# PHD Virtual Technologies

## ReliableDR 3.2 Release Notes

# ReliableDR V3.2, Release Notes

This document provides an overview of the changes made to PHD Virtual ReliableDR for the version 3.2 release, along with system requirements & known issues.

This document contains the following sections:

# What's new on 3.2 version?

**Main Features**

**Integration with PHD Virtual Backup and replication technology; CertifiedReplica<sup>TM</sup> jobs**

First version that adds the possibility to orchestrate, launch, schedule and test, the PHD Virtual replica jobs. Now, the VMs protected can be deeply tested, and with a quick view to the main dashboard or reports, users can check their SLAs compliance status.

**Integration with PHD Instant Recovery technology; CertifiedBackup<sup>TM</sup> jobs.**

New type of jobs that allows to power on and test VMs invoking the PHD instant recovery feature, this allows to certify the correctness of the VMs within the already created backups.

**Minor enhancements**

- **ReliableDR replication jobs:** Now is possible to exclude virtual disk from test and failover operations also on ReliableDR replication jobs.
- **Licensing**: Storage Module new license type for a better control of the amount of VMs protected on storage array replication jobs.
- **vCloud director feature:** Now is possible to configure a VCD network that will be used on vCloud server registration during failover operations.

**Fixes and enhancements from 3.1.1**

- Upgrades do not work when ReliableDR is installed on an alternative drive (like E:\) (RDR-2044)
- Customs storage adapters don't appear editing an ABR job, you have to create a new job for adding the newer storage adapters (RDR-1981)

- Was not possible to check windows running services that have white spaces on name, you have to use double quotes to make it work, for instance "PHD Virtual Monitor Agent Service", (RDR-1938).
- Error managing PowerShell scripts error exit codes (RDR-1811).
- Error managing the FailbackCommitCRP Status on software based replications (RDR-1804) this happens when you select and older CRP instead the last CRP (Failback) for going back to primary site. This problem could be solved changing the JOB status on DDBB.
- Problem on inherited SMTP passwords (RDR-1801).
- Remote SQL installation mode:
    - Installer does not upgrade previous remote SQL installations (RDR-1751).
    - If you type and invalid database name the installer continues to let ReliableDR on an inconsistent state (RDR-.1748).
- SNMP traps are not sent without enabling SMTP notifications also (RDR-1707).
- No warning message when is not possible to delete a user (RDR-1689).
- Jobs get stuck when they were running and target vCenter shuts down (RDR-1631).
- After disabling SMTP settings you keep receiving scheduled reports (RDR-1586).
- The ReliableDR installer detects and avoids the installation on DC servers following the Microsoft recommendation ([You may encounter problems when installing SQL Server on a domain controller](#)).

# Known issues

A bullet list with the most relevant problems many of them will be fixed on next releases:

- Error reconfiguring networks in ReliableDR replication jobs with continuous dependency enabled (RDR-2174)
- Non functional email hyperlinks on EULA file  (RDR-2167)
- Problem executing some PowerShell scripts with arguments as custom step on ReliableDR server (RDR-2146)
- If ReliableDR service is down is not possible to view detail of a session  (RDR-2106)
- Some issues related with vCloud director feature:
  - Problem re-configuring vCloud VDC Networks  (RDR-2173)
  - Sometimes a "class.java.lang NullPointerException" is returned on vCloud reconfiguration operations (RDR-2022, RDR-2104)
  - Randomly the vCloud VCD networks are not being listed (RDR-2103)
  - Errors managing certain chars on VCD Network name (RDR-2020), see VMware kbase entry
  - Problems with vCloud director using invalid network mappings  (RDR-1608).

*Once the VMs reach the DR site after a failover they begin to be managed by vCloud director server with its own resource pools, that's the reason the operations to done are limited.*

- Is not possible to add VMs before a Failover to CRP (RDR-2101)
- Random Problem scheduling jobs (RDR-2080), the schedule is already created but the schedule window is not closed automatically.
- Some execution errors on PHD CertifiedReplica<sup>TM</sup> jobs are not correctly logged, the job failed and the debug trace file shows no error, you have to open the PHD Virtual Backup Console to review that (RDR-1908).
- Very few times ReliableDR replication jobs begin to fail after and upgrade, restarting ReliableDR service fixed this issue. As reminder it's highly recommended to stop all schedules before making upgrade operations, and the upgrade should be made without replication job is running.
- Error executing PowerShell scripts on VMs placed on ESX4.0 hosts  (RDR-1825), see PHD Virtual kbase entry
- On Recovery Guest script window the execute on local button also saves  the current configuration (RDR-1809)
- Error pressing the "list VM networks button" when the VM is not connected (RDR-1799).

- Script for clean-up operations on IBM SVC storage is not working (RDR-1752).
- Some issues related with notifications (RDR-1431,  RDR-1647, RDR-1708,  RDR-1803):
  - Changes on parent organization notification settings (SMTP, SNMP, servers, users etc) are not propagated for the already created children organizations. Notifications settings are only propagated for the newer ones.
  - If a vCenter is down the failure notifications are not send
  - Failover alerts on child organization are only sent when child organizations configured their SMTP settings
  - Failover alerts on child organization are only sent when all the organizations of the hierarchy have enabled the Failover alert check.
- Issues related with roles and permissions (RDR-1650, RDR-1684, RDR-1685, RDR-1688):
  - Is not possible to show storage arrays hiding storage adapter information, as a workaround you could hide storage array also.
  - Is not possible to limit  the access to Compliance reports, they are always visible
  - Error editing  network mappings (and pressing save)  using a role with read only permissions
- Non assisted Failover/Failback only supported on Datacore and NetApp storage arrays.
- If execution information (sessions) are deleted -for example due to triggered database retention maintenance tasks- the job appears as failed, the compliance report appears also as failed, it is solved after running a new replication job.
- Problem managing certain chars (RDR-1563, RDR-1705):
  - Application crash adding redirection chars ">" or "<" on some textbox, problems managing other chars like "#" or "&"
  - Replications could fail if the VM has special chars on name like "(",")", "@", "`[",",]".
- Issues related with tasks & events ((RDR-1555, RDR-1635, RDR-1654):
  - Some actions are not logged on task & events for example scheduling compliance and license reports.
  - Some actions are not logged on task & events for example deleting sessions.
  - Massive deletion is not logged. It happens when deleted object's string exceed 512 chars.
- Old VirtualSharp logo files remain on ReliableDR folders (RDR-1695).
- If you delete a set of foundation licenses that are in use and insert a new set of enterprise licenses you have to manually reassign the licenses for all the VMs affected. (RDR-1634).

- It is not possible to power off machines with VMware tools-light installed, on that machines the operations that needs a power On/Off will fail (RDR-1606).
- Incongruent situations between the running jobs counter and running jobs window (RDR-1605).
- Depending on the vCenter load and with many testing scripts (+10), the testing process thread is aborted (RDR-1593).
- Unmanaged error uploading very large files as logo (RDR-1582)
- Some failed steps on recovery actions fails but the job is finally marked as warning (RDR-1505).
- Several issues related with upgrade from 3.0 (upgrading from 3.0 to 3.2 is not recommended) (RDR-1474, RDR-1455, RDR-1477,RDR-1478, RDR-1452):
  - The network mappings are lost after the upgrade and replication specifications will not work, it is necessary to remap them.
  - The SMTP and SNMP settings and configuration will be lost and must be reentered.
  - The execution information (sessions) will be lost.
  - After the upgrade all the replication specifications appear as failed, even when the Certified Recovery Point catalog exists, it will be fixed the next time you run the replica jobs.
  - The customized roles and permissions will be lost and must be reconfigured.
  - After an upgrade from 3.0 the programmed jobs have to be scheduled again.
- Some issues that are also errors on ReliableDR 3.0 version:
  - After an upgrade from free version to foundation/Enterprise licenses the number of snapshots for the replica is not updated, you have to change them manually.
  - Changing IP feature does not work on windows 2000.
  - Power failure or hard shutdown while virtual machines are powered on might reset CBT and lose track of incremental changes (a new replica full is needed).
- ReliableDR charts are not drawn on some Firefox versions (for example Firefox 14, released on June 26, 2012). The charts are shown again on the subsequent Firefox versions.
- After an upgrade from 3.1 versions the license report snapshots will be lost.
- It is not possible to use Distributed networks when replicas are defined at host level.
- Custom steps on replication job can be added or deleted but cannot be edited nor viewed.
- It is not possible to replicate with "Application aware" feature enable on VMs with RDM physical disk.

# System Requirements

The following requirements must be met to install and use PHD Virtual ReliableDR

**Operating System requirements**

ReliableDR may be installed on a Windows Server that runs one of the following operating systems (It can be Physical or Virtual).

- Windows Server 2008 R2.
- Windows Server 2008 R2 with SP1 (recommended).

The certified language of the application is English, so it is highly recommended to install and run ReliableDR on the English version of a Windows OS with English regional settings.

Ideally, ReliableDR should be installed on a new and clean Windows 2008 R2 SP1 virtual machine.

Client needs a supported Web Browser installed (currently Firefox and Chrome) updated to their latest versions

**Storage Array Requirements**

To integrate ReliableDR with some Storage Array model it is required to install storage vendors CLI (command line interface) toolkits.

- DELL Compellent – Compellent Powershell Toolkit (Compellent.StorageCenter.PSSnapin.dll)
- DELL Equalogic – EQL HIT Powershell Toolkit (EqlPSTools.dll (32-bits))
- EMC VNX  (block) – (NaviSecCLI.exe)
- IBM XIV – IBM XIV CLI (xcli.exe)
- Oracle Axiom – Oracle Axiom CLI (axiomcli.exe)
- HP EVA - SSSU  (SSSU.exe)

These tools can be acquired from the storage vendor. You can also contact PHD Virtual Support and we will provide you a link to the vendor CLI homepage.

This prerequisites list is always updated on ReliableDR knowledgebase.

## Hardware Recommendations

The minimum recommended hardware specification is listed below for the ReliableDR server.

| Configuration | Description | CPU | Memory | Disk |
|---|---|---|---|---|
| Standard | Standard Installation | 1 single-core processor at 2.13 Ghz | 2GB | 25GB |