

SnapManager® 3.1 *for Microsoft® Exchange* **Release Notes**

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Topics covered

About this document

These release notes cover the following topics:

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- ◆ [“Limitations”](#) on page 3
- ◆ [“Upgrade information”](#) on page 4
- ◆ [“SnapManager requirements”](#) on page 5
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Features of this release

New and enhanced features

The major new and enhanced features of SnapManager® 3.1 *for Microsoft® Exchange* include the following items:

- ◆ Support for Microsoft Exchange 5.5 on Windows® 2000 Server
- ◆ Support for Microsoft Exchange 2003 Service Pack 1
- ◆ Support for Microsoft Windows Server 2003 Standard Edition
- ◆ Physical integrity verification now includes transaction log verification in addition to database verification
- ◆ Transaction log sequence verification, previously mandatory, is now optional for faster restores

Features introduced with SnapManager 3.0 for Microsoft Exchange

SnapManager 3.0 for Microsoft Exchange, the previous version of SnapManager for Microsoft Exchange, introduced the following capabilities:

- ◆ Support for Microsoft Exchange 2003 on Windows 2000 Server
- ◆ Support for Microsoft Exchange 2003 on Windows Server 2003
- ◆ Exchange-specific VSS Requestor on Windows Server 2003
- ◆ Individual database restore
- ◆ Increased flexibility for backup retention
- ◆ Post-backup command execution
- ◆ Per-server licensing
- ◆ Increased control of SnapMirror® replication

Limitations

Features not supported with this release

SnapManager 3.1 *for Microsoft Exchange* does not support the following:

- ◆ Backup and recovery of the Exchange recovery storage group
- ◆ 64-bit Windows
- ◆ NT 4.0
- ◆ Windows 2000 Server with SP3 (SP4 is now required)

Upgrade information

Upgrading to SnapManager 3.1 for Microsoft Exchange

You can upgrade directly to SnapManager 3.1 *for Microsoft Exchange* from SnapManager for Microsoft Exchange 2000 1.1, after you have upgraded your filer software and host system software to meet the SnapManager system requirements.

If you are running an earlier release than 1.1 you need to upgrade to 1.1, then upgrade to 3.1. For upgrade information, read the accompanying documentation for the 1.1 release on the NOW site at <http://now.netapp.com/NOW/cgi-bin/software>.

Changes to the Run Command After Operation feature

If you are upgrading from SnapManager 3.0 for Microsoft Exchange, and you have been using the Run Command After Operation feature, you might need to update your default Run Command After Operation command arguments.

In SnapManager 3.0 for Microsoft Exchange, each SnapManager variable was enclosed in double quotes automatically. However, this could cause problems when used with `rsh` or other environments that do not handle double quotes.

After you upgrade from SnapManager 3.0 for Microsoft Exchange, you will notice a change to the syntax of the SnapManager variables contained in your default Run Command After Operation command arguments: the SnapManager variables other than `$SnapInfoPath` are no longer enclosed in quotes. If this causes problems (for example, if you have spaces in your SnapInfo pathname), you can open the Run Command After Operation window and add the quotes manually to the Command Arguments string.

When you create a brand new Command Argument string by selecting the appropriate SnapManager variable and clicking Select, the double quotes will be automatically added to the `SnapInfoPath` variable only. The double quotes will be visible in the Command Arguments field; you can manually edit them if necessary.

SnapManager requirements

System requirements

The following table shows the system requirements for *SnapManager 3.1 for Microsoft Exchange*.

Note

For the most current list of system requirements, see the SnapManager 3.1 for Microsoft Exchange Product Description Page on the NetApp on the Web (NOW) site at <http://now.netapp.com/NOW/cgi-bin/software/>.

Component	Requirement for hosts running Windows 2000 Server	Requirement for hosts running Windows Server 2003
Operating system on the filer	See the SnapDrive system requirements.	See the SnapDrive and NetApp VSS Hardware Provider 1.0 system requirements.
SnapDrive	3.0R2	3.0R2
NetApp VSS Hardware Provider	N/A	1.0
Microsoft Exchange	◆ Exchange 2003 with SP1 (Standard or Enterprise Edition) ◆ Exchange 2003 (Standard or Enterprise Edition) ◆ Exchange 2000 with SP 3 (Standard or Enterprise Edition) ◆ Exchange 5.5 with SP4 (Standard or Enterprise Edition)	◆ Exchange 2003 with SP1 (Standard or Enterprise Edition) ◆ Exchange 2003 (Standard or Enterprise Edition)
Host operating system	◆ Windows 2000 Server with SP4 ◆ Advanced Server with SP4	◆ Windows 2003 Server Standard Edition ◆ Windows 2003 Server Enterprise Edition
Microsoft Windows hotfixes	See the SnapDrive system requirements.	See the SnapDrive and NetApp VSS Hardware Provider system requirements.

Component	Requirement for hosts running Windows 2000 Server	Requirement for hosts running Windows Server 2003
Other host system requirements	The host system used to run SnapManager 3.1 <i>for Microsoft Exchange</i> must meet the hardware and software system requirements for SnapDrive. Note_____ These requirements are not necessary for SnapManager installations used for remote administration only. _____ See your SnapDrive documentation for complete details about the following system requirements: ◆ Host hardware platform ◆ LUN access protocol software	

Bug fixes

About this section

The following table lists bugs that were fixed in SnapManager 3.1 *for Microsoft Exchange*. For more information about any of these bugs, launch your Web browser, navigate to <http://now.netapp.com/NOW/cgi-bin/bol>, type the Bug ID into the “Enter Bug IDs” field, and then click Go.

Bug ID	Description
83761	Unable to move the SnapInfo directory from one subdirectory to another subdirectory under the same parent directory.
107149	Delay between restore completion task status and “Restore of storage group completed successfully” pop-up message.
112860	Failed to get Exchange information - Error code: 0x800706c6 - The array bounds are invalid.
113124	The task "SnapManager backup has finished" might be checked in the task list, but report update is still in progress.
113390	Backup could fail with error code 0x80072032, "An invalid dn syntax has been specified."
115037	VSS up-to-the-minute restore is a selectable option for backups that existed when a point-in-time restore was performed.
115160	Incorrect error message when remote verification failed.
116306	VSS API Error Description: VSS_E_UNSUPPORTED_CONTEXT encountered when using SnapManager 3.0 for Microsoft Exchange with Microsoft Windows 2003 Standard Edition.
130190	Microsoft Exchange 2003 SP1 caused SnapManager Backup to fail.
130259	VSS-based backup was not used when Exchange 2003 was installed on a Windows 2003 Domain Controller.
132065	Error on install: “The required protocol is not licensed with server license”.

Known issues

About this section The following table lists issues known to exist in SnapManager 3.1 *for Microsoft Exchange*. For the latest information about workarounds, launch your Web browser, navigate to <http://now.netapp.com/NOW/cgi-bin/bol>, type the Bug ID into the “Enter Bug IDs” field, and then click Go.

Bug ID	Description and workaround
61756	Exchange databases not remounted after a restore or being brought offline and back online. For an Exchange server in a Windows cluster, SnapManager must offline the physical disk resource that will be restored from snapshot as part of the SnapManager Restore operation. The Exchange databases that will be restored by this SnapManager Restore operation are configured temporarily not to be automatically mounted at startup. After these Exchange databases are restored from snapshot, SnapManager again configures them for automatic mount at startup. If the Active Directory object that controls the startup properties for the Exchange databases does not get updated properly, the Exchange databases remain unmounted after the completion of the SnapManager Restore operation or after the Exchange Information Store resource is brought offline and back online. Workaround: Manually mount the Exchange databases after the SnapManager Restore operation has been completed. Disable (uncheck) the "Do not mount this store at startup" option for the restored Exchange databases using the Exchange System Manager.

Bug ID	Description and workaround
80426	Server throws an exception after SnapDrive dismounted the snapshot during database verification. SnapManager server might throw an exception during database verification. This problem might occur after SnapDrive dismounts the LUN backed by a snapshot. If you are using SnapManager for Exchange 2000 version 1.1 or earlier, you see the following error: "Failed to create report file. Error Code: 0x80070020. The process cannot access the file because it is being used by another process." Workaround: Reboot the Exchange Server if it happens repeatedly. The SMESrvr.exe process might become orphaned and contribute to this problem. SMESrvr.exe should not be running on the Exchange server without SnapManager.exe or Snapbackup.exe also running. Use the following procedure to determine whether the SMESrvr.exe process has become orphaned: Close the SnapManager application and start Task Manager. If SMESrvr.exe is running, identify whether the following conditions are true: ◆ SMESrvr.exe 0% CPU utilization for several minutes ◆ SnapManager.exe process is not running ◆ SnapBackup.exe process is not running ◆ There are no SnapManager backup or restore jobs scheduled to run at this time If all four of the above items are true, it is likely that the SMESrvr.exe process is orphaned. Use Task Manager to end the SMESrvr.exe process or reboot the Exchange server.
96624	If a SnapManager backup is stopped before it is complete, an SMTP notification is never sent. This is expected behavior, because it is at the end of the process that a success or failure notification is sent. Workaround: To prevent the job from being killed by the scheduler, ensure that the scheduler allows the job to run for at least the amount of time that it takes to be completed, plus a little extra time.

Bug ID	Description and workaround
113227	Restores might fail with error code c00413E3 or 8000ffff with MExchangeIS Event id 9518 if there are more than 1008 logs to be recovered. Restores might fail with SnapManager error c00413E3, and error message "Error Code 8000ffff Description: The action could not be completed because the Microsoft Exchange Information Store service is unavailable. Be sure the service is running and you have network connectivity to the Microsoft Exchange Server computer. ID no: c1041721 Microsoft CDO for Exchange Management" in the SnapManager report. From Application Event Log, an MExchangeIS event id 9518 is logged with "Error 0xfffffd9a (-614) Initialization of Jet failed." Workaround: 1. Make sure that all the databases are in a clean shutdown state. You can do this by running <code>eseutil /mh</code> on each database file and checking the database state in the <code>eseutil.exe</code> output. 2. Rename the transaction log folder for the affected storage group to a new name and create a new transaction log directory with the original name. (Alternatively, you can move all the transaction logs in this transaction log directory to a new location.) 3. Use Exchange System Manager to mount all the databases in the storage group. Note_____ This behavior is due to a bug in Microsoft Exchange Server. See Microsoft KB Article 834154 for more information. _____
133645	For both Microsoft Exchange 2000 and Microsoft Exchange 2003 installed on Windows 2000, the "Time of Last Full Backup" field is not updated when SnapManager performs a backup. Workaround: None.