Dell DL1000 Appliance Release Notes

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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Introduction

This document describes important product information and restrictions for the Dell DL1000 Appliance running AppAssure and Rapid Recovery.

About DL1000 Dell Appliance

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

Optimized for quick deployment and efficiency, the DL1000:

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

About DL Appliance Software

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

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

Other information you may need

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

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

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

Your product documentation includes:

Getting Started Guide	Provides an overview of setting up your system, and technical specifications. This document is shipped with your system.
System Placemat	Provides information on how to set up the hardware and install the software on your appliance.
Owner's Manual	Provides information about system features and describes how to troubleshoot the system and install or replace system components.
Deployment Guide	Provides information on hardware deployment and the initial deployment of the appliance.
User's Guide	Provides information about configuring and managing the system.
Release Notes	Provides product information and additional information on the Dell DL1000 Appliance.
Interoperability Guide	Provides information on supported software and hardware for your appliance as well as usage considerations, recommendations, and rules.
OpenManage Server Administrator User's Guide	Provides information about using Dell OpenManage Server Administrator to manage your system.

Registering your appliance on the license portal

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

   If you have multiple appliances, enter a license number and then press **Enter** to enter additional numbers.
4. Click **Activate**.

   If the email address that you entered is not registered on the License Portal (if there was a new License Portal account), you are prompted to create an account in the License Portal using that email address.
5. To create an account in the License Portal, enter the necessary information.

   After you register, you are logged on to the License Portal. An activation email is also sent to your email address.
6. A notification of successful registration appears, which also lists the license key. This notification describes the instructions for you to apply the license key to your appliance as follows:
   a. Launch the Core Console for your appliance.
   b. Go to **Configuration → Licensing**.
   c. Click **Change License**.
   d. Copy and paste the software license key included in the successful registration notification message, and then save your changes.

7. Click **OK**.

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

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Known issues and limitations for Rapid Recovery

📝 **NOTE:** Rapid Recovery version 6.0.2 is available. If upgrading from a localized version of a previous release (such as AppAssure 5.4.3), note that the upgraded Rapid Recovery components, including the Core Console and the PowerShell module, are only available in English.

Download DL Appliance Log feature fails

Description	On clicking **Collect Logs** on the **Download DL Appliance Log** panel, no results are displayed. Download DL Appliance Log doesn't work with Rapid Recovery 6.0.2.
Workaround/ Solution	To manually locate the logs in your system: 1. Click **Collect Logs**. Wait until Collect Server Logs background job is finished. The job status can be tracked in the Core GUI either on the **Events** tab or running tasks drop-down in the upper–right corner of the page. 2. Go to, **C:\ProgramData\AppRecovery\OMSA_logs**. The zip file in this folder contains all the collected logs.

Some symbols are displayed as numeric codes in the backup link

Description	Some symbols are displayed as numeric codes in the backup link on the **Appliance** page on the **Health** tab in the Portuguese Rapid Recovery core.
Workaround/ Solution	The backup link points to the **Backup** page in the **Appliance** tab. You can navigate to the page manually.

VM operation buttons are missing on the VM Management page

Description	VM operations buttons (start/stop) are not available on **VM Management** page. The **Virtual Standby** page is displayed instead.
Workaround/ Solution	Go to the corresponding hypervisor (Hyper-V or ESXi) and make the setting changes.

Winbackup feature does not function using the Backup now button

Description	The Winbackup feature can't be forced using the **Backup now** button on the **View Windows Backup Policy**. The **Backup now** button is inactive on the popup page.
Workaround/Solution	Click the **Backup now** button on the Appliance **Backup** page.

An incorrect link is displayed in the Backup Status message

Description	When creating a Windows backup, the backup fails. The following information appears in the **Error Action** field: `Retry by clicking on the "Configure" link on the Configuration pane below`. The **Configure** link does not exist. NOTE: Ensure that the backup target disks are available before proceeding to the workaround.
Workaround/Solution	Click the **Backup Now** button.

Appliance Backup tab freezes when creating a RASR USB drive

Description	When creating a RASR USB drive, the Appliance **Backup** tab freezes. NOTE: You can still access other pages on the Core Console. You can track the RASR USB drive creation progress on the **Events** tab of the Core.
Workaround/Solution	Wait until the RASR USB drive is created before accessing the **Backup** tab. NOTE: It takes approximately 30 minutes to create the RASR USB drive.

Error message displayed when creating a RASR USB drive in the Appliance Backup tab

Description	An error message: `The following critical files and/or directory paths required for RASR USB drive creation are missing: winre.wim, bootmgr, bmr` may appear in the Appliance Backup tab.
Workaround/Solution	Wait till the RASR USB is created and refresh the page.

Error displayed when you click the virtual standby tab

Description	The server does not respond when several export jobs are running simultaneously.
Workaround/ Solution	Close the error and retry the action.

Cannot recover the DVM repository after remounting volumes if one of the mount points was removed on your appliance

Description	Recovering a DVM repository fails on Appliances if the repository was provisioned on several controllers and one of the mount points was removed.

> **NOTE:** Ensure you use the PERC H310 controller to create the initial repository.

Workaround/ Solution	1. Assign drive letters to volumes with storage locations of the repository. 2. Manually restore Core settings or use the **Open Existing Repository** option through the **Repositories** pane specifying valid paths for repositories.

DVM Repository created in Rapid Recovery 6.0 cannot be mounted in AppAssure 5.4.3

Description	After a factory restore on the Appliance, the DVM repository on Rapid Recovery 6.0 cannot be mounted to AppAssure 5.4.3 due to changes in how repositories are identified.
Workaround/ Solution	Upgrade to Rapid Recovery 6.0 and then use the **Open Existing Repository** option. If a repository was created in Rapid Recovery 6.0, and after a factory restore the repository exists in AppAssure 5.4.3, then immediately (the first step in the Appliance GUI) upgrade to Rapid Recovery 6.0.

After upgrading to Rapid Recovery 6.0, Recovery and Update Utility fails to start after a reboot

Description	When using the Dell DL Appliance Recovery and Update Utility (RUU), a failed script error message appears after a system reboot. The core services cannot be started automatically.
Workaround/ Solution	Manually restart the RUU, wait until it completes and then launch the Core Console using the desktop icons.

NOTE: Do not launch the Core Console while the RUU is running.

On upgrading the Core from AppAssure 5.4.3 to Rapid Recovery 6.0, the Core Console does not launch automatically

Description	After upgrading the Core from AppAssure 5.4.3 to Rapid Recovery 6.0, you are prompted to restart the system. On restarting the system the `startAA.vbs` script does not open the Core Console but displays a Windows Script Host error.
Workaround/ Solution	After upgrading to Rapid Recovery 6.0, manually start the Core Console by clicking the icon on the desktop.

Error displayed when remounting volumes

Description	When recovering a DVM repository the following error is displayed: `Failed read consistency lock on IsSpare_AC or MediaPresent_DiskDriveToStorageExtent_AC Association Cache`. The error occurs when a repository was provisioned on several controllers and one of the mount points was removed. **NOTE:** Ensure you use the PERC H310 controller to provision storage.
Workaround/ Solution	1. Assign drive letters to volumes with storage locations of the repository. 2. Manually restore Core settings or **Open Existing Repository** through the **Repositories** pane specifying valid paths for repositories.

Rapid Recovery 6.0 displays an error when ESX(i) host is offline

Description	After exporting ESX(i) virtual standby, if the state of ESX(i) host is offline, the error: `Unable to connect to the remote server now` is displayed.
Workaround	If an ESXi server backed Virtual Standbys exist, ensure all hosting ESXi servers are up and operational.

Known issues and limitations for AppAssure

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

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

Remount fails for both controllers after a Recovery and Update Utility (version # 184) upgrade and a factory restore

Description	The remount volume was not able to restore the mount point previously used by the VM volume because the volume letter was reassigned to other removable devices.
Workaround/ Solution	Remove all removable media from the system and then run **Remount Volumes** again.

Content in the DL Appliance Backup tab is missing after running the Recovery and Update Utility

Description	After you recover your Appliance through the Recovery and Update Utility (RUU) and restart the AppAssure Core Web Console, content in the Appliance **Backup** tab goes missing if a web browser is open while the RUU is running.
Workaround/ Solution	Clear the browser cache, close the browser, and start the AppAssure Core Web Console.

When remounting volumes on the Provisioning page a new job with an error status is created

Description	On remounting volumes on the **Provisioning** page a new job with an error status is created. This issue occurs after rebooting the appliance from a Rapid Appliance Self Recovery (RASR) USB drive and performing a factory reset.
Workaround/ Solution	Remove all USB drives when provisioning.

AppAssure Core upgrade fails when performed manually

Description	This issue occurs when trying to upgrade the Core outside the Recovery and Update Utility (RUU) process.
Workaround/ Solution	Before performing the Core update, stop the following services: • Dell Storage Management Web Service • DSM SA Connection Service • DSM SA Data Manager • DSM SA Event Manager • DSM SA Shared Services Restart the services after the update.

Unable to recover the Appliance with Windows Recovery Wizard when booting from a USB drive

Description	When a USB drive is formatted as a RASR USB drive, the appliance does not recognize the USB drive and displays it as a Fixed Disk in the operating system.
Workaround/ Solution	Do not use any USB drives that shows up as a Fixed Disk in the operating system.

Recovery and Update Utility build 99 fails

Description	Recovery and Update Utility (RUU) build 99 fails on DL Appliances during a Rapid Appliance Self Recovery (RASR) update.
Workaround/ Solution	Do not use build 99. If you have installed build 99, upgrade to the latest RUU.

The Remount volumes button on Appliance tab does not remount the repository volume

Description	If a mount point is deleted in a repository disk, the **Remount volumes** button on **Appliance** tab does not work.
Workaround/ Solution	To restore the volume mount point: 1. Open the **Repository** tab and expand the error repository. 2. Copy the repository file path. 3. Open **Operating system Disk Manager: Server Manager → Tools → Computer Management → Disk Management**. 4. Find the repository disk, the name of the disk contains repository information. 5. Right-click the disk and select **Change drive letter and paths**.

6.   Click **Add**.

7.   Select **Mount** in the NTFS folder.

8.   Paste the path copied in step 2.

9.   To remove File_X, edit the path. (For example, if the path of the repository is C:\DLDisks\Repository 1\disk_1234567890\File_0, you have to change it to **C: \DLDisks\Repository 1\disk_123456790**)

10. Click **OK**.

11. Repeat for all the repository paths that you can see in step 2 if they differ. Ignore the File_X number, if the rest of the path is the same, you do not have to repeat this step.

12. After all failed repository paths are restored, go to **Configuration → Repositories** tab, and click **check repository**.

At times nonlocalized messages are displayed in the AppAssure Core and the AppAssure Event log

Description	Sometimes nonlocalized messages are displayed in the AppAssure Core (lower-right corner of the screen) and the AppAssure Event log.
Workaround/ Solution	Restart the Core, WMI and SRM Web Service services, then empty the browser cache and restart the browser.
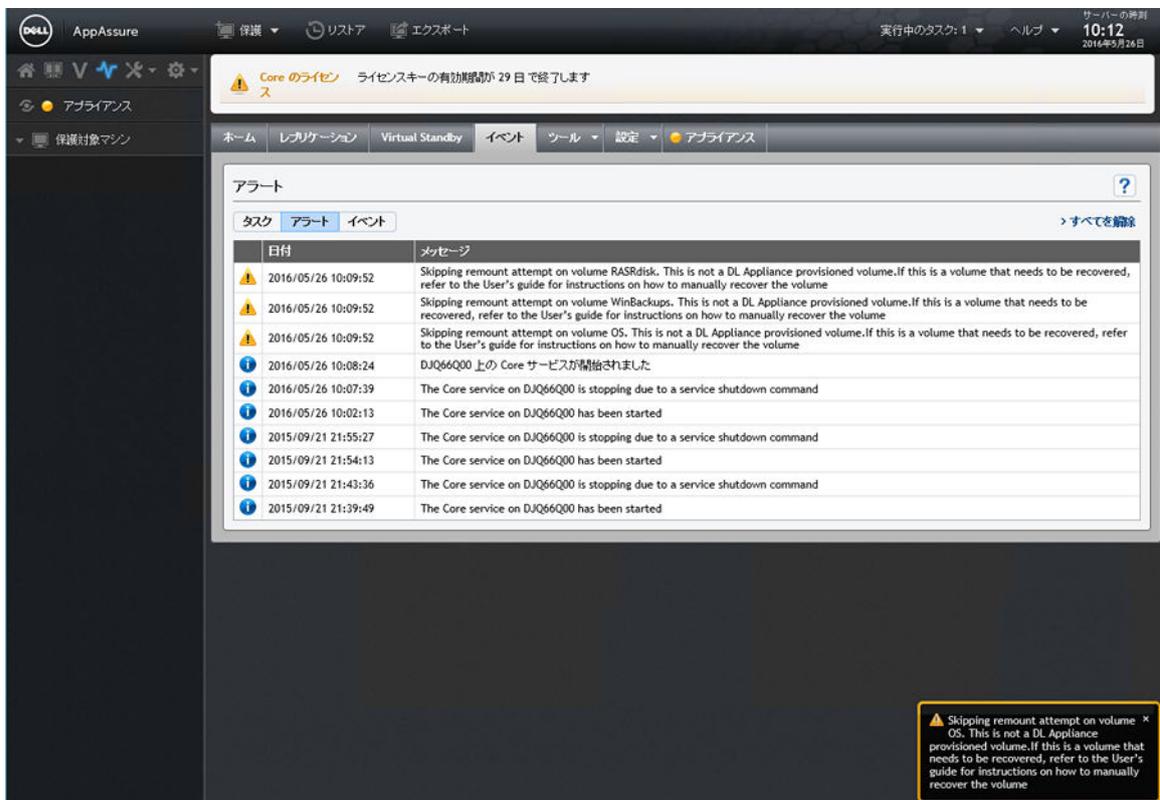
Figure 1. Nonlocalized messages displayed in the AppAssure Core and the AppAssure Event log

Do not use underscore in the hostname

Description	⚠ CAUTION: It is recommended not to use underscore in the hostname, the Open Manage Server Administrator (OMSA) portal may not work.
Workaround/Solution	For the new host name to take effect, manually change the hostname through the operating system and restart the appliance.

On rebooting your appliance a random drive letter is assigned to the Repository VD

Description	After provisioning and rebooting the appliance the drive letter for the repository disk changes after Remount of Volumes.
Workaround/Solution	If the letter is assigned to the volume, it can be removed using the Disk Management tool. However, if the repository has already been expanded using the assigned letter, the repository becomes unreachable. To workaround this issue: 1. Go to **Repositories** tab. 2. Click **fix repository paths** button. 3. For the failed repository, replace the unreachable paths (that contain the removed volume letter) with a valid path. 4. Save changes and run the repository check.

Dell DL Appliance Applications fail with an error during the Recovery and Update Utility

Description	Dell DL Appliance Applications fail with the error `There was an error while installing Dell DL Appliance` during the Recovery and Update Utility (RUU).
Workaround/Solution	Contact support. RUU is an important tool that introduces many changes to the environment, if some of the steps cannot be executed, the system might be left in an inconsistent state.

Error displayed while creating the RASR USB key

Description	While creating the RASR USB key, the following message is displayed: `Unable to connect to Dell storage management Web service. Try restarting the Windows Management Instrumentation service, and then restart the Dell Storage Management Web and reload this page.`
Workaround/Solution	Ignore this message.

View Policy in the appliance tab responds slowly

Description	When you click the **View Policy** button, it changes appearance, but takes some time for the dialog box to display. If you interact with the user interface during this delay, the following message is displayed: `<hostname> is not responding.`
Workaround/ Solution	Wait for this message to disappear.

Error displayed when the hostname of your appliance is configured and added to a domain

Description	When you change the hostname of your appliance and add it to a domain with an identical hostname, the following message is displayed: `A critical error occurred while trying to configure the hostname and domain settings. Ensure that hostname does not already exist in the domain. If the issue persists, close the AppAssure Appliance Configuration Wizard, delete the configuration file below and restart the wizard. C:\Program Files\Dell\PowerVault\Appliances \DL\FTBU\FTBU.dat If the issue still persist, contact Dell support further assistance.`
Workaround/ Solution	Reboot your appliance to join the domain.

Error message displayed while provisioning storage in AppAssure Appliance Configuration Wizard

Description	After recovering DL1000 Appliance using Dell DL Recovery and Update Utility, the following error is displayed when provisioning storage: `Failed to create Repository disk partition. Insufficient space on physical disks. Failed to configure adapter Id: '?p1' Personality to '?p2.` The appliance fails to create Repository disk partitions due to insufficient space on physical disk.
Workaround/ Solution	To locate and remove user–created virtual disks use OpenManage Server Administrator (OMSA).

Status of Appliance tab indicator is yellow if the RASR USB drive is not created

Description	It is recommended to create the RASR USB drive when the AppAssure Appliance Configuration Wizard is running. If the RASR USB drive is not created, then the Rapid Appliance Self Recovery status on the **health** page turns yellow. This in turn causes the Appliance tab indicator to turn yellow.

Appliance tab does not have any content

Description	When you click the Appliance tab, the content inside the table is not displayed. The following error message is displayed instead: `The following error occurred during the previous installation attempt.` This typically happens when the AppAssure core is updated in RUU, and the AppAssure core is open in a browser.
Workaround/ Solution	Clear browser cache. Go to **Internet Options** in IE, click **General → Browsing history → delete browsing history** and press **Delete**. Restart the browser.

"Collecting..." message remains on the screen while collecting DL Appliance logs

Description	"Collecting..." message remains on the screen while trying to collect logs in AppAssure Core through **Tools → Diagnostics →View Logs**.
Workaround/ Solution	Press F5 to refresh the browser.

Appliance tab loses functionality

Description	Occasionally, you may see that Appliance tab does not respond. The rotating progress button is stuck.

Workaround/ Solution	1. Restart **Internet Information Service Manager**.
	2. Restart the services in the given order:
	    a. Windows Management Instrumentation
	    b. SRM Web Service
	    c. AppAssureCore
	3. Clear the browser cache.
	4. Refresh the page.

VM Operations buttons for virtual standby are active while VM export is being performed

Description	While the VM export is in progress, the VM operation buttons **Start** and **Add Network Adapter** are enabled.
Workaround/ Solution	Do not click these buttons until the corresponding VM export is complete.

Status of Hypervisor information for ESX(i) is shown offline if status for Hyper-V is changed to offline

Description	When virtual standbys for the protected machines are created on two different hypervisors, ESX(i) and Hyper-V, if the Hyper-V virtual machine management system is stopped after the export job is completed, then the status of Hypervisor information for ESX(i) displays incorrectly.

Non-RAID 1 configurations are not supported on your appliance

The user cannot manually provision storage in a non-RAID 1 configuration because AppAssure supports RAID-1 configuration only.

Installing the wrong RUU causes features in the DL Appliance to hang

Description	Installing the incorrect Recovery and Update Utility (RUU) on your DL Appliance causes features to break or not work properly.
Workaround/ Solution	Every DL Appliance has a unique RUU. To download the correct RUU, go to **www.Dell.com/support**, click **Servers, Storage, & Networking → PowerVault → Dell DL1000 → Drivers & downloads → Category → IDM → Dell PowerVault DL Recovery and Update Utility**.

AppAssure Appliance Configuration Wizard fails to complete

Description	The AppAssure Appliance Configuration Wizard fails to complete, if the user terminates the process or if a device error occurs.
Workaround/ Solution	Rerun the AppAssure Appliance Configuration Wizard using the shortcut on the desktop.

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

Description	The following error message is displayed in the AppAssure Appliance Configuration Wizard: `A critical error occurred while running prerequisite checks. Call Dell support for further assistance.`

Workaround/ Solution	1. Navigate to **Server Manager → Tools → Services → DSM SA Data Manager →** **properties → Startup type**. 2. Select **Automatic**. 3. Log out and log in again to restart AppAssure Appliance Configuration Wizard.

OpenManage Server Administrator Issues

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

OpenManage Server Administrator fails to install properly

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

OpenManage Server Administrator fails to update status

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

Recovery and Update Utility takes time to complete

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

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 after you change the hostname of the system using AppAssure Appliance Configuration Wizard, close the AppAssure Console and delete its desktop shortcut.
Workaround/ Solution	Do not delete the desktop shortcut for the AppAssure Core Console.

Error message does not close when trying to exit AppAssure Appliance Configuration Wizard

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	Restart the Appliance, the AppAssure Appliance Configuration Wizard should start automatically.

License key installation failure

Description	Appliance does not display a red **X** for **Software License** after the 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 host name, domain credentials, and so on) is entered in using the AppAssure Appliance Configuration Wizard.

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

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

Workaround/
Solution
1. Close the **AppAssure Appliance Configuration Wizard**.
2. Manually restart AppAssure services.
3. Restart the **AppAssure Appliance Configuration Wizard**.

Incorrect message displayed for license configuration failure

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

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

Workaround/
Solution
1. Close the **AppAssure Appliance Configuration Wizard**.
2. Manually restart AppAssure services.
3. Restart the **AppAssure Appliance Configuration Wizard**.

Removal Of USB Drive Fails

Description
Clicking the **Safely Remove USB Drive** option on the **Create RASR USB drive** page may fail.

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

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

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Getting help

Contacting Dell

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

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

Documentation feedback

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