Quorum®

onQ Release Notes

Version 3.8 HF1

Quorum®
2890 Zanker Road, Suite 102
San Jose, CA 95134 USA
Toll Free: +1-877-99-Quorum
Phone: +1-408-708-4500
Fax: +1-408-708-4503

Copyright © 2008–2014 QuorumLabs, Inc.

ALL RIGHTS RESERVED. No part of this publication may be reproduced in any form, by photocopy, microfilm, retrieval system, or by any other means now known or hereafter invented without the prior written permission of QuorumLabs, Inc.

The information in this publication has been carefully checked and is believed to be accurate. However, QuorumLabs, Inc. assumes no responsibility for inaccuracies. QuorumLabs, Inc. retains the right to make changes to this publication at any time without prior notice. QuorumLabs, Inc. does not assume any liability arising from the application or use of this publication or the product(s) described herein.

TRADEMARKS

All trademarks or registered trademarks used in this publication are the property of their respective owners.

Table of Contents

Preface 1

Online Help 1

Chapter Organization 1

1. What's New 3

2. Support 7

2.1 Platform Support 7

2.2 Hypervisor Support 8

2.3 Browser Support 9

2.4 Bare Metal Restore Support 9

2.5 Ontrack Support 10

2.6 Windows Cluster Services Support 10

3. Limitations 11

3.1 User Interface Limitations 11

3.2 Linux RN Limitations 13

3.3 Windows Server Limitations 14

3.4 Volume Mount Limitations 15

3.5 CIFS Mount Limitations on Windows 15

3.6 Bare Metal Restore Limitations 16

3.7 Windows Cluster Services Limitations 17

3.8 Agent-less PN Enrollment Limitations 18

4. Updates 21

4.1 Upgrade Support 21

4.2 Update Appliance software 22

Preface

This guide is intended for System Administrators who need to keep abreast of new onQ features and ongoing support and who want to upgrade their onQ Appliance.

Online Help

Online Help for onQ and Archive Vault products are available through their respective portals. Online documentation is available at:

Help	Where to go...
onQ	http://www.quorum.net/help/3.8HF1/onQ/index.html
AV	http://www.quorum.net/help/3.8HF1/Vault/index.html

Chapter Organization

The chapters and appendices of this manual are as follows:

- Chapter 1, *What's New*
- Chapter 2, *Support*
- Chapter 3, *Limitations*
- Chapter 4, *Updates*

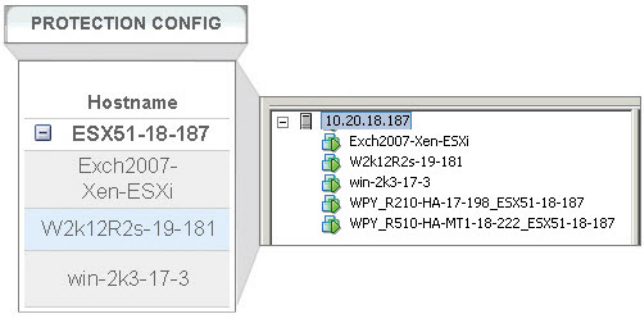
1

What's New

This release includes the following new features and enhancements:

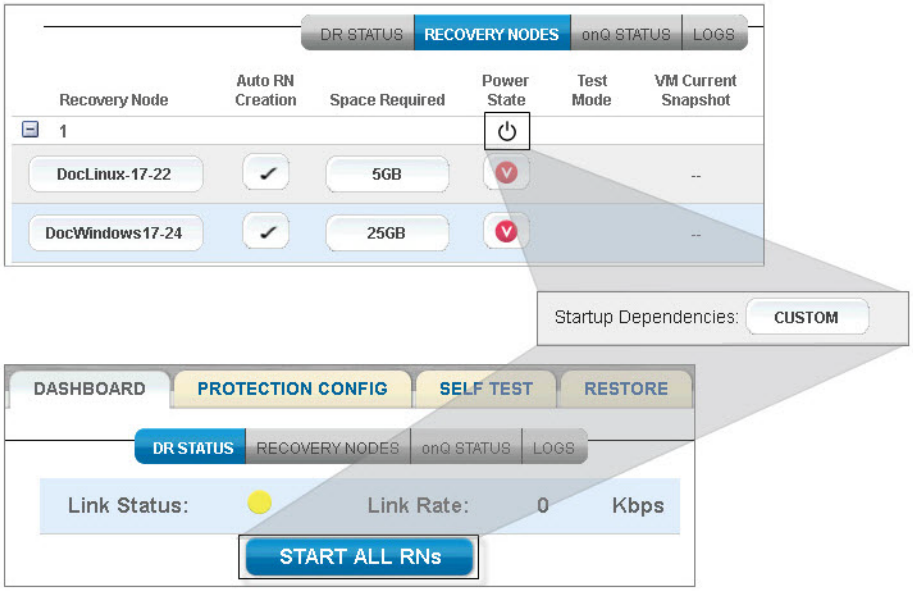
- **Agent-less PN enrollment**. onQ's VMware Real Agentless protection provides the following benefits:
    - No PN CPU utilization.
    - Easier deployment in a VMware environment.
    - No need to test or revalidate servers due to the introduction of new software.
    - No need to worry about voiding vendor contracts or support due to installing agent-based software.

    In addition, agent-less enrollment is the only possible solution for systems where persistent agents or dynamic processes are not allowed. For more information, go to (Agent-less Linux/Windows PNs) Enroll protected nodes, Agent-less PN Enrollment Limitations, and (Agent-less PNs) Troubleshoot Connection and Backup Problems.



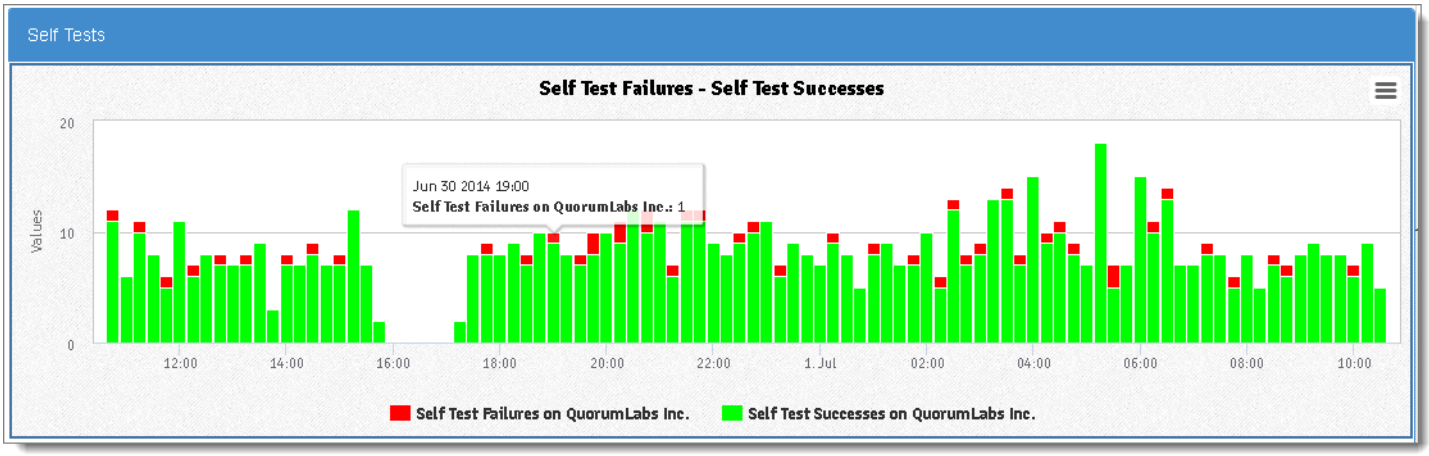
- **Startup dependencies and grouping**. onQ enables you to automate the boot order of your RNs and create groups on which the startup

dependencies depend. For more information, go to Configure startup dependencies and Cancel or override RN startup process.

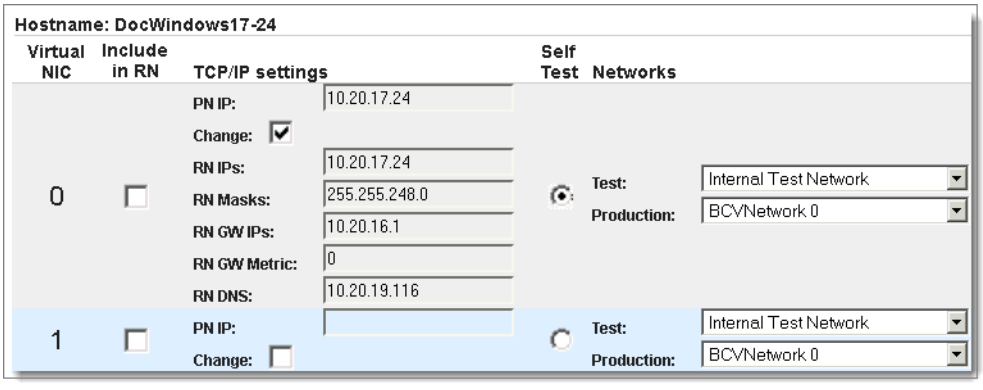


- **onQ Proxy and onQ Central Proxy enhancements**. For more information, go to About onQ Proxy and Specify onQ Central Proxy.
- **Web-based VNC Console**. You can now launch your RN's using the new web-based VNC console. For more information, go to Launch recovery node's console.
- **PN Configuration Log**. A new log to support Compliance Reporting. For more information, go to Retrieve logs.
- **UI performance improvements**. The Dashboard tab and other tabs in the onQ Portal for HA, DR, DR Mirror, and AV load much faster in this release.
- **Enhanced Reporting**. onQ Monitor enables you to generate reports (charts and graphs) that provide you both realtime and historical data to

help you understand your system and prevent system failures. For more information, go to Generate on-demand reports.



- **PN Health Report**. Also called *PN intelligence* data, this report can help debug and predict PN issues. This report is delivered as an attachment to the Backup Activity Report. This report is not currently available for agent-less PNs. For more information, go to Backup Activity Report.
- **Multi-network and VLAN support**. Using both multi-network support and VLAN support, onQ can easily emulate your production network. Previously, if your PNs were on different subnets or you used VLANs, you had to use a single interface and lots of help from Quorum Support to properly configure the onQ. Now, all the bells and whistles are available at your fingertips through the onQ Portal! Additionally, you can create complex test networks to test your RNs. For more information, go to Create Custom Networks for RNs and Example: Separate VLAN for Accounting Traffic.



- **QUARK enhancements**. For more information, go to Restore PNs Using QUARK.
    - **Volume level restore** for both Full BMR and Incremental options, providing you the ability to restore only the target OS drive.
    - **Network configuration for multiple NIC**. QUARK GUI displays all available NICs, enabling you to choose any NIC to configure the static IP.
    - **Complete PN layout information and restore and allocated sizes**, enabling you to specify appropriate sizes for volumes when disks are configured for BMR.
    - **Mount point management**, enabling you to create/delete PN Mount points from within QUARK GUI.
    - **Automatic reassignment of disk letters for USB/CD-ROM**. If a USB or CD-ROM takes a PN drive letter, QUARK automatically reassigns the USB/CD-ROM a different drive letter, eliminating any manual step to change the drive letter using Diskpart.

2

Support

- Platform Support
- Hypervisor Support
- Browser Support
- Bare Metal Restore Support
- Ontrack Support
- Windows Cluster Services Support

2.1 Platform Support

Both physical and virtual PNs are supported on the following platforms:

Operating System	Backup Supported	RN Supported
Windows		
Windows Server 2012 R2, Datacenter and Standard, 64-bit	Yes	Yes
Windows Server 2012, Datacenter and Standard, 64-bit	Yes	Yes
Windows 2008 R2, 64-bit	Yes	Yes
Windows 2008, 32-bit and 64-bit	Yes	Yes
Windows 2003 R2, 32-bit and 64-bit	Yes	Yes

Operating System	Backup Supported	RN Supported
Windows 7, 64-bit	Yes	Yes
Linux		
Red Hat Enterprise Linux/CentOS[a] 5.6, 5.7, 5.8, 5.9, 6.0, 6.1, 6.2, 6.3, 6.4; 32-bit and 64-bit	Yes	Yes
Oracle Enterprise Linux 5.8, 32-bit and 64-bit	Yes	Yes

a.Quorum tested onQ with CentOS 6.4, 32-bit and 64-bit. We expect all other versions to work too.

2.2 Hypervisor Support

The guest operating systems outlined in “Platform Support” on page 7 are supported on the following hypervisors:

Hypervisor	Version
VMWare ESX	4.0
VMWare ESXi	5.0 and 5.1.0
Hyper-V	6.x
XenServer	5.0, 5.5, and 6.0.2

2.3 Browser Support

onQ supports the following browsers; however, there are some limitations:

Browser	onQ Portal	Agent-based PN Enrollment (“Protect Me” button)
Mozilla Firefox 29.0 and above	Yes	Yes
Mozilla Firefox 10.0-28.0	Yes	Yes (32-bit) No (64-bit)
Internet Explorer 10 and 11	Yes	Yes
Internet Explorer 7, 8, and 9	No	Yes

2.4 Bare Metal Restore Support

A Bare Metal Restore (BMR) is supported on the following platforms:

Operating System	To Same Hardware	To Dissimilar Hardware
Windows Server 2012 R2, Datacenter and Standard, 64-bit	Yes	Yes
Windows Server 2012, Datacenter and Standard, 64-bit	Yes	Yes
Windows 2008 R2, 64-bit	Yes	Yes
Windows 2008, 32-bit and 64-bit	Yes	Yes
Windows 2003 R2, 32-bit and 64-bit	Yes	Yes

2.5 Ontrack Support

As outlined in Perform WSR Restore, you can use Kroll's Ontrack application to restore Exchange Server data and mailboxes.

Ontrack is independent of onQ; as such, onQ should work with any version of Ontrack so long as onQ supports the underlying operating system (see Platform Support).

Kroll OnTrack Power Controls for Exchange application version 7.0.x is required for using Ontrack with Exchange 2013, in order to support EDB files.

2.6 Windows Cluster Services Support

MSFT for Windows 2012, Windows 2008 R2, Windows 2008, and Windows 2003 are supported. onQ supports iSCSI connections to a storage device in a SAN environment.

onQ supports an active/passive arrangement, which is sometimes referred to as a Single Copy Cluster (SCC). SCC is one of four high availability options of Exchange 2007. Exchange 2010 does not support SCC. With Exchange, only the mailbox role is supported in a cluster environment. Therefore, cluster support for Exchange is limited to Exchange 2003 and 2007. SQL 2008 and 2008 R2 also support SCC.

3

Limitations

- User Interface Limitations
- Linux RN Limitations
- Windows Server Limitations
- Volume Mount Limitations
- CIFS Mount Limitations on Windows
- Bare Metal Restore Limitations
- Windows Cluster Services Limitations
- Agent-less PN Enrollment Limitations

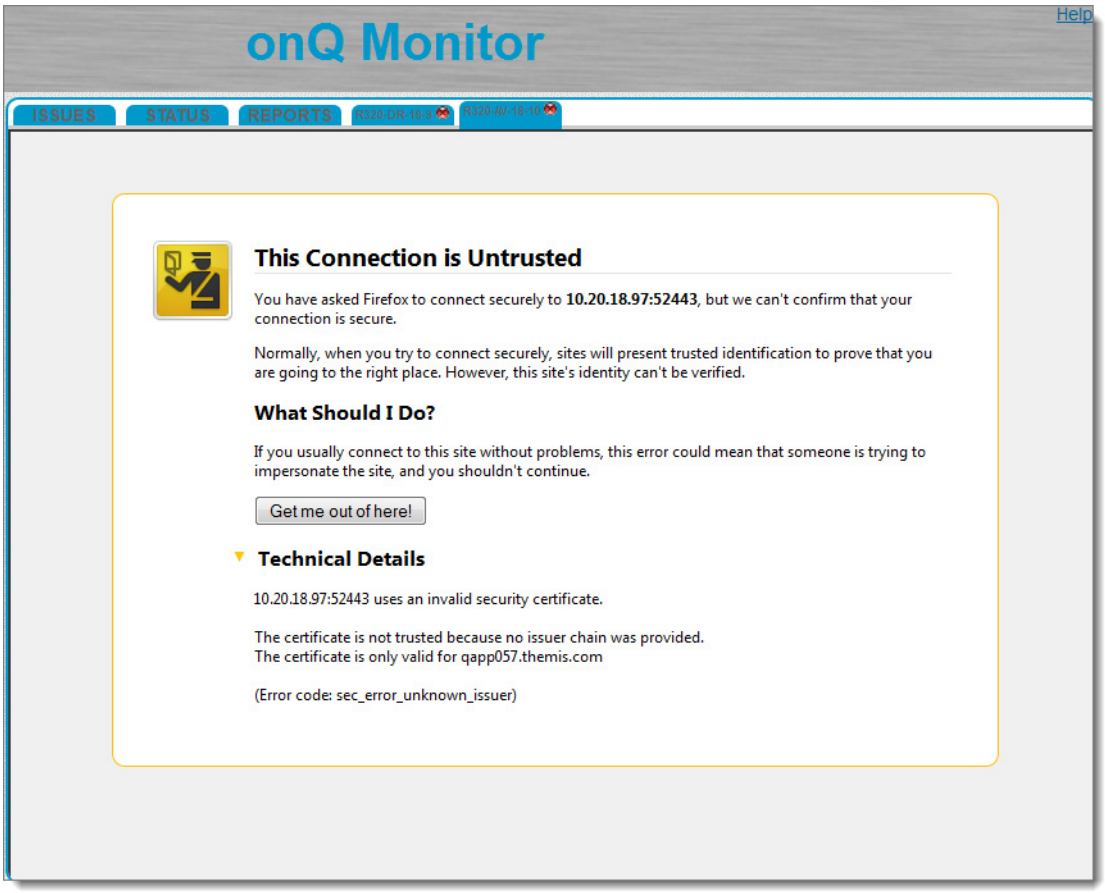
3.1 User Interface Limitations

- Firefox 10.0-28.0 is not supported for enrollment (Protect Me button) on 64-bit operating systems because Firefox is unable to retrieve the node information that's required.
- When using older versions of some web browsers, you might need to install JRE (Java) 1.5 or above to use the RN console from the UI. For more information, go to Launch recovery node's console.
- You might need to modify security and popup settings for proper RN console operations from the UI.
- You must add the security certificate for the onQ Monitor to the permanent exception list using a separate browser window, not a browser tab; if you don't:
    - the onQ Monitor's dashboard does not load and stops short of a certificate error, preventing you from launching the onQ Monitor's UI.
    - onQ Monitor fails to return details of DR Appliance or AV Appliance: the hyperlink in the status page indicates No

`Response from appliance` for DR Appliance and `Not Enrolled on AV` for AV Appliance.

Because the source URL for an iframe is not made visible, for security reasons, browsers do not allow you to accept unknown security certificates within those iframes.

To add the certificate to your exception list, Control-click the same link to open the page in a new browser *window* instead of a browser *tab*. The new page will be subject to pop-up blockers, but the page displays the normal range of browser options, enabling you to add the certificate to the permanent exception list. All future attempts to launch onQ Monitor's UI in a tab work as expected.



- When you launch the RN's console, it opens in a different browser window. If you browse to a different window, the console might lose connection after 60 seconds. In this case, you must launch the console again.

3.2 Linux RN Limitations

Recovery Nodes running Linux have the following limitations:

- To support booting of Recovery Nodes (RN) for RHEL 5.x/CentOS 5.x servers, you must download the appropriate version of Xen-compatible kernel packages and install them on the Protected Nodes (PN) before enrolling or attempting to build the RNs for such clients. The installed Xen kernel will not be an active kernel on the PN; instead, that kernel will be used to boot the RNs. For more information, go to the Online Help "Install kernel-xen RPM package" in onQ Administrator's Guide.
- The filesystem format is required to be set in the Protection Node Configuration for each RN disk to ensure that onQ protection starts correctly.
- For RHEL 5.x/CentOS 5.x, the root disk partition (`/`) must be set to Format (file system type) parameter `ext3` for the RN to boot correctly. The enrollment procedure, outlined in the Online Help"(Agent-based Linux PNs) Enroll protected nodes" in onQ Administrator's Guide, accounts for this limitation.
- Linux PNs may return 256 code during an auto-upgrade. If you encounter this error, restart (stop/start) protection to re-initiate the auto-upgrade.
- Network Manager, if installed on any Linux PN, must be turned off for self-tests to work correctly. Similar action needs to be taken if Kudzu services are running on the RHEL 5.x/CentOS 5.x versions.
- BMR and incremental failback for Linux nodes are not supported in this release.

3.3 Windows Server Limitations

Consider the following limitations if any RN is running Windows Server:

- (*Windows Server 2012 R2 Only*) It is possible that the mouse may not be activated when an RN is running in test mode via Java console. Attempt to run the RN in production mode, and use an RDP session to access the RN. This bug will be resolved pending a XenServer release of a new BIOS or Microsoft fix.
- (*Windows Server 2012 & R2*) When a REFS volume in Windows Server 2012 or R2 is protected, the Recovery Node for the same will be in standard NTFS. This is also true of a Bare Metal Restore.
- (*Windows Server 2012 & R2*) When a deduplicated volume in Windows Server 2012 R2 is protected, the Recovery Node for the same will again be a standard NTFS. This is also true of a Bare Metal Restore. Additional caution should be used in allocating RN disk space as the Quorum agent on the Protected Node will report actual disk usage, which might be far less than when data is stored in its normal form.
- (*All Windows Server platforms*) When onQ event log reports 3010 code for any Windows PNs, both 32-bit and 64-bit, the auto-upgrade fails. Perform *one* of the following workarounds in the order that they are listed:
  - (Agent-based PNs) Restart onQ Service on the PN.
  - Reboot the PN.
  - Uninstall and reinstall the latest msi package at `C:\Program Files\Quorum\installer`.

3.4 Volume Mount Limitations

- Volumes only reachable through a GUID path are not supported.
- Backup source arguments that aren't drive letters or volume mount paths that begin with a drive letter are not supported.
- Paths as backup source arguments to onQ that are not volumes or volume mount points are not supported when using with VSS.
- Volume mount points cannot contain the characters outside of A-Z, a-Z, 0-9, underscore and a dash. Volume mount points with spaces are not supported.
- Total string length of drive letter mounts and volume mount points, including separators in excess of 250ch/s, are not supported.
- Volume mount point that are based on a volume that has other mount points that refer to it (multiple mount points) are not supported.
- Volume mount points used to protect MS cluster environment on onQ are not supported.
- Volume mount points might not be visible on the RN under certain circumstances if the folder that contains the mount points is hidden or in a system folder. You might need to set the folder attributes to display system/hidden folders so as to display mount points.
- A maximum of 15 logical drives can be protected per PN.

3.5 CIFS Mount Limitations on Windows

- In order for onQ to back up shared volumes, there are some prerequisite steps that you need follow as outlined in the Online Help"Enable onQ to back up shared volumes" in onQ Administrator's Guide.
- When file objects are restored from a NAS backup, the kernel security objects may not be written. The data contents of the file will be restored as it was backed up.
- You cannot specify the size of a vdisk when you create or update the vdisk. This limitation is true for both automatic enrollment and manual enrollment.

- You cannot perform a BMR for CIFS drives. BMR continues to support only fixed drives on protected Windows systems.
- Network shared volumes can be extremely large; therefore, restoring to a specific PN is not an efficient way to retrieve data. Instead, restore the data to a NAS appliance. A BMR can only restore to local drives.
- Recovery Nodes will not include data for a network shared drive. However, Recovery Nodes started in production mode can connect to the configured remote drives.
- When an RN boots as part of a self-test or because you choose to boot it in test mode, the remote mounts will not be accessible.
- Backup performance depends on your PN's and NAS's bandwidth, I/O limitations, and other resources.
- File Backup Only option cannot be used with a remote drive.
- See the CIFS limitation outlined in Agent-less PN Enrollment Limitations.

3.6 Bare Metal Restore Limitations

- When you perform a failback to restore a VMware-based protected node to a dissimilar hardware or virtual environment, Windows might require reactivation.
- BMRs that are performed to the same or new hardware require that you upload specific drivers for any disk, network adapter, and any other hardware.
- After an incremental failback to a non-Xen PN (physical PN, ESX PN, Virtual PC PN), users are required to reinstall drivers.
- For a Windows 2012 server, a REF's partition/volume will be restored as standard NTFS.
- For a Windows 2012 server, if you choose to restore a volume with deduplication enabled, the data will be restored to its full size. Simply enable deduplication after the BMR completes.
- See the dynamic disk limitation outlined in Agent-less PN Enrollment Limitations.
- When adding each volume in the disk configuration interface, you might need to wait a short period of time while the volumes are being created.

- There is a maximum allowed duration of 72 hours for a restore to complete. Exceeding 72 hours might result in a reboot of QUARK and a loss of the restored image to that point.

3.7 Windows Cluster Services Limitations

- Suppose cluster nodes A and B are configured to use the same disks for their operation. If both of them are enrolled for protection, along with their shared disk configuration, only the cluster node that is currently using the shared disks can be backed up. If you attempt to back up the cluster node that does not have access to the shared disks, the backup will fail. Because the IP address of all the cluster nodes in the host table are set to the IP address of the cluster, any passive node in the cluster will indicate a RED status and backups will fail.
- When you start a cluster RN, you must select the RN for the node that was active at the time your desired backup was generated. For example, if you want the most recent data, then select the node with the most recent backup.The RN for the other nodes will contain stale information. If you want to roll back to a previous backup, you must select the RN that was active at that point in time.
- Recovery Node disks used in this context are basic disks, each with a maximum size limit of 2TB. The logical volume size for these disks is not expandable.
- If the PN configuration is switched between a standard and a cluster, the RN will be reinitialized and rebuilt.
- A cluster node that is protected with this configuration whose RN is brought in production can only be configured to work with virtual SAN. Registry modifications are done in the RN from the information provided in the onQ Portal for the specific node.
- A cluster node protected with this configuration is not suitable for a Bare Metal Restore as cluster service configurations are modified on the RN to work with a virtual SAN. Also, the failover cluster node is evicted from the configuration while preparing the RN. Only application data (SQL database, for example) can be retrieved/restored.
- There are additional cluster limitations if the PNs are agent-less. Go to Agent-less PN Enrollment Limitations.

3.8 Agent-less PN Enrollment Limitations

- Whether you use agent-less or agent-based enrollment, onQ can perform three PN backups simultaneously. However, with agent-less enrollment, your agent-less PNs must reside on different ESX/ESXi hosts.
- Clustering, as outlined below, is supported for agent-less PNs; however, a shared network and shared IP is not supported.
- Due to a VMware limitation, dynamic disks are not supported. Do not attempt to protect them. If you protect them, the volumes and mount points based on the dynamic disks will not be available in the RN. Also, you will not be able to use QUARK to restore the dynamic disks.
- VMware does not support snapshots of raw disks, RDM physical mode disks, or guest operating systems that use an iSCSI initiator in the guest. As outlined above, snapshots for dynamic disks and logical drives are not supported. Therefore, Quorum protection for agent-less PNs supports cluster nodes and local drives so long as they are primary partitions on basic disks. If the RN of such a cluster node is brought up in production mode, then the RN will connect to a production SAN as configurations from the PN will be replicated and are available on the RN.
- CIFS volumes are not supported. When a NAS share is mounted on a PN, the security credentials are accessible for applications running in the PN. However, in the case of a PN proxy, those security credentials aren't accessible.
- A virtual machine hosted on ESXi servers that are managed by vMotion can be enrolled as agent-less PNs and protected by onQ; however, if you then migrate that virtual machine to a different host using vMotion, onQ is unable to back up that virtual machine.
- Using the onQ Filter Driver, as described in (Agent-based PNs) Methods of Performing Incremental Backups, to back up agent-less PNs is not supported.
- If you start an agent-less PN's RN in production mode, the DR Appliance will not be able to communicate with the HA Appliance even after you install the onQ Service on the RN. In the event that you need to back up the RN because the PN failed, start the RN on HA Appliance, install onQ

Service on the RN, then continue to back up the RN. Alternatively, change DR Appliance's role to HA, then run the RN in production mode.

- If a PN on the HA has custom (RN) networks defined and the DR has the default network defined, the RN on that DR might be configured with the custom networking information instead of the default networking information. The workaround is to create an `xvf.dat` file, then save it to `C:\Program Files\Quorum\usr` on the HA's PN. As in the example below, edit the file to include the PN's networking information. In the following example, `10.20.16.144` is the default IP of the PN enrolled on the HA, `255.255.248.0` is the default subnet mask, and `10.20.16.1` is the default gateway. Afterward, rebuild the RN. The PN on the HA continues to show the custom networks while the RN on the DR indicates what you specified in the `xvf.dat` file.

```
@@XV_PN_IP
10.20.16.144
@@XV_PN_MASK
255.255.248.0
@@XV_PN_GW
10.20.16.1
```

Related Topics

"(Agent-less PNs) Troubleshoot Connection and Backup Problems" in onQ Administrator's Guide

4

Updates

- Upgrade Support
- Update Appliance software

4.1 Upgrade Support

Upgrading *directly* to version 3.8 HF1 is supported for onQ Appliances and protected nodes running 3.6 SP1 HF1. If you're currently running 3.8, please upgrade directly to 3.8 HF1.

When upgrading, take note of the following:

- When you upgrade your onQ Appliance or AV to 3.8 HF1, if onQ's or AV's timezone is set to anything other than United States time, the installer resets the timezone such that it shows the incorrect timezone for Backup Status/Archival Status and onQ Status/AV Status. (The timezone in the dialog's drop-down list is correct.) To set the Backup Status/Archival Status and onQ Status/AV Status to the correct timezone:
  1. Stop protection.
  2. Open the **Modify Local onQ Setup**/**Modify Archive Vault Setup** and save the expected timezone: (**APPLIANCE CONFIG** | **ARCHIVE CONFIG** tab > **onQ (LOCAL)** | **ARCHIVE VAULT** page > **MODIFY** button > **SAVE** button).
  3. Reboot the onQ and AV.
- After an onQ upgrade, you must refresh your browser using CTRL-F5. If you don't, portal changes will not be activated and some user actions will not work.
- You must manually reboot the onQ Appliance after the onQ upgrade completes.
- An onQ upgrade to 3.8 HF1 does not involve any major repository migration or restructuring.

- Upgrade packages are deployed through onQ Central. onQ and AV will auto-download the necessary onQ packages when the daily cron job runs. This job runs between 10pm and 2am each day. This deployment occurs for all onQ Appliances for which onQ Central is set to allow download of the latest software packages.

4.2 Update Appliance software

Quorum releases a new version of onQ Appliance software, service pack and hot fixes as required from time to time. If the onQ Appliance is registered with Quorum's onQ Central system for licensing, alert redirection and receiving updates, then updates are automatically downloaded on to the onQ Appliance between 10pm and 2am when the updates become available.

To *automatically* install an update:

Unless instructed, there is no need to stop protection to apply the updates. If protection is on, onQ quiesces the system, stops protection, applies the new software, then restarts protection. The upgrade process reboots the onQ, if required.

Before you begin, verify that your upgrade path is supported and learn about any workarounds that are needed as part of this upgrade

1. Trigger the download of the onQ package, if it hasn't already downloaded.

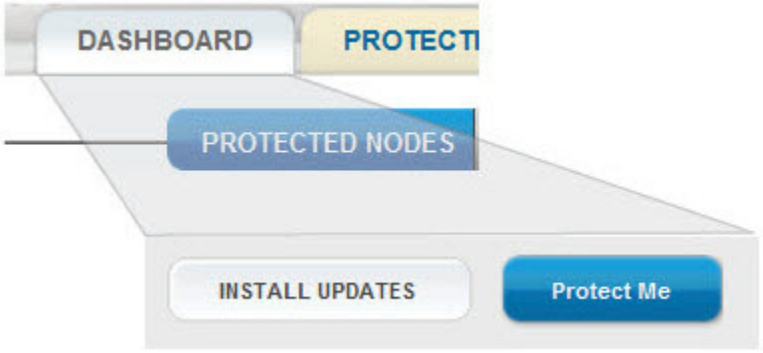
   a. Go to **CONFIG** tab > **ADVANCED** button > **Software Upgrades** page.

   b. Click the **Check for Updates** button.

   Mouse-over the Check for Updates button to display the status of the download.

   The 's **DASHBOARD** displays an **Install Updates** button after the new software downloads from onQ Central. The **onQ STATUS** page >

Issues pane also displays an `Appliance software upgrade available` message.



2. Apply the new software:
   a. Go to the **DASHBOARD** tab.
   b. Scroll down and click the **INSTALL UPDATES** button.
   c. Click the **UPGRADE** button when prompted to initiate the upgrade.
3. From the **DASHBOARD**, mouse-over the Install Updates icon to display the status of the upgrade.

   From your browser, press CTRL-F5 to load and activate the changes.