

**Dell PowerVault DL Backup To Disk Appliance  
Powered By Symantec Backup Exec  
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

Before troubleshooting issues with your system, ensure that the appliance software is up to date by running **Symantec LiveUpdate** and the **Dell PowerVault DL Backup to Disk Appliance Recovery and Update Utility** at [support.dell.com](http://support.dell.com).

-  **NOTE:** DL Backup to Disk Appliances are not factory installed from Dell with Symantec Backup Exec 2012. However, the DL Backup to Disk Appliance can be upgraded to Symantec Backup Exec 2012 using the Recovery Update Utility (RUU) 3.5 upgrade process.
-  **NOTE:** If you are currently running Symantec Backup Exec 2010 and utilizing the deduplication features, it is recommended that you upgrade your system to Symantec Backup Exec 2010 R3. This release addresses a number of issues regarding the deduplication storage folder.
-  **NOTE:** Unless otherwise mentioned, the following issues apply to your Dell PowerVault DL2000, DL2100, and DL2200 systems.
-  **NOTE:** References to Intelligent Disaster Recovery (IDR) and the Deduplication Storage Folder (DSF) are applicable only to appliances running Symantec Backup Exec 2010, Symantec Backup Exec 2010 R2, or Symantec Backup Exec 2010 R3. DSF or IDR does not apply to appliances running Symantec Backup Exec 12.5 or Symantec Backup Exec 2012.
-  **NOTE:** In Symantec Backup Exec 2012, the DSF is referred to as Deduplication Disk Storage and IDR is replaced by Simplified Disaster Recovery (SDR).

## Critical System Information

This section describes critical system issues and the solutions.

### The System Stops Responding

**Description** The system stops responding under certain backup loads. The system may be encountering a known issue with the Microsoft Windows Server 2008 operating system.

**Workaround/Solution** Update the Microsoft Windows Server 2008 x64 Standard operating system to SP2 or later.

### The Disk Subsystem Status Displays An Error

**Description** If a SCSI controller is installed, a storage subsystem status error may display on the **Home** tab of the **Appliance** console. The appliance status in the left-lower corner of the **Appliance** console window may also display an error.

**Workaround/Solution** Download and run the **Dell PowerVault Recovery and Update Utility (RUU)** from [support.dell.com](http://support.dell.com).

# Installation And Setup Issues

This section describes installation and setup issues and the solutions.

## When Applying A Symantec License File, One Or More Of The Pre-Installed Products Is Not Selected For Install

- Description** When applying a Symantec license file on a system that already has licenses installed, one or more of the pre-installed products may get unselected during **Review Licenses**.
- Workaround/Solution** When applying a Symantec license file, ensure that all desired products and options are selected for installation in the **Review Licenses** and **Configure Options** steps.

## The Dell PowerVault DL Backup To Disk Appliance Configuration Wizard Displays An Error

- Description** While configuring Simple Network Management Protocol (SNMP), the **DL Backup to Disk Appliance Configuration Wizard** displays an error and is unable to stop the SNMP service.
- Workaround/Solution** Navigate back in the **DL Backup to Disk Appliance Configuration Wizard** and clear **Configure SNMP** on this appliance. After the installation is complete, manually configure SNMP.

## Symantec Backup Exec Software Needs To Be Installed Or Reinstalled

- Description** The Symantec Backup Exec software is pre-installed on the Dell PowerVault DL2xxx system.
- Workaround/Solution** Use the **Dell PowerVault DL Backup to Disk Appliance Recovery and Update Utility (RUU)**.
-  **NOTE:** Do not attempt to reinstall Symantec Backup Exec directly using the media.
- For more information on reinstalling the Symantec Backup Exec, see the *Dell PowerVault DL Backup to Disk Powered by Symantec Backup Exec User's Guide* at [support.dell.com/manuals](http://support.dell.com/manuals).

## The Microsoft Windows Server 2008 Share And Storage Management Wizard Fails

- Description** While configuring storage, the **Microsoft Windows Server 2008 Share And Storage Management Wizard** fails, as share and storage management is not supported.
- Workaround/Solution** Use **Dell OpenManage Server Administrator** to configure storage.

## The Windows Device Manager May Show A Yellow Exclamation

 **NOTE:** Applies to your Dell DL2100 and DL2200 systems.

- Description** A yellow exclamation mark is displayed next to the device named Microsoft 6to4 Adapter. This is a known issue. See the Microsoft article 932520 at [support.microsoft.com](http://support.microsoft.com).
- Workaround/Solution** You can safely ignore this error. To remove the warning, right-click on the Microsoft 6to4 Adapter and select **Uninstall**.

## Microsoft Windows Displays A Message Prompting The User To Format A Disk

 **NOTE:** Applies to your Dell DL2000 system.

**Description** When a new virtual disk is detected on the appliance (whether created manually or automatically based on **Disk Configuration Policy** settings), Windows prompts the user to format the virtual disk.

**Workaround/  
Solution**  **CAUTION: Selecting the option to format the disk may result in loss of data.**

On the prompt, click **Cancel**. The backup application configures the new virtual disk.

To disable these alerts, click **Start** → **Run** and type **cmd**. The command prompt is displayed. At the command prompt, type **MOUNTVOL/n**.

## Deployment Issues

This section describes deployment issues and the solutions.

### Automatic Disk Provisioning Configures Virtual Disks Across MD Enclosures

**Description** Auto provisioning configures virtual disks using drives across all enclosures while cabling multiple MD enclosures when connecting one or more MD enclosures to both external PERC controller (PERC 6/E or PERC H800) ports.

**Workaround/  
Solution** Do not connect the MD enclosures to both ports of the external PERC controller in the DL unit. If multiple enclosures need to be connected, connect them in a daisy chain as specified in the **Connecting the Storage Enclosure to the PowerVault DL2xxx System** section in the *Dell PowerVault DL Backup to Disk Appliance Powered by Symantec Backup Exec User's Guide* at [support.dell.com/manuals](http://support.dell.com/manuals).

Connect the **SAS Out** port on the primary EMM to the **SAS In** port on the next down-chain enclosure. If more than three PowerVault MD1000 enclosures or more than four PowerVault MD1200 enclosures need to be connected to the system, a second external PERC controller must be installed on the DL system.

 **NOTE:** This issue is only observed on systems running Microsoft Windows Server 2008 R2 and Symantec Backup Exec 2010 R2 or later. This issue is not observed if both ports of the external PERC controller are connected to the same MD enclosure in the **Single Host Single Controller Redundant Path** configuration. For more details, see the *Dell PowerVault MD1200 and PowerVault MD1220 Interoperability Guide* at [support.dell.com/manuals](http://support.dell.com/manuals).

### Devices Are Not Available As Backup Targets

**Description** Automatically-created **Backup to Disk or Deduplication Storage** folders configured with the Storage Provisioning Option (SPO) are displayed in the device tree but unavailable as backup targets in the **Backup Wizard**.

**Workaround/  
Solution** Restart the **Backup Exec Console**. The folders are displayed.

## Disk Configuration Does Not Occur

<b>Description</b>	A disk configuration does not occur if a user without administrative rights sets the disk configuration policy to <b>Automatic with confirmation</b> . The user requires appropriate account permissions to do so.
<b>Workaround/Solution</b>	Log on to the DL2xxx system with administrative privileges.

## The SPO Job Fails

<b>Description</b>	The <b>Storage Provisioning</b> disk configuration job timed out while waiting for the new virtual disk to become available and the following message appears: <code>The Operating System Is Unable To Discover The Virtual Disk.</code>
<b>Workaround/Solution</b>	Perform the following steps: <ol style="list-style-type: none"><li>1. Open the <b>Devices</b> window in <b>Backup Exec Console</b>.</li><li>2. Locate the unconfigured disk under the <b>Storage Arrays</b> tree view.</li><li>3. Right-click the unconfigured disk and select <b>Configure</b>.</li></ol>

## Symantec Backup Exec Fails To Create The Deduplication Storage Folder

<b>Description</b>	Either the Deduplication Storage Folder (DSF) is not created or the DSF remains offline after the Backup Exec services are restarted.
<b>Workaround/Solution</b>	<p> <b>CAUTION: Perform these procedures only when creating a new DSF. These procedures erase the data on an existing DSF.</b></p> <ol style="list-style-type: none"><li>1. If <b>Automatic Disk Configuration</b> is used to create the DSF, verify if a new unconfigured virtual disk with a hardware name of <b>VDS_CREATED_XXX</b> is displayed in the <b>Devices</b> view in the <b>Backup Exec Console</b>.</li><li>2. Right-click this device and select <b>Configure</b>. If the Backup Exec successfully creates the DSF, skip the remaining steps and restart the Backup Exec services.</li><li>3. Restart the Backup Exec services under <b>Tools</b> → <b>Backup Services</b> → <b>Restart All Services</b>.</li><li>4. Right-click the name of the appliance in the <b>Devices</b> view and select <b>Refresh</b>.</li></ol> <p> <b>NOTE:</b> Wait for 5 minutes before performing any functions in Backup Exec.</p> <ul style="list-style-type: none"><li>• To restart Backup Exec Deduplication services, perform the steps shown in the topic <b>Backup Exec Deduplication Services Are Not Running</b>. If the DSF status is now <b>Ready</b>, no additional steps are required.</li><li>• Navigate to <b>C:\Program Files\Symantec\Backup Exec\</b> and verify if the <b>PDDE_Volume</b> folder exists. Right-click <b>PDDE_Volume</b> and select <b>Properties</b> to verify whether the <b>PDDE_Volume</b> is a mount point or folder. On the <b>General Properties</b> tab, the <b>Type</b> indicates as <b>Mounted Volume</b> if the <b>PDDE_Volume</b> is a mount point, and <b>File Folder</b> if it is a folder.</li></ul>

 **CAUTION: Deleting a PDDE\_Volume mount point results in DSF data loss.**

Proceed with the following steps only if the **PDDE\_Volume** is a Windows folder:

1. Delete the **PDDE\_Volume** folder.
2. Using Server Administrator, locate the unconfigured virtual disk with a hardware name of VDS\_CREATED\_XXX where XXX is a number such as "001".
3. Select **Fast Initialize** in **Available Tasks** for the virtual disk.
4. Press <F5> to refresh the screen.
5. Under **Available Tasks** for the virtual disk, select **Delete**.
6. Repeat the steps to create the DSF until the DSF status displays as **Ready**.
7. After the DSF is successfully created, ensure that the appliance is up to date by running **Symantec LiveUpdate**.

## A Delay Occurs During Startup Of The Dell PowerVault DL Backup Utility

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

**Description** A network timeout while downloading the Certificate Revocation List (CRL) may delay the launch of the Dell PowerVault DL Backup To Disk Appliance Console, Configuration Wizard, And Recovery And Update applications. This issue occurs if the appliance is connected to a network with Internet access through a proxy server.

**Workaround/  
Solution**

- For PowerVault DL2000 systems, allow sufficient time for the DL application to launch.
- For PowerVault DL2100 systems, download and run the latest version of RUU at [support.dell.com](http://support.dell.com).

## Management Issues

This section describes management issues and the solutions.

### A Backup Job Fails With An Error: A Failure Occurred Querying The Writer Status

**Description** This issue is seen when backing up the **Deduplication Storage Folder/Deduplication Disk Storage** device. The job occasionally fails with an error: *A failure occurred querying the Writer status.* This happens due to the queue processing that occurs once at 12:20 a.m. and again at 12:20 p.m., local server time, daily. In some cases, the time to complete the queue processing exceeds a reasonable time frame and affects backups of the deduplication storage folder.

**Workaround/  
Solution** Reboot the server and retry the backup job. For more information, see [symantec.com/docs/TECH162499](http://symantec.com/docs/TECH162499).

## The Storage Tab In The Backup Exec Console Displays The Message: Discovering Devices

**Description** When new drives are detected or some previously configured drives are removed, the **Storage** tab in **Backup Exec Console** displays the message: `Discovering Devices`. This message can take up to 30 minutes to clear.

**Workaround/Solution** If the `Discovering Devices` message is not cleared after 30 minutes, restart the **Backup Exec** services.

 **NOTE:** Do not respond to any automatic disk provisioning messages until the `Discovering Devices` message is cleared.

## \*.DR File Does Not Get Created In The Alternate Data Path Specified

**Description** The **\*.DR** disaster recovery file is not created in the alternate data path specified after a successful full backup of the appliance. This issue occurs if the **Backup Exec Logon Account** does not have read-write privileges to the alternate data path specified.

**Workaround/Solution** Ensure that the **Backup Exec Logon Account** has read-write privileges to the alternate data path specified.

## Closing Service Manager While Restarting Or Stopping Services Causes Service Stop Or Service Restart To Hang

**Description** If **Close** is clicked when services are being stopped or restarted in the Backup Exec services manager:

- The services manager closes displaying the message: `Services are restarting`.
- The progress bar in the message box does not get updated.
- The **Symantec Backup Exec** application does not respond.

**Workaround/Solution** Follow the steps below to restart the services:

 **NOTE:** Do not click **Close** until the services are restarted properly.

1. Click **Close** on the message box. If the **Symantec Backup Exec** application closes, re-launch it by selecting **Launch Symantec Backup Exec** in the **DL Appliance** console.
2. Click **Manage Services**.
3. Click **Restart All Services**.

## Image Control Tabs Are Not Displayed After Restarting Backup Exec 2012 Services

**Description** After restarting the **Backup Exec 2012** services, when control is transferred back to the **Storage** tab, the image controls in the top ribbon of the **Backup Exec Console** are not displayed.

**Workaround/  
Solution** Navigate to one of the other tabs in the **Backup Exec Console** and navigate back to the **Storage** tab.

## The Icon For The Home Tab In The Backup Exec Console Is Replaced By A Red Alert Icon

**Description** If there is an active license-related alert, the icon in the **Home** tab is replaced by a red alert icon. This issue also occurs when a Symantec license file is applied.

**Workaround/  
Solution** Review the active alerts on the **Home** tab. After you acknowledge and respond to the alert, the **Home** icon replaces the red alert icon.

## Log Collection In The Appliance Console Fails

**Description** Attempting to capture log files on the **Support** tab of the **Appliance** console with this error condition causes the log capture to fail.

**Workaround/  
Solution**

1. Download and run the **Dell PowerVault RUU** from [support.dell.com](http://support.dell.com).
2. Restart the **Server Administrator DSM SA Data Manager services**.

For more information, see the *OpenManage Server Administrator User's Guide* at [support.dell.com/manuals](http://support.dell.com/manuals).

## The Dell PowerVault DL Backup Appliance Console Shows Incorrect Used Capacity

**Description** The appliance console available disk storage pie chart displays incorrect used capacity. Instead of the space used, the total space allocated is reported for a DSF. The space report does not include SAN-attached virtual disks.

**Workaround/  
Solution** Verify the deduplication folder utilization from the **Backup Exec Console**. Use your SAN management application to determine the space allocated for any SAN-attached virtual disks.

## The Virtual Disk Does Not Transition To Offline In The Backup Exec Console

**Description** After deleting an unconfigured virtual disk in server administrator, the **Devices** view in **Backup Exec Console** does not update the virtual disk status when expected.

**Workaround/  
Solution** From the **Backup Exec Console**, select **Tools** → **Backup Exec Services** and click **Restart All Services**.

## Backup Exec DSF Status Changes From Online To Offline

**Description** A network interruption has caused the DSF to go offline.

**Workaround/Solution** From the **Backup Exec Console**, click **Tools** → **Backup Exec Services** and click **Restart All Services**.

## Backup Exec Deduplication Services Are Not Running

- Description** Under certain circumstances, the Backup Exec Deduplication services may not start when required.
- Workaround/Solution** Perform the following steps:
1. Use the **Windows Service Manager** to restart the following services. If the service Startup Type is Automatic and the service is not running, right-click the service name and select **Start**:
    - Backup Exec Deduplication Engine
    - Backup Exec Deduplication Manager
    - Backup Exec PureDisk Filesystem Service
    - postgresql-8.3.2
  2. In the **Backup Exec Console**, select **Tools** → **Backup Exec Services** and click **Restart All Services**.
-  **NOTE:** Wait for at least five minutes for Backup Exec to complete device discovery. Do not perform any functions in Backup Exec during this time.

## Software RAID Is Not Supported

- Description** Only hardware RAID is supported.
- Workaround/Solution** For information on RAID controllers, see the *DL Backup to Disk Appliance Interoperability Guide* at [support.dell.com/manuals](http://support.dell.com/manuals).

## USB Device Is Not Recognized

- Description** When a USB storage device is plugged into the system, a device drive letter does not automatically appear in the **Windows Explorer** or within an application that uses the USB device.
- Workaround/Solution**
1. Use the **Windows Storage Manager** to manually assign a device letter.
  2. Click **Start** → **Administrative Tools** → **Computer Management**.
  3. Under **Storage**, click **Disk Management**.
  4. Right-click the associated disk and select **Change Drive Letter and Paths** to assign an available drive letter to the USB device.

## All Storage Arrays On The MMS Appliance Appear Offline

- Description** If the appliance is configured as a Managed Media Server (MMS) and configured to join a Central Administration Server (CAS) environment, the storage arrays are marked offline until initial discovery is complete.
- Workaround/Solution** Backup Exec requires a minimum of five minutes before the storage arrays are marked as online. No other user action is required.

## Unconfigured Virtual Disks Cannot Be Deleted From The Backup Exec Console

- Description** Backup Exec continues to display an unconfigured virtual disk until the virtual disk is removed from the system.
- Workaround/Solution** If the virtual disk is no longer required, use **Server Administrator** to initialize and delete the unused virtual disk.

## Simultaneous Multiple Deduplication Backup Jobs Fail To Complete

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

- Description** When multiple deduplication backup jobs are scheduled to run simultaneously, their **Job Status** in the **Job Monitor** window is displayed as queued and they fail to complete.
- Workaround/Solution** Perform one of the following:
- Ensure that the appliance is up to date by running **Symantec LiveUpdate**.
  - Reduce the number of deduplication backup jobs scheduled to run at the same time.

## Backup Exec Console Displays A Message

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

- Description** The **Backup Exec Console** stops responding and displays a message: `Collection Was Modified; Enumeration Operation May Not Execute`. This does not affect configured or running backup jobs.
- Workaround/Solution** Use the **Windows Task Manager** to locate and end the **Backup Exec Console** application. Ensure that the appliance is up to date by running **Symantec LiveUpdate**.

## System Stops Responding

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

- Description** When the appliance is configured with NIC teaming, non-paged pool utilization continues to increase until the system hangs.
- Workaround/Solution** Update the Broadcom teaming driver contained in the Broadcom NetXtreme II Family of Adapters driver to 14.1.5 or later.

## Server Administrator 6.2 Stops Responding

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

- Description** The Server Administrator DSM SA Data Manager stops and the user interface stops responding.

**Workaround/Solution** Download and install **Dell OpenManage Server Administrator 6.4** or later located at [support.dell.com/support/downloads](http://support.dell.com/support/downloads).

## Backup Exec Server Service Stops Responding

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

**Description** If the properties of a virtual disk are requested multiple times within the Backup Exec console's **Devices** view, the Backup Exec Server service stops functioning. A Backup Exec user interface stack trace may appear on the console.

**Workaround/Solution** From the **Backup Exec Console**, select **Tools** → **Backup Exec Services** and click **Restart All Services**. Ensure that the appliance is up to date by running **Symantec LiveUpdate**.

## Backup Exec PVL Service Stops Working

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

**Description** While creating a DSF the Backup Exec PVL Service stops when the Backup Exec services are restarted. A Windows error message may appear on the screen indicating that the service has stopped working and Windows is attempting to find a solution.

**Workaround/Solution** From the **Backup Exec Console**, select **Tools** → **Backup Exec Services** and click **Restart All Services**. Ensure that the appliance is up to date by running **Symantec LiveUpdate**.

## Disk Capacity Threshold Settings

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

**Description** Entering a threshold value of more than 100 percent as the disk capacity in the **Backup Exec Console** displays an error.

**Workaround/Solution** Do not enter a threshold value greater than 100 percent in the **Backup Exec Console**.

## The Storage Device Table Does Not Display Storage Array Information And Status

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

**Description** The storage device table does not display storage array information and status.

**Workaround/Solution** Array information is available by selecting the **Storage Array** node in the navigation tree within the **Backup Exec Console**.

## A Warning Status Is Displayed After The System Reboots

 **NOTE:** Applies to your Dell DL2100 and DL2200 systems.

**Description** The Broadcom firmware version field is blank on the **Appliance Management Console Compatibility Manager** tab.

**Workaround/Solution** Download and run the **Dell PowerVault Recovery and Update Utility (RUU)** from [support.dell.com](http://support.dell.com) to update the Dell applications.

## Backup Exec May Generate Two Notifications

 **NOTE:** Applies to your Dell DL2000 system.

**Description** Backup exec may generate two notifications.

**Workaround/Solution** If a hot spare disk is removed from the enclosure, the Backup Exec may generate two notifications. Acknowledge both notifications. No other action is necessary.

## Compatibility Manager May Display Drivers To Be In Critical State

**Description** Compatibility Manager may display all SAS controller drivers in a critical state when Backup Exec is installed using a RUU version older than 3.5. This issue occurs for the following languages, Traditional Chinese, Korean, Spanish, and Japanese.

**Workaround/Solution** Download and run the **Dell PowerVault Recovery and Update Utility (RUU)** from [support.dell.com](http://support.dell.com).

## Upgrade Issues

This section describes upgrade issues and the solutions.

### While Running The RUU To Update The Appliance, A Pop-Up Window Appears

**Description** The appliance displays the message: `COM Surrogate stopped working and was closed`. This occurs when the Virtual Disk Service (VDS) is shut down by the RUU.

**Workaround/Solution** This message is routine and does not affect the stability of the appliance.

### The RUU May Display An Error On A Pre-Installed Appliance

**Description** RUU fails if it is run before the **DL Backup to Disk Appliance Configuration Wizard** has successfully completed.

**Workaround/Solution** Perform the following steps:

1. Run the **DL Backup to Disk Appliance Configuration Wizard**.
2. Run **RUU** to update the appliance.

### The RUU Option To Reinstall Backup Exec Is Disabled

**Description** The option to install Backup Exec is disabled if RUU detects that Backup Exec is already installed on the system.

**Workaround/Solution** For more information on how to repair the Backup Exec console installation, see the topic *Dell PowerVault DL Backup to Disk Powered by Symantec User's Guide* at [support.dell.com/manuals](http://support.dell.com/manuals).

## After Upgrading Backup Exec 12.5 To 2010, All Configured Disks Show Up As Offline

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

**Description** Backup Exec 12.5 licenses are incompatible with Backup Exec 2010.

**Workaround/Solution** Obtain and install the Backup 2010 license keys and verify the required options have been enabled within the **Backup Exec 2010 Console**.

## The User Is Prompted To Cancel The Upgrade Process

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

**Description** During the Backup Exec 12.5 to 2010 upgrade process, while installing .NET, a popup window is displayed prompting the user to cancel the upgrade process.

**Workaround/Solution** Before beginning the upgrade process, to prevent the popup, exit all applications including the **Dell PowerVault DL Backup to Disk Appliance Console**. Click **No** to the message and continue installing.

## The Configuration Status Is Unknown

 **NOTE:** Applies to your Dell DL2100 system.

**Description** In the **Dell PowerVault DL Backup to Disk Appliance Console**, **Configuration Status** is unknown. This feature is available only in Symantec Backup Exec 2010 and later. For earlier versions, the **Configuration Status** can be ignored.

**Workaround/Solution** Upgrade to Symantec Backup Exec 2010 or later.

## Recovery Issues

This section describes recovery issues and the solutions.

### Disks Labeled As *Unconfigured Disk Storage* After System Recovery Using The Dell PowerVault Recovery And Update Utility

**Description** After performing a non-IDR or non-SDR based system recovery using the **Dell PowerVault Recovery and Update Utility**, some of the existing backup-to-disk virtual disks are labeled as **Unconfigured Disk Storage** in the **Backup Exec Console**.

**Workaround/Solution** To rename the label of the virtual disk:

1. Double-click the virtual disk.
2. Select **Properties**.

3. In **Device Information**, edit the name in the **Name** field.

## The Configuration Wizard Displays An Error Message

- Description** SNMP services fail to configure during a recovery installation of the appliance using the Dell PowerVault DL Backup to Disk Appliance Recovery and Update Utility (RUU) and displays the message: `An error occurred while configuring SNMP...` For the **DL Backup to Disk Appliance Configuration Wizard** to configure SNMP services, the **Dell OpenManage Server Administrator** application must first be installed.
- Workaround/Solution** If you choose to not install Server Administrator during the recovery, uncheck the option to automatically configure SNMP in the **DL Backup to Disk Appliance Configuration Wizard**.

## Unable To Inventory Or Catalog A Recovered DSF

- Description** During a disaster recovery scenario, after the Deduplication Storage Folder (DSF) is restored from a backup copy the services must be restarted. After the services have started attempts to inventory the DSF or catalog, the OST media fails.
- Workaround/Solution** Delete the DSF and create a new one. Restore the new DSF from the backup copy.
-  **NOTE:** Ensure a minimum of five minutes to discover all virtual disks (online and offline storage) each time the Backup Exec services are started from a system boot or restarted within Backup Exec.

## The SPO Fails To Automatically Create A New Deduplication Folder

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

- Description** After performing an Intelligent Disaster Recovery (IDR), SPO is unable to mount the newly created Logical Unit Number (LUN) to the **PDDE\_Volume** folder because it already exists.
- Workaround/Solution** Navigate to **C:\Program Files\Symantec\Backup Exec\** and delete the **PDDE\_Volume** folder. Restart Backup Exec services and allow the Storage Provisioning Option (SPO) to complete. After deleting the **PDDE\_Volume** folder, ensure that the appliance is up to date by running **Symantec LiveUpdate**.

## IDR Incorrectly Maps The C: Operating System Partition

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

- Description** When using IDR to recover the appliance, the **C:** partition is mapped to another virtual disk. **Disk0** is typically the boot disk.
- Workaround/Solution** In the **Modify Hard Disk Layout** dialog box, click **Run Disk Management**. Remove the **C:** drive letter from the incorrect disk and assign to the operating system boot partition. After IDR completes, ensure that the appliance is up to date by running **Symantec LiveUpdate**. Run the **Intelligent Disaster Recovery Preparation Wizard** and create a new bootable CD image.

## Backup Exec DSF Remains In Offline Or Undiscovered State During IDR

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

**Description** In a disaster recovery scenario after completing the restore job and restarting Backup Exec services, the DSF state is **Offline** or **Undiscovered**.

**Workaround/Solution** Verify that the Backup Exec Deduplication Storage services are running. If the services are not running, see the topic Backup Exec Deduplication services are not running. Ensure that the appliance is up to date by running **Symantec LiveUpdate**.

## Backup Exec 2010 Install Fails

 **NOTE:** Applies to your Dell DL2000 and DL2100 systems.

**Description** While reinstalling Symantec Backup Exec 2010, the RUU fails to start the Backup Exec installation.

**Workaround/Solution** Download and use the current version of RUU at [support.dell.com/support/downloads](http://support.dell.com/support/downloads).

## Backup Exec 2012 Install Results In Some Missing AMC Functionality

**Description** When Symantec Backup Exec 2012 is installed, the following features are unavailable in Backup Exec console:

- Disk usage statistics
- Backup Exec services status
- The Appliance Role (Central Administration Server or Standalone server)

**Workaround/Solution** Download and use **RUU 3.5** or later to perform the Symantec Backup Exec 2012 upgrade/installation. If the installation is complete, run **RUU 3.5** to update the appliance stack and regain full functionality.