CDP 3.18.2 Release Notes

CDP 3.18.2 (Stable) Release Notes

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

Release Date:	02/20/2012
Server/Agent Build Version:	16432
Released Module Version:	4.2.1-16433

Please Note: A new Linux Kernel Module is available. We suggest updating your module version to the latest stable.

> For more information on the issues resolved with the latest module version see:
> Module Release Notes

ISSUES RESOLVED IN THIS RELEASE

CDP Failed Updates to DCC

This release corrects an issue where the CDP Server would hang and updates were not received from DCC if the DCC MySQL database was removed and recreated and the same CDP was subsequently re-registered in DCC.

API methods deleteDiskSafe() and deleteDiskSafesById() Not Deleting Disk Safe or its Content

This release corrects an issue where API methods deleteDiskSafe and deleteDiskSafeById were incorrectly detaching the disk safe and not deleting the disk safe or its content. Customers, specifically those storing Disk Safes at Volumes, are vulnerable to leave allocated disk space that will be difficult to free-up later. Thus, it is suggested that users who made use of either deleteDiskSafe() or deleteDiskSafeById() manually delete the disk safes that were suppose to be deleted.

Slow Response Times using API method getDiskSafes()

This release corrects an issue where disk safe caching caused slow response times for some disk safes when retrieving the disk safes data via the getDiskSafes() method.

Add CDP to cPanel clamAV Exclude List

This release adds /var/hotcopy to the ClamAV exclude list. This corrects a situation where the anti-virus program can hold a lock on CDP snapshot images, preventing them from properly closing.

"Received network message of size…" Condition causing Backup Failure

The release corrects an issue in error handling on the MySQL proxy request. This issue would produce a log message of "Received network message of size (…) which is greater than maximum allowed size (…)" resulting in failed backups or degraded backup performance. Linux customers impacted by this issue should also upgrade their kernel driver to the latest version on impacted agent machines.

IMPORTANT UPGRADE NOTES/REMINDER(S)

VSS Filter Driver for Windows Agent Requires Reboot:

- The 3.18.0 release contained an updated driver to support new features and/or fixes. If you are upgrading from an earlier release or new installation of 3.18.1 a reboot is required for proper operation of the Windows agent. This is not a forced reboot as the user has to approve the reboot by selecting Yes or No during the install process.

Full Block Scans Required on Agent Upgrade:

- A Full Block Scan will be initiated after an agent upgrade due to a restart of the agent service/daemon. This ensures replicas are consistent even after a server crash or reboot. For more information or to better understand backup types see Benefits of CDP.

Upgrading Windows Agent from 2.x to 3.14 or later:

- Customers upgrading Windows agents from 2.x to 3.14 or later no longer require a manual uninstall of the 2.x windows agent. Users running the 3.14 installer will be prompted during installation to remove the 2.x agent (if detected). The installer will remove all 2.x binaries and require a reboot and re-run of the 3.14 installer to complete the installation process.

Archiving Schedules Upgrading from CDP 3.10:

- Customers upgrading from version 3.10 with Archiving Limits set prior to upgrade will need to reset archive limits post upgrade. This can be easily accomplished using the bulk edit feature which can be accessed via the Policy tab.

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.

Upgrading customers (3.10 or earlier) 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

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KNOWN ISSUES

Windows Restoring to Alternate Locations at Drive Level

In Windows, when restoring to an alternate location at the drive level (e.g. C:\ to G) you must drill down one level, select ALL, then restore to the alternate location.

Virtuozzo Control Panel User File Restore

The new feature of self-service direct file restore to original location for control panel end-users is not currently available on control panels located inside Virtuozzo containers. The methods of restoring to zip/tar into the container Control Panel Restore and direct download via the web interface are still available.

BMR of Encrypted Disk Safe

There is an issue when performing a BMR to "Original Host" using an encrypted disk safe due to a missing encryption key. The work around to a successful BMR of an encrypted disk safe is to use the "Alternate Host" option and IP address of the original host.

What To Do If You Find An Issue in This Release

1. Log on 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/.