

ReliableDR 3.3 Release notes

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This document provides an overview of the changes made to PHD Virtual ReliableDR for the version 3.3 release, along with system requirements & known issues.

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What's new on 3.3 version?

Main Features

- **New Licensing system:** This ReliableDR version is integrated with the PHD license server. There is a new Subscription Mode added to license system that renews licenses automatically month to month.
- **No power on after a replica full:** A full replica of a VM could take a lot of time. To avoid problems in the process and ensure the completion of the job, after a full replica, VMs will not be powered on. If configured, VMs will be powered on in subsequent executions of incremental replicas only.
- **Non-Critical:** Some VMs within a job can be catalogued as non-critical. If the replication of a VM fails, the job will be marked as warning instead of failed.
- **Support for 2012 servers:** Now ReliableDR can be also installed on Windows 2012 (IIS and .NET Framework 3.5 installation are prerequisites).
- **Scripts in Linux:** added new testing scripts to VMs with Linux as Guest OS.
- **Replica only:** On a ReliableDR replication job, it is now possible to schedule two different types of replica; "Replica only" and "Replication & test", in the first cases the VMs will not be powered on, in Replication & Test scheduling the VMs will be powered on if configured.
- **Schedule on intervals:** Improvements for the interval scheduling type now include a way to establish an "end time" for jobs with interval scheduling. This allows a user a way to create blackout periods without replications.
- **Improvements on vCloud director:** It is now possible to select a cluster datastore to register the VM on vCloud director.
- **New job report:** A new job report option is added that includes information of the Jobs and VMs created on ReliableDR.

Fixes and enhancements from 3.2

- Solved a problem managing HBR physical disk on HBR jobs
- CBT lost on HBR jobs when number of threads(*) is set to one, and the VM to replicate has more than one hard disk, and changes accumulated on each hard disk need more than 30 minutes to be replicated.

(*) This setup could be changed Advanced Settings → Concurrent tasks field

- It is no longer necessary to install .NET Framework 3.5 on Windows 2012 servers to change their IP configuration or make application test during Test, Failback or Failover operations (Zendesk support ticket #32).
- It is no longer possible to change the license type (for instance pro to enterprise) remotely. The customer has to delete the license set and add the emailed one.
- Error reconfiguring networks in ReliableDR replication jobs with continuous dependency enabled (RDR-2174)
- Problem re-configuring vCloud VDC Networks (RDR-2173)
- Randomly the vCloud VCD networks are not being listed (RDR-2103)
- New validation, it is no longer possible to add VMs before a Failover to CRP (RDR-2101)
- Random Problem scheduling jobs (RDR-2080), the schedule is already created. However, the schedule window is not closed automatically.
- 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.

Fixes and enhancements from 3.1

- Upgrades do not work when ReliableDR is installed on an alternative drive (like E:\) (RDR-2044)
- Custom storage adapters don't appear editing an ABR job, you have to create a new job for adding the newer storage adapters (RDR-1981)
- Previously it was not possible to check windows running services that have white spaces on the name. You now 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 an older CRP instead of the last CRP (Failback) for going back to the primary site. This problem could be solved by changing the JOB status on the DDBB.
- Problem on inherited SMTP passwords (RDR-1801).
- Remote SQL installation mode:
 - Installer does not need to upgrade previous remote SQL installations (RDR-1751).
 - If you type an invalid database name, the installer continues to allow ReliableDR on an inconsistent state (RDR-1748).
- SNMP traps are not sent without enabling SMTP notifications also (RDR-1707).

- No warning message when it 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 future releases:

- Dell EqualLogic and HP EVA replications are not supported on this ReliableDR version.
- .NET Framework 3.5 and IIS are prerequisites to install ReliableDR on Windows 2012 servers. Those prerequisites should be installed manually.
- Error editing netcards's network when more than one netcard is connected to the same network. This happens on ReliableDR replication jobs onFailover to CRP operations (RDR-2429& RDR-2430).
- Putty/Plink problem managing certain characters (such as "\$") used on some replications storage jobs (RDR-2409)
- JavaScript error editing a testing script for Linux VMs (RDR-2409)
- On storage replication jobs enabling continuous dependency also activates the snapshot verification (RDR-2335)
- Nonfunctional email hyperlinks on EULA file (RDR-2167)
- Problem executing PowerShell scripts as custom step that generates temporal files (RDR-2146)
- If ReliableDR service is down, it is not possible to view details of a session (RDR-2106)
- Some issues related with vCloud director feature:
 - Sometimes a "class.java.lang NullPointerException" is returned on vCloud reconfiguration operations (RDR-2022, RDR-2104)
 - Errors managing certain characters 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 the vCloud director server with its own resource pools. That is the reason the operations to be done are limited.

- Some execution errors on PHD CertifiedReplica™ jobs are not correctly logged. The job failed and the debug trace file will show no error. You have to open the PHD Virtual Backup Console to review that issue. (RDR-1908).
- Very few times ReliableDR replication jobs begin to fail after an upgrade. Restarting the ReliableDR service fixed this issue. As a reminder, it's highly recommended to stop all schedules before making upgrade operations, and the upgrade should be made without a replication job running.
- Error executing PowerShell scripts on VMs placed on ESX4.0 hosts (RDR-1825), see [PHD Virtual kbase entry](#)
- On the 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-1647, RDR-1708, RDR-1803):
 - If a vCenter is down, the failure notifications are not sent
 - Failover alerts on child organizations are only sent when child organizations configured their SMTP settings
 - Failover alerts on a 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):
 - It is not possible to show storage arrays hiding storage adapter information. As a workaround you could also hide the storage array.
 - It 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 characters (RDR-1563, RDR-1705):
 - Application crash when adding redirection chars “>” or “<”. Some textbox ones have problems managing other characters like “#” or “&”

- Replications could fail if the VM has special characters on the name such as “(“,”)”, “@”, or “[“,”]”.
- 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 and deleting sessions.
 - Massive deletion is not logged. It happens when a deleted object’s string exceeds 512 characters.
- 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 those 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 a logo (RDR-1582)
- Some of the steps of a replication job fail but only result in a warning on the history tab (RDR-1505).
- After the upgrade from 3.2 to 3.3 version 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.
- Several issues related with the upgrade from 3.0 (upgrading from 3.0 to 3.2 or 3.3 version 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 a free version to foundation/Enterprise licenses, the number of snapshots for the replica will not be updated, you have to change them manually.
- Changing the 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 a replication job can be added or deleted but cannot be edited nor viewed.
- It is not possible to replicate with the “Application aware” feature enabled on VMs with a 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).
- Windows Server 2012 ([.NET framework 3.5 and IIS should be installed beforehand](#))
- Windows Server 2012 R2 ([.NET framework 3.5 and IIS should be installed beforehand](#))

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)
- EMC VNX (block) – (NaviSecCLI.exe)
- IBM XIV – IBM XIV CLI (xcli.exe)
- Oracle Axiom – Oracle Axiom CLI (axiomcli.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](#).

ReliableDR Connectivity Requirements

ReliableDR uses standard ports to communicate with the Hypervisors, so before any replication, recovery, or testing Job is carried out, the following ReliableDR server network connections must be opened:

ReliableDR Server Network Connections					
Site	To	Port	Protocol	Jobs	Description
Production Site	vCenter	443	HTTPS	HBR / ABR / CertifiedBackup	vSphere API
	ESX Hosts	443	HTTPS	HBR / ABR / CertifiedReplica	vSphere API. Not required if vCenter connection is used
		902	TCP	HBR	Vmware VDDK API to read and write virtual disks data
	VBA	443	HTTPS	CertifiedBackup	Start/Stop Instant recovery
DR Site	vCenter	443	HTTPS	HBR / ABR / CertifiedReplica	vSphere API
	ESX Hosts	443	HTTPS	HBR / ABR / CertifiedReplica	vSphere API. Not required if vCenter connection is used
		902	TCP	HBR	Vmware VDDK API to read and write virtual disks data
	VBA-DR	443	HTTPS	CertifiedReplica	Start PHD Replication

ReliableDR needs DNS resolution of all ESX hosts (source/primary) involved in the replication if they are added to the vCenter via the hostname. On this version in order to connect with the PHD license server, ReliableDR server also needs a connection opened to:

<https://licenses.phdvirtual.com/api/>

Review the [ReliableDR connectivity requirements](#) article from knowledge base to get an up-to-date list of connections that should be opened.

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