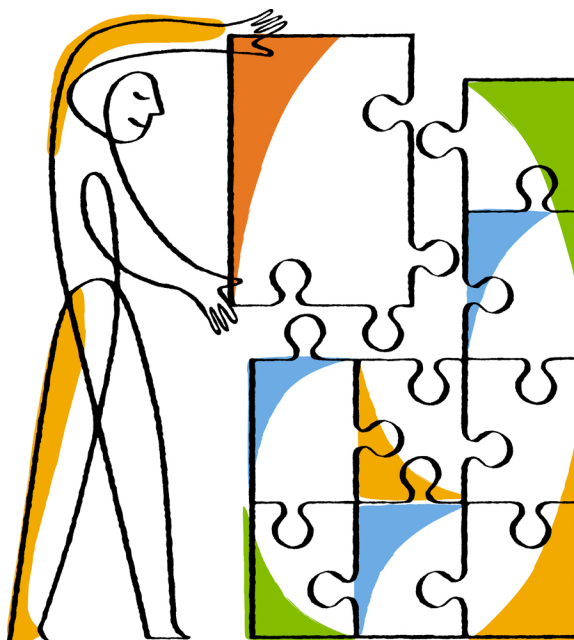




SnapManager[®] 6.1 for Microsoft[®] Exchange Server

Release Notes



NetApp, Inc.
495 East Java Drive
Sunnyvale, CA 94089
U.S.

Telephone: +1 (408) 822-6000
Fax: +1 (408) 822-4501
Support telephone: +1 (888) 463-8277
Web: www.netapp.com
Feedback: doccomments@netapp.com

Part number: 215-08725_A0 ur001
February 2014

Contents

- Product overview 4**
- New in this release 5**
 - Upgrade notes 6
 - Verifying support for your configuration in the IMT 6
 - Fixed issues 7
- Known limitations 8**
- Known issues 9**
- Documentation errors and omissions 10**
- How to get help and find more information 17**
- Copyright information 18**
- Trademark information 19**
- How to send your comments 20**

Product overview

SnapManager 6.1 for Microsoft Exchange Server provides an integrated data management solution for Microsoft Exchange that enhances the availability, scalability, and reliability of Exchange databases. SnapManager provides local or remote backup, rapid online backup, and restoration of databases.

New in this release

SnapManager 6.1 for Microsoft Exchange Server includes support for additional configurations and enhancements to the feature set. Support for Exchange Server 2003 is discontinued.

Support for additional configurations

- Exchange Server 2007 and Exchange Server 2010
- Windows Server 2008 R2 and Windows Server 2012
- Data ONTAP 7.3.7
- Data ONTAP 8.0.5
- Data ONTAP 8.1.4
- Data ONTAP 8.2.1

SnapDrive support

The following versions of SnapDrive are supported in SnapManager 6.1:

- SnapDrive 7.0.2
- SnapDrive 7.0.1
- SnapDrive 6.5

To identify supported configurations, go to the Interoperability Matrix located at support.netapp.com/matrix.

New features and enhancements

- Gapless backup support on DAG systems is improved from three nodes to nine nodes.
- UTM retention can be triggered independently from backup retention.
- When specifying backup options, the backup retention setting for remote backups now applies to the selected management group.
In releases prior to SnapManager 6.1 for Exchange, this always applied to the Management Group **Standard** option.
- The SnapManager 6.1 for Exchange Server UI, PowerShell, and documentation are localized into Japanese.
- The requirement to run verification on backed up databases is not mandatory for Exchange Server 2010 or later.

Discontinued configuration support

Support for the following configurations is discontinued in SnapManager 6.1 for Exchange Server:

- Exchange Server 2003
- Windows Server 2003

- Business Continuity Service Plug-In (BCM) for Exchange Server 2003 and Exchange Server 2007

Upgrade notes

Upgrade notes describe important changes in support between the last release of SnapManager for Exchange Server and this one, including any deprecated features. Review this information carefully before upgrading SnapManager for Exchange Server. Make sure to check the NetApp Interoperability Matrix (IMT) for the most up-to-date information on supported configurations.

Supported upgrade path

You can upgrade to SnapManager 6.1 for Microsoft Exchange Server from version 5.0 and version 6.0.4.

Verifying support for your configuration in the IMT

You can use the NetApp Interoperability Matrix (IMT) to verify SnapManager for Exchange support for your configuration: Data ONTAP software, host operating system, and the like. Verify your configuration before you install or upgrade to SnapManager 6.1 for Microsoft Exchange Server.

Steps

1. Go to support.netapp.com/matrix.
2. If SnapManager for Exchange (SME) is not the selected Storage Solution, click **Change** and select it under the Application Suite category.



3. In the **Component Explorer** pane, select each component that you want to verify.
You are prompted to add the components to the worksheet. Click **Add**.
Tip: Select the parent of a set of components to select all its children.
4. When you are satisfied with your choices, click **Show Results**.
5. The IMT lists each supported configuration.
 - Scroll across a configuration to view the supported components and any notes or alerts for the configuration.
 - Click the configuration name to display complete information for supported components, including support history and NetApp policies and guidelines for the selected Storage Solution category.

Tip: If no results are returned for your configuration, click **Feedback** in the upper right corner of the IMT.

Fixed issues

It is a good practice to review the bugs fixed in SnapManager 6.1 for Microsoft Exchange Server before upgrading to the new release.

Bug ID	Description
775221	SnapManager for Exchange unexpectedly deletes too many backup sets for the remote copy backup of DAG databases on Exchange 2010.
752389	SnapManager for Exchange retains too many Snapshot copies when the Data ONTAP autodelete feature runs on the storage system.
746735	SnapManager for Exchange backups trigger the error “Failed to query the LUN information for the cluster quorum disk.”
740632	SnapManager for Exchange unexpectedly deletes too many backup sets for the remote copy backup of CCR databases on Exchange 2007 configurations.
721232	SnapManager for Exchange incorrectly calculates the space needed while restoring to the Recovery Storage Group.
693284	SnapManager for Exchange retains eight SnapInfo snapshots when the -noutm option is set in the backup job.
681376	SnapManager for Exchange retains one extra SnapInfo directory for each database and management group.
680445	SnapManager for Exchange delete-backup shows 89 as the maximum value for the Number of Days option.
643867	SnapManager for Exchange reports a successful backup in the “SUMMARY” section, even though archiving failed.
628282	Up-to-the-minute (UTM) retention is dependent on backup retention and does not start independently.
564674	SnapManager for Exchange restore to a Recovery Storage Group fails when logs are not available locally in SnapInfo.
502486	A SnapManager for Exchange scheduled backup job returns 0xFFFFFFFF on the non-owner node of a cluster in a DAG or CCR environment.

Known limitations

Known limitations identify platforms, devices, or functions that are not supported by SnapManager 6.1 for Microsoft Exchange, or that do not interoperate correctly with SnapManager 6.1 for Microsoft Exchange. Review these limitations carefully.

The following are not supported in this release:

- SnapDrive for Windows versions prior to SnapDrive 6.5
- Microsoft Windows 2000 and Windows 2003
- Creation or restoration of backups of Exchange databases on third-party storage, except for databases on third-party storage arrays that provide storage for a V-Series system
- Backup and restoration of Microsoft Exchange 5.5 and Exchange 2000 and Exchange 2003 databases
- Windows Server 2008 IA-64 edition

Verification failure when SnapMgrMountPoint reaches 9999

A backup with verification fails if SnapMgrMountPoint reaches the current limit of 9999.

Known issues

Known issues identify problems that may prevent you from using SnapManager 6.1 for Microsoft Exchange Server successfully. NetApp Bugs Online provides complete information for most known issues, including any workarounds.

If a Bugs Online report is available, the bug ID contains a hyperlink to the report. Click the hyperlink to view the report.

Known issues identified in this release

The following issues have been added to the release notes since the last release.

Bug ID	Description
795187	SnapManager for Exchange Server incorrectly renames eloginfo__xxx__recent snapshots.
776472	Restore operations in SnapManager for Exchange fail with a database mount error when the Global Catalog is not part of the Domain Controller (DC).
762024	SnapManager for Exchange should be more selective about which transaction log files to copy when restoring a Snapshot copy.
693375	The target LUN in a Snapshot for Exchange copy is inconsistent or does not exist and cannot be deleted when delete - backup is run from SnapManager for Exchange.
665212	SnapManager for Exchange service crashes on the remote verification server when running four or more deferred concurrent verification operations.
653127	Restoring an archived backup copy from SnapManager for Exchange appears to succeed in reports, but it actually fails.
563452	During SnapManager for Exchange DAG-level backups, the backup operation might hang when running backup after the “cluster group” fails over.

Certification for Windows Server Logo

NetApp certifies the SnapManager 6.1 for Exchange Microsoft Installer (MSI) package but not the Microsoft .NET assemblies in it intentionally. This is done to avoid the known issue of the .NET framework loading signed assemblies on systems that are not connected to the Internet. For more information, see <http://support.microsoft.com>.

Documentation errors and omissions

Review these errors and omissions in the published SnapManager 6.1 for Microsoft Exchange Server documentation carefully.

Protection Manager reference

In the *SnapManager for Microsoft Exchange Installation and Administration Guide*, replace “Protection Manager” with “OnCommand Unified Manager Core Package 5.2 or later, which includes the NetApp Management Console.”

Limitation of FRP schedules in an active/active Exchange cluster

The *SnapManager for Microsoft Exchange Installation and Administration Guide* needs a section describing issues with creating multiple FRP backup jobs for different Exchange instances in an active/active Microsoft Failover Cluster (MFC) using SnapManager.

In an active/active cluster configuration, SnapManager does not support having one FRP backup schedule for each Exchange instance because you can have only one FRP schedule for one instance. In such a configuration, if one cluster node fails during FRP backup, only the FRP backup configured for the main instance of the surviving node continues to run. This is because you can have only one FRP task, called “FRPBackup,” per server.

Transaction log verification recommendation

The *SnapManager for Microsoft Exchange Installation and Administration Guide* states that verification is not a support requirement for databases with at least two copies in a DAG. It should include, however, the recommendation from Microsoft that transaction logs be verified, and state that SnapManager for Exchange performs log verification during the restore operation.

DAG requirements

The *SnapManager for Microsoft Exchange Installation and Administration Guide* should clarify the requirement for a DAG to have a DNS service entry.

A DNS service entry must exist for the name of a DAG and Active Directory, or DNS should grant permissions to write the entry. Make sure that the DNS service is active on the Windows domain with the Exchange Server DAG. If the entry has not been created, the administrator must create it manually.

Prerequisites for SnapManager Installation

The *SnapManager for Microsoft Exchange Installation and Administration Guide* should state that the SnapManager installer does not check whether Exchange Management Tools (EMT) is installed. EMT is required on any machine running SnapManager before SnapManager works correctly.

FlexClone license requirements

The *SnapManager for Microsoft Exchange Installation and Administration Guide* notes that a FlexClone license is required if you plan to use the integrity verification feature. It should state that a FlexClone license is not required if you plan to use the feature for any database; it is only required when restoring to the Recovery Database.

Restriction when setting UTM retention and backup retention

The *SnapManager for Microsoft Exchange Installation and Administration Guide* describes UTM and backup retention, but does not state that you should not specify different types of values for UTM retention and backup retention. For example, you should not specify both the number of days to retain backup copies and the number of copies to retain; you should specify one.

SnapManager service account requirements

The *SnapManager for Microsoft Exchange Installation and Administration Guide* should clarify SnapManager service account requirements. The SnapManager service account must meet the following requirements:

- The account must be a domain user.
- The account must be a member of the local Administrators group of each Exchange server.
- The account must be a member of the Organization Management group, which is part of the Microsoft Exchange Security Groups in Active Directory.
- If you want to archive backups to a SnapVault backup (Data ONTAP operating in 7-Mode only), the SnapManager service account must be one of the following:
 - The same account that you set up SnapDrive to use with the DataFabric Manager server (you set this up using the `sdcli dfm_config set` command)
 - A different account that is assigned a role on the DataFabric Manager server, with the following capabilities:
 - DFM.DataBase.Read Global
 - DFM.DataSet.Write Global
 - DFM.Policy.Read Global
 - DFM.BackupManager.Backup Global
 - DFM.BackupManager.Read Global
 - DFM.BackupManager.Restore Global

You can use the `dfm role create`, `dfm role add`, and `dfm user add` commands to create the role, add the capabilities, and create the user.

Alternatively, you can assign the SnapManager service account full control rights on the DataFabric Manager server, as in the following examples:

- Windows:

```
dfm user add -r GlobalFullControl MyDomain\snapuser
```

- UNIX:

```
dfm user add -r GlobalFullControl MyDomain\\snapuser
```

This requirement is necessary because SnapDrive uses the SnapManager service account to edit datasets and request backups.

SnapManager custom actions

In the *SnapManager for Microsoft Exchange Installation and Administration Guide*, the Installing and upgrading SnapManager section should include the use of custom actions in SnapManager to perform various functions.

The following table lists and describes custom actions implemented in the SnapManager 6.1 for Microsoft Exchange MSI package:

Custom action	Description
AbortInstallation	Generates a popup error message and aborts installation.
AbortInstallation_0	Generates a popup error message and aborts installation.
AbortInstallation_1	Generates a popup error message and aborts installation.
AbortInstallation_2	Generates a popup error message and aborts installation.
AbortInstallation_3	Generates a popup error message and aborts installation.
CA_GetMissingSWList	Gets a list of missing software that should be installed and displays a dialog with the list if not running silently.
CA_RefreshStartMenuIcons	Sets and broadcasts SnapDrive for Windows environment variables.
CA_SetSWNeeded	Sets flags for missing software.
CheckInstalledProductVersion	Checks the installed product version to set the default FSR monitoring registry value.
CheckMMC30	Checks the existence of the file <code>microsoft.managementconsole.dll</code> . If this file does not exist, aborts the installation.
CheckNetFrameworkVersion	Checks if .Net Framework 4.0 is installed. If not, aborts the installation.
CheckPowerShellVersion	Checks if Microsoft PowerShell 3.0 is installed. If not, aborts the installation.
ClusterRegRestore	Restores Cluster Registry Keys from the temporary file.

Custom action	Description
ClusterRegSave	Saves Cluster Registry Keys into a temporary file.
CreateJobManagement RegistryValue	Creates the registry key and value required by job management.
CreateSMDebugFolder	Creates a subfolder for a debug trace.
Custom_Action1	Debugs.
DCOMPerm	Sets the DCOM permissions.
DeleteLegacyFile	Deletes the files from older versions of the product that were removed in this version and also deletes some .Net tracing files.
DeleteOldShortcut	Deletes the shortcut to the old version of the product, because the company name was added in the path.
DeleteRegKey	Deletes the legacy SnapManager registry key.
EventLogLicenseType	Reports the license type to “event log - Not used.”
fix_AllUsers	Resets ALLUSERS to NULL.
GetLicenseKey	Gets the SnapManager per-server license key from the registry.
GetSMEUserIdentity	Gets the user name and password set by SnapManager as a RunAs user.
GetSVCUserName	Gets a SnapDrive service account.
IsInstallationRunning	Checks if another SnapManager for Exchange installation instance is running. If so, aborts the installation.
IsSMESrvrRunning	Checks if the SnapManager server is still running. If so, aborts the installation.
LicenseAgreementMsg	Displays the license agreement in a message box during an unattended installation.
LicenseValidate	Validates the license key entered by the user.
NetTcpPortSharingServiceEnable	Enables the NetTcpPortSharing service if it is disabled.
NetTcpPortSharingServiceStart	Starts the NetTcpPortSharing service.
NetTcpPortSharingStartTypeWarning	Displays a warning message about changing the start type of NetTcpPortSharing service.

Custom action	Description
OldProductFound	Displays a warning message if an old version of SnapManager was installed.
OldVLDMgrFound	Sets a warning message if an old version of SnapDrive was installed.
RemoveReportFolder	Removes the report folder and the subfolder inside.
RemoveReportFolderShare	Removes the NetShare created in the report folder.
RemoveReportFolderWarning	Displays a warning when the option to remove a report folder is clicked in the user interface.
RemoveReportFolderWarning	Deletes the SnapManager installation directory if it is empty.
RemoveSnapManagerFolder	Removes the SnapManager installation folder.
RemoveSnapManagerSubFolders	Removes the FractSpaceData, Debug, and SnapMgrMountPoint folders created by SnapManager.
SelectSvcUser	Not used.
SetATTENDEDFLAG	Sets the ATTENDEDFLAG property to indicate UI install.
SetFileVersionInReg	Sets the file version in the registry.
SetNoReboot	Sets REBOOT to ReallySuppress.
SetRemoveFlag	Sets ISREMOVED to 1.
SetSMUserIdentity	Sets SnapManager DCOM server identity.
SetStringToProperty	Gets a string from the String table and sets it to the public property.
SetUseCheckSgFilesVerify	Checks if the ChksgFiles.dll file exists. If so, sets the registry UseCheckSgFilesVerify to 1.
SetVersionInMMCSnapIns	Sets the version number and build timestamp in SMEUISnapin and SMEBCSnapin.
SMEsrvrpsRegister	Registers SMESrvrps.dll.
SMEsrvrpsUnRegister	Unregisters the SnapManager COM server proxy.
SMEsrvrRegister	Registers the SnapManager COM server.
SMEsrvrUnRegister	Unregisters the SnapManager COM server.

Custom action	Description
SnapDriveNotInstalled	Sets the property to indicate that SnapDrive is not installed.
SnapManagerConfigFileModify	Replaces #HostName# with SnapMgrService.exe.config.
SnapManagerServiceAccountChange	Updates the SnapManagerService account with the specified user credentials.
SnapManagerServiceAddDependency	Sets the SnapManagerService dependency on NetTcpPortSharing.
SnapManagerServiceInstall	Installs SnapManagerService using intallutil.exe.
SnapManagerServiceRemove	Removes the SnapManagerService by using Installscript API ServiceRemoveService().
SnapManagerServiceStart	Starts the SnapManagerService by using the net start SnapManagerService command.
SnapManagerServiceStop	Stops the SnapMgrService by using the install script API ServiceStopService().
SnapManagerServiceUninstall	Uninstalls the SnapManagerService using intallutil.exe.
SnapMgrServicePSRegister	Registers SnapMgrServicePS.dll.
SnapMgrServicePSUnRegister	Unregisters SnapMgrServicePS.dll.
SnapMgrServiceRemove	Removes the old SnapMgrService service that has been renamed SnapManagerService.
SnapMgrServiceStop	Stops the old SnapMgrService by using the install script API ServiceStopService().
SVCValidateAccountInfo	Validates the credentials entered by the user.
SyntaxError	Results in a fatal error if there is a syntax error at the command line.
UnRegisterClusterKey	Unregisters the cluster keys.
WaitForSnapManagerProcess	Waits for SnapManagerService process stops.
DLLWrapCleanup	InstallShield custom action.
DLLWrapStartup	InstallShield custom action.
ISSetAllUsers	InstallShield custom action.

Custom action	Description
ISSetupFilesCleanup	InstallShield custom action.
ISSetupFilesExtract	InstallShield custom action.
SxsInstallCA	InstallShield custom action.
SxsUninstallCA	InstallShield custom action.

Errors in command parameters

In the *SnapManager for Microsoft Exchange Installation and Administration Guide* SnapManager Command-line reference section, there are two commands that incorrectly reference Exchange Server 2013: In the description of the ActivationPreference parameter in `verify-backup` and in the description of the Database parameter in `delete-backup`. These descriptions should refer to Exchange Server 2010.

How to get help and find more information

The NetApp Support Site provides access to troubleshooting tools, product documentation, and technical assistance. You can use NetApp Community forums to connect with peers, and the NetApp Library to access technical reports and white papers.

Resource	Description
<i>NetApp Support Site</i>	Access troubleshooting tools, product documentation, and technical support assistance.
<i>NetApp Community public forum</i>	Connect with peers, ask questions, exchange ideas, find resources, and share best practices.
<i>NetApp Library</i>	Access technical reports, white papers, and other documents.

Copyright information

Copyright © 1994–2014 NetApp, Inc. All rights reserved. Printed in the U.S.

No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark information

NetApp, the NetApp logo, Network Appliance, the Network Appliance logo, Akorri, ApplianceWatch, ASUP, AutoSupport, BalancePoint, BalancePoint Predictor, Bycast, Campaign Express, ComplianceClock, Customer Fitness, Cryptainer, CryptoShred, CyberSnap, Data Center Fitness, Data ONTAP, DataFabric, DataFort, Decru, Decru DataFort, DenseStak, Engenio, Engenio logo, E-Stack, ExpressPod, FAServer, FastStak, FilerView, Fitness, Flash Accel, Flash Cache, Flash Pool, FlashRay, FlexCache, FlexClone, FlexPod, FlexScale, FlexShare, FlexSuite, FlexVol, FPolicy, GetSuccessful, gFiler, Go further, faster, Imagine Virtually Anything, Lifetime Key Management, LockVault, Manage ONTAP, Mars, MetroCluster, MultiStore, NearStore, NetCache, NOW (NetApp on the Web), Onaro, OnCommand, ONTAPI, OpenKey, PerformanceStak, RAID-DP, ReplicatorX, SANscreen, SANshare, SANtricity, SecureAdmin, SecureShare, Select, Service Builder, Shadow Tape, Simplicity, Simulate ONTAP, SnapCopy, Snap Creator, SnapDirector, SnapDrive, SnapFilter, SnapIntegrator, SnapLock, SnapManager, SnapMigrator, SnapMirror, SnapMover, SnapProtect, SnapRestore, Snapshot, SnapSuite, SnapValidator, SnapVault, StorageGRID, StoreVault, the StoreVault logo, SyncMirror, Tech OnTap, The evolution of storage, Topio, VelocityStak, vFiler, VFM, Virtual File Manager, VPolicy, WAFL, Web Filer, and XBB are trademarks or registered trademarks of NetApp, Inc. in the United States, other countries, or both.

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. A complete and current list of other IBM trademarks is available on the web at www.ibm.com/legal/copytrade.shtml.

Apple is a registered trademark and QuickTime is a trademark of Apple, Inc. in the United States and/or other countries. Microsoft is a registered trademark and Windows Media is a trademark of Microsoft Corporation in the United States and/or other countries. RealAudio, RealNetworks, RealPlayer, RealSystem, RealText, and RealVideo are registered trademarks and RealMedia, RealProxy, and SureStream are trademarks of RealNetworks, Inc. in the United States and/or other countries.

All other brands or products are trademarks or registered trademarks of their respective holders and should be treated as such.

NetApp, Inc. is a licensee of the CompactFlash and CF Logo trademarks.

NetApp, Inc. NetCache is certified RealSystem compatible.

How to send your comments

You can help us to improve the quality of our documentation by sending us your feedback.

Your feedback is important in helping us to provide the most accurate and high-quality information. If you have suggestions for improving this document, send us your comments by email to doccomments@netapp.com. To help us direct your comments to the correct division, include in the subject line the product name, version, and operating system.

You can also contact us in the following ways:

- NetApp, Inc., 495 East Java Drive, Sunnyvale, CA 94089 U.S.
- Telephone: +1 (408) 822-6000
- Fax: +1 (408) 822-4501
- Support telephone: +1 (888) 463-8277