DR Series system software version 4.0 and later.

- **Important note about Prior Versions** — Your DR Series system **must already be running a 3.x release version to upgrade to 4.0**. If you are still running 1.x or 2.x DR Series releases, please update to 3.x before moving to this 4.0 release.
- **Rapid NFS and Rapid CIFS Drivers** — If you are running the 3.2 driver for Rapid NFS and Rapid CIFS, we recommend that you update it to the 4.0 driver.
- **Seeding** — If you gathered a seed in version 3.x of the DR Series system software, you must complete your seed operation before upgrading to version 4.0.
- **FCVTL changes for version 4.0.3** — Post upgrade, the FC target port WWN on the DR Series system will change. This requires the fabric to be reconfigured (zoning) for FC VTL access.
- **iSCSI VTL changes for version 4.0.3** — Post upgrade, the iSCSI IQN will change and impact iSCSI VTL access. You need to re-login to the target to re-establish the connection.
- **VTL changes for version 4.0.3** — When configuring new VTL containers, you need to use Robot model, Quest DR_L700.
- **NetVault Backup Versions** — You can use NetVault Backup 11.0, 11.1, 11.2, 11.3, 11.4, or 11.4.5 with this DR Series release. If you need the latest RDA fixes, you can install the latest 4.0 standalone plugin. See the *DR Series System Interoperability Guide* for detailed information about NetVault Backup version support.

Resolutions in this release

The following table lists the defects resolved in this DR Series system release.

ID	Issue	Resolution
26249 29700 33424 28972 32174	Potential vulnerabilities identified in web application.	These issues have been resolved in this release.
31103 31647 32209 33415	Fix memory leaks	This issue has been resolved in this release.
32153	Replication hangs in rare cases	This issue has been resolved in this release.
33108	DR6000 ocafsd crash - Program terminated with signal 6, Aborted	This issue has been resolved in this release.
33195	NetVault: Backup - Tape Load Commands fail to produce read status	This issue has been resolved in this release.
33226	Update Last Completed Run details if cleaner runs to all phases	This request has been addressed in this release.
33234	System Test: Veeam job hangs and Rapid Cifs drive locks up system when unloading	This issue has been resolved in this release.
33275	for 802.3ad configuration of bond wrongly reporting as not connected in gui,omsa	This issue has been resolved in this release.
33432	Request to change system --show reason for not ready for I/O, when after system gets upgraded.	This request has been addressed in this release.
33433	The gui is not displaying the 4 10G ethernet ports only 2 are displayed	This issue has been resolved in this release.

Resolutions for earlier releases

The following table lists known issues, descriptions, and related solutions or workarounds for previous DR Series system releases.

ID	Issue	Workaround/Solution
32710	The DR Series system GUI displays an error on a command for SSL Certificate.	This issue was resolved in the 4.0.3 release.
32663	RM-Reset is not working on the DR4300e-core.	This issue was resolved in the 4.0.3 release.
32616	The system cleaner stops ahead of scheduled end time.	This issue was resolved in the 4.0.3 release.
32331	Ocafsd crash during SG removal due to a	This issue was resolved in the 4.0.3 release.

ID	Issue	Workaround/Solution
	race condition.	
31943	The self-signed certificate for the DR Series system GUI needs to be upgraded to SHA-256.	This issue was resolved in the 4.0.3 release.
31770	The time stamp indicated by hardware events is one hour earlier.	This issue was resolved in the 4.0.3 release.
29254	Containers with a client access list might block NFS access.	This issue was resolved in the 4.0.3 release.
28883	Estimated Logical Bytes are displayed even though the cleaner is in a "Done" state, and incorrect values are displayed in the Last Completed Run.	This issue was resolved in the 4.0.3 release.
17427	A customer requested to change the default alert email sender.	This issue was resolved in the 4.0.3 release.
32866	Replication is not supported between Quest and Dell VTL devices. This issue got resolved in 4.0.3	This issue was resolved in the 4.0.3 release.
32574	When trying to delete LSU from NetVault Backup, it is marked for deletion but is not removed even after space reclamation. This issue impacted the NVBU 11.4 RDA LSU configuration when performed from NVBU UI.	This issue was resolved in the 4.0.0.3a release.
32568	RDA v2 data structures need to be packed, but add backward compatibility for older RDA v2 clients (Rapid Recovery tiering to DR Series system).	This issue, introduced in 4.0.0.3 release, was resolved in the 4.0.0.3a release.
32307	NetVault Backup 11.4 - RDA V2 integration: Solaris Sparc backup jobs are failing on the DR Series system.	This issue was resolved in the 4.0.0.3a release. This release updated the RDA plugin for NVBU 11.4 SPARC clients. Please use the standalone plugin installer to deploy it.
32255	DS corruption on replication target--System goes to maintenance mode after powering up.	When the DR Series appliance boots, the contents in the WAM card are compared with the saved-content on the RAID6 vdisk. When they are different, the RAID6 contents are used. The system goes to maintenance mode to verify data integrity. The 4.0.0.3 release resolved an issue in the DR appliance shutdown process.
31341	After upgrading to version 4.0, error occurs that "allow_unsupported_sfp" is not a valid option. This issue impacted DR systems with Intel 10G NICs in 11/12G systems.	This issue was resolved in the 4.0.0.3a release by loading compatible network driver (ixgbe).
32157	Samba negotiation request goes through the smb1.	This issue was resolved in release 4.0.0.3.

ID	Issue	Workaround/Solution
32061	Remote code execution from a writable share "SambaCry" vulnerability (CVE-2017-7494)	A Samba patch was applied to address this issue in release 4.0.0.3.
32041	Email notifications should be allowed to be sent from a custom user account and not from root.	This issue was resolved in release 4.0.0.3. In this release, email notifications can be sent from the administrator or from other custom accounts.
31890	When executing the mount command, you might receive the following error message: mount.nfs: requested NFS version or transport protocol is not supported.	This issue was resolved in the 4.0.0.3 release.
31848	Upgrade to 4.0.0.1 might fail when multiple roles are assigned to the backup_user.	This issue was resolved in the 4.0.0.3 release.
31844	The system cleaner is not triggered when the low space threshold is met on a 12TB DR2000V.	This issue was resolved in the 4.0.0.3 release.
31817	"Post encryption bytes" is displayed incorrectly.	This issue was resolved in the 4.0.0.3 release.
31741	10G cards are not recognized in the 4.0.0.1 release of the DR Series software.	This issue was resolved in the 4.0.0.3 release.
31583	Various issues with editing NFS/CIFS connection offline on a container in the DR Series system GUI.	This issue was resolved in the 4.0.0.3 release.
30986	Earlier versions of the software included the ability to configure arcfour256 and arcfour128.	As of the 4.0.0.3 release, Arcfour ciphers are no longer accepted for ssh connections.
30440, 24597	CIFS traffic is showing up in the usage graphs when only running iSCSI.	This issue was resolved in the 4.0.0.3 release.
27931	Cannot shut down the system from the GUI.	This issue was resolved in the 4.0.0.3 release.
31461	When the dictionary is being upgraded from DR Series system software version 4.0 to a later hot-fix release, it can take several minutes to a few hours (depending on the dictionary size), but no indication of status is given. Containers may not appear on the Containers page in the DR Series system GUI during the upgrade. The system should notify the user of status during the dictionary upgrade. (Note: This upgrade is a one-time action taken for upgrade to version 4.0.0.1.)	This issue was addressed in the 4.0.0.1 release. Proper communication is now given with notifications of upgrade, initialization, and installation of container. Once the upgrade is complete, all containers and associated statistics are listed on the Containers page of the GUI.
31252 31126	Savings/performance issue occurs in release 4.0 of the DR Series system software after upgrade. After upgrading to 4.0, you may see a slight decrease in savings percentage on the next update; over time, this savings will come back in line as	This issue was addressed in the 4.0.0.1 release.

ID	Issue	Workaround/Solution
	the old data stream is aged out.	
31114 30895	Cleaner schedules that span multiple days are not retained upon upgrade to 4.0.	This issue was addressed in the 4.0.0.1 release.
30964	The DR Series 4.0 OST plugin does not support BE16 or NetBackup 8.0.	This issue was addressed in the 4.0.0.1 release.
30910 30820	Network graph in the GUI used "read/write" for "transmit/receive."	This issue was addressed in the 4.0.0.1 release.
30902	Critical alerts incorrectly generated and displayed before the DR Series system finishes initializing.	This issue was addressed in the 4.0.0.1 release.
31243	Error on DR4000 after upgrade when backing up to 1.0 data store.	Resolved in the 4.0.0278.0a release. This issue only impacted a DR4000 that still contained release 1.0 backup data.
31059	Loop in self-healing routine in specific failure scenario.	Resolved in the 4.0.0278.0a release.
31017	Replication error upon bringing system into maintenance mode when using older data format from a 2.x release.	Resolved in the 4.0.0278.0a release.
27538	Secure connection error "Error code: sec_error_reused_issuer_and_serial" in firefox	This issue was addressed in the 4.0 release.
30375	New Quest DLV license support.	This feature was added in version 4.0 to support Quest and Dell license formats.
30440, 24597	CIFS traffic is showing up in the usage graphs when only running iSCSI.	This issue was fixed in version 4.0.
30422	CIFS Administrator password migration from DR Series system software version 3.x to 4.x.	During the upgrade to version 4.0: <ol style="list-style-type: none"> 1. Users corresponding to local workgroup users used for CIFS authentication will be created with the CIFS role and a default password (St0r@ge!). 2. A Message will inform the users of the above and request him/her to set the password of these users to the password of the corresponding local workgroup accounts.

ID	Issue	Workaround/Solution
		<p>3. For local workgroup accounts for which the migration has failed, a message will be displayed asking users to delete these accounts with "authenticate --delete" commands, and then create users with the CIFS role and appropriate CIFS authentication information manually.</p>
29936	Domain users that are not in login group can still log on.	This issue was addressed in version 4.0.
29769	BE15 is unable to detect NDMP VTL devices mapped to NetApp C Mode filer when NetApp filer is configured in vserver scope mode.	Configure NetApp for 7 Mode or for NetApp C Mode for node scope mode. The Node IP used is the NDMP host to the BE server.
29704	File system crash.	This issue was addressed in version 4.0.
29696	Creating any new username containing "administrator" substring as leading characters in the username and CIFS role causes administrator login via the GUI to be locked out.	This issue was addressed in version 4.0.
29672	DR4300e maxing out at 4 million files on some configurations.	This issue was addressed in version 4.0. The DR4300e now supports 64 million files.
29576, 25733	Replication failure under some rare corner cases.	This issue was addressed in version 4.0.
29356	When upgrading from DR Series system software version 3.x to 4.0, the backup_user is migrated based on backup_user configuration in version 3.x. This is to minimize post-upgrade configuration.	<p>Configuration 1 - When RDA and OST are configured in 3.x., the backup_user password is reset to default during the 4.0 upgrade.</p> <p>Configuration 2 - When only RDA is configured in 3.x, the backup_user password is set to RDA during 4.0 upgrade.</p> <p>Configuration 3 - When only OST is configured in 3.x, the backup_user password is set to OST during 4.0 upgrade.</p>
29255	GUI: After upgrading the DR Series system software from 3.0.0.2 to 4.0, DR Series members are not listed in the Global View page.	<p>Only Global View member lists from software version 3.1 and later will be migrated.</p> <p>GV Members which were added in 3.0.x.x builds should be added/re-entered manually after upgrading the DR to 4.0.</p>
28862	Time-out during seed copy to some slower USB devices.	Contact Technical Support to help you reduce the seeding threads so that the DR Series system does not overwhelm the client and USB device.
28561	Hyper-V client unable to discover VTL on higher-mapped LUN.	You must have a LUN 0-7 mapped to discover high-mapped LUN numbers. This is a Hyper-V issue.

ID	Issue	Workaround/Solution
28287	Unable to seed 3.x data to a 4.x system.	If you gathered a seed in 3.x you must finish your seed operation before upgrading to version 4.0.
28187	Setting a replication relationship with a target container has poor savings compared to the source.	If you create a replication relationship with a target container that already exists make sure the marker type is set to the correct type to match the source container.
27735, 27727	Deletion of replication pair with millions of files can take a very long time on target. This can also occur when reestablishing a relationship between a source and target container with a very large number of files.	Make sure replication is in sync before deleting the replication pair, or turn off replication before deleting the relationship. This will reduce the amount of unnecessary housekeeping needed if you are planning to delete the replication target.
27175	Upgrading from 1.x or 2.x to 4.0 is not prevented.	Your system should have 3.x before upgrading to 4.0. See the upgrade section at the beginning of these release notes.
26137	Under some conditions seeding job does not get removed from DR Series system when job is removed via CLI.	This issue was addressed in version 4.0.
25105	Unable to change the IP from Static to DHCP if using the same IP address.	You must first enter a temporary IP address with a different number and then change to the IP you wish to use.
23767,21084	Disconnect under heavy load with Veeam, SQL, and other CIFS workflows.	This issue was addressed in version 4.0.
21715, 24242	Cleaner improvements in laundry processing size.	This issue was addressed in the 3.2.0.2 maintenance release as well as version 4.0.
21496	On a DR2000v with ESX 5.5, web pages, pinging operations, etc. are timing out using TLB bonding.	Disable the second bond to work around this issue.
17216	The DR Series system is not Beast/Crime-vulnerable out of the box.	To keep this security intact, you should run one of the modern browsers that supports TLS 1.2 or greater.
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 issue was addressed in version 4.0.
30465	New Quest DLV license support.	This feature was added in release 3.2.6.2 and 3.2.0.3 to support Quest and Dell license formats.
29733	Incorrect output was displayed when using the command cleaner --show_log_files.	This issue was addressed in release 3.2.6.2 and 3.2.0.3.
29618	Login issue with login groups.	This issue was addressed in release 3.2.6.2 and 3.2.0.3.
29540	Incorrect stats included in daily report for replication target.	This issue was addressed in release 3.2.6.2 and 3.2.0.3.
29421	Need to increase RPC client timeout for	This issue was addressed in release 3.2.6.2 and

ID	Issue	Workaround/Solution
	node start/stop.	3.2.0.3.
29266	Need to add cleaner tunable parameter for laundry size.	This feature was added to release 3.2.6.2 and 3.2.0.3. Note that this parameter must be tuned by Technical Support.
28499	Add cleaner GUI usage graph for cleaner details.	This feature was added to release 3.2.6.2 and 3.2.0.3.
28484	DR4300 systems displayed incorrect drive sizes/capacity for 4TB drives when using RM factor reset.	This was fixed in the release 3.2.6.1 RM package.
27625, 27555	Replication was encountering system crashes in some rare cases.	This was fixed in release 3.2.6.1.
26721	NDMP VTL device appears offline.	This was fixed in release 3.2.6.1.
26685, 25675	ocafsd was crashing on cleaner code in some rare instances.	This was fixed in release 3.2.6.1.
25908	NDMP restore fails when backup is restarted with CommVault Simpana with large amounts of data.	This was fixed in release 3.2.6.1, and NDMP Backup Restartable Extensions (BRE) are now supported.
28032	The DR4000 crashes when breaking a replication relationship and running fsck.	This issue was addressed in 3.2.0.2.
27847	RDNFS plugin issue with Oracle Linux 7.0.	This issue was addressed in 3.2.0.2.
27736, 27671	Replication fix for large configurations.	This issue was addressed in 3.2.0.2.
26191	System cleaner timeout fix.	This issue was addressed in 3.2.0.2.
28439	After updating to release 3.2.0.1, the fan speed was 8K but should be 10K by default.	This was fixed in release 3.2.0.2.
23879	Backup spanning across multiple tapes fail when 10 GB tape is used for Microsoft DPM.	Recommendations for backups spanning multiple tapes are documented in the DR Series best practices guide for Microsoft DPM available for your specific DR Series system at support.quest.com .
23641	Cannot join into the domain by adding a DR Series system to multiple OUs. In the authenticate command type the format as follows:--ou topLevelOU/middleLevelOU/LowerLevelOU/TargetOU This format for adding OUs is now documented in the latest <i>Dell DR Series System CLI Guide</i> .	This was addressed and documented in release 3.2.6.

ID	Issue	Workaround/Solution
20870	RPC replication errors may be seen during replication from source DR Series system to target DR Series system. The primary and secondary replication target should have the same MTU setting. Replication proceeds once the MTU is set to the same as the replica target. This recommendation has been added to the section, "Managing Replication Operations," in the latest <i>Dell DR Series System Administrator's Guide</i> .	This was addressed and documented in release 3.2.6.
20539	After installing Rapid CIFS Filter Driver, an incorrect driver version is displayed.	Addressed and documented in release 3.2.6. If at the end of successful installation, the version of the driver loaded (which can be checked using rdcifsctl.exe driver -q) is lower than the version of the installed package (listed under Control Panel > Installed products), then you should restart the machine. This issue can occur if the system fails to rename/delete driver files under the system folder.
20456	Installation of SSL Certificate file in the GUI failed on Internet Explorer (IE) when using Remote Desktop.	Addressed and documented in release 3.2.6. When uploading the certificate file, the GUI uses the file name with the whole path, which works when uploading on a local system. When using RDP, in the IE browser settings, you need to disable the "Include local directory path .." setting, as follows. <ol style="list-style-type: none"> 1. Under Internet Options > Security, in the "Internet" or "Intranet" area, click Custom Level. 2. In the Security settings, scroll down to Include local directory path when uploading files to a server and ensure it is not selected. 3. Click OK and the refresh the browser.
20424	The following message may appear on the console: "vx_nospace..." even if the system still has space.	Addressed and documented in release 3.2.6. This message is a result of trying to allocate a large contiguous block. The allocation of the contiguous block might fail, in which case, allocation continues without trying to keep the file contiguous. The vx_nospace error may appear, and this message can be safely ignored.
20188	When using cascaded replication for a large number of files (1M+), it may appear to take some time to see the actual files on the secondary target.	Addressed and documented in release 3.2.6. Namespace resync has to complete on the source and primary target and then data transfer has to start on both before transferring to the secondary target. Once the namespace resync completes on the first replication pair, resync then starts on the second replication pair. Until the namespace

ID	Issue	Workaround/Solution
		resync completes on the second pair, no data is transferred. This ensures the namespace resync completes faster and the snapshot can be deleted faster.
20009	User is able to create/write a file/directory in the share/container even though the user has only read permissions (file-level/security-level) on the share.	Addressed and documented in release 3.2.6. You can block write/create operations for a particular domain user by adding an extra 'Deny' 'write' acl for that user. (This issue occurs on the Windows 2008 client.)
19884	RDA plugin logging is not generated by default on physical hosts protected by vRanger because the plugin log service delldrlogsvc.exe is not installed by default.	<p>Addressed and documented in release 3.2.6. To enable RDA plugin logging on physical hosts:</p> <ol style="list-style-type: none"> 1. Copy %INSTALLDIR\Dell\RDA\dynlib\delldrlogsvc.exe from the vRanger server to the %INSTALLDIR\Dell\vRangerPhysicalClient\ <timestamp>rofs directory on the physical host. 2. Change the directory to: %INSTALLDIR\Dell\vRangerPhysicalClient\ <timestamp>rofs 3. Run the command: delldrlogsvc.exe install 4. Run the command: delldrlogsvc.exe start
19552	When there is no data to replicate (for example, replication state is INSYNC), replication statistics might indicate a target is running out of disk space even though the target has enough space.	Addressed and documented in release 3.2.6. This occurs because the replication process detected target space full condition when there is pending data to be replicated, but, at a later time, that pending data was removed and replication was insync. We do not query target disk state when replication is idle. On a similar note, we might not indicate target space full condition when there is no data to replicate as well. An error state in the replication statistics makes sense only when replication is not in sync.
19485	Adding a host name does not work if you use a FQDN and the host name has letters in it.	Addressed and documented in release 3.2.6. You can add names as long as the name is made only of numbers and it is not a FQDN where a period is used in the name string.
19186	If you change the hostname or the domain name after setting up the DR Rapid plug-in, then you may get the wrong backup mode pass-through or de-dupe.	Addressed and documented in release 3.2.6. Uninstall and then reinstall the DR Rapid plug-in for this information to be set correctly.
19023	Events information is not captured in the GUI when the date and time under System Configuration is changed to a date and time in the past.	Addressed and documented in release 3.2.6. This type of event information is captured in the CLI, by using the <code>–show –alerts more</code> command.
18848	In the Internet Explorer 9 and 10 browsers,	Addressed and documented in release 3.2.6. This

ID	Issue	Workaround/Solution
	when you navigate to a DR Series system from within Global View , and then log out of that system and return to Global View , you are logged out of the machine running the Global View .	issue does not occur with any other supported browser. For browser information, see the <i>DR Series System Interoperability Guide</i> .
18178	The AIO-Stress tool fails when using Rapid NFS.	Addressed and documented in release 3.2.6. Rapid NFS, which uses FUSE, does not support AIO.
18501	Rapid NFS performance drops significantly with parallel NFS ingest from same client.	Addressed and documented in release 3.2.6. 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.
18144	A File name too long error is displayed after trying to create a directory structure that exceeded 522 directories.	Addressed and documented in release 3.2.6. 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.	Addressed and documented in release 3.2.6. 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.	Addressed and documented in release 3.2.6. Ensure that the interfaces that you want to add or modify are connected when making Advanced Networking changes. To restart the network, type <code>network --restart</code> at the CLI command line.
17193	DR Rapid critical message Alert RDS Restore failed reported on DR4x00 system. In addition to the error, an event is generated internally in the DR Rapid plug-in when the read operation fails	Addressed and documented in release 3.2.6. The DR Rapid plug-in generates events for any kind of read failures.
16745, 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:</p> <pre>[root@swwsys-49 ~]# 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@swwsys-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>	Addressed and documented in release 3.2.6. To work around the issue, use a different client for OST and RDS rather than sharing the same machine for both protocols.

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16660	When BE has an issue connecting to the server, it may not return detailed errors to the OST plug-in.	Addressed and documented in release 3.2.6. 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.	Addressed and documented in release 3.2.6. Upgrade the DR code using the CLI or GUI using the normal network interface and not the iDRAC.
16053	After you install the Rapid CIFS plugin and replication operations are performed, you receive a blue screen and the following error: STOP 0x00000027 (parameter1, parameter2, parameter3, parameter4) RDR_FILE_SYSTEM	Addressed and documented in release 3.2.6. 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 the Microsoft KB2584874.
9433	The dedicated hot spare is not automatically configured after replacing the hot spare drive in slot 0.	Addressed and documented in release 3.2.6. If the hot spare is replaced, run maintenance by using the <code>--make_standby</code> command.
27074	iSCSI VTL configuration with IBM Tivoli Storage Manager 7.1.1 fails at audit tape library.	Corrected in release 3.2.0.1.
27074	Symantec Backup Exec inventory issue.	Corrected in release 3.2.0.1.
27013	Issue with an ofsck refcount record boundary calculation.	Corrected in release 3.2.0.1.
26721	NDMP VTL device offline issue.	Corrected in release 3.2.0.1.
26548	Kernel panic fix for VTL running in parallel with other protocol heavy replication.	Addressed in release 3.2.0.1.
26493	Option added to increase RDA retry capability in registry working with Tech Support.	Addressed in release 3.2.0.1.
26282	Support for RDA for Sparc.	Addressed in release 3.2.0.1.
26265	DR plugin DeIIDRLogSvc service does not always stop when uninstalling NetVault.	Corrected in release 3.2.0.1.
26190	Various VTL updates for release 3.2.6 ported to 3.2.0.1 code.	Addressed in release 3.2.0.1.
26128	RFE: OFSCK: re-organized refcnt record structure to optimize disk space.	Addressed in release 3.2.0.1.
26113	NFS fix for moujnt during stats call.	Corrected in release 3.2.0.1.
25958	Veeam ingest and replication issue for large file overwrite corner case.	Corrected in release 3.2.0.1.
25860	NetVault Backup stats file takes a long time in closing.	Corrected in release 3.2.0.1.

ID	Issue	Workaround/Solution
25675	ocafsd crashed on cleaner code due to corner case.	Corrected in release 3.2.0.1.
25591	Space handling improvements related to global space thresholds and per enclosure thresholds for Rapid NFS and Rapid CIFS.	Addressed in release 3.2.0.1.
25584	Improved seeding for CIFS on slow networks	Addressed in release 3.2.0.1.
25393	Cleaner is now set to run during idle time even when not in schedule. Since the machine is idle cleaning will occur; it will be stopped if I/O is started.	Addressed in release 3.2.0.1.
25135	Let cleaner finish if it is in runonce mode even if there is a cleaner schedule stop.	Addressed in release 3.2.0.1.
25091	cifs_jobuf_alloc fix for iSCSI.	Addressed in release 3.2.0.1.
24998	Fixed complex replication deadlock scenario involving overwrites and aborts.	Addressed in release 3.2.0.1.
24855	VTL subsystem starts if container name contains "ISCSI" or "NDMP" even though the container type is not 'vtl'.	Corrected in release 3.2.0.1.
24809	Corner case fix for cascaded replication.	Addressed in release 3.2.0.1.
24738	Validate the timestamps in mds supplied by user.	Addressed in release 3.2.0.1.
24701	DR VTL was showing support for hardware encryption, which is not accurate. Removed this option as Symantec was allowing encryption setting. (SPIN, SPOUT and publishing in MODE SENSE)	Corrected in release 3.2.0.1.
24689	Some of the documentation PDF links were not working in the DR Series system GUI.	Corrected in release 3.2.0.1.
24579	Unable to log in using domain user starting with letter "j".	Corrected in release 3.2.0.1.
24571	Enclosure showing as "Not Configured" when another enclosure is added, which changed ID numbers.	Corrected in release 3.2.0.1.
23887	Corner case where cleaner schedule will not stop cleaner from running, nor does the cleaner stop command.	Corrected in release 3.2.0.1.
23797	NDMP user name must be changed to	Addressed in release 3.2.0.1.

ID	Issue	Workaround/Solution
	ndmp_user in GUI.	
24312	Certain hypervisor host NICs will perform poorly and may require a driver update to fully support VMQ feature.	<p>Note that this works as designed. To resolve this issue you should check on your Hypervisor host NIC feature list and update the driver to the latest version.</p> <p>For example, Broadcom NetXtreme I and NetXtreme II Ethernet adapter needs to get driver update to 17.6.0 or above to add VMQ support, otherwise you may experience performance degradation during normal operations.</p> <p>Driver for NetXtreme I and NetXtreme II Ethernet adapter</p> <p>Firmware for NetXtreme I and NetXtreme II Ethernet adapter</p>
20539	After installing Rapid CIFS Filter Driver, an incorrect driver version is displayed.	<p>If at the end of successful installation, the version of the driver loaded (which can be checked using <code>rdcifsctl.exe driver -q</code>) is lower than the version of the installed package (listed under Control Panel > Installed products), then you should restart the machine. This issue can occur if the system fails to rename/delete driver files under the system folder.</p>
20456	Installation of SSL Certificate file in the GUI failed on Internet Explorer (IE) when using Remote Desktop.	<p>When uploading the certificate file, the GUI uses the file name with the whole path, which works when uploading on a local system. When using RDP, in the IE browser settings, you need to disable the "Include local directory path .." setting, as follows.</p> <ol style="list-style-type: none"> 1. Under Internet Options > Security, in the "Internet" or "Intranet" area, click Custom Level. 2. In the Security settings, scroll down to Include local directory path when uploading files to a server and ensure it is not selected. 3. Click OK and the refresh the browser.
20424	The following message may appear on the console: "vx_nospace..." even if the system still has space.	<p>This message is a result of trying to allocate a large contiguous block. The allocation of the contiguous block might fail, in which case, allocation continues without trying to keep the file contiguous. The vx_nospace error may appear, and this message can be safely ignored.</p>
20009	User is able to create/write a file/directory in the share/container even though the user has only read permissions (file-level/security-level) on the share.	<p>You can block write/create operations for a particular domain user by adding an extra 'Deny' 'write' acl for that user. (This issue occurs on the Windows 2008 client.)</p>
19485	Adding a host name does not work if you	<p>You can add names as long as the name is made</p>

ID	Issue	Workaround/Solution
	use a FQDN and the host name has letters in it.	only of numbers and it is not a FQDN where a period is used in the name string.
19186	If you change the hostname or the domain name after setting up the DR Rapid plug-in, then you may get the wrong backup mode pass-through or de-dupe.	Uninstall and then reinstall the DR Rapid plug-in for this information to be set correctly.
18848	In the Internet Explorer 9 and 10 browsers, when you navigate to a DR Series system from within Global View, and then log out of that system and return to Global View, you are logged out of the machine running the Global View.	This issue does not occur with any other supported browser. For browser information, see the <i>DR Series System Interoperability Guide</i> .
18178	The AIO-Stress tool fails when using Rapid NFS.	Rapid NFS, which uses FUSE, does not support AIO.
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.
18144	A File name too long error is 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 Advanced Networking changes. To restart the network, type <code>network --restart</code> at the CLI command line.
17193	DR Rapid critical message Alert RDS Restore failed reported on DR4x00 system. In addition to the error, an event is generated internally in the DR Rapid plug-in when the read operation fails	The DR Rapid plug-in generates events for any kind of read failures.
16745, 17621	If you have the same client for OST and RDS operations and you manually update the client connections, unexpected messages are displayed as: <pre>[root@swwsys-49 ~]# stats -- clients --type RDA RDA Client(s) Type plug-in OS Backup Software Last Access Connection(s) Mode r310-sys-39 RDS -- -- -- -- 0 Default [root@swwsys-49 ~]# ost -- update_ client --name r310- sys-39 --mode auto Client is connected with default values. Please update to</pre>	To work around the issue, use a different client for OST and RDS rather than sharing the same machine for both protocols.

ID	Issue	Workaround/Solution
	<p>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>	
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.
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 <code>--make_standby</code> command to make the drive a global hot spare.

Open issues

ID	Issue	Description/Workaround
33060, 32612, 33156	The current releases of NetBackup and Backup Exec do not support Quest OST devices.	<p>For NetBackup 8, apply the patch from Veritas. Contact Quest support for patch details.</p> <p>For Backup Exec 16, create a VTL container with the Robot model as "Dell DR_L700." Configure OST storage server as Dell. Support for Quest OST and VTL devices is planned in BE 20.</p>
32274	Unable to access RDA device after changing RDA user password.	You should restart the NetVault Backup services.
31999	On the DR4300e Core system, backup job failures might be observed for OST, RDA, RDCIFS and RDNFS while cleaner is running.	Contact the Quest support team for assistance in tuning the DR4300e Core system.
31951	If the cleaner or replication schedule is set to end at 24:00, the same will not be honored.	You should set the end time to 23:59.
31123	At the end of an upgrade, you might see the alert: "SVDC reserved alert ##."	If you see this alert, the last part of the upgrade failed. Please contact Quest Support, or run the upgrade again.
30813	The OST Accelerator option (synthetic backups) can perform poorly under heavy load conditions.	While you can continue to use OST, disable the Accelerator option in these scenarios. This issue will be resolved in a future release.
27278	On Solaris, the standalone RDA package installation conflicts with existing packages.	If you are trying to upgrade the RDA plugin on Solaris, the command, <code>pkgadd</code> , will prompt for conflicting files. Respond 'y' for yes to the following prompts for installation

ID	Issue	Description/Workaround
		to complete successfully. Do you want to install these conflicting files [y,n,?,q] y Do you want to continue with the installation of <DellRDSPlugin-64bit> [y,n,?]y
25832	RDNFS binary upgrade fails in RHEL 7 client.	Uninstall any existing RDNFS package and then install the new one.
23641	Cannot join into domain by adding the DR Series system into multiple OUs	Contact Quest support to add unit to multiple OUs using the authenticate command type as follows:--ou topLevelOU/middleLevelOU/LowerLevelOU/TargetOU
20553	Specific amount options do not work for Rapid NFS.	The -l and -f options are not supported in the rdnfs unmount procedure.
20426	Replication traffic that is configured to go through an assigned bond may still run through the default bond (bond0).	If you want to run replication traffic through another bond interface, contact Technical Support to update the route.
17206	Do not allow changing IP of an interface that is a 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.

Product licensing

If you purchased the DR Series system prior to November 2016 and require licensing assistance, visit the Dell Support site at <https://support.dell.com> or contact your Dell DR Series representative. If you purchased the DR Series system after November 2016, and require Quest licensing assistance, please visit: <https://support.quest.com/contact-us/licensing>

i **NOTE:** The only DR Series system models that require specific additional licensing to be added are expansion shelves, the DR2000v, and the DR4300e.

Supported software and hardware

For a complete list of the supported hardware and software for the DR Series system, see the *DR Series System Interoperability Guide*. You can download this guide by visiting: <http://support.quest.com/DR-Series> and selecting your specific DR Series system, which opens the product support page to view product documentation for your system.

Checking system information

Before troubleshooting issues with a DR Series system, ensure that the installed DR Series system software is up to date. The related drivers, software, and firmware are available at support.quest.com/DR-Series. You will

need to know your service tag to download the latest updates. Also, 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 *DR Series System Administrator Guide* or the *DR Series System Command Line Reference Guide*.

Other information you may need

The following table lists the documentation available for the DR Series systems. The documents listed are available at support.quest.com/DR-Series by selecting your specific DR Series system. For more information about DR Series system hardware, see the safety and regulatory information that shipped with your DR Series system. Warranty information may be included as a separate document.

Document	Description
DR Series System Getting Started Guide	Provides an overview of how to set up the physical DR Series system hardware and includes technical specifications.
DR Series System Owner's Manual	Provides information about applicable physical DR Series system features, troubleshooting the DR Series system, and installing or replacing the DR Series system components.
DR2000v Deployment Guide	Provides information about deploying the virtual DR Series system, DR2000v, on supported virtual platforms.
DR Series System Administrator Guide	Provides information about managing backup and replication operations using the DR Series system GUI.
DR Series System Interoperability Guide	Provides information on supported hardware and software for the DR Series systems.
DR Series System Command Line Reference Guide	Provides information about managing DR Series system data backup and replication operations using the DR Series system command line interface (CLI).
DR Series System Release Notes	Provides the latest information about new features and known issues with a specific product release.

i **NOTE:** Always check for the latest documentation updates and release notes at support.quest.com/dr-series, and read the release notes first because they contain the most recently documented information about known issues with a specific product release.

Third party components

This product contains the third-party components listed below.

Source code for some components can be found at <http://opensource.quest.com>.

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Component	License	Notes
Angular.js 1.4.7	MIT	A copy of the license can be found below at The MIT License (MIT)
Footable 2.0	MIT	A copy of the license can be found below at The MIT License (MIT)
keyutils-libs 1.2	GPL (GNU General Public License) 2.0	This product is not used by the DR Series Software, but provided for customer convenience. A copy of the license can be found below at GPL (GNU General Public License) 2.0
libsic++20 2.0.17.1	LGPL (GNU Lesser General Public License) 2.1	The full text of the license may be found on our website .
libtalloc2 2.0.8.24.1	GPL (GNU General Public License) 3.0	A copy of the license can be found below at GNU (Lesser General Public License) 3.0
libxml++ 2.19.1.1	GPL (GNU General Public License) 2.0	A copy of the license can be found below at GPL (GNU General Public License) 2.0
OpenSSL 1.0.1g	OpenSSL License	This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org) Table Cell Outside Table: A copy of the license can be found below at Open SSL License
QLogic FC HBA driver Target Mode qla2x00t 3.1	GPL (GNU General Public License) 2.0	A copy of the license can be found below at GPL (GNU General Public License) 2.0
Samba 3.5	GPL (GNU General Public License) 3.0	A copy of the license can be found below at GNU (Lesser General Public License) 3.0
SCSI List Utility 0.17.3.el5	GPL (GNU General Public License) 2.0	A copy of the license can be found below at GPL (GNU General Public License) 2.0
SCST 3.1	GPL (GNU General	A copy of the license can be found below at GPL (GNU General Public License) 2.0

Component	License	Notes
	Public License) 2.0	
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TimeZone 1	Apache 2.0	
Vis.js 1	MIT	A copy of the license can be found below at The MIT License (MIT)
Xmlsec1 1.2.9.8.1.2	MIT	A copy of the license can be found below at The MIT License (MIT)

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Version 2, June 1991

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