

# DELL™ PowerVault™ DL Backup-to-Disk Appliance Powered by CommVault™ Simpana™

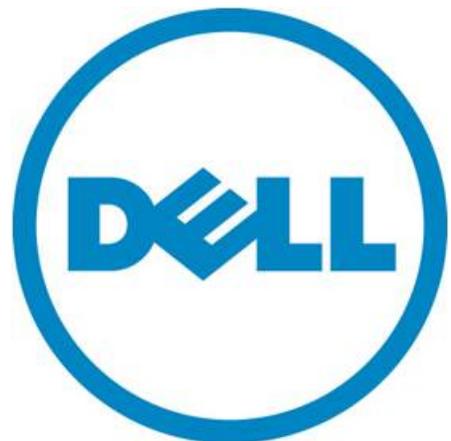
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Upgrading from Windows Server 2008 x64 to Windows Server 2008 R2

A Dell Technical White Paper

by

Dell Engineering



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## Introduction

This document explains how to upgrade a Dell™ PowerVault™ DL Backup-to-Disk Appliance Powered by CommVault™ Simpana™ from Windows Server 2008 x64 to Windows Server 2008 R2. It details the various prerequisites that must be met prior to the upgrade of the operating system, as well as procedures to be completed after the OS upgrade to get the appliance back to a working state.

NOTE : Dell strongly recommends that you engage Dell Support for assistance during the upgrade of the operating system. If the required steps for the OS upgrade are not followed properly, the DL Backup-to-Disk Appliance could become unusable.

## Technical Resources

The following table lists additional documentation available for reference.

Vendor	Document or Resource Title	Location
CommVault	CommVault Simpana 9.0.0 Books Online	<a href="http://documentation.commvault.com/dell/">documentation.commvault.com/dell/</a>
Dell	Dell PowerVault DL Backup to Disk Appliance Powered by CommVault Simpana User Guide	<a href="http://support.dell.com/manuals">support.dell.com/manuals</a>

## Prerequisites

This white paper assumes that the DL Backup to Disk Appliance has already been configured. The following prerequisites must be met before initiating an upgrade of the operating system:

- Windows Server 2008 x64 - Service Pack 2 (SP2)
- For Simpana 8.0, Service Pack 6 (SP6) must be applied
- For Simpana 9.0, Service Pack 2 (SP2) must be applied
  - All Auto Updates should have also been applied
- It is recommended that all disk storage should be provisioned prior to the upgrade.

**Note:** On the DL2200, CommVault automatic disk provisioning fails under Windows Server 2008 R2 when using any versions prior to CommVault Simpana 9.0. With these versions of CommVault Simpana, you must add new storage to the appliance manually as documented in the Dell PowerVault DL Backup to Disk Appliance Powered by CommVault Simpana User's Guide.



**IMPORTANT:** Upgrading the operating system on the DL Backup to Disk Appliance to Windows 2008 R2 before meeting the specified prerequisites can potentially lead to data loss.

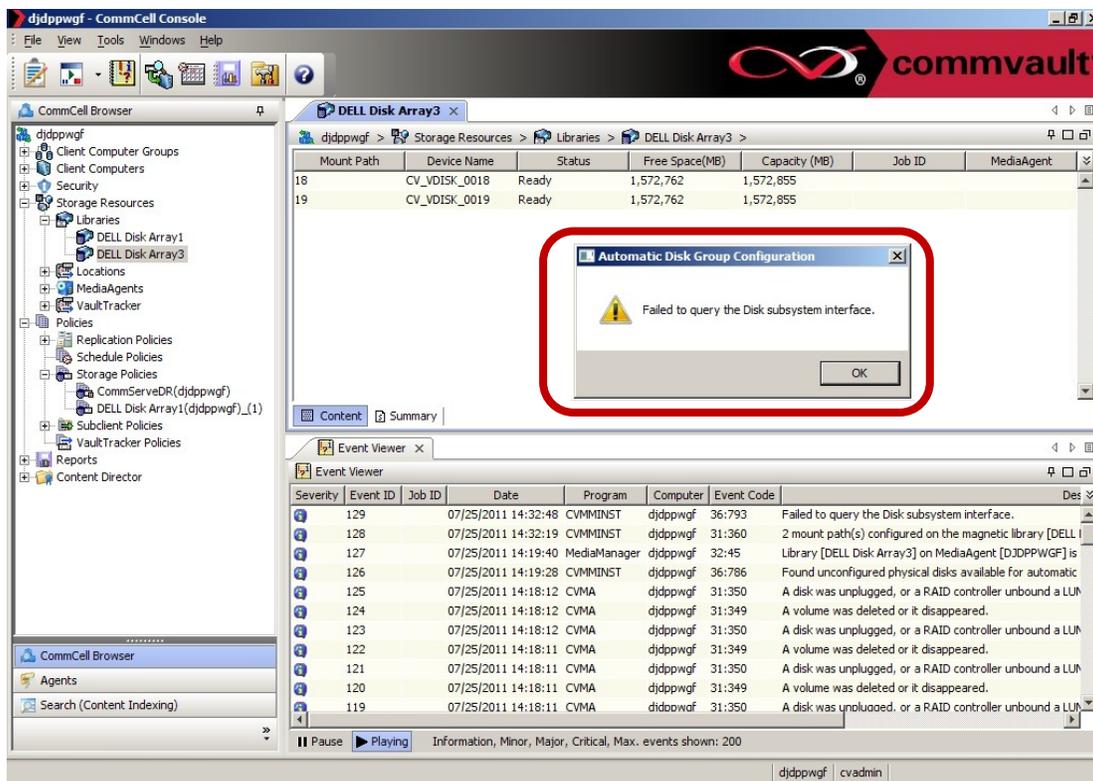


Figure 1: AutoProvisioning error with Simpana versions prior to 9.0 on DL2200

## Pre-Upgrade Steps

The following section lists the steps that you need to complete prior to initiating the upgrade of the operating system:

1. Pause the job queue by right clicking on the CommCell and selecting Properties.
2. Navigate to the Activity Control tab and uncheck Enable All Job Activity (CV).

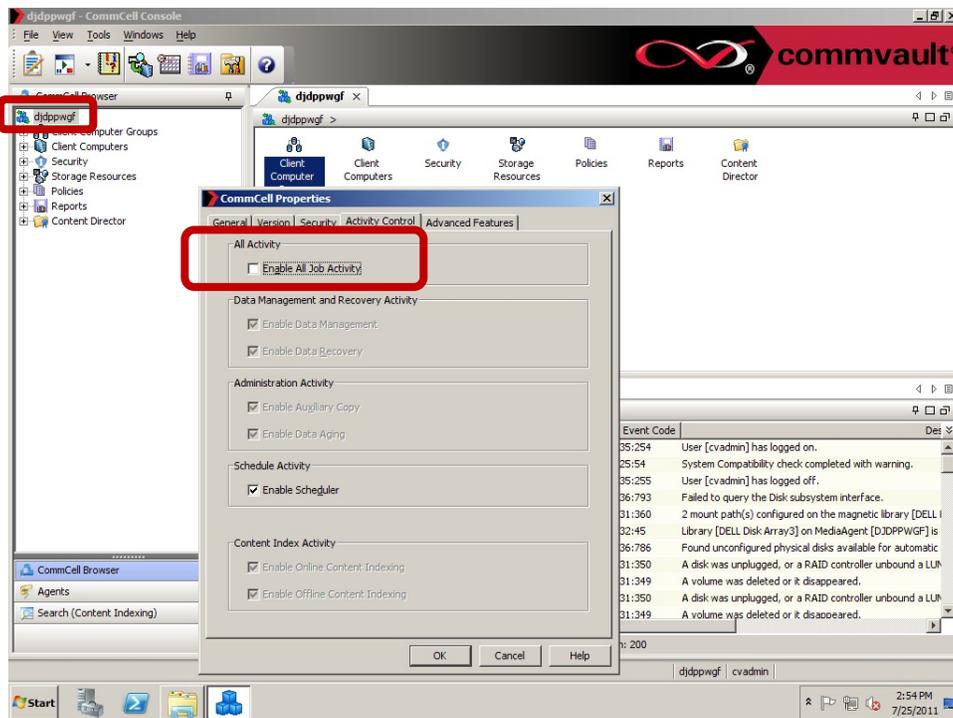


Figure 2: Pausing the Job Queue

3. Uninstall Dell Server Administrator
  - a. Navigate to Start -> Control Panel -> Programs and Features

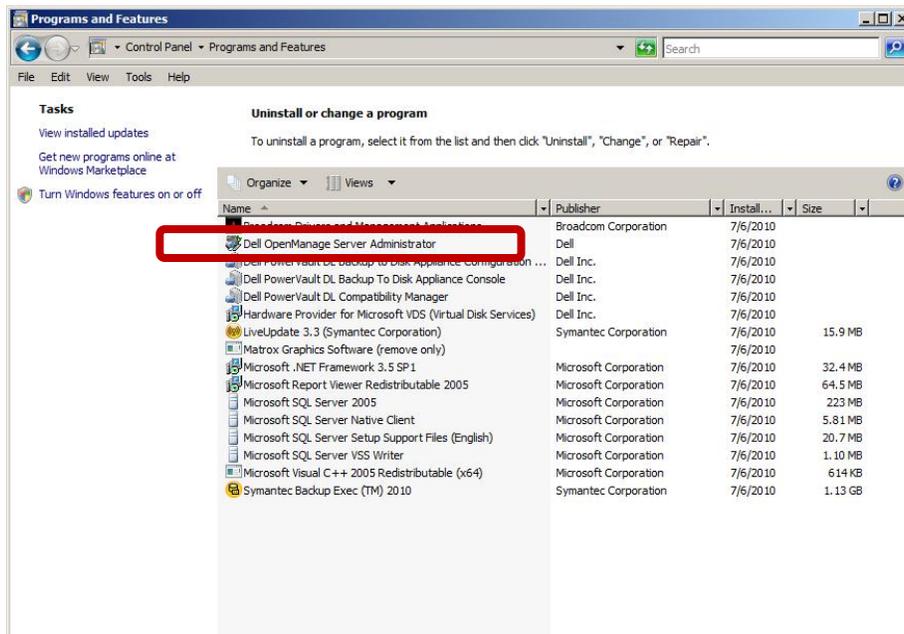


Figure 3: Uninstalling OMSA

- b. If this uninstallation procedure appears to hang, start the task manager.

c. Locate the SNMP Service.

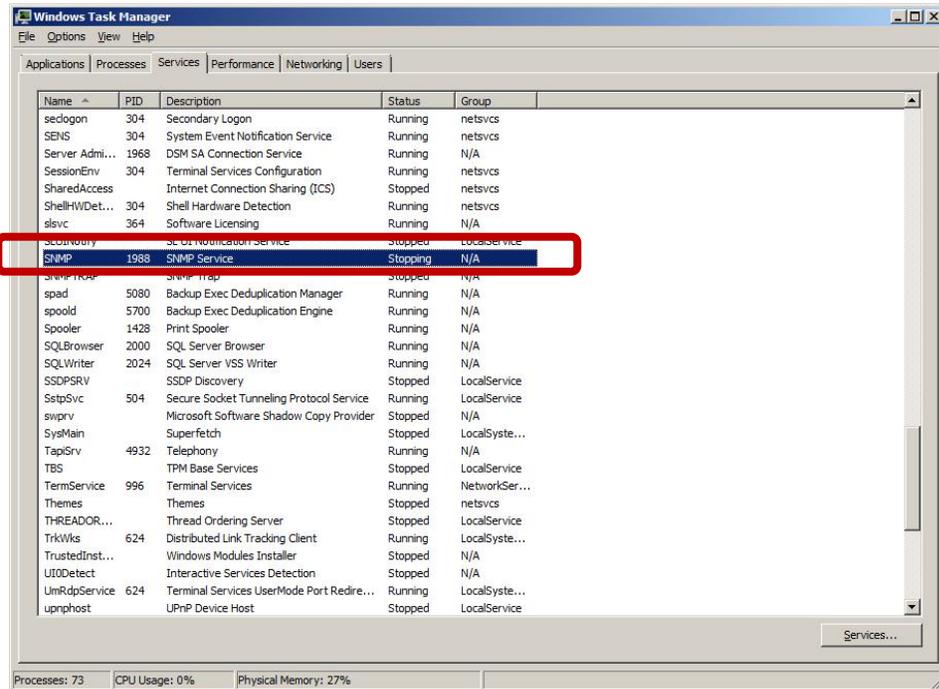


Figure 4: SNMP Service

d. If the SNMP Service is in a Stopping state then right-click and select Go To Process

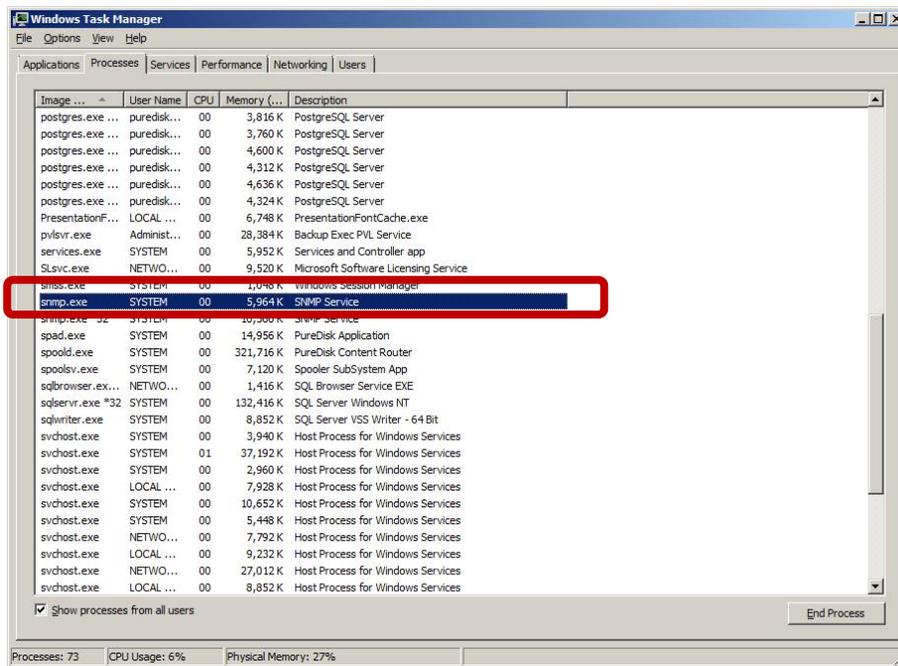


Figure 5: SNMP Process

- e. Locate the `snmp.exe` process, **right-click** and select **End Process**. This step allows the OMSA uninstallation to complete.

**Note:** Before continuing, verify all running backup jobs have completed.

4. Reboot the system to complete the uninstallation of the Dell Server Administrator.

## Windows R2 Upgrade

The following section details the steps you need to perform to upgrade the operating system to Windows Server 2008 R2.

1. Begin the Windows Server 2008 R2 Upgrade by running the `Setup.exe` on the Windows Server 2008 R2 media.
2. Select the **Full Server Installation** (not the Server Core).

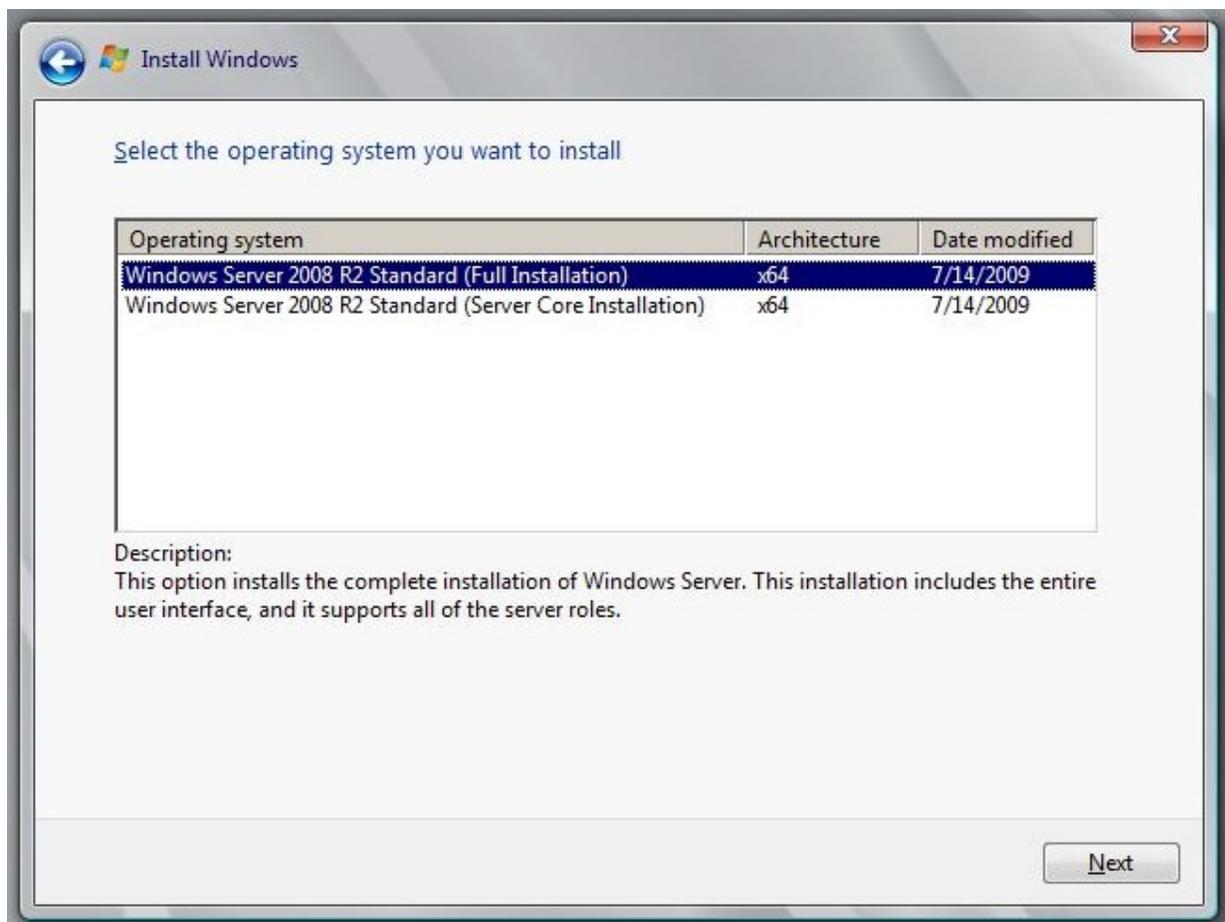


Figure 6: Full Installation vs Server Core

3. Select the option to **Upgrade**. The system will reboot several times during the upgrade.

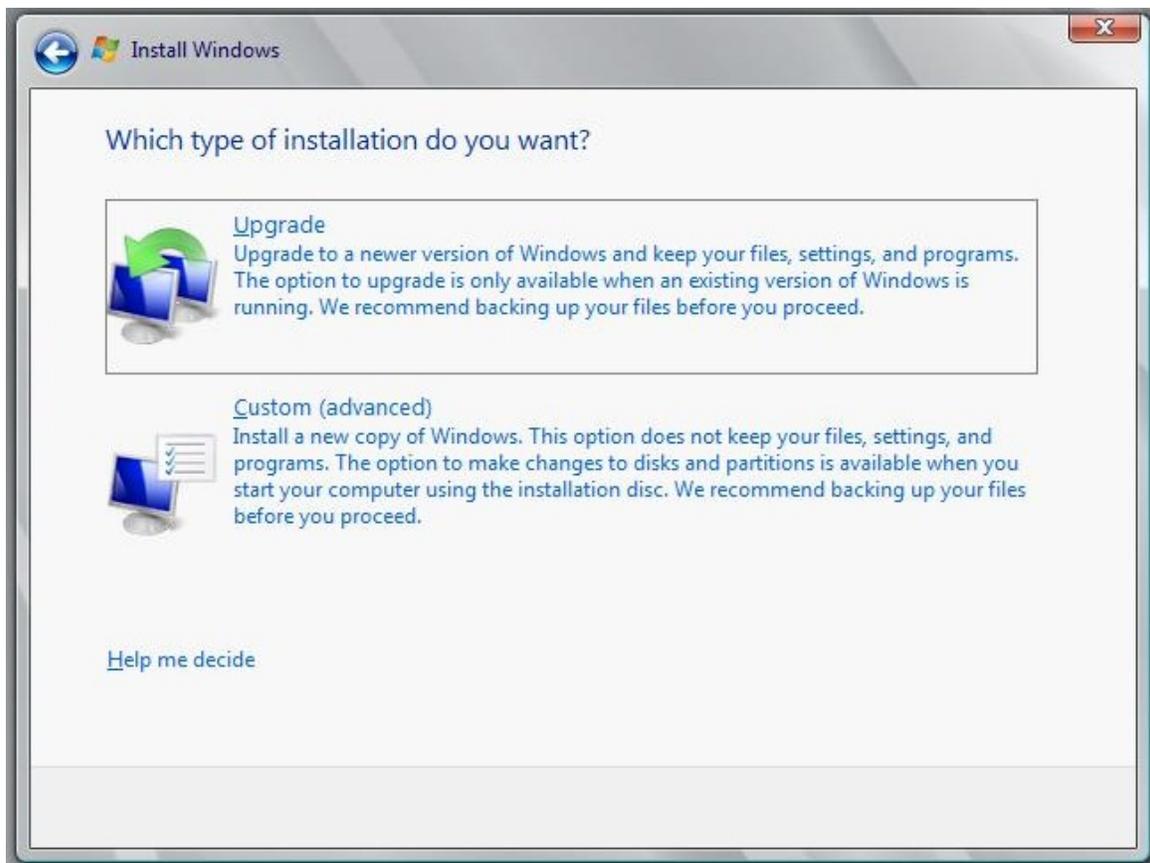


Figure 7: Upgrade vs Custom Install

## Post OS-Upgrade Steps

The following section describes the steps that you must run once the upgrade to Windows Server 2008 R2 is complete and before the DL Backup to Disk Appliance is ready to be used.

1. Download the Recovery and Update Utility (RUU) for your platform to a folder on the C:\ drive from <http://support.dell.com/support/downloads/> Depending on the hardware platform, the appropriate RUU can be downloaded by following the steps below.
  - a. If you are performing the OS upgrade on a DL2000, Windows Server 2008 x64 is the only OS available in the Operating System drop-down list. Select the RUU download available under the IDM dropdown.
  - b. If you are performing the OS upgrade on a DL2100, Windows Server 2008 x64 is the only OS available in the Operating System drop-down list. There are two RUU downloads under the IDM drop-down. Make sure you select the RUU download for Windows Server 2008 R2.

**Drivers & Downloads for PowerVault DL2100**

Support Options

- Support Home Page
- Drivers and Downloads
  - Drivers Home
  - Drivers Help
  - Dell Supported Operating Systems
- Product Support
  - Warranty Status
  - Support History & Status
  - My Products and Services
  - Software Support
  - Global Recycling Options
  - Boomi
  - Compellent
  - EqualLogic
- Order Support
  - Order Status
  - Ownership Transfers
  - Delivery
  - FAQs
  - Missing, Wrong or Damaged
  - Returns
- Contact Us
  - Contact Technical Support
  - Contact Order Support
  - Contact Dell Sales
  - International Support

Change Your Product  
Help with Drivers and Downloads  
Download Manager FAQ

**Refine Your Results**

Operating System: Windows Server 2008 x64  
Category: All

More Filter Options

**All PowerVault DL2100 (57 files)**

- Applications (1)
- Bios (1)
- CD/DVD (2)
- Chipset (1)
- Diagnostics (3)
- Embedded Server Management (2)
- IDM (2)**

File Title(s)	Importance	Release Date	Version	Download & Options
Dell - Application Applies to: PowerVault DL2100 Recovery and Update Utility	Recommended	6/9/2011	3.3.0.0, A00	Download Add To Download List

Download List: 0 Items selected (Add items from results below). Buttons: Download, Save/Edit List, Email List.

Windows 7 Compatibility More Details  
Subscribe to

Figure 8: Downloading appropriate RUU for DL2100

- c. If you are performing the OS upgrade on a DL2200, there are two OS options available in the Operating System drop-down list. Make sure you select Windows Server 2008 R2 as the Operating System. Only one IDM listing is displayed because the appropriate OS has already been selected.

**Drivers & Downloads for PowerVault DL2200**

Support Options

- Support Home Page
- Drivers and Downloads
  - Drivers Home
  - Drivers Help
  - Dell Supported Operating Systems
  - Technical Subscriptions
  - Monitor Drivers
  - Dell Certified Drivers
- Product Support
  - EqualLogic Serial Number Converter
  - Troubleshooting
  - Manuals
  - System Configuration
  - Enterprise Resource Center
  - Interactive System Teardowns
  - Parts & Upgrades
  - My Products and Services
  - Support History & Status
  - Dispatch Status
  - Customer Self Repair
  - Express Service Code Converter
  - Recall Information
  - Global Recycling Options
- Support by Topic
  - Hot topics
  - Windows 7
  - Windows XP
  - Windows Vista
  - Networking and Wireless
  - Security & Virus
  - Support Videos
- Order Support
  - Order Status

Change Your Product  
Help with Drivers and Downloads  
Download Manager FAQ

**Refine Your Results**

Operating System: Windows Server 2008 R2  
Category: All

More Filter Options

**All PowerVault DL2200 (44 files)**

- Bios (1)
- CD/DVD (1)
- Chipset (1)
- Diagnostics (3)
- Embedded Server Management (4)
- IDM (1)

File Title(s)	Importance	Release Date	Version	Download & Options
Dell - Utility Applies to: PowerVault DL2200 Recovery and Update Utility	Recommended	6/9/2011	3.3.0.0, A00	Download Add To Download List

Download List: 0 Items selected (Add items from results below). Buttons: Download, Save/Edit List, Email List.

Windows 7 Compatibility More Details  
Subscribe to RSS feed

Figure 9 : Downloading appropriate RUU for DL2200

2. If you are performing the OS upgrade on a DL2100 or DL2200, download and install the OS Driver Pack available under the Lifecycle Controller drop-down.

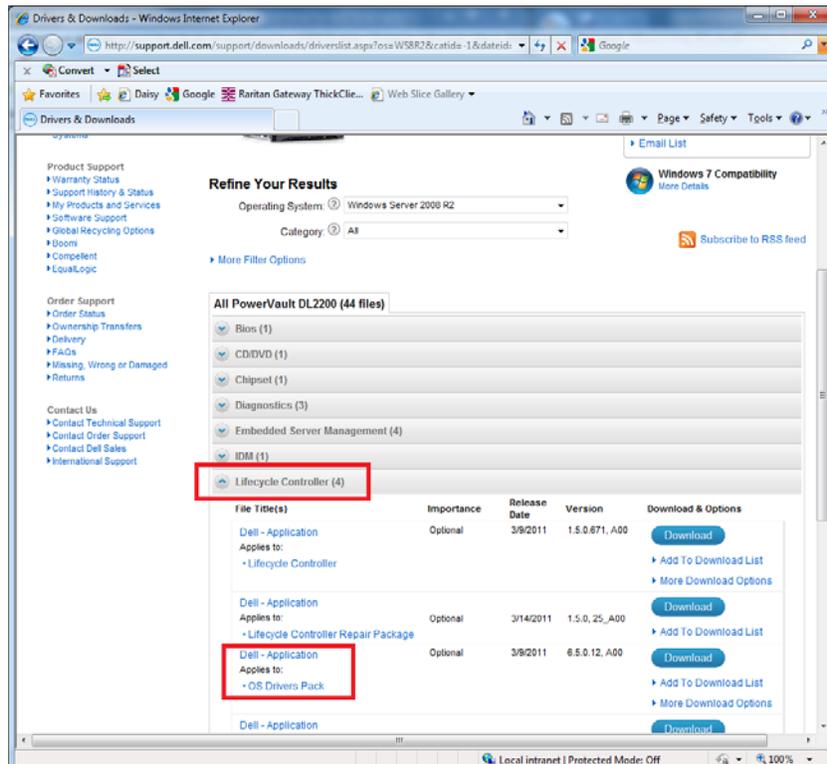


Figure 10: Downloading the OS Driver pack

3. Download Dell Server Administrator and unzip to a folder on the C:\ drive.

Note: The default folder location is C:\OpenManage.



Figure 11: Unzipping the OpenManage WebPack

4. Run RUU to update the Dell applications and re-install OMSA. When prompted for the location of OMSA, choose the location specified in step 3.



Figure 12: Running RUU

- For the DL2100 and DL2200 appliances, view the Compatibility tab in the Appliance Console for any required software updates (BIOS, drivers, firmware).

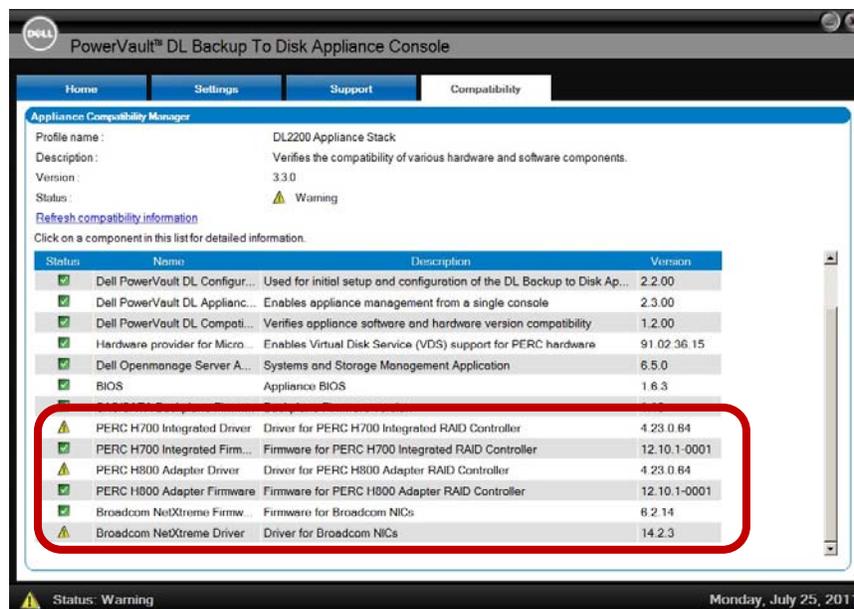


Figure 13: Compatibility Tab

- Download the required software updates from support.dell.com/support/downloads by navigating to the appropriate platform page as listed below.

PowerVault Appliance Version	Platform to download software updates
PowerVault DL2000	PowerEdge 2950
PowerVault DL2100	PowerEdge R710
PowerVault DL2200	PowerEdge DL2200

Note: Select Windows Server 2008 R2 as the operating system before selecting and downloading any updates. Also, select the Update Package for Microsoft Windows format if available.

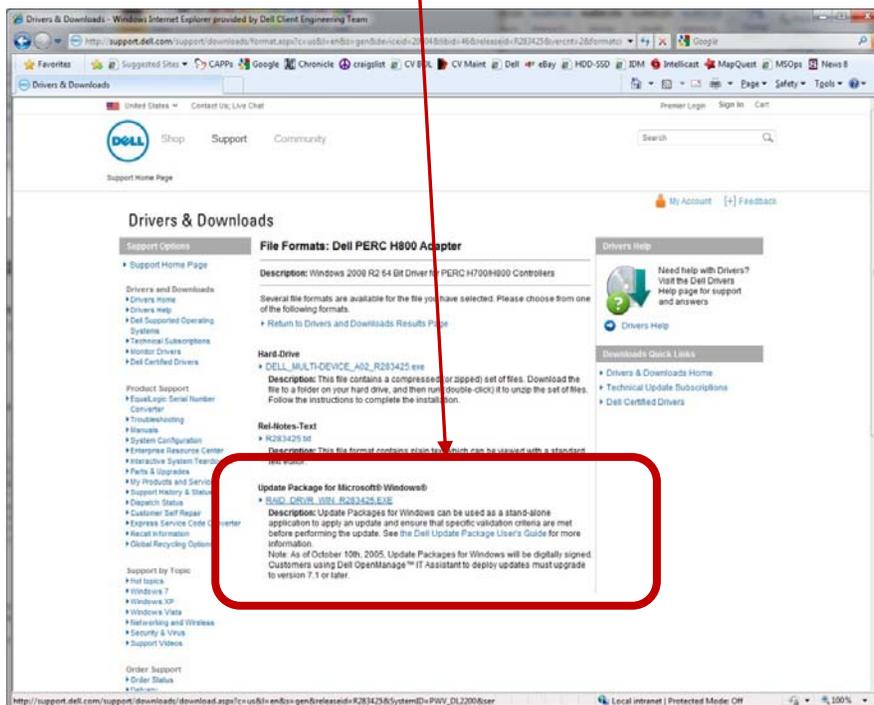
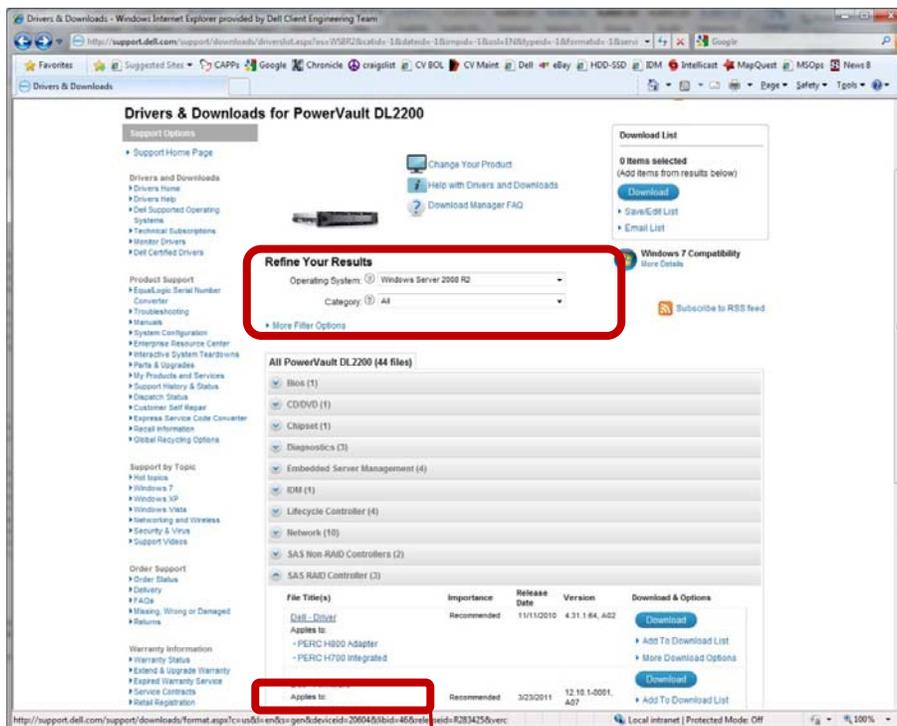


Figure 14: Windows Update Package Format

7. Restart (un-pause) the Job Queue within the CommCell Properties -> Activity Control tab by checking the Enable All Job Activity checkbox.
8. Once the disk libraries are back on line, Dell recommends that you run at least one backup and restore job from a Deduplication and non Deduplication Storage Policy.

## Restoring the Dell Wallpaper

1. Open a windows file explorer.
2. Navigate to the C:\Windows\Web\Wallpaper folder.
3. Right-click on the file picador.jpg and select Set as desktop background.

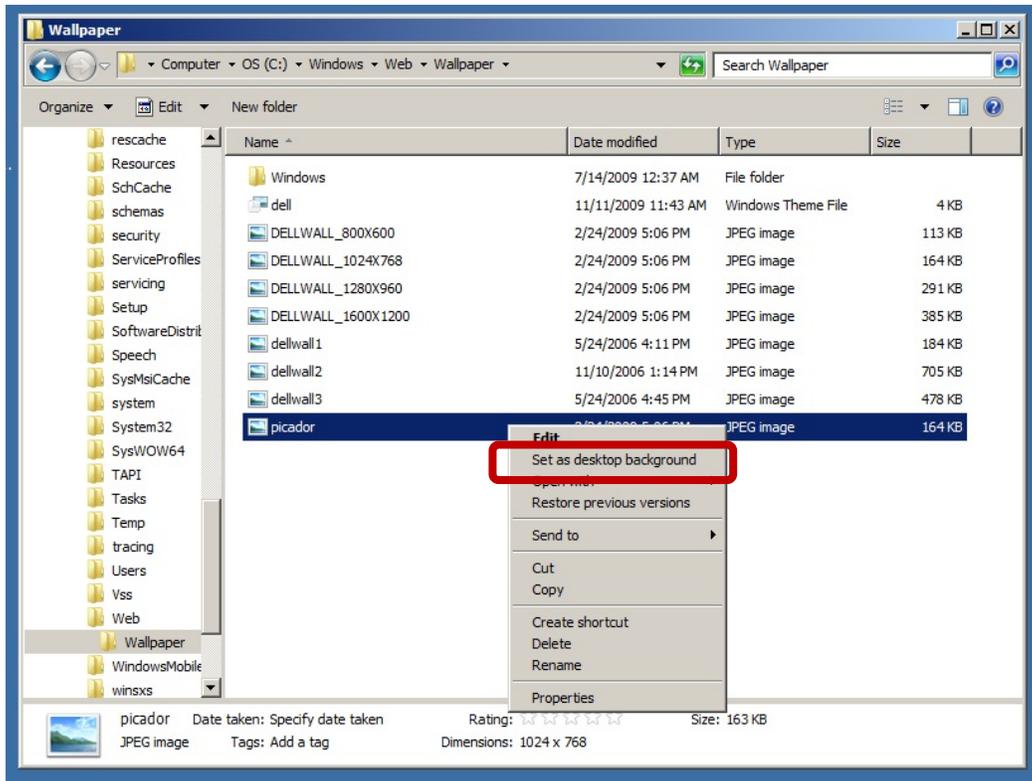


Figure 15: Restoring the Dell Wallpaper