Dell SonicWALL™ CDP 6.3.1.137

Release Notes

[January, 2015]

SonicWALL CDP On-Demand Video:

http://www.demosondemand.com/clients/sonicwall/001/page/demos.asp#productdemos

These release notes provide information about the Dell SonicWALL™ CDP 6.3.1.137 release.

About Dell SonicWALL™ CDP 6.3.1.137

Dell SonicWALL Continuous Data Protection (CDP) is a secure backup solution that runs continuously, archiving file and application data from assigned agents (servers, laptops or PCs intended for backup using Dell SonicWALL CDP). Dell SonicWALL CDP replicates data in real time, capturing new, changed and deleted information. By storing multiple versions of each file and application revision, Dell SonicWALL CDP can recall data from nearly any point in time.

Dell SonicWALL CDP 6.3.1.137 is a maintenance release with no new functionality. See Resolved issues. This release provides all the features and contains all the resolved issues that were included in the CDP 6.3.1 and previous releases. For more information, see the previous release notes.

Dell SonicWALL CDP 6.3 provides substantial performance enhancements, as well as fixes and support updates to the CDP Appliance firmware.

Dell SonicWALL recommends operating the latest software available on www.mysonicwall.com.

Log in to MySonicWALL to download the latest Dell SonicWALL Continuous Data Protection (CDP) appliance firmware, CDP Agent software, and online technical documentation. For more information on creating a MySonicWALL account and registering your new appliances, refer to the *SonicWALL CDP Getting Started Guide* for your model.

Supported platforms

The Dell SonicWALL CDP 6.3.1.137 release is supported on the following Dell SonicWALL CDP appliances:

- CDP 210 / 220 / 5040B / 6080B
- CDP 110 / 210 / 5040 / 6080
- CDP 1440i / 2440i / 3440i / 4440i

ⓘ NOTE: The Dell SonicWALL CDP 210 is available both as a generation 3 and a generation 4 platform.

For best results, Dell SonicWALL recommends using this release in the following environment:

- Dell SonicWALL CDP Appliance version 6.3.1.137
- Windows Agent 6.3.1.135 (64 and 32 bit)
- Mac Agent 6.3.1.135
- Linux Agent 6.3.1.135

The Dell SonicWALL CDP 6.3 *client* applications are supported on the following 32-bit and 64-bit platforms with the latest Service Packs:

- Windows 8.1
- Windows 8
- Windows 7
- Windows Vista
- Windows XP
    - Home (32-bit only)
    - Professional

This Dell SonicWALL CDP 6.3 client release supports the following 32-bit versions of Apple Mac OS X:

- Mac OS X Server Snow Leopard
- Mac OS X Server 10.5
- Mac OS X 10.6 Snow Leopard
- Mac OS X 10.5 Leopard

This Dell SonicWALL CDP 6.3 client release supports the following 32-bit Linux platforms:

- Red Hat Enterprise Linux 5.2
- CentOS 5.3
- Fedora 8, 10, 13
- OpenSUSE 11.1
- Debian 5.0
- Ubuntu 10.04, 12.04

ⓘ NOTE:
- All versions of the Dell SonicWALL CDP software and firmware from 2.x, 3.x, 5.x, 6.0, and 6.1 are at End Of Life status.
- CDP 6.3.1.137 firmware and associated Agent Tools as listed above are the current supported builds for the Dell SonicWALL CDP line.

The Dell SonicWALL CDP 6.3 *server* applications are supported on the following 32-bit and 64-bit platforms with the latest Service Packs:

- Windows Server 2012
- Windows Server 2008
    - Standard Edition
    - Enterprise Edition
    - Small Business Server (64-bit only)
- Windows Server 2003
    - Standard Edition
    - Enterprise Edition
    - Small Business Server (32-bit only)

This Dell SonicWALL CDP 6.3 release supports the following versions of Microsoft Exchange with the latest Service Packs:

- Exchange 2010 (SP1 required for User Mailbox)
- Exchange 2007
- Exchange 2003

ⓘ NOTE: On Exchange 2010, configure authentication with "Administrator" and login as Administrator to restore.

The Dell SonicWALL CDP 6.3 release supports the following Microsoft applications:

- SharePoint 2010
- Outlook

ⓘ NOTE: Outlook Express is not supported.

This Dell SonicWALL CDP 6.3 release supports the following 32-bit and 64-bit versions of Microsoft SQL Server:

- SQL Server 2012
- SQL Server 2008R2
- SQL Server 2008
- SQL Server 2005

Browser Requirements – Screen Resolution:

Recommended screen resolution when using the Dell SonicWALL CDP Web management interface is 1280x1024 or higher. If resolution is lower, a warning is displayed after logging into the Dell SonicWALL CDP Web management interface. All functionality remains intact, but you may need to use the scrollbars to view the entire window and access all options and buttons.

Key features

These key features are new in Dell SonicWALL CDP 6.3:

Operating System Support Upgrade

The Dell SonicWALL CDP 6.3 firmware release uniformly supports the latest operating system versions. Windows 7 and 8.1 are formally supported. New MAC and Linux releases should work effectively but are not formally supported.

Performance Enhancements

The Windows client backup process has been sped up by a factor of 2-3x compared with the 6.1 release. This means that backups should interfere less with normal PC operation.

Appliance replication to the SonicWALL portal should be about 1.5x faster.

Browsing and searching of backup repositories is 2-10x faster than version 6.1
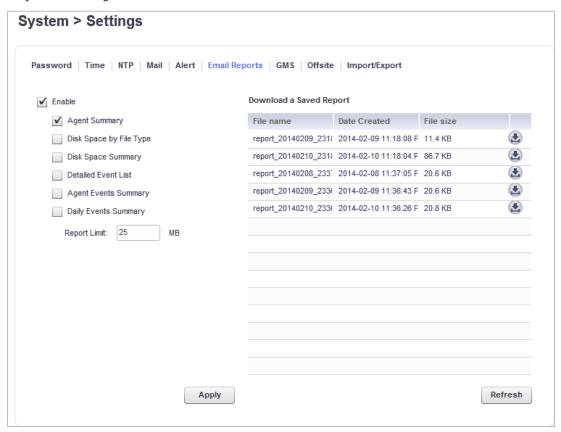
Reliability Enhancements

In a number of cases timeouts were insufficient for WAN operation. Those default timeouts have been increased and new registry entries are available for custom timeout setting.

Appliance System Upgrades

The Dell SonicWALL CDP 6.3 appliance firmware upgrade includes approximately 32 utility application upgrades that improve performance and enhance appliance reliability.
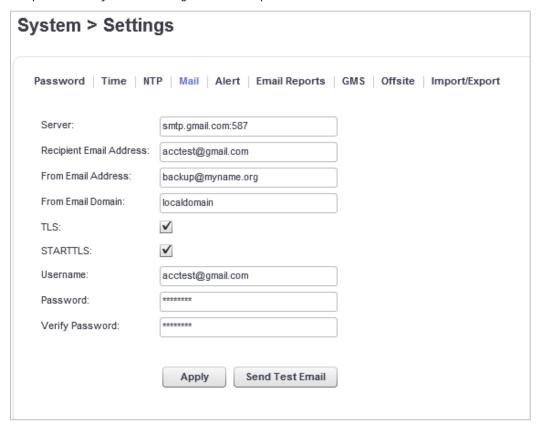
Ability to Download Email Reports

Users now have the ability to download reports that would traditionally be emailed. There is an email upper limit on report size, but downloads will work with all size reports. This capability is on the Email Reports tab in System > Settings.

Email Security Support

Email support has been upgraded to add traditional email security options. This allows email to be sent to services such as Gmail. Both TLS and STARTTLS may be used in security handshaking. In addition, a username and password may be used to log in to the smtp send service.

System > Settings

Password | Time | NTP | Mail | Alert | Email Reports | GMS | Offsite | Import/Export

Server:	smtp.gmail.com:587
Recipient Email Address:	acctest@gmail.com
From Email Address:	backup@myname.org
From Email Domain:	localdomain
TLS:	✔
STARTTLS:	✔
Username:	acctest@gmail.com
Password:	********
Verify Password:	********

[Apply] [Send Test Email]

Resolved issues

The following is a list of issues addressed in this release.

Table 3. Agent software resolved issues

Resolved issue
Backup schedules for days of the week or days of the month would skip backups. This was caused by the PC being busy during the backup time.
Backup of files with non-English names would produce incorrect results. This was the combination of a few issues, all resolved in 6.3.
Linux clients could not find any appliances. If TCD port 10002 is opened on the Linux client it will now find available appliances.
Over time appliances would slow down and eventually require a restart. Under some circumstances memory would not be freed.
Backups would sometimes fail with timeout errors. On a WAN or slow LAN connection the default timeout was inadequate.
The user interface shows 0 quota and 0 available storage on the portal when there is a quota. The user interface would show zero when the portal connection failed. Now the interface shows "No Connection".
Application backup of user mailboxes would stop under some circumstances. Timeout error conditions would fail all mailbox backups. Attempts to back up to a contact list entry without a mailbox would also fail.
Unable to browse a repository folder with more than 100,000 files. This issue was caused by performance limitations. The performance has been improved for 6.3 and the timeout periods have been corrected.

Table 3. Appliance software resolved issues

Resolved issue
The Ping request would never complete. Ping now uses multiple methods to more reliably connect.
Traceroute would not route reliably. Traceroute is now more reliable.
Unable to search for files with non-English characters. Resolved.
Contains vulnerable component but not susceptible to exploit. ((Bash) 'Shellshock' Vulnerability). Replaced Bash with the latest available update.
Contains vulnerable component but not susceptible to exploit. (SSL 3.0 Protocol Vulnerability and POODLE Attack). Replaced SSL with the latest available update.

Known issues

The following is a list of issues known to exist at the time of release.

Table 5. Agent software known issues

Known issue	Issue ID
MAC-specific folder properties may not be backed up. This applies to properties such as Locked that are specific to Apple's file system.	18043
Fileset backup task fails if one or more files failed to backup. Multiple errors will continue to stop the backup task.	16456
SQL Application backup finishes with 'Successful' status, but contains no SQL data, if SQL server service is stopped during backup. Do not stop the SQL server service while it is being backed up.	16891
Agent performs Backup tasks created on Appliance 1 after changing it to Appliance 2. The policy is not immediately updated when changing appliances. Workaround is to reboot or restart the CDP agent services.	16985
Backup of Application object located on mount point fails. Do not use SQL application backup to back up databases stored on mount points.	16988
Outlook cannot be discovered as application object if it's configured for Exchange user. The Exchange Infostore user is not recognized as an Outlook user.	17065
Application/Fileset backup is still displayed in the backups list after it has been deleted. Refresh the FileSet list by restarting the CDP Agent tool or clicking the FileSets button.	17085
Attached SQL DB isn't displayed in 'Add Application' wizard. Refresh the application set by restarting the CDP Agent tool.	17095
Sorting is not working correctly for some columns. Sort performs only once on the 'Policy'-'Schedules' and 'Agents'-'Policies'-'Schedules' pages.	17261
Enabling of 'Do not trim' checkbox does not prevent revisions from trimming. Fileset backups are trimmed to the maximum number of revisions even when the 'Do not trim' checkbox is checked.	17264
Backup does not start if schedule has contradiction in 'Days of the week ' tab. Ensure the Last and specific settings in your schedule do not conflict.	17318
CDP backup task for Outlook pst file fails if Outlook application is running. Close Outlook to get a backup of the PST file.	17373
The 'Agent Event Summary' report contains information about removed Agents.	17450
File is created instead of file symbolic link during restore to original location. File symbolic links are not supported in CDP Windows backup. Folder symbolic links are supported.	17906
Fileset backup task finishes with 'Successfull' status, but contains no data, if VHD volume attached in Agent's machine. When backing up a virtual machine with an attached VHD volume, the VHD volume does not support VSS and will not backup a fileset.	18028
Fileset Backup task has status 'Successfull' instead of 'Failed' if VSS service is stopped at the beginning of backup process. Do not stop the VSS service manually during backup.	18154

	18496
Email password cannot contain XML escape characters, such as ampersand (&). The email password is sent via an xml packet so must not contain &, ', or \ characters.	18496
Initial and renamed files/folders are present in the CDP backup after renaming on Fedora agent. Fedora does not contain the applications necessary for the agent to recognize a rename.	18923

Table 6. Installation / Upgrade / Import Settings known issues

Known issue	Issue ID
Upgrading to CDP version 6.3 does not complete or refresh the page, but displays the message "Please Wait". CDP 6.3 uses the latest database manager. This requires updating the database which can take up to an hour. Please be patient.	106519
Exporting preferences/settings and then importing them to a factory default appliance sometimes only imports network settings, but not custom policies. Occurs when the preferences are exported from the System > Settings page, and then imported on an unregistered CDP appliance with factory default settings. This can affect import of files/folders objects, schedules, backup tasks, admin policies, data management dataset objects, archive tasks, and offsite settings.	106101
Unable to upgrade on Windows XP. The 6.3 setup program requires a Microsoft Installer of at least version 4.0. This can be downloaded from Microsoft at http://support.microsoft.com/kb/942288.	---
After updating to Adobe AIR 3, the SonicWALL CDP Agent application sometimes cannot start. Occurs when Adobe AIR is updated from a previous version to Adobe AIR 3 using the popup update window, and then the user attempts to launch the CDP Agent. **Workaround**: After updating to Adobe AIR 3, delete the **eulaAccepted** file found in a local folder such as: **C:\Users\<username>\AppData\Roaming\Adobe\AIR** and then launch the CDP Agent again.	108571
On Linux agents auto upgrading fails when the agent tool is opened. Occurs when the Linux agent tool is opened auto upgrading fails because of an installation error.	122614

Upgrading to Dell SonicWALL CDP 6.3

The CDP appliance must be running a version of CDP 6.1 before upgrading to CDP 6.3. For upgrading to Dell SonicWALL CDP 6.1, see the CDP 6.1 release notes.

Technical support resources

Technical support is available to customers who have purchased Dell software with a valid maintenance contract and to customers who have trial versions. To access the Support Portal, go to http://software.dell.com/support/.

Dell SonicWALL Administration Guides and related documents are available on the Dell Software Support site at https://support.software.dell.com/release-notes-product-select.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. In addition, the portal provides direct access to product support engineers through an online Service Request system.

The site enables you to:

- View Knowledge Base articles at:

  https://support.software.dell.com/kb-product-select

- View instructional videos at:

  https://support.software.dell.com/videos-product-select

- Engage in community discussions

- Chat with a support engineer

- Create, update, and manage Service Requests (cases)

- Obtain product notifications

About Dell

Dell listens to customers and delivers worldwide innovative technology, business solutions and services they trust and value. For more information, visit www.software.dell.com.

Contacting Dell

Technical support:
Online support

Product questions and sales:
(800) 306-9329

Email:
info@software.dell.com