Release Notes

Release	3.3.2
Supported Product	Q-Cloud Protect for AWS
Date	May 2016

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Q-Cloud Protect 3.3.2 Release Notes

Q-Cloud Protect™ for Amazon Web Services (AWS) is Quantum's cloud-based virtual appliance for disaster recovery (DR). Use Q-Cloud Protect to safeguard replicated data from localized disasters. Data can be replicated to Q-Cloud Protect from any of the following sources:

- On-site Quantum DXi® Deduplication Backup Appliances
- On-site DXi Appliances Using Veritas NetBackup and Backup Exec OpenStorage (OST) Optimized Duplication
- Veritas NetBackup and Backup Exec OST Servers with DXi Accent Enabled

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Additional Benefits

Q-Cloud Protect offers the following benefits in addition to safeguarding replicated data.

Deduplication

Q-Cloud Protect leverages Quantum's variable-length deduplication to minimize WAN traffic and to save you 90% or more on cloud-based storage for DR.

Off-site Replication

As an Enterprise customer, if you already own or are considering the purchase of a DXi appliance for backup and replication, you can use the Q-Cloud Protect appliance for off-site replication.

Replacement for Tape Solutions

Q-Cloud Protect can successfully replace tape solutions used for compliance and long term data retention. Q-Cloud Protect eliminates the significant costs and time associated with tape management, allowing for easier and faster access to needed data in case of an audit.

Purpose of This Release

Q-Cloud Protect 3.3.2 is now available in the AWS GovCloud and C2S environments when you purchase a capacity-based license from Quantum. For more information, see the **Launch & Maintain** menu of the Q-Cloud Protect Documentation Center.

Supported Instance Types

Q-Cloud Protect now supports all of the following instance types:

AWS Sector	Instance Type	# of vPCUs	Memory	Replication
AWS Marketplace, GovCloud, and C2S	m3.xlarge	4	15 GiB	1:1 source-to-target
AWS Marketplace	m4.xlarge	4	16 GiB	1:1 source-to-target
AWS Marketplace, GovCloud, and C2S	m3.2xlarge	8	30 GiB	1:1 source-to-target
AWS Marketplace	m4.2xlarge	8	32 GiB	1:1 source-to-target

Supported Regions

You can launch Q-Cloud Protect in the following geographical regions:

- US East (N. Virginia)
- US West (Oregon)
- US West (N. California)
- EU (Frankfurt)
- EU (Ireland)
- Asia Pacific (Singapore)
- Asia Pacific (Sydney)
- Asia Pacific (Seoul)
- Asia Pacific (Tokyo)
- South America (Sao Paulo)

Replication Compatibility

Q-Cloud Protect is designed to be used as a replication target for on-site DXi appliances, on-site DXi appliances using OpenStorage (OST) optimized duplication, or Veritas NetBackup or BackupExec OST servers with DXi Accent enabled.

NAS and VTL Use Cases

You cannot directly access data stored in NAS shares or VTL partitions from the cloud appliance. To access data stored in a share or partition from the cloud appliance, you must failback and recover the data at the source.

Although you cannot directly access data stored on the cloud appliance, you *must* still enable deduplication for NAS shares or VTL partitions on the cloud appliance. If you do not enable deduplication for these shares or partitions, the entire EBS volume storage capacity for metadata will be used up after only a few replications to the shares or partitions.

Compatible Releases

The following DXi software releases can replicate data to the Q-Cloud Protect 3.3.0 appliance. DXi software releases not shown in the list are not recommended.

- DXi 2.3.2.x or higher
- DXi 3.1.x or higher

OST Plug-In Support

The Quantum OpenStorage (OST) 2.9 and 3.x plug-ins are based on Veritas OpenStorage API specification Version 9.4.2 and 11.1.

Important

DXi Accent *must* be enabled to perform NetBackup and Backup Exec OST backups to the Q-Cloud Protect appliance.

Required Components

The following components are required for OST operation with Q-Cloud Protect:

- Veritas NetBackup 7.1.x or later or Backup Exec 2010 R3 or later
- Version 2.6.0.2 or later *if* using the Veritas NetBackup 52xx Appliance platform
- Quantum OST Plug-in

  The latest versions of all OST Plug-ins are available for download at
  http://www.quantum.com/serviceandsupport/softwareanddocumentationdownloads/ostclientplugin/index.aspx

  For more information about OST Plug-in installation, see the *OST Plug-in Installation Instructions* (6-67074).

- Quantum OST storage server
- DXi Accent

  For more information about DXi Accent, see the *Q-Cloud Protect User's Guide for AWS.*

Supported Operating Systems

OST Plug-ins are available for the following operating systems:

- Windows 32-bit
- Windows 64-bit
- Linux
- Solaris
- AIX
- HPUX

Known Issues

Q-Cloud Protect 3.3.2 has the following known issues:

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Advanced Reporting Known Issues

The following are known issues in Advanced Reporting.

Issue Number	Description	Workaround
30001	Exporting a graph to a JPEG or PNG graphic image in Internet Explorer 9 version 9.0.0.8112.16241 causes the browser to stop responding.	Use a newer version of Internet Explorer or another supported browser.
36969	If the Q-Cloud Protect appliance's time zone is changed to one that is west of the current time zone, Advanced Reporting does not log Ethernet I/O activity. In addition, ingest statistics are not displayed correctly on the virtual console's **Home** page.	Issues will be corrected after a number of hours equal to the difference in time zones. **Example** If the new time zone is 8 hours west of the old time zone, issues will be corrected in 8 hours.
39487	The **Replication Ingest** report does not correctly graph data for smaller replication jobs, especially when viewing longer time ranges.	Use the **Export Replication Chargeback** CSV file to view the correct data.

CLI Known Issues

The following is a known command line interface (CLI) issue.

Issue Number	Description	Workaround
36868	When attempting to enable concurrent optimized duplication with the following CLI command, the command appears to complete successfully, but concurrent optimized duplication is not actually enabled: `syscli --edit storageserver --name <storage_server_name> --concurrentopdup enabled`	Use the **Configuration > OST > Storage Servers** page in the Q-Cloud Protect virtual console to enable concurrent optimized duplication.

Notifications Known Issues

The following is a known Notification issue.

Issue Number	Description	Workaround
42073	You cannot configure SMTP login credentials for the Q-Cloud Protect appliance to use in communicating with the SMTP server.	You must use an SMTP server that does not require login credentials.

OST Known Issues

The following are known OST issues.

Issue Number	Description	Workaround
35426	On the **Configuration > OST > Storage Servers** page, the **Delete** button is unavailable (gray) in the following scenarios: • There are multiple pages of storage servers • All storage servers on a page are selected This issues occurs even when all selected storage servers meet the deletion criteria — no backup images or active connections.	If all selected servers are eligible for deletion, de-select at least one storage server on the displayed page. The **Delete** button will be available. If a selected servers is not eligible for deletion, de-select it. The **Delete** button will be available.
44391	OST optimized duplication jobs fail when VTL replication jobs are running at the same time.	Run OST optimized duplication and VTL replication jobs to the Q-Cloud Protect appliance at different times. **OR** Deploy two different Q-Cloud Protect appliances in which one appliance is used as the VTL replication target and the other is used as the OST optimized duplication target.

Replication Known Issues

The following are known replication issues.

Issue Number	Description	Workaround
31605	On both the **Home** page and **Status > Disk Usage** page, the value for **Data Size After Reduction** might be larger than the value for **Data Size Before** Reduction.	This issue can occur when replication is enabled for a share or partition, but replication is rarely or never run. In this case, continuously replicated data accumulates on the target system, but this data is not included in the value for **Data Size Before Reduction** until a replication job is performed and a snapshot is saved.

To correct the issue, manually initiate replication of the share or partition on the **Replication > Send** page, and allow the replication to complete.

To avoid this issue in the future, schedule replication for the share or partition on the **Configuration > Scheduler** page. Alternately, you can enable Directory/File or Cartridge Based replication for the share or partition. |
| 36811 | Some chargeback reporting statistics are not maintained for failback operations. | The **Input Bytes** for the failback operation can be viewed on the source appliance. On the **Replication > Send** page, hold the cursor over the job status and note the value displayed for **Original Data Size**.

After the failback operation is complete, chargeback reporting on the target appliance will accurately report the **User Data Size** of the data replicated. |

Scheduler Known Issues

The following are known Scheduler issues.

Issue Number	Description	Workaround
32609	On the **Configuration > Scheduler > Calendar** page, the **UNTIL** date does not display correctly when you hover the cursor over the event.	Open the event to view the **UNTIL** date.
36926	When saving a new event on the **Scheduler** page, the save action may not complete even though the message `Saving, please wait` is displayed.	Refresh the browser window, and add the event again.

SR Ticket Known Issues

The following is a known issue with Service Request (SR) tickets.

Issue Number	Description	Workaround
45306	Systems upgraded from Q-Cloud Protect 3.3.1 or earlier may produce a ticket containing the following message: **W: Failed to activate temporary cluster body stub for cluster ... No such file or directory.** This message is a result of changes made in Q-Cloud Protect 3.3.2 to improve EBS storage resiliency.	On upgraded Q-Cloud Protect systems, this ticket is not indicative of an actual problem and should be ignored.

Virtual Console Known Issues

The following are known issues in the Q-Cloud Protect virtual console.

Issue Number	Description	Workaround
32659	If you reboot or shut down the Q-Cloud Protect appliance using the **Utilities > Reboot & Shutdown** page *and* leave the web browser window open, refreshing the open web page after logging back in to the cloud appliance causes the reboot or shut down command to be resent to the cloud appliance.	After you reboot or shut down the cloud appliance using the **Utilities > Reboot & Shutdown** page, make sure to close the browser window. In general, you should not refresh the web browser (unless instructed to do so) or copy and paste URLs between tabs.
36686	If the **Software Upgrade Utility** dialog box is open when the session logs out due to inactivity, the following occurs: • The **Login** window does not automatically display. • The **Software Upgrade Utility** remains open. • Clicking the **Check Now** button displays the following error: **PollUpgradeJob not authenticated**.	Close the **Software Upgrade Utility** dialog box, log back on to the system, and then access the **Software Upgrade Utility** dialog box. Clicking the **Check Now** button will work as expected.

Vision Compatibility Known Issues

The following is known issue for compatibility between Q-Cloud Protect and Vision.

Issue Number	Description	Workaround
58248	Vision is unable to collect and report replication data for the Q-Cloud Protect appliance. This issue is due to the SSH Access Control feature, which requires Vision to provide an authorization key to access the cloud appliance through SSH. Vision is unable to provide this key, and therefore cannot access replication data for the cloud appliance.	View the **Replication Ingest** report in Advanced Reporting to access replication data for the cloud appliance.

VTL Known Issues

The following is a known virtual tape library (VTL) issue.

Issue Number	Description	Workaround
44869	When you initially add a VTL partition from the **Configuration > VTL > Partitions List > Add VTL Partition & Replication Settings** page, you cannot enable cartridge based replication.	1. Add the VTL partition. 2. From the **Partitions List** page, select the newly added partition and click **Edit**. 3. On the **Add VTL Partitions & Replication Settings** page, select the **Enable Cartridge Based replication to this system** check box. 4. Click **Apply**. Cartridge based replication is now enabled for the VTL partition.

Service and Support

Q-Cloud Protect includes 5x9 phone support, with a targeted next business day response time. This plan accompanies all Q-Cloud Protect appliances, free of charge. In addition, Quantum will match any additional support purchased with your on-site DXi appliance.

More information about this product is available on the Service and Support website at http://www.quantum.com/serviceandsupport/softwareanddocumentationdownloads/q-cloudprotect/index.aspx. Use this website to submit a ticket, find training, or access software downloads.

> **Important**
>
> Before receiving support, you must register your product at www.quantum.com/startup.
>
> For detailed instructions, see the *Q-Cloud Protect Launch and Recovery Guide for AWS*.

Additional Support Plans

GovCloud and C2S customers can also purchase one of the following support plans to accompany your Q-Cloud Protect appliance.

Silver Software Support Plan	Includes 5x9 technical support, with a targeted next business day response time. Fees are based on the number of TB purchased with your Q-Cloud Protect capacity-based license.
Gold Software Support Plan	Includes 7x24 technical support, with a targeted next business day response time. Fees are based on the number of TB purchased with your Q-Cloud Protect capacity-based license.

AWS Implementation Assistance

Quantum offers AWS implementation assistance to all registered customers. This assistance aides in setting up your AWS account, configuring your network, and navigating AWS terminology, acronyms, and payment structure. More information about Quantum's Advanced Services offerings are available at http://www.quantum.com/serviceandsupport/advancedservices/index.aspx

Documentation

The following documents are available for Q-Cloud Protect:

Document Number	Document Title
6-68410	Q-Cloud Protect Documentation Center
6-68368	*Advanced Reporting for Q-Cloud Protect User's Guide*
6-67081	*DXi Series Command Line Interface (CLI) Guide*
6-67082	*DXi-Series SNMP Reference Guide*

Contacting Quantum

For further assistance, contact the Quantum Customer Support Center:

Region	Support Contact
North America	1-800-284-5101 (toll free) +1-720-249-5700
EMEA	+800-7826-8888 (toll free) +49 6131 324 185
Asia Pacific	+800-7826-8887 (toll free) +603-7953-3010

For worldwide support:

http://www.quantum.com/serviceandsupport/index.aspx

Comments

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