# DELL<sup>TM</sup> PowerVault<sup>TM</sup> DL Backup-to-Disk Appliance Powered by Symantec<sup>TM</sup> Backup $Exec^{TM}$

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<sup>™</sup> PowerVault<sup>™</sup> DL Backup-to-Disk Appliance Powered by Symantec<sup>™</sup> Backup Exec<sup>™</sup> 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 Backupto-Disk Appliance could become unusable

#### **Technical Resources**

The following table lists additional documentation available for reference.

Vendor	Document or Resource Title	Location
Symantec	Symantec Backup Exec 2010 Administrator's Guide	backupexec.com/compatib ility/
Dell	Dell PowerVault DL Backup to Disk Appliance Powered by Symantec Backup Exec User Guide	support.dell.com/manuals

#### **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)
- Backup Exec 2010 R3 (See TechNote159346 for steps to download and install BE2010 R3)
- All Live Updates have been applied

**Note:** Dell recommends that all disk storage should be provisioned prior to the upgrade.



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

#### Marking the Backup Exec Deduplication Storage Folder

The steps in this section are required if the Deduplication Storage Folder has been automatically provisioned via the Storage Provisioning Option (SPO). If the DSF has been created manually, then proceed to the next section.

During the upgrade to Windows Server 2008 R2, Windows removes the mount path for the Deduplication Storage Folder (DSF). In order to locate the DSF after the Windows R2 upgrade, follow the steps below to add a Windows drive letter.

- 1. Using an account with system administrator privileges, launch a command window: Start -> Run "cmd"
- 2. Type **DISKPART** and issue the following commands:
  - a. LIST VOLUME (locate the DSF volume # based on the volume with the mount path of "C:\Program Files\Symantec\Backup Exec\PDDE\_Volume"

- b. **SELECT VOLUME** # (where # is the number 0-n of the DSF volume)
- c. ASSIGN LETTER=</etcr> (choose an unused drive letter, e.g. "K")

icrosoft pyright comput	Dis (C) er:	kPart 1999 DJDPP	version 6.0. -2007 Microso WGF	6002 ft Corp	oration.			
ISKPART: Volume	> lis <sup>.</sup> ###	t vol Ltr	ume Label	Fs	Туре	Size	Status	Info
Volume Volume Volume	Ø 1 2 2	D C E	RECOVERY OS	NTFS NTFS FAT32	Partition Partition Removable	3072 MB 276 GB 118 MB	Healthy Healthy Healthy	System
Volume C:\Pi	4 rogra	m Fil	BEVirtualDi es\Symantec\B	NTFS ackup E	Partition xec\PDDE_Vol	2326 GB Lume \	Healthy	
Volume	ĕ		BEVirtualDi	NTFS	Partition	1861 GB	Healthy	

Figure 1: Detecting the Backup Exec DSF

Volume 9 Volume 6	5 6	BEVirtualDi BEVirtualDi	NTFS	Partition Partition	1861 GB 1861 GB	Healthy Healthy	
DISKPART>	select	; volume 4					
Volume 4 :	is the	selected volum	e.				
DISKPART>	assig	letter=K					
DiskPart :	success	fully assigned	the dri	ve letter o	r mount po	oint.	
o lone di c		assigned	0110 011	100 100001 01	notano pa	21101	
DISKPART>	list v	olume					
DISKPART> Volume 4	list ( ### L(	olume r Label	Fs	Туре	Size	Status	Info
DISKPART> Volume 4 Volume 6	list ( ### L1  0 ]	volume Label RECOVERY	Fs NTFS	Type  Partition	Size  3072 MB	Status Healthy	Info
DISKPART> Volume ( Volume ( Volume )	list (	volume T Label RECOVERY OS	Fs NTFS NTFS	Type Partition Partition	Size 3072 MB 276 GB	Status Healthy Healthy	Info  System
DISKPART> Volume ( Volume ) Volume 2 Volume 2	list ( ### L1 0 1 1 ( 2 1 3	volume Tr Label RECOVERY OS BEVITEURIDI	Fs NTFS NTFS FAT32	Type Partition Partition Removable	Size 3072 MB 276 GB 118 MB	Status Healthy Healthy Healthy Healthy	Info  System
DISKPART> Volume 4 Volume 5 Volume 5 Volume 4 Volume 4 Volume 4	list ( ### L( 0 ] 1 ( 2 ] 3 4 ]	volume r Label RECOVERY OS BEVirtualDi A BEVirtualDi	Fs NTFS NTFS FAT32 NTFS NTFS	Type Partition Partition Removable Partition Partition	Size 3072 MB 276 GB 118 MB 2326 GB 2326 GB	Status Healthy Healthy Healthy Healthy Healthy	Info System
DISKPART> Volume 4 Volume 2 Volume 2 Volume 3 Volume 4 Volume 4 C:\Pro	list ( ### L1 0 ] 1 ( 2 ] 3 4 ] ogram ]	volume r Label RECOVERY OS BEVITUAIDI Siles\Symantec\	Fs NTFS NTFS FAT32 NTFS NTFS Backup F	Type Partition Partition Removable Partition Partition Exec\PDDE_Vo	Size 3072 MB 276 GB 118 MB 2326 GB 2326 GB 1ume\	Status Healthy Healthy Healthy Healthy Healthy	Info System

Figure 2: Assigning a Drive Letter to the Backup Exec DSF

## **Pre-Upgrade Steps**

The following section lists the steps that need to be completed prior to initiating the upgrade of the operating system.

1. Navigate to the Job Monitor tab and Hold the job queue.

B Symantec Backup Exec™ 20:	10										_ 8 >
File Edit View Network	Tools Window H	telp								💡 Share	Your Idea
Home Job S	etup Job Monitor	Alerts Reports	Devices I	Media	_		(국 Bac 전 Res	tore -	Search Knoi	vledge Base	Q
General Tasks	Job List	Calendar						Lauras			
Hold schedule	Current Jobs - 010	ems				1	Filt	er: All jobs	1		<u> </u>
Properties	None Na	ame Device	Name Job	Туре (	Current Op	Job Sta	atus Priority	Percent	Start Tim	e <u>A</u>  1	Elapsed Ti
Active Job Tasks											
Cancel Cancel all Hold all schedules Respond to alert											
Scheduled Job Tasks											
Run now Test run Hold all schedules Increase priority Decrease priority											
Custom Filter Tasks	* H										
Manage custom filters											
	Job History - 6 Iter	ms					cite	All ichs			
	Name	Device Name	Joh Turne	Job Statue	Percent Co	molete	Start Time	V End Time		Elanced Time	Byte
	Backup B2D	VIRTDISK 3	Backup	Successful	100%	mprese	7/22/2011 12:40:	7/22/201	1 12:41:	0:00:46	2,277,
	Backup DSF	Deduplication Storage	Backup	Successful	100%		7/22/2011 12:33:	7/22/201	1 12:36:	0:02:57	2,277,
	Configure Sto	ARRAY 4	Configure St	Successful	100%		7/22/2011 12:28:	7/22/201	1 12:29:	0:01:07	
	Configure Sto	. ARRAY 4	Configure St	Successful	100%		7/22/2011 12:28:	7/22/201	1 12:29:	0:00:50	
	Configure Sto	ARRAY 3	Configure St	Successful	100%		7/22/2011 12:28:	7/22/201	1 12:29:	0:00:39	
	Configure Sto	. ARRAY 3	Configure St	Successful	100%		7/22/2011 12:28:	7/22/201	1 12:29:	0:00:24	
								1			IN

Figure 3: Holding the Job Queue

- 2. Uninstall Dell Server Administrator
  - a. Click Start -> Control Panel -> Programs and Features

Control Proof -	Drograms and Easthree	- 100		
Control Panel •	Programs and Peatures	👻 🔛 Sear	ch	
Edit View Tools Help				
Tasks View installed updates	Uninstall or change a program			
Get new programs online at Windows Marketplace	To uninstall a program, select it from the list and then click	"Uninstall", "Change", or "Rep	pair".	
Turn Windows features on or off	Organize 🔻 📗 Views 🔻			
	Name 🔺	Publisher	▼ Install ▼	Size -
		ion	7/6/2010	
	Dell OpenManage Server Administrator	Dell	7/6/2010	
			7/6/2010	
	Dell PowerVault DL Backup To Disk Appliance Console	Dell Inc.	7/6/2010	
	Dell PowerVault DL Compatibility Manager	Dell Inc.	7/6/2010	
	Hardware Provider for Microsoft VDS (Virtual Disk Services)	Dell Inc.	7/6/2010	
	😥 LiveUpdate 3.3 (Symantec Corporation)	Symantec Corporation	7/6/2010	15.9 MB
	Matrox Graphics Software (remove only)		7/6/2010	
	Microsoft .NET Framework 3.5 SP1	Microsoft Corporation	7/6/2010	32.4 MB
	Microsoft Report Viewer Redistributable 2005	Microsoft Corporation	7/6/2010	64.5 MB
	Microsoft SQL Server 2005	Microsoft Corporation	7/6/2010	223 MB
	Microsoft SQL Server Native Client	Microsoft Corporation	7/6/2010	5.81 MB
	Microsoft SQL Server Setup Support Files (English)	Microsoft Corporation	7/6/2010	20.7 MB
	📑 Microsoft SQL Server VSS Writer	Microsoft Corporation	7/6/2010	1.10 MB
	Microsoft Visual C++ 2005 Redistributable (x64)	Microsoft Corporation	7/6/2010	614 KB

Figure 4: Uninstalling OMSA

- b. If this uninstallation procedure appears to hang, start the task manager.
- c. Locate the SNMP Service.

Name 🔺	PID	Description	Status	Group	
seclogon	304	Secondary Logon	Running	netsvcs	
SENS	304	System Event Notification Service	Running	netsvcs	
Server Admi	1968	DSM SA Connection Service	Running	N/A	
SessionEnv	304	Terminal Services Configuration	Running	netsvcs	
SharedAccess		Internet Connection Sharing (ICS)	Stopped	netsvcs	
ShellHWDet	304	Shell Hardware Detection	Running	netsvcs	
slsvc	364	Software Licensing	Running	N/A	
SNMP	1988	SNMP Service	Stopping	N/A	
spad	5080	Backup Exec Deduplication Manager	Running	N/A	
spoold	5700	Backup Exec Deduplication Engine	Running	N/A	
Spooler	1428	Print Spooler	Running	N/A	
SOLBrowser	2000	SOL Server Browser	Running	NA	
SOLWriter	2024	SOL Server VSS Writer	Running	N/A	
SSDPSRV		SSDP Discovery	Stopped	LocalService	
SstpSvc	504	Secure Socket Tunneling Protocol Service	Running	LocalService	
SWDEV		Microsoft Software Shadow Copy Provider	Stopped	N/A	
SysMain		Superfetch	Stopped	LocalSyste	
TapiSrv	4932	Telephony	Running	N/A	
TBS		TPM Base Services	Stopped	LocalService	
TermService	996	Terminal Services	Running	NetworkSer	
Themes		Themes	Stopped	netsvcs	
THREADOR		Thread Ordering Server	Stopped	LocalService	
TrkWks	624	Distributed Link Tracking Client	Running	LocalSyste	
TrustedInst		Windows Modules Installer	Stopped	N/A	
UIODetect		Interactive Services Detection	Stopped	N/A	
UmRdpService	624	Terminal Services UserMode Port Redire	Running	LocalSyste	
uppphost		UPnP Device Host	Stopped	LocalService	

Figure 5: SNMP Service

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

Image +	Liser Name	CPU	Memory (	Description	
postgres.exe	puredisk	00	3,816 K	PostgreSOL Server	
postares.exe	puredisk	00	3,760 K	PostgreSOL Server	
postgres.exe	puredisk	00	4,600 K	PostgreSQL Server	
postgres.exe	puredisk	00	4,312 K	PostgreSOL Server	
postgres.exe	puredisk	00	4,636 K	PostgreSQL Server	
postgres.exe	puredisk	00	4,324 K	PostgreSQL Server	
PresentationF	LOCAL	00	6,748 K	PresentationFontCache.exe	
pvlsvr.exe	Administ	00	28,384 K	Backup Exec PVL Service	
services.exe	SYSTEM	00	5,952 K	Services and Controller app	
SLsvc.exe	NETWO	00	9,520 K	Microsoft Software Licensing Service	
smss.exe	STATEM	00	1,040 K	windows session manager	
snmp.exe	SYSTEM	00	5,964 K	SNMP Service	
snmp.exe *32	SYSTEM	00	10,560 K	SNMP Service	
spad.exe	SYSTEM	00	14,956 K	PureDisk Application	
spoold.exe	SYSTEM	00	321,716 K	PureDisk Content Router	
spoolsv.exe	SYSTEM	00	7,120 K	Spooler SubSystem App	
sqlbrowser.ex	NETWO	00	1,416 K	SQL Browser Service EXE	
sqlservr.exe *32	SYSTEM	00	132,416 K	SQL Server Windows NT	
sqlwriter.exe	SYSTEM	00	8,852 K	SQL Server VSS Writer - 64 Bit	
svchost.exe	SYSTEM	00	3,940 K	Host Process for Windows Services	
svchost.exe	SYSTEM	01	37, 192 K	Host Process for Windows Services	
svchost.exe	SYSTEM	00	2,960 K	Host Process for Windows Services	
svchost.exe	LOCAL	00	7,928 K	Host Process for Windows Services	
svchost.exe	SYSTEM	00	10,652 K	Host Process for Windows Services	
svchost.exe	SYSTEM	00	5,448 K	Host Process for Windows Services	
svchost.exe	NETWO	00	7,792 K	Host Process for Windows Services	
svchost.exe	LOCAL	00	9,232 K	Host Process for Windows Services	
svchost.exe	NETWO	00	27,012 K	Host Process for Windows Services	
sychost.exe	LOCAL	00	8.852 K	Host Process for Windows Services	

Figure 6: SNMP Process

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

- 3. 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).

Dperating system	Architecture	Date modified
Vindows Server 2006 R2 Standard (For Installation) Vindows Server 2008 R2 Standard (Server Core Installation)	x64	7/14/2009
lescription: his option installs the complete installation of Windows Serve ser interface, and it supports all of the server roles.	er. This installatior	includes the entir

Figure 7: Full Installation vs Server Core

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



Figure 8: Upgrade vs Custom Install

#### Post OS-Upgrade Steps

The following section details 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.

- Download the Recovery and Update Utility (RUU) for your platform to a folder on the C:\ drive from <u>http://support.dell.com/support/downloads/</u> 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 drop-down.
  - 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.



Figure 9: 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 & Download	s for PowerVault DL2200				
Support Options					Download List
<ul> <li>Support Home Page</li> </ul>	<b></b>	Change Your Produ	ct		0 Items selected
Drivers and Downloads	i	Help with Drivers an	d Download	s	(Add items from results below)
Drivers Help	2	Download Manager	EAO		Download
Dell Supported Operating	Contraction of the second s	Download manager	FAQ		Save/Edit List
Systems     Technical Subscriptions	CONTRACTOR OF THE OWNER				Email List
Monitor Drivers					
Dell Certified Drivers	Re				Windows 7 Compatibility
Brodust Support	On easting Quetern (2) Windown Sor	vor 2009 B2			- More Details
EqualLogic Serial Number	Operating System. () Windows Ser	VEI 2000 R2			
Converter	Category: ⑦ All			-	Subscribe to PSS fee
<ul> <li>Troubleshooting</li> <li>Manuals</li> </ul>	A Marco Ellis Contract				auscribe to K33 reed
System Configuration	More Filter Options				
Enterprise Resource Center					
Interactive System Teardowns     Parts & Upprades	All PowerVault DL2200 (44 files)				
My Products and Services	Pion (1)				
Support History & Status	<b>BIOS</b> (1)				
Customer Self Repair	CD/DVD (1)				
Express Service Code Converter     Recall Information	Chipset (1)				
Global Recycling Options	Diagnostics (3)				
Support by Topic	Embedded Server Management (4)				
Windows 7 Windows XP	IDM (1)				
Windows Vista	File Title(s)	Importance	Release	Version	Download & Options
Security & Virus	Dell - Utility	Recommended	6/9/2011	3.3.0.0, A00	Download
<ul> <li>Support Videos</li> </ul>	Applies to:				Commode
Order Support	<ul> <li>PowerVault DL2200 Recovery and Update Utility</li> </ul>	1			Add To Download List
Order Status					

Figure 10: 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 present under Lifecycle Controller drop-down.

http://support.dell	.com/support/downloads/driverslist.aspr?o	=WS8R28 catid=-18 dat	eid: • 4+	x Google	
Convert - R Select	1. and an other states of the				
Favorites 🔄 🏤 🔊 Daisy 📲 G	oogle 🐺 Raritan Gateway ThickClie 🖉	Web Slice Gallery -			
Drivers & Downloads			<u>n</u> -	N - N -	• Page • Safety • Took •
oyanima	and the second second		12.00		Empilied
Desident Company				Ľ	Email List
Warranty Status	Refine Your Results			(	Windows 7 Compatibility
<ul> <li>Support History &amp; Status</li> <li>My Products and Services</li> </ul>	Operating System: @ Windows	Server 2008 R2		- ·	
Software Support     Global Recycling Options	Category (2) AI			•	_
▶Boomi ▶Compellant					Subscribe to RSS f
• EqualLogic	<ul> <li>More Filter Options</li> </ul>				
Order Support	All PowerVault DL2200 (44 files)				
Order Status     Ownership Transfers	<ul> <li>Bios (1)</li> </ul>				
Delivery     FAQs	CD/DVD (1)				
<ul> <li>Missing, Wrong or Damaged</li> <li>Returns</li> </ul>	Chinest (1)				
	Cimpsec(1)				
Contact Us Contact Technical Support	Diagnostics (3)				
Contact Order Support	Embedded Server Management	1 (4)			
International Support	IDM (1)				
	<ul> <li>Lifecycle Controller (4)</li> </ul>				
	File Title(s)	Importance	Release Date	Version	Download & Options
	Dell - Application	Optional	3/9/2011	1.5.0.671, A00	Download
	Lifecycle Controller				Add To Download List
					► More Download Options
	Dell - Application				Download
	Apples to:     Lifecycle Controller Repair Pa	Optional	3/14/2011	1.5.0, 25_A00	Add To Download List
	Dell - Application	Optional	3/9/2011	6.5.0.12, A00	Download
	Apples to:				Add To Download List
	- Go Drivers Pack				More Download Options
	Dell - Application				Download

Figure 11: 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

WinZip Self-Extractor - OM-Srv	Admin-Dell-W	eb-WIN-6 🗴
To unzip all files in this self-extractor specified folder press the Unzip butt	file to the	Unzip
Linzin to folder:		Run WinZip
c:\OpenManage	Browse	Close
Verwrite files without prompting	,	About
		Help
Live pping Windows Server200	10-+æ942299-v4-x98.a	2.4



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.

	o Litility	8
	e Ounty	_
	Install	Status
Install Windows Server Roles and Features		
Dell <sup>™</sup> PowerVault <sup>™</sup> DL Appliance Applications (NOTE: May require a reboot)		
Dell <sup>™</sup> OpenManage <sup>™</sup> Server Administrator		
Re-install the backup application	П	
3.4.0.0	Go	Finish



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

Hon	ne Settings	Support Compatibility	
pliance	Compatibility Manager		
rofile nar	ne:	DL2200 Appliance Stack	
escriptio	n :	Verifies the compatibility of various hardware and so	ftware components.
ersion :		3.3.0	
atus :		🛕 Warning	
efresh co	ompatibility information		
ick on a	component in this list for detailed in	ormation.	
Status	Name	Description	Version
	Dell PowerVault DL Configur	Used for initial setup and configuration of the DL B	ackup to Disk Ap 2.2.00
$\checkmark$	Dell PowerVault DL Applianc	Enables appliance management from a single cons	sole 2.3.00
	Dell PowerVault DL Compati	Verifies appliance software and hardware version of	compatibility 1.2.00
$\checkmark$	Hardware provider for Micro	Enables Virtual Disk Service (VDS) support for PER	RC hardware 91.02.36.15
	Dell Openmanage Server A	Systems and Storage Management Application	6.5.0
$\checkmark$	BIOS	Appliance BIOS	1.6.3
-	CACIOATA Baskpiano Finnan	Backplane Finnare version	1.10
Δ	PERC H700 Integrated Driver	Driver for PERC H700 Integrated RAID Controller	4.23.0.64
	PERC H700 Integrated Firm	Firmware for PERC H700 Integrated RAID Controlle	er 12.10.1-0001
$\mathbf{\Lambda}$	PERC H800 Adapter Driver	Driver for PERC H800 Adapter RAID Controller	4.23.0.64
	PERC H800 Adapter Firmware	Firmware for PERC H800 Adapter RAID Controller	12.10.1-0001
$\checkmark$	Broadcom NetXtreme Firmw	Firmware for Broadcom NICs	6.2.14
Δ	Broadcom NetXtreme Driver	Driver for Broadcom NICs	14.2.3



6. 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 15: Windows Update Package Format

7. If your system does not include a Deduplication Storage Folder (DSF), start the job queue and skip the next section.

## Backup Exec Deduplication Storage Folder Recovery

The following section details the steps required to bring the Deduplication Storage Folder back online after the post-OS Upgrade steps are completed.

- 1. If the DSF had been created manually, then proceed to step 8.
- 2. During the Windows Server 2008 R2 Upgrade, Windows removes the mount path for the automatically provisioned Deduplication Storage Folder (DSF).
- 3. Backup Exec indicates that the DSF is offline and the DSF will remain in that state until the DSF mount path has been restored.

Symantec Backup Exec™ 2010	
File Edit View Network Tools Window Help	💡 Share Your Ideas
Home Job Setup Job Monitor Alerts Reports Devices Media	ৰে Backup - শু Restore - স্থ Search Knowledge Base
General Tasks	
Pause     □ <td< td=""><td>Name   Insertion  Inse</td></td<>	Name   Insertion  Inse
Device Pool Tasks     Add device     Remove device	
🕞 Device Tasks 🕆	
Configure devices assistant Initialize Lock Unlock Configure partitions Export expired media Clean Configure Blink Unblink Device Pools	<
Catalog media Catalog media Catalog media Restore data Eject media Inventory Scan Erase media, long Retension media Format media	llable drive
Job Summary: 🕲 0 🔮 0 🕲 6 🔞 🕼 DJDPPWGF	🚥 🌖 symantec.

Figure 16: DSF Folder initially offline

- 4. Using an account with system administrator privileges, launch a command window: Start -> Run "cmd"
- 5. Create the PDDE\_Volume folder in the Backup Exec folder with the following command: MKDIR "C:\Program Files\Symantec\Backup Exec\PDDE\_Volume"
- 6. Run **DISKPART** and issue the following commands:
  - a. LIST VOLUME
  - b. Locate the DSF volume by the drive letter you assigned prior to the OS upgrade, e.g. "K". (See step 2c in the *Marking the Backup Exec Deduplication Storage Folder* section)

Administrator:	C:\Win	dows\system32\ci	md.exe - d	liskpart			
Volume Ø Volume 1 Volume 2 Volume 3 Volume 4 Volume 5 Volume 6	D C K E	RECOUERY OS BEUirtualDi BEUirtualDi BEUirtualDi BEUirtualDi	NTFS NTFS NTFS NTFS NTFS NTFS FAT32	Partition Partition Partition Partition Partition Removable	3072 MB 275 GB 2326 GB 1860 GB 2326 GB 1860 GB 117 MB	Healthy Healthy Healthy Healthy Healthy Healthy Healthy	System 🔺
DISKPART> sel Volume 2 is t DISKPART> lis Volume ###	ect v he se t vol	olume 2 lected volume Label	- Fs	Туре	Size	Status	Info
Volume Ø	D	RECOVERY	NTFS	Partition	3072 MB	Healthy	
* Volume 2	к	BEVirtualDi	NTFS	Partition	2326 GB	Healthy	0,900011
Volume 4 Volume 5 Volume 6 DISKPART> _	E	BEVirtualDi BEVirtualDi	NTFS NTFS FAT32	Partition Partition Removable	2326 GB 1860 GB 117 MB	Healthy Healthy Healthy	<b>_</b>

Figure 17: Detecting the Backup Exec DSF

- c. SELECT VOLUME # (where # is the number 0-n of the DSF volume)
- d. ASSIGN MOUNT "C:\Program Files\Symantec\Backup Exec\PDDE\_Volume" (NOTE that the double quotes are required)
- e. REMOVE LETTER=</etter>

and realized	ator: C	:\Wind	ows\system32\cr	nd.exe - di	iskpart				_ [	]
Volume ! Volume !	5 6	Е	BEVirtualDi	NTFS FAT32	Partition Removable	1860 117	GB MB	Healthy Healthy		
DISKPART>	assi	.gn ma	ount "c:\Prog	ram Fil	es\Symantec\	Backup	Ex	ec\PDDE_Vo	lume"	
DiskPart :	succe	ssfu	lly assigned	the driv	ve letter or	mount	po	int.		
DISKPART>	list	vol								
Volume :	###	Ltr	Label	Fs	Туре	Size		Status	Info	
Uolume 1	——— И	 D	RECOUERY	NTFS	Partition	3072	MB	Healthu		
Volume :	1	ē	OS	NTFS	Partition	275	GB	Healthy	System	
* Unlume	2	к	<b>BEUirtualDi</b>	NTFS	Partition	2326	ĞŘ	Healthu	0,000	
C:\Pr	ogram	File	es\Symantec\B	ackup E	xec\PDDE Vol	ume				
Volume	3		<b>BEVirtualDi</b>	NTFŜ	Partition	1860	GB	Healthy		
Volume 4	4		<b>BEVirtualDi</b>	NTFS	Partition	2326	GB	Healthy		
Volume	5		<b>BEVirtualDi</b>	NTFS	Partition	1860	GB	Healthy		
11 - 1	6	E		FAT32	Removable	117	MB	Healthy		

Figure 18: Removing the assigned drive letter from the Backup Exec DSF

- 7. Reboot the system.
- 8. Un-pause the Job Queue on the Job Monitor tab.
- 9. If the DSF remains offline, restart the BE Services.
- 10. Once the BE devices are back on line, Dell recommends that you run a Verify job on at least one DSF backup and one non-DSF backup.

11. If the verify job indicates the media cannot be found, then Inventory the virtual disk and Catalog all of the media (with the exception of the OST scratch media). Then reattempt the verification job.

## 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.

	oo (or) - minoono - web - waipi	-p * 🔟	J search wallpaper	
e 🔻 📷 Edit 🔻 Ne	ew folder			•
🎍 rescache 🛛 📥	Name *	Date modified	Туре	Size
Resources	Uindows	7/14/2009 12:37 AM	File folder	
schemas	💷 dell	11/11/2009 11:43 AM	Windows Theme File	4 K
security	ELLWALL_800X600	2/24/2009 5:06 PM	JPEG image	113 8
ServiceProfiles	ELLWALL_1024X768	2/24/2009 5:06 PM	JPEG image	164 1
iservicing	ELLWALL_1280X960	2/24/2009 5:06 PM	JPEG image	291
Jetup	ELLWALL_1600X1200	2/24/2009 5:06 PM	JPEG image	385 H
SoftwareDistrit	🔛 dellwall 1	5/24/2006 4:11 PM	JPEG image	1841
Speech	🔛 dellwall2	11/10/2006 1:14 PM	JPEG image	705
system	🔛 dellwall3	5/24/2006 4:45 PM	JPEG image	478
System32	🔄 picador		JPEG image	164
SysWOW64		Set as desktop background		
Japi Tapi		Open nidi	_	
Tasks		Restore previous versions		
Je Temp		Send to	►	
		Cut		
Vss		Сору		
📕 Web		Create shortcut	_	
📕 Wallpaper 👘		Delete		
J WindowsMobile		Rename		
winsxs 💌		Properties		

Figure 19: Restoring the Dell Wallpaper