

Dell™ PowerVault™  
Data Protection Solution  
**Information Update**



# Notes, Notices, and Cautions



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



**NOTICE:** A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



**CAUTION:** A CAUTION indicates a potential for property damage, personal injury, or death.

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# Critical System Information

Table 1-1 lists the known issues with the Dell™ PowerVault™ Data Protection Solution.

**Table 1-1. Known Issues**

<b>Issue</b>	<b>Description</b>	<b>Workaround/Solution</b>
The replica is inconsistent if the first sync occurs while the initial replica is being created. The following message appears in the DPM console: "The replica on <system> is inconsistent with the protected data source. All protection activities for data source will fail until the replica is synchronized with consistency check. (ID: 3163)"	Because the initial replica is in the process of being created, the first sync fails. As a result, all the subsequent syncs fail and the replica is marked as inconsistent.	Wait until the initial replica creation is complete and then perform a consistency check.

## Installation and Setup Issues

Table 1-2 contains workarounds for the issues you may encounter while setting up and configuring your Dell PowerVault Data Protection Solution.

**Table 1-2. Installation and Setup Issues**

<b>Issue</b>	<b>Description</b>	<b>Workaround/Solution</b>
An error appears on the Dell PowerVault Data Protection Solution Configuration Wizard.	Either a pre-requisite was not completed successfully or a critical error occurred.	Follow the instructions listed in the error message on the screen to resolve the issue.

**Table 1-2. Installation and Setup Issues (continued)**

<b>Issue</b>	<b>Description</b>	<b>Workaround/Solution</b>
Instructions on the Microsoft® Windows® Storage Server 2003 R2 with SP2 recovery media may be incorrect.	The Microsoft Windows Storage Server 2003 R2 with SP2 recovery media instructs the user to use the Dell® PowerEdge® <i>Installation and Server Management</i> CD to reinstall the Operating System.	Should you need to reinstall your operating system, use the Systems Build and Update Utility along with the Windows Storage Server 2003 R2 with SP2 recovery media supplied with your system. See the <i>Dell PowerVault Data Protection Solution System Recovery Guide</i> .
The 32-bit version of KB940349 for Windows Server operating systems is not supplied on the <i>Microsoft System Center Data Protection Manager 2007</i> reinstallation DVD.	All protected servers require the installation of KB940349 as described in the Installing Protected System Prerequisite Software section of the <i>PowerVault Data Protection Solution Quick Start Guide</i> . The <i>Microsoft System Center Data Protection Manager 2007</i> reinstallation DVD includes the 64-bit version of KB940349 in the \prereqs directory as needed to reinstall DPM 2007 on your DPM 2007 system. The 32-bit version of KB940349 is not supplied on the reinstallation DVD.	To acquire the 32-bit version of KB940349, go to <a href="http://www.support.microsoft.com">www.support.microsoft.com</a> . Enter <b>940349</b> in the <b>Search Support (KB)</b> field and click <b>Enter</b> . Click the article entitled "Availability of a Volume Shadow Copy Service (VSS) update". In the Update Information section of the article, download KB940349 under the <b>Windows Server 2003 for x86-based Systems</b> heading.

### **TL2000 and TL4000 Tape Drives - Driver Installation**

Use the following procedure for all TL2000 and TL4000 tape drives in the *PowerVault Data Protection Solution Support Matrix Guide* that require installation of the native operating system device driver. First, install the tape library and tape drive software according to the installation instructions

provided with those devices. Then follow the steps below to replace the tape drive's device driver with the device driver supplied with the operating system.



**NOTE:** Make sure that you only replace the device driver for the tape drive and not the device driver for the medium changer.

To install the native operating system tape device driver, follow these steps:

- 1** Display the System Properties by clicking **Start > Control Panel > System**.
- 2** On the **Hardware** tab, click **Device Manager**.
- 3** Locate the tape device in the **Device Manager** tree view and right click the option to **Update Driver...**
- 4** When prompted with "Can Windows connect to Windows Update to search for software?," click the **No, not this time** button.
- 5** Click **Next** to continue.
- 6** When prompted with "What do you want the wizard to do?," select **Install from a list or specific location (Advanced)**.
- 7** Click **Next** to continue.
- 8** On the **Please choose your search and installation options** dialog box, select **Don't search. I will choose the driver to install**.
- 9** Click **Next** to continue.
- 10** On the **Select the device driver you want to install for this hardware** dialog box, select **LTO** as the manufacturer and **LTO Tape drive** as the model. If you receive a driver update warning message indicating "Windows cannot verify this driver is compatible with your hardware," click **Yes** to continue installing the LTO Tape driver.
- 11** Click **Next** to complete the driver installation.

## Management Issues

This section contains information about issues regarding monitoring and managing your system.

## DPM 2007 and Tape Cleaning

DPM (Data Protection Management) 2007 has issues with managing tape cartridges and cleaning functions on certain tape devices. Possible side effects include a failed inventory of the tape device and the inability to successfully run a tape cleaning operation. The following are the preferred methods for performing tape cleaning:

### For Autoloaders and Tape Libraries

- 1 Automated Cleaning**—Use the tape automation's control panel or RMU (Remote Management Utility) to configure the "auto-clean" feature.
- 2 Manual Cleaning**—Use the tape automation's control panel or RMU to initiate tape cleaning operations.
- 3** Although either procedure can be used, Dell recommends Automated Cleaning as this provides unattended tape cleaning of your tape system. See the tape automation's *User's Guide* for information on configuring the auto-clean feature and other tape cleaning operations.

### For Standalone Tape Drives

Insert the cleaning cartridge according to the instructions in the tape device's *User's Guide*.

## DPM 2007 and Tape Device Status

Certain tape handling alerts such as recognizing an expired tape cleaning cartridge are not recognized by DPM 2007. The following are some alternative ways to monitor the status of tape devices.

### All Tape Devices

Tape devices have LED indicators on the device (for example, 110T) and/or LCD display panel (for example, TL2000/TL4000) that display information on the health of the tape device and/or the applicable error codes. See the tape device's *Hardware Owner's Manual* for information on how to use and interpret display panel error codes.

## **Autoloaders and Tape Libraries**

In addition to the display panel error messages listed above, autoloaders and libraries such as the TL2000/TL4000 have a RMU (Remote Management Utility), which is a web-based configuration utility to configure and monitor the device. The RMU is accessed from a web browser and provides information about the health of the device. See the autoloader or tape library *Hardware Owner's Manual* for information on how to use the Remote Management Utility.

## **DPM 2007 Inventory of Standalone Tape Devices**

DPM 2007 does not display the media type (for example, LTO-2, LTO-3, etc.) for standalone and PowerVault 114T tape drives. If media is loaded in the drive, DPM 2007 will display the drive status as "in-use." Otherwise, DPM 2007 will display the drive status as "free."

