

SnapManager® 3.2 for Microsoft® Exchange

Release Notes

Network Appliance, Inc.
495 East Java Drive
Sunnyvale, CA 94089 USA
Telephone: +1 (408) 822-6000
Fax: +1 (408) 822-4501
Support telephone: +1 (888) 4-NETAPP
Documentation comments: doccomments@netapp.com
Information Web: <http://www.netapp.com>

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Topics covered

These release notes describe SnapManager® 3.2 for Microsoft® Exchange. The following topics are covered:

- ◆ “[Product overview](#)” on page 2
- ◆ “[System requirements](#)” on page 4
- ◆ “[Upgrade information](#)” on page 6
- ◆ “[Bug fixes](#)” on page 7
- ◆ “[Known issues](#)” on page 9
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Product overview

This section provides an overview of SnapManager 3.2 for Microsoft Exchange.

Features and enhancements

SnapManager 3.2 for Microsoft Exchange includes all the features of SnapManager 3.1.1, plus several new features and bug fixes.

New features: SnapManager 3.2 introduces the following new features:

- ◆ NTFS volume mount point support
- ◆ Fractional space reservation policies
- ◆ Copy-less transaction log archiving
- ◆ Age-based backup set retention
- ◆ Control over database verification throughput rate using the SnapManager GUI
- ◆ Command line management for backup and database integrity verification

SnapManager 3.1.1 introduced the following features:

- ◆ Support for Microsoft Exchange 2003 Service Pack 2
- ◆ Option to throttle Eseutil.exe database checksum verification
This feature requires Exchange 2003 Service Pack 2.
- ◆ Ability to restore databases in a clustered Exchange virtual server without taking offline the cluster physical disk resource or the Exchange virtual server
This feature requires SnapDrive™ 3.2.

Bug fixes: This release of SnapManager fixes several bugs, listed and briefly described in “[Bug fixes](#)” on page 7.

Known issues and their workarounds are described in “[Known issues](#)” on page 9.

Limitations

SnapManager 3.2 for Microsoft Exchange does not support the following:

- ◆ Use of Microsoft Exchange 5.5
- ◆ Use of SnapDrive versions prior to 4.1
- ◆ Creation or restore backup of Microsoft Exchange databases that are stored on storage devices provided by companies other than NetApp
- ◆ Use of Microsoft Exchange 2003 recovery storage groups

- ◆ Restoring exchange databases to an alternate location
- ◆ In all backup types but VSS, the option to backup transaction logs that will be truncated by Exchange at the end of the backup in the Advanced Options dialog box applies.

System requirements

The following table shows the system requirements for SnapManager 3.2 for Microsoft Exchange.

Note

For the most current list of system requirements, see the SnapManager 3.2 for Microsoft Exchange Product Description Page on the 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 NetApp storage system	See the SnapDrive system requirements.	See the SnapDrive and NetApp VSS Hardware Provider system requirements.
SnapDrive	◆ SnapDrive 4.1	◆ SnapDrive 4.1
NetApp VSS Hardware Provider	N/A	NetApp VSS Hardware Provider that is included with SnapDrive
Microsoft Exchange	One of the following Standard or Enterprise editions of Microsoft Exchange: ◆ Exchange 2003 with SP2 ◆ Exchange 2003 with SP1 ◆ Exchange 2000 with SP 3 Note_____ SnapManager 3.2 does not support Microsoft Exchange 5.5. _____	One of the following Standard or Enterprise editions of Microsoft Exchange: ◆ Exchange 2003 with SP2 ◆ Exchange 2003 with SP1

Component	Requirement for hosts running Windows 2000 Server	Requirement for hosts running Windows Server 2003
Host operating system	One of the following versions of Microsoft Windows: ◆ Windows 2000 Server with SP4 ◆ Windows 2000 Advanced Server with SP4	One of the following versions of Microsoft Windows: ◆ Windows Server 2003 Standard Edition R2 ◆ Windows Server 2003 Enterprise Edition R2 ◆ Windows Server 2003 Standard Edition with SP1 ◆ Windows Server 2003 Enterprise Edition with SP1
Microsoft Windows hotfixes	See the SnapDrive system requirements.	See the SnapDrive and NetApp VSS Hardware Provider system requirements.
Other host system requirements	The host system used to run SnapManager 3.2 for Microsoft Exchange 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	

Upgrade information

If you are upgrading to SnapManager 3.2 from a previous release of SnapManager for Microsoft Exchange, read the information in this section.

Upgrade paths

There are two basic upgrade paths to SnapManager 3.2:

Upgrading from release 1.1 or newer: You can upgrade directly to SnapManager 3.2 for Microsoft Exchange from SnapManager for Microsoft Exchange 2000 1.1 release, after you have upgraded your NetApp storage system software and host system software to meet the SnapManager system requirements.

Upgrading from a release earlier than 1.1: If you are running a release earlier than 1.1, you can upgrade to release 1.1 first and then upgrade to release 3.2 or you can uninstall the release earlier than 1.1 and then install release 3.2. For information about upgrading to release 1.1 and uninstalling releases earlier than 1.1, read the documentation for the SnapManager 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 might cause problems when used with `rsh` or in 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 new Command Argument string by selecting the appropriate SnapManager variable and clicking Select, the double quotes will be automatically added to the SnapInfo Path variable only. The double quotes will be visible in the Command Arguments field; you can manually edit them if necessary.

Bug fixes

The following table lists bugs that were fixed in SnapManager 3.2 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
133515	Remote database verification might fail with an unexpected error when running SnapManager database verification on a remote verification server.
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.
133981	The default Enhanced Internet Explorer Security Configuration in Windows Server 2003 prevents SnapManager for Microsoft Exchange from running scripts located at a network UNC path.
135029	The <i>SnapManager for Exchange Installation and Administration Guide</i> for SnapManager 3.0 and 3.1 does not explain how to differentiate between a filer-side license and a server-side license in SnapManager for Microsoft Exchange.
140646	The <i>SnapManager for Exchange Installation and Administration Guide</i> does not explain that, for versions 3.0 and 3.1, the log volume can contain two Snapshot copies per backup when used with Microsoft Exchange 2003 on Windows Server 2003.
146295	The <i>SnapManager 3.1 for Exchange Installation and Administration Guide</i> does not explain that two unassigned drive letters are needed to perform remote verification for more than one storage group in a single job. In all other situations, only one unassigned drive letter is required.
149694	In the <i>SnapManager 3.1 for Exchange Installation and Administration Guide</i> , in the section titled, “Recovering a failed filer and server to a replicated environment” on page 205, a step was missing.

Bug ID	Description
151485	Backups that use a generic naming convention and are configured to upgrade SnapMirror after operation might not execute the SnapMirror update and log the warning, and Snapshot copy backups of Snapinfo directory drives might not be successfully completed. Check the backup report for more information.
151599	Changing the verification server in SnapManager will not update previously scheduled backup jobs.
151735	The <i>SnapManager 3.1 for Microsoft Exchange Installation and Administration Guide</i> incorrectly refers to Windows Scheduled Tasks as the Windows Task Scheduler.
152066	A point-in-time restoration with Microsoft Exchange 2003 on Windows 2003 might fail if the transaction log file directory is missing.
152119	Up to the minute restore with Exchange 2003 on Windows 2003 might fail if the E0n.log does not exist in the transaction log file directory.
152161	If the transaction log file directory is missing, a restoration from archive might fail.
152198	Error code: 0xc0041329 occurs when performing a restore-from-archive operation.
153798	A SnapManager for Exchange restore from archive operation should be considered a point-in-time restore.
157764	Backups that use a unique naming convention and are configured to update SnapMirror after operation might not execute the SnapMirror update and log the warning, Snapshot copy backups of Snapinfo directory drives might not be successfully completed. Check the backup report for more information.
163586	A point-in-time restoration might fail if a previous LUN clone split restoration is still in progress.
169210	<i>SnapManager 3.1 for Microsoft Exchange Installation and Administration Guide</i> refers only to a Microsoft disaster recovery for Exchange 2000.

Known issues

The following table lists issues known to exist in SnapManager 3.2 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 remain remounted after a SnapManager restore operation. For an Exchange server in a Windows cluster, SnapManager must offline the physical disk resource that will be restored from the Snapshot copy 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 the Snapshot copy, 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 (unselect) 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	The server throws an exception after SnapDrive unmounts the Snapshot copy during database verification. The SnapManager server might throw an exception during database verification. This problem might occur after SnapDrive unmounts the LUN backed by the snapshot copy. 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 this error 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 steps to determine whether the SMESrvr.exe process has become orphaned: 1. Close the SnapManager application. 2. Start Task Manager. 3. If SMESrvr.exe is running, identify whether the following conditions are true: ◆ SMESrvr.exe exhibiting 0% CPU utilization for several minutes. ◆ The SnapManager.exe process is not running. ◆ The SnapBackup.exe process is not running. ◆ There are no SnapManager backup or restore jobs scheduled to run. If all four of these conditions are true, it is likely that the SMESrvr.exe process is orphaned. See Step 4. 4. 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
190830	Uninstall leaves stale registry entries in MSCS configurations. In a cluster environment, when uninstalling SnapManager for Exchange from any node, uninstaller leaves the registry key in the following places: HKEY_LOCAL_MACHINE\Cluster\SOFTWARE\Network Appliance\SnapManager for Exchange\Server HKEY_LOCAL_MACHINE\Cluster\SOFTWARE\Network Appliance\SnapMgrService Uninstall does this because it assumes other nodes are still sharing the registry key. Workaround: If you have uninstalled SnapManager for Exchange from all nodes, you can safely delete the registry key from both of the above mentioned places by using Register Editor.

Documentation errata

Overview of this section

The documentation errata addresses changes to the information in the *SnapManager 3.2 Installation and Administration Guide*.

The mount path browse button on the verification tab

In Appendix B, “Configuring SnapManager Application Settings”, in the section “Selecting the Snapshot copy access method for database verification” on page 347, Step 2 substep a, should include the following note:

Note

The mount path browse button on the verification tab is disabled when the verification server is a remote machine.

Permissions on the Report directory share

In Chapter 4, “Starting SnapManager for the First Time”, in the section “Starting SnapManager and connecting to the default server” on page 65, Step 2, the second to last bullet should read as follows:

- ◆ If only the existing group *Everyone* has permissions on the Report directory share, SnapManager removes the Full Control permissions to the Reports directory for that group and replaces *Everyone* with two other access control entries (ACEs). First, SnapManager adds an ACE for the user currently logged in to the machine, and secondly, SnapManager adds an ACE for the local administrator’s group on the Windows machine.

Automatic deletion of Exchange backups

In Appendix B, “Configuring SnapManager Application Settings”, under “Managing fractional space reservation”, in the section “Fractional space reservation policies manage Exchange data” on page 363 below the last paragraph in the “Automatic deletion of Exchange backups” topic, add the following:

If a SnapManager backup resides on a volume that runs out of space, fractional space reservation deletes the following components of that backup:

- ◆ Snapshot copies for the DB LUNs
- ◆ Snapshot copy for the Log LUN
- ◆ Snapshot copy for the SnapInfo LUN

Note

The Snapshot copies listed above are deleted if they are not shared with other backups.

- ◆ SnapInfo directory for the backup including but not exclusive to:
 - ❖ SnapInfo file itself
 - ❖ VSS_Timestamp.xml file
 - ❖ VSS_Timestamp.GUID.xml.file
 - ❖ Content of the Log subdirectory

Managing the event notification options

In Appendix B, “Configuring SnapManager Application Settings”, under “Managing the event notification options”, in the section “Using the Auto Notification Settings dialog box” on page 378, Step 13 should include the following note:

Note

When AutoSupport notification is enabled, AutoSupport sends warning-level events under certain circumstances regardless of the “On failure only” option setting. SnapManager for Exchange Monitoring Service logs warning-level events for deleted backups and dismounted databases when Fractional Space Reservation Policy trigger points are reached.

Configuring the Exchange data store

In Chapter 7, “Configuring the Exchange Data for SnapManager”, under “Using the Configuration Wizard to configure your data store”, in the section “Configuring the Exchange data store” on page 123, Step 13 should include the following note:

Note

If your configuration has transaction logs of storage groups on separate LUNs as their SnapInfo directories, SnapManager 3.2 for Exchange will prompt you to set the SnapInfo directory for the storage group to the same LUN as the transaction log LUN. If you choose Yes, SnapManager 3.2 sets the SnapInfo directory on the same LUN as the transaction log LUN, which facilitates copy-less transaction log backup using the NTFS hard link feature. If you choose No, SnapManager 3.2 continues to use the existing SnapInfo directory.
