

Quest[®] DL Appliance Recovery and Update Utility 3.2.38

RUU Release Notes

August 2017

This Recovery and Update Utility (RUU) release includes the changes listed in the following sections.

Topics:

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About this RUU release

The Recovery and Update Utility (RUU) is an all-in-one installer to recover and update DL Appliances (DL1000, DL1300, DL4000 and DL4300) software. It includes the Rapid Recovery Core software and appliance-specific components.

The RUU consists of updated versions of the Windows Server Roles and Features, ASP .NET MVC3, LSI Provider, DL Applications, OpenManage Server Administrator and Rapid Recovery Core Software. In addition, the RUU also updates the Rapid Appliance Self Recovery (RASR) content.

This version of the RUU update provides the enhancements listed below:

- Updates the Rapid Recovery Core version to 6.1.3
- Rebranding of the Rapid Recovery software to reflect the Quest Software brand.
- Resolutions to customer-facing issues as documented in [Resolved issues](#).

Resolved issues

The following is a list of DL Appliance related issues resolved in this RUU. For a complete list of issues resolved in Rapid Recovery 6.1.3, refer to the *Rapid Recovery 6.1.3 Release Notes*.

Table 1. Resolved issues

Resolved issue	Issue ID
In a specific customer environment, the Provisioning appliance page was unavailable, with an error: "CIM Chassis error" due to a storage pool that referenced an enclosure that did not exist.	102495
User could launch several remount jobs simultaneously on DL Appliance.	102322
FTBU failed when trying to start a Core service that was already in a "Starting" state.	101554
There was an incorrect default value of Repository name field on the Add New Repository Wizard.	101348
If the server was rebooted during FTBU, then the Compatibility Mode of the browser prevented the first launch of the Core after FTBU from performing successfully.	101313
RASR failed to start with fatal exception on DL1300 and DL4300 with new ID modules.	101051
If a repository name contained three dots in a row, the provisioning job failed with an error and the repository was not created.	100913
Parameters in 'Expand Existing Repository' pop-up did not reflect true available space for repository expansion on internal controller on DL1300 after upgrade via RUU#3.1.	100908
Storage Provisioning and Restore the Provisioning Configuration jobs could be launched simultaneously in spite of incompatibility for launching of these jobs.	100907
RASR USB could not be created on the server after upgrade using RUU if server was restored from Windows backup.	100905
Core interface became unavailable if forced to collect Core and Appliance logs.	100904
The LSI Provider installation failed if the User Policy was set to Restricted.	99997
RUU hung after several double-clicks on the RUU window.	98537
Monitor Active Task hung at 95% during creation of RASR USB job.	35531
Job "Restore the provisioning configuration" failed on a specific environment.	35137
Sometimes error "invalid state; already open" appeared on the Virtual Standby page for DL4x00 Appliances.	31477

Known Issues

The following is a list of known issues present in the DL Appliance at the time of this RUU release. For a complete list of known issues in Rapid Recovery 6.1.3, refer to the *Rapid Recovery 6.1.3 Release Notes*.

Table 2. Known issues in the DL Appliance

Known issue description	Issue ID
After a factory reset, the Core may fail to restore the configuration for some services during the Remount Volumes job, but the Core shows the job as being successfully completed. Workaround: Perform another Remount Volumes job.	104043
The MongoDB service cannot establish a connection to the Core, because there are not enough available ports. Workaround: None.	103664
Sometimes "Internal Server Error" appears on Backup page. Workaround: Ignore and close the error message.	102379

Table 2. Known issues in the DL Appliance

Known issue description	Issue ID
After an upgrade to release 6.1.2, repository maintenance failed after a restore of the provisioning configuration. Workaround: Contact Support.	102340
Remount job does not restore Core's localization. Workaround: Manually change Core localization from Core Settings.	101316
Jobs are failing with error: "System.OutOfMemoryException" on DL Appliances after running for some time. Workaround: Install the latest Windows updates and reboot the appliance. If this problem persists, contact Support.	101246
Statuses of volumes are displayed as 'Not valid' if a letter is assigned to 'Recovery' partition. Workaround: Wait until the RASR USB creation job completes or, if the driver letter was manually assigned to the Recovery partition, remove the drive letter.	101224
Windows Backup failed when necessary volume letters were changed. Workaround: Remove current policy with mixed/changed letters for partitions and create a new policy with heterogeneous volume labels.	100985
Main Appliance status receives a red state without the ability to resolve if Windows Backup was forced on the server with old Winbackups with volume size of 75GB and without free space on Internal controller. Workaround: Clear the Windows Backup logs as follows: 1) Open event viewer. 2) Go to Applications and Services Logs. 3) Navigate under Microsoft -> Windows -> Backup. 4) Right click on the Operational channel and select Save and Clear (or, if you don't want to save, select Clear).	100887
Restore the provisioning configuration job fails with an uninformative error: "Cannot mount volume to the folder 'I:.' because it contains files or folders" if the virtual disk has a letter assigned that was already used before remount. Workaround: Remove assigned letters from attached virtual media via disk manager. Perform Volumes Remount job again from Appliance Provisioning page.	35805
Incorrect behavior of provisioning size determining logic Workaround: When performing provisioning, specify the intended size a few GB smaller than the available space	35770
VMM actions are available when ESXi host is in maintenance mode. Workaround: Do not perform any VM operations from the Virtual Standby page if an ESXi host is in Maintenance mode.	35740
The GUI should be disabled immediately after confirmation of the remount process. Workaround: Wait for a few minutes and refresh Core Console page.	35579
On the Backups page, incorrect translation of 'State' appears in the 'Items Baced Up' section for some non-English language. Workaround: None.	35031
VD disk provisioning fails with return code 4 if storage pool does not have consistent empty space.	34937
"Start VM / Network Adapters" buttons remain enabled when an ESXi or Hyper- V export of a machine is launched on DL Appliances. Workaround: Do not click these buttons until the corresponding VM export is complete.	30989

Product licensing

To use and manage any version of Quest DL series backup and recovery appliance software, you need two items:

- **An account on the Rapid Recovery License Portal.**

License portal accounts are free. If you are a new user, register at <https://licenseportal.com>. When you register, use the email address that is on file with your Quest sales representative. If upgrading from a trial version, use the email address associated with the trial version. If you need to use a different email address, contact your Quest sales representative for assistance.

NOTE: This license portal was recently rebranded. If you previously registered a license portal account to use with AppAssure, then use that account information. Previous license portal users do not need to register a new account for Rapid Recovery.

For more details about the license portal, please see the *Rapid Recovery License Portal User Guide* on our [documentation website](#).

- **A software license.**

Your DL appliance is configured with a 30-day temporary license that is activated automatically the first time you start the Core on the appliance.

After you purchase a DL appliance, you receive by email a long-term (non-trial) license file or license number. If specified on the sales order, the license is sent to the end user email address. Otherwise, the long-term license is sent to the contact email address on the sales order.

To enable a trial DL appliance license:

Each Quest DL series appliance contains a 30-day license that is activated automatically the first time you start the Core on the appliance.

To upgrade a trial license:

For uninterrupted backups, upgrade to a long-term license before the trial period expires. Once a trial license expires, the Rapid Recovery Core stops taking snapshots. To resume backups interrupted by the lack of a license, obtain a long-term license and enter the license information into the Core Console.

If a Core does not contact the license portal for 20 days after the grace period, it will be removed from the license pool automatically. If the Core subsequently connects to the license portal, it will be restored automatically on the license portal.

To add a license to a DL series backup and recovery appliance, see the topic “Adding a license” in the *Rapid Recovery User Guide*.

Installing this RUU

IMPORTANT: This RUU will update your Rapid Recovery version to 6.1.3. Before installing this RUU, review the “Upgrading to Rapid Recovery” chapter in the *Rapid Recovery 6.1.3 Installation and Upgrade Guide*.

To install the RUU:

- 1 From your DL appliance, navigate to the [Quest Support Portal](#) and download the desired version of the RUU.
- 2 Run the RUU installer.

NOTE: Your system may reboot during the RUU update process.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

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-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.