CDP 3.12.2 Release Notes

CDP 3.12.2 (Stable) Release Notes

This release includes 4 product editions: CDP Standard Edition, CDP Advanced Edition, CDP Enterprise Edition, and Data Center Console.

IMPORTANT NOTE(S):

Release 3.12.2 This update to 3.12.1 contains two improvements:

- MySQL backups on servers that have crashed tables will continue without failing. The crashed tables will be skipped and the backup process will continue.
- Additional data will be recorded in your disk safe which will aid in debugging if there is ever a problem with your disk safe. This update will also correct a potential issue if recovery points have been merged out of order.

If you have already installed or upgraded to the 3.12.0 or 3.12.1 agent, there is no need to install the 3.12.2 agent as no changes have been made to this application.

Release 3.12.1 Addresses Issues with 3.8.x Upgrade and MySQL Discovery Performance:

There have been a small number of issues with customers upgrading from 3.8.x or who previously had one of these versions installed. This update will correct the problem for these customers experiencing issues upgrading or running CDP Server after upgrading to 3.12 and prevent this issue on future upgrades.

This release also corrects a performance problem with discovery and backup of MySQL databases which was introduced in 3.12.0. This fix returns performance to speeds achieved in 3.10.

Upgrading customers may experience a delay when starting the WebUI:

- Please be patient as important updates are in progress. The log file will display "CDP Started" when all database updates are complete.

  > Windows customers can watch their logs using Wordpad but will need to close and reopen the log file to see progress (example default path for Enterprise Install on Windows: C:\Program Files\R1Soft CDP Server Enterprise\log\server.log).

  > Linux customers can watch their server log file using the following command: tail --f /usr/sbin/r1soft/log/server.log

Customers Upgrading with Customized Heap Settings:

- The upgrade will change the java heap size to 50% of physical memory if the server.conf file has been customized with a higher value. Reserving more than 50% of a system's memory for the Java Heap can result in situations where not enough memory is available for non-heap memory to the CDP server, or for other applications running on the system.

MySQL Users:

- MySQL instances no longer need Federated table support to be protected.

CDP Standard Edition

Continuous Data Protection - Standard Edition is an Affordable High Performance Disk to Disk Backup Software for Windows and Linux Servers. Store and archive Virtual Full Backup replicas onto disk based storage including second hard drives and Network Storage (NAS).

CDP Advanced Edition

Continuous Data Protection - Advanced Edition is CDP Standard Edition with:

- Portable Disk Safe
- File/Folder Excludes
- Multiple administrator (super) users
- New SOAP API Functions implemented for customer use:
  - Example scripts in <installdir>/apisamples directory
  - Documentation found in https://<cdpserveraddress>/apidoc
- MySQL Database Protection for Linux and Windows with Add-on
- Bare-Metal Restore
- E-Mail Reporting
- Recovery Point Archiving for 3.0 - You do this in CDP 2.0 now by creating multiple backup schedules
- Download files from the file browser screen as archive
- Hosting Control Panel Restore:
  - cPanel (Linux)
    - cPanel Plugin (provides link to CDP Enterprise User Interface for cPanel users)
    - cPanel users can browse and restore in their home directory
  - Plesk (Linux)
  - Virtuozzo containers (Linux)
  - cPanel or Plesk in Virtuozzo containers
  - Parallels Pro (formerly known as Ensim)

Advanced Edition Features Coming Soon

- Disk Safe Encryption
- Automatic backup and restore for Linux LVM. Currently, on 3.0, you can perform a BMR manually with LVM but you must create the logical volumes using standard LVM utilities before performing the BMR.
- Hosting Control Panel Support for:
    - DirectAdmin
    - Interworx

CDP Enterprise Edition

R1Soft Continuous Data Protection 3.0 Enterprise Edition is affordable high-performance disk-to-disk server backup software for Windows servers, featuring a central management and data repository.

- Portable Disk Safe
- File/Folder Excludes
- Volumes, Users, and Groups
- New SOAP API Functions implemented for customer use:
    - Example scripts in <installdir>/apisamples directory
    - Documentation found in https://<cdpserveraddress>/apidoc
- MySQL Database Protection for Linux and Windows with Add-on (additional cost)
- Multi-Point Replication
- Bare-Metal Restore
- E-Mail Reporting
- Download files from the file browser screen as archive
- Recovery Point Archiving for 3.0 - You do this in CDP 2.0 now by creating multiple backup schedules
- Hosting Control Panel Restore:
    - cPanel (Linux)
        - cPanel Plugin (provides link to CDP Enterprise User Interface for cPanel users)
        - cPanel users can browse and restore in their home directory
    - Plesk (Linux)
    - Virtuozzo containers (Linux)
    - cPanel or Plesk in Virtuozzo containers
    - Parallels Pro (formerly known as Ensim)

Enterprise Edition Features Coming Soon

- Disk Safe Encryption
- Automatic backup and restore for Linux LVM. Currently, on 3.0, you can perform a BMR manually with LVM but you must create the logical volumes using standard LVM utilities before performing the BMR.
- Hosting Control Panel Support for:
    - DirectAdmin

- Interworx

CDP Data Center Console

CDP 3.0 Data Center Console is designed to provide a centralized monitoring and management domain over a large collection of CDP Servers. It provides a highly scalable solution for managing up to 100 CDP Servers. Policy health can be monitored from a dashboard overview. CDP Servers work even in case of Data Center Console failure and Data Center Console created users can access all CDP Servers being managed through the console. CDP 3.0 Data Center Console is now available. Please contact your R1Soft Sales Account Manager to arrange a download.

Key features of CDP 3.0 Data Center Console include:

- Scalability - manage up to 100 CDP Servers
- CDP Servers work even in case of Data Center Console failure
- Single User Sign-on Authentication across CDP Servers
- Can even manage CDP Severs over WAN
- View all CDP Servers and Objects from a single UI
- Dashboard overview
- Existing CDP Servers can be migrated over to Console
- Database backend for Data Center Console - Customer provided MySQL
- SOAP API can be utilized w/individual CDP Servers
- Comprehensive Email Reporting

Known Issue with Windows Restoring to Alternate Locations at Drive Level

We have discovered an issue in Windows where restoring to an alternate location at drive level (e.g. C:\ to G) causes a restore failure. The work-around is to drill down one level, select ALL, then restore to an alternate location.

Known Issue for Policy SOAP API Archiving Support

At this time Archiving is not supported in the Policy API however there are plans to add support in a future version.

Known Issue for Linux Agents

We have discovered that many versions of the utility 'fdisk' are broken and do not correctly create the embedded partition ID in the partition table (it is all zeros).CDP 3 uses this partition ID to correctly locate partition tables on your server and is required for backing up partition tables.

If you see something like the following message: "Can not back up /dev/xxx partition since /dev/xyz partition has the same identifier"; Then you will need to manually create a partition

id.Please see the following knowledge base article:
http://wiki.r1soft.com/display/kb3/Creating+a+unique+partition+id+with+fdisk

Known Linux Kernels with Severely Broken Ext4

There was an issue with Ext4 introduced in "vanilla" Kernel.org kernel 2.6.32 and has been patched and released "down stream" into various Linux distributions. When any Ext4 file system snapshot is performed on an effected kernel the file system can deadlock causing a hung or crashed operating system.

This is a Linux kernel bug completely out of the control of R1Soft

Do not use the following Linux kernel versions with Ext4:

- Ubuntu Lucid (10.04) Betas and Release Candidates - we have reports that Ubuntu Lucid 2.6.32-24.41 and greater are fixed
- Ubuntu Maverick (10.10) Betas and Release Candidates
- Debian 6 (Squeeze) Betas and Release Candidates
- Fedora Core 12 Betas and Release Candidates
- Xen (4.0 / 4.1) - Do Not use Ext4 on 2.6.32-5-xen - 2.6.32-35-xen_02

More Information:

Kernel.org Bug Report
https://bugzilla.kernel.org/show_bug.cgi?id=16278

Ubuntu Bug Report
https://bugs.launchpad.net/ubuntu/+source/linux/+bug/595489;

Known Issue When Deleting a CDP Server in Data Center Console

When deleting a CDP Server in Data Center Console using the red X a "Could not delete CDP" error is received. The work-around is to select the check box and click Delete Selected.

Issues Fixed in 3.12.x

Issue	Resizing devices or file systems in Linux causes incremental backups to fail
Issue	Linux agent incorrectly exits if no kernel module found
Issue	Root passwords of primary instance are changed/reverted when restoring a MySQL database OR table
Issue	Server.conf custom config settings overwritten on upgrade (see "Important Notes" above)

Issue	CDP Configuration Utility in Windows displays enabled for DEBUG mode for the agent even though it is disabled
Issue	SOAP API Get Disk Safe does not return Volume ID
Issue	High load during backup of Virtuozzo Server
Issue	Leaving browser open on task list causes browser to become unresponsive
Issue	Control panel users should see a progress indicator when downloading and sending archives
Issue	Watchdog Kernel thread makes Linux load appear high
Issue	2.6.38 Kernel module failure
Issue	Database constraints are not restored
Issue	Unable to restore MySQL backup
Issue	MySQL starting instance errors not sent to CDP Server
Issue	Backup fails on EFI partitions

What To Do If You Find An Issue in This Release

1. Logon to the support portal http://support.r1soft.com
2. Create a new issue. Enter CDP 3 for the version.

Documentation

You can access CDP 3 documentation here: http://wiki.r1soft.com/display/CDP3/