



RELEASE NOTES

EMC[®] NetWorker[®]
Module for Microsoft SQL Server
Release 5.1

Release Notes

P/N 300-004-754
Rev A06

June 4, 2008

These release notes contain supplemental information about EMC[®] NetWorker[®] Module for Microsoft SQL Server, release 5.1. Topics include:

- ◆ Product description 2
- ◆ New features and changes 2
- ◆ Fixed problems 3
- ◆ Environment and system requirements 9
- ◆ Known problems and limitations 12
- ◆ Technical notes 25
- ◆ Documentation 25
- ◆ Troubleshooting and getting help 26

Product description

The NMSQL 5.1 SP1 281_QuickFix release adds support for Microsoft Windows Server 2008. NetWorker 7.4 Service Pack 2 is required. Supported platforms and configurations are available in [“Environment and system requirements” on page 9](#).

The NMSQL 5.1 SP1 266_QuickFix release addresses interoperability with the NetWorker Module for Microsoft Applications, a fix with PowerSnap on Symmetrix systems and a list of fixes in [Table 1 on page 5](#).

Release 5.1 Service Pack 1 (SP1) of the NetWorker Module for Microsoft SQL Server software fixes problems in release 5.1 and earlier. For a list of fixes in SP1, see [Table 2 on page 5](#).

Release 5.1 provides several quality enhancements and support for non-English languages.

New features and changes

This NetWorker Module release includes the following new or enhanced features, as well as problem fixes. [“Fixed problems” on page 3](#), contains a list of problems fixed for this release.

The following are features added to this release:

- ◆ Support for AES data encryption during backup and restore. The NetWorker Module for SQL Server relies on NetWorker Server 7.4 or later for AES encryption support.
- ◆ Support for non-English systems. This module is translated into Japanese, Simplified Chinese, French, and Korean.
- ◆ Support for NetWorker Software Distribution feature. This module can be installed on multiple machines by using the NetWorker 7.4 or later software distribution framework.

The NetWorker Software Distribution feature is only available on 32-bit platforms. Upgrading from NetWorker Module for SQL Server 5.0 to version 5.1 is not available on x64 and ia64 platforms with this feature. Use the NetWorker Module installation program to upgrade on these platforms.

Note: Upgrading this module with the NetWorker Software distribution feature will not install localized software since those features did not exist in the 5.0 release of the NetWorker Module for SQL Server. Localized clients must be upgraded manually to take advantage of the new capability.

- ◆ Support for specified log tail or differential backup restore. This module enables the restore of specified log tail backups and differential backups through the command line.
- ◆ Support for FLIR and FLIR with mirror snapshot recovery.
- ◆ Support for 32-bit SQL Server installed on an x64-based operating system. This module can be installed on an x64 server and support a 32-bit SQL Server running on the same machine.

Fixed problems

The following were fixed in the NetWorker Module 5.1 release and listed service packs and QuickFixes. The latest software is available on Powerlink at **Support > Software Downloads and Licensing > Downloads J-O / NetWorker Module > NetWorker Module for SQL Server**. The QuickFixes are available through EMC Customer Support.

Fixed in NMSQL 5.1 SP1 281_QuickFix release

This NMSQL 5.1 SP1 281_QuickFix release addresses the following issue and includes fixes for prior quick fixes and service packs. Please refer to Powerlink Knowledgebase article number esg97370 for details of the download location.

NetWorker Module for Microsoft SQL Server with NetWorker 7.4 Service Pack 2 is now supported on Windows Server 2008 (LGTsc14045)

This module is now supported on the latest Windows server platform for x86 and x64 versions. NetWorker 7.4 Service Pack 2 is required. Supported platforms and configurations are available in [“Environment and system requirements” on page 9](#).

Module restore fails with “No logical file named <database> in original database (LGTsc16414)

The module now allows files with logical names that differ only in case.

**SQL Module CLARiiON Clones Windows Server 2003, x64:
Backup was failing on two volumes (LGTsc16764)**

This issue is now resolved.

**Fixed in NMSQL 5.1
SP1 266_QuickFix
release**

This NMSQL 5.1 SP1 266_QuickFix release addresses the following two issues and includes fixes for those issues listed in [Table 1](#). Please refer to Powerlink Knowledgebase article number esg96635 for details of the download location.

NetWorker Module for Microsoft SQL Server x64 installation does not recognize that NetWorker Module for Microsoft Applications is installed (LGTsc15511)

Installation of NetWorker Module for Microsoft SQL Server will fail if attempted on a Windows Server 2003 x64 machine that already has the NetWorker Module for Microsoft Applications already installed. An error message is displayed: "Minimum version of NetWorker Client software is required to install NetWorker Module for Microsoft SQL Server."

This fix allows the NetWorker Module for SQL Server to be installed on a machine that already has Windows Server 2003 x64 and the NetWorker Module for Microsoft Applications x64 already installed.

NetWorker Module for Microsoft SQL Server backup to Symmetrix device groups may fail intermittently (LGTsc15636)

SymmConnect Workflow backup may fail intermittently, and the "Xlate Object discover extents failed" error message is displayed. There may be several reasons why this may occur. One possible cause could be when backup is performed after a Symmetrix device group has been removed, and then recreated after performing symdiscover.

Workaround:

When the failure occurs, turn off the automated retry and manually perform the backup. Or, after a SymAPI database has been moved, purge the SymAPI database before performing a backup.

The following items are also included in this QuickFix release of the NetWorker Module for SQL Server:

Table 1 Problems corrected in NMSQL 5.1 SP1 266_QuickFix release

Reference number	Description
LGTsc10760	NetWorker Module for SQL Server 5.1 fails to backup databases that the version 5.0 module can back up
LGTsc11077	Save group notifications were missing information
LGTsc11078	NetWorker Module for SQL Server 5.1 backups show failed save groups when the backups were successful
LGTsc11187	Older indexes were not browsable with NetWorker Module for SQL Server 5.1
LGTsc12212	Mixed SQL Server 2000 and SQL Server 2005 virtual servers were not handled properly on x64
LGTsc14051	SQL Server database failed when using -j command option

Fixed in NetWorker Module Release 5.1 SP1 fixes

Table 2 lists the bugs that were fixed in NetWorker Module for SQL Server, Release 5.1 SP1.

Table 2 Problems corrected in release 5.1 SP1

Reference number	Description
LGTpa82143	SQL backup failed when one database had a full transaction log disk.
LGTsc08807	NetWorker Module for SQL called IsWow64Process() on systems where it does not exist (Windows 2000)
LGTsc07953	NetWorker Module for SQL GUI reported wrong database size.
LGTsc09689	Recovery of Microsoft SQL Server database failed. Data could not be found.

Fixed in NetWorker Module Release 5.1

The following problems were fixed in release 5.1 of the NetWorker Module for SQL Server:

Differential SQL backups require the MSDE writer to be disabled (LGTpa89594)

If the MSDE writer is enabled for a file system backup of a Microsoft Windows Server 2003 client running the NetWorker Module for

Microsoft SQL software, data loss may have occurred if differential or incremental backups are used.

For VSS-enabled Microsoft Windows Server 2003 clients, disable the VSS MSDE writer on the NetWorker server if you intend to run backups of a SQL Server using the NetWorker Module for SQL.

Cannot run the NetWorker Module on SQL 2000 with service pack 4 providing 64-bit emulation on win x64 OS (LGTpa83442)

NetWorker Module for SQL Server, release 5.0 was not able to run from the interface or command line on SQL Server 2000 sp4 (service pack 4) 64-bit emulation mode on x64 platforms (Windows 2003 sp1 x64).

This release of the NetWorker Module can now run with SQL Server 2000 sp4 on an x64 platform. A prerequisite is Microsoft hotfix KB913100. View the Microsoft knowledge base article for more information.

Log file shipping is supported only with SQL Server 2005 Enterprise Edition (LGTpa72557)

In NetWorker Module for SQL Server 5.0, log truncation was enabled only when a level full backup was used. Log truncation occurs only if the user specifies it. By default, the module does not truncate logs.

Note: The NetWorker Module supports log shipping with SQL Server 2005 Enterprise Edition only. The software does not support log shipping with SQL Server 2000.

Backup fails when the index spans multiple file groups (LGTpa32938)

Backing up a file group that contains a table with an index that spans other file groups will fail if all related file groups are not included in the backup. If the index of a table spans multiple file groups, all file groups containing the table and its indexes, must be backed up together. After which a log backup must be created.

This is as designed.

Problem accessing volume information after accessing the Restore Options dialog box (LGTpa84628)

When attempting to view the volume information of a database backup after accessing the **Restore Options** dialog box, volume information was not displayed. Instead, a message box displayed with the warning:

```
"nwmssql: can't get volume info for '<DB>'"
```

The problem is fixed for this release.

Command-line recover fails if incorrect case is used in the database name (LGTpa79671)

The database name must be spelled correctly and the correct case used when restoring it from the command line. This is as designed.

Restoring an interleaved backup causes system to stop responding (LGTpa24624)

When restoring an interleaved backup, the system may have stopped responding.

This issue was resolved with the 5.0 release.

Recovery of a NetWorker Server on a different subnet fails (LGTpa24668)

An attempt to recover a database from a NetWorker server on a different subnet fails when the following command is entered:

```
nsrsqlrc -a SQLTRAILS MSSQL:StUff5
```

To work around this issue, add the `-s` option to name the NetWorker server, for example:

```
nsrsqlrc -s NetWorker_server_name -a SQLTRAIL2  
MSSQL:StUff5
```

The server name can also be added to the Hosts file.

This is a known NetWorker Server limitation.

Restoring a SQL Server 7.0 database fails (LGTpa28594)

If a SQL Server 7.0 database no longer exists or has one or more corrupt data files, the NetWorker Module stopped responding when restoring the SQL Server database after restoring the master database.

To work around this issue, specify the `-f` option for the restore.

This problem has not been reproduced since the 5.0 release.

Restore fails if a striped backup is interleaved (LGTpa33203)

The NetWorker Module stopped responding if a restore of a striped backup that is interleaved was attempted, or if fewer than the original tape sessions were available at restore time.

NetWorker, by default, now performs a search of available tape sessions before proceeding with the restore.

Can't verify and edit permissions from permission tool with SQL Server 2005 on x64 Windows (LGTpa81843)

When running the NetWorker Module for SQL Server User program in emulation mode on an SQL Server 2005 x64 computer, the Permissions Wizard is deactivated. The obtaining of security information is problematic in this configuration.

Support for the Permissions Wizard was removed for the 5.1 release. To grant access rights for the NetWorker Module (if it cannot access as a member of the local administrator group), refer to Appendix A in the *EMC NetWorker Module for Microsoft SQL Server Release 5.1 Installation Guide*.

Incorrect Required Volumes information (LGTpa14481)

For striped save sets, the Required Volumes window may contain incorrect information.

To work around this issue, use the NetWorker Administrator program to monitor media wait events. These events indicate which volumes should be loaded.

This issue has not been reproduced or encountered in the latest releases.

Wizard: named instance of SQL Express does not appear in database object page (LGTpa77432) (LGTpa77434)

Unless the SQL browser service was started by using the SQL Surface Area configuration tool, the named instances in SQL Express client would not appear in the page **Select the Database Objects** in the **NetWorker Client Wizard**. Only the default instance was listed.

This issue is resolved.

Environment and system requirements

Release 5.1 supports the following client configurations. Supported configurations occasionally change after release. The *EMC Information Protection Software Compatibility Guide* provides the latest list of supported configurations.

Supported operating systems

This module supports the following editions of Microsoft Windows:

- ◆ Windows 2000 with the latest service pack installed:
 - Windows 2000 Advanced Server
 - Windows 2000 Enterprise Server
 - Windows 2000 Datacenter
- ◆ Windows Server 2003 with the latest service pack:
 - Windows Server 2003 Standard (32-bit)
 - Windows Server 2003 Enterprise (32-bit)
 - Windows Server 2003 Datacenter (32-bit)
 - Windows Server 2003 Enterprise (x64)
 - Windows Server 2003 Standard (x64)
 - Windows Server 2003 (Itanium 64-bit)
- ◆ Windows Server 2008 (supported with NetWorker Module for SQL Server release 5.1 Service Pack 1 and 247_QuickFix)
 - Windows Server 2008 Standard (32-bit)
 - Windows Server 2008 Enterprise (32-bit)
 - Windows Server 2008 Datacenter (32-bit)
 - Windows Web Server 2008 (32-bit)
 - Windows Server 2008 Standard (x64)
 - Windows Server 2008 Enterprise (x64)
 - Windows Server 2008 Datacenter (x64)
 - Windows Web Server 2008 (x64)

Microsoft SQL Server

The NetWorker Module for Microsoft SQL Server software supports the following versions of Microsoft SQL Server:

- ◆ Microsoft SQL Server 2005, with service pack 2 for use with Windows Server 2008
- ◆ Microsoft SQL Server 2005 Express
- ◆ Microsoft SQL Server 2000
- ◆ Microsoft SQL Server 7.0

Microsoft Windows and SQL Server compatibility

NetWorker Module for Microsoft SQL Server is compatible with Microsoft Windows and Microsoft SQL Server, as shown in [Table 3 on page 10](#).

Table 3

NetWorker Module compatibility

SQL Server version	Windows Server version	Hardware platform	Backup and recovery method
2005	Windows 2000, Windows Server 2003, Windows Server 2008	32-bit	Traditional and snapshot
2005	Windows Server 2003, Windows Server 2008	x64 ^a , ia64	Traditional
2005 Express	Windows 2000, Windows Server 2003, Windows Server 2008	32-bit	Traditional
2000	Windows 2000, Windows Server 2003	32-bit	Traditional and snapshot
2000, with sp4 and hotfix KB913100 ^b	Windows Server 2003	x64	Traditional
7.0	Windows 2000	32-bit	Traditional

a. With the Windows Server 2003 x64 operating system, the SQL Server, NetWorker, and the module software are supported in native mode. Additionally, with SQL Server running in native mode, NetWorker and this module are also supported in WOW64 mode. This module software does not support SQL Server running in WOW64 mode.

b. A Microsoft hotfix is required for this configuration because the SQL Server 2000 Virtual Device Interface (**Sqlvdi.dll**) is a 32-bit DLL. The 64-bit Volume Shadow Copy Service (VSS) writer that is included with the x64 edition of Windows Server 2003 requires an x64 edition of **Sqlvdi.dll** to work correctly. The Microsoft knowledgebase article <http://support.microsoft.com/kb/913100/> provides more information.

Note: This module release supports a 32-bit SQL Server on an x64 platform. This enables the module to backup data for SQL 2000, with service pack 4, and SQL Express running on an x64 platform.

Space requirements for language support

Make sure that the minimum space, listed in [Table 4](#), [Table 5](#), and [Table 6](#), is available before installing the NetWorker Module.

Table 4 Space requirements for 32-bit platforms

Installation type	Space needed
Typical - English	6.8 MB
Typical – French	11.7 MB
Typical – Japanese	22.4 MB
Typical – Korean	19.4 MB
Typical – Simplified Chinese	16.4 MB
Custom – NetWorker Module software	6.0 MB
Custom – Configuration Wizard	896 KB
Custom – Language Pack – French	+ 4.9 MB
Custom – Language Pack – Japanese	+ 15.6 MB
Custom – Language Pack – Korean	+ 12.6 MB
Custom – Language Pack – Simplified Chinese	+ 9.5 MB

Table 5 Space requirements for x64 platforms (page 1 of 2)

Installation type	Space needed
Typical - English	9.1 MB
Typical – French	14.0 MB
Typical – Japanese	24.8 MB
Typical – Korean	21.7 MB
Typical – Simplified Chinese	18.6 MB

Table 5 Space requirements for x64 platforms (page 2 of 2)

Installation type	Space needed
Custom – NetWorker Module software	8.3 MB
Custom – Configuration Wizard	896 KB
Custom – Language Pack – French	+ 4.8 MB
Custom – Language Pack – Japanese	+ 15.6 MB
Custom – Language Pack – Korean	+ 12.5 MB
Custom – Language Pack – Simplified Chinese	+ 9.5 MB

Table 6 Space requirements for ia64 platforms

Installation type	Space needed
Typical	15.6 MB

Known problems and limitations

The following sections describe known problems in this NetWorker Module for SQL Server release and procedures to work around these problems, if available:

- ◆ [“Limitations in backup operations” on page 12](#)
- ◆ [“Limitations in restore operations” on page 15](#)
- ◆ [“Limitations with installation” on page 18](#)
- ◆ [“Limitations with the NetWorker Module and the Configuration Wizard” on page 19](#)
- ◆ [“Limitations in the NetWorker User for SQL Server program” on page 20](#)
- ◆ [“NetWorker software issues” on page 19](#)
- ◆ [“Limitations on internationalization” on page 22](#)

Limitations in backup operations

This section describes backup limitations with the NetWorker Module for SQL Server release 5.1 software.

Support for Microsoft SharePoint Portal Server

The NetWorker Module for SQL Server can perform backups of the SQL Server databases in the SharePoint Portal Server environment. However, backup and recovery of the full SharePoint environment is not supported by this NetWorker Module.

Additional information regarding backup and restore operations by using NetWorker software on the various versions of SharePoint Portal Server, can be found in Technical Bulletin 393. The EMC Backup Manager for SharePoint product offers full backup and recover support.

Some backup options are reset after reconnecting to a SQL instance in the same backup session (LGTpa84693)

When reconnecting to a SQL instance with the NetWorker Module, the values of two backup options are not in the registry. The **Compress backup content** and **striped backup** options are reset, although the **Debug level** option is not.

The problems include:

- ◆ The user may not be aware that some options are reset, especially striped backup, and run the backup with the unexpected settings.
- ◆ Confusion may result because the behavior for **Debug level** is inconsistent with **Compress backup content** and **striped backup**.
- ◆ The resetting of these options is inconsistent with information in the Administration Guide and the online help. These texts indicate that "The selected attributes apply to each marked object for all backups until the NetWorker User for SQL Server program is closed."

Scheduled backup always full in database mirroring due to invalid authorization (LGTpa80579)

When the principal database and mirror database are on different SQL servers, the scheduled non-full backup of the principal database will always be promoted to full. Though the scheduled backup succeeds, the log file (and Group detail) displays the Microsoft SQL Server Provider error, "Invalid authorization specification." The user does not get the differential/incremental backup of principal database as scheduled.

The problem does not happen with a manual differential/incremental backup when the principal database and mirror database are on different SQL servers. Also the problem will not happen in the scheduled non-full backup when the principal

database and mirror database are on the same SQL server (but with different server instances).

This problem is caused by a mismatch between the Remote User and Password specification on the **Remote** tab of the NetWorker **Client** dialog box. A domain account must be used to set up the mirroring relationship. The same account (username and password) must be specified for **Remote User** and **Password** in the client dialog box. If multiple accounts have been set up, only one needs to be specified.

The NetWorker Module does not correctly promote a differential backup (LGTpa33202)

NetWorker Module for SQL Server automatically promotes the backup level of an item when it detects that a previous full backup does not exist. The NetWorker Module fails to correctly promote a file group differential backup to a full database backup when the file group full backup does not exist. This only occurs when you add a file group to the database after performing a full database backup.

To work around this issue, perform a full database backup any time a file group or file is added to the database.

Database file group or file backup is not promoted to full (LGTpa33898)

When you remove all full database backups from the NetWorker client file indexes, the NetWorker Module for SQL Server fails to automatically promote a database file group or a file backup to full.

Normally, an attempt to back up a database file group or file without first performing a full backup of the database, results in a full backup of the file group or file. However, if a full backup of the database exists, and you later remove the client file index entries from the NetWorker online indexes, the database backup information is not automatically removed from the backup set table in the SQL Server msdb database.

Because the database may contain outdated backup information, a database file group or file backup might not be promoted to full when it should be.

To work around this issue, perform a full database backup after removing or recycling NetWorker backup media.

Mixed SQL Server setup shows only default Instance in the NetWorker configuration wizard (LGTpa82140)

In a mixed SQL Server environment, the NetWorker **Configuration Wizard** shows only the default instance.

- ◆ One default instance (SQL 2000), for example: STRAWBERRY
- ◆ One named instance (SQL 2000), for example:
STRAWBERRY\NAMED2000
- ◆ One named instance (SQL 2005), for example:
STRAWBERRY\NAMED2005

In the NetWorker **Configuration Wizard**, if you identify a NetWorker client as "strawberry" it appears in all instances in the management console. If you give the hostname and domain name, for example: strawberry.blr.yourcompany.com, it appears only in the default instance.

Expected behavior is to display all the instances in the management console. However, because the SQL Data Management Objects (DMO) API only returns one instance, that is all that can be displayed in a mixed server environment.

Limitations in restore operations

This section describes restore limitations.

Datamover name is mis-handled for copy restore operations (LGTsc07633)

Specifying a datamover at the command line for a copy restore operation, works correctly the first time, but is set to the client host name thereafter.

To work around this issue, restart the NetWorker Module for SQL Server for each copy restore from a snapshot.

Rollback restore is not supported on CLARiiON systems (LGTsc06839)

This module release does not support snapshot rollback restore on CLARiiON systems.

Disabled "Restore Options" in root context (right-click) menu of the partial/piecemeal restore window (LGTpa84698)

Restore Options is disabled in the root context menu of the Partial/Piecemeal restore window. This is inconsistent with the restore windows for other restore types, in which **Restore Options** is enabled in the root context menu.

In the root context menu of the **Piecemeal/Partial restore** window, the **Restore Options** item is disabled. To work around this, select **Restore Options** from the **Options** menu.

Restore options make logtail promote to full in continuous restore (LGTpa85286)

Accessing the **Restore Options** dialog box while starting a normal restore enables the **Logtail backup before restoring Microsoft SQL Server 2005 database** checkbox. This enabled a backup of the active portion of transaction log in the **Restore** properties.

After a full backup and then a normal restore of a database, a second normal restore of the same database may occur differently than implied in by the program message. This depends on whether the **Restore Options** dialog box is accessed and the logtail checkboxes are enabled before starting the second normal restore.

In piecemeal restore, the "Mark the file group to display" list shows a file group that has not yet been backed up (LGTpa80484)

For piecemeal file group status in an online database, the NetWorker Module for SQL Server User program must query the SQL Server for filigreed information. The program lists new file groups as available for restore, even though the SQL Server will not distinguish whether the file group has or has not been backed up. A user may attempt to restore a file group that is not actually available for the restore process.

NMSQL software allows a restore of a file group of a nonexisting database (LGTpa26982)

The NetWorker Module for SQL Server enables a restore of a file group for a nonexistent database. As a result, the database is in a load state.

To work around this issue, restore a full backup of the database.

NetWorker User for SQL Server program fails to recover a database with the same name (LGTpa28750)

The NetWorker User for SQL Server program fails to recover an incompatible database with the same name.

To work around this issue, overwrite the existing database by doing one of the following:

- ◆ Specify the **-f** option with **nsrsqlrc** command.
- ◆ Use the following procedure in the NetWorker User for SQL program:
 1. In the **Restore** window, right-click the database name, and select **Properties**.

2. In the **Properties** dialog box, select the **Files** tab.
3. Select the **Overwrite the Existing Database** attribute, and click **OK**.

The -C option is supported only with database restores (LGTpa33175)

The `nrsqlrc` command introduced support for the `-C` option to pass the file relocation configuration when restoring databases. The NMSQL software does not prevent passing a file group or filename with this option. However, the restore fails as a result.

To work around this issue, use the `-C` option only with database restores.

The -\$ option for the nrsqlc command was undocumented (LGTpa95601)

Command Option

`-$`

Description

Specifies a named SQL Server instance as the source of the copy restore. The syntax is:

`-$ MSSQL$instance_name:`

where:

`-$` specifies to use a named instance instead of the default instance as the source for the copy restore.

`$instance_name` is the name of the instance to use.

The following example copies the database Sales from the SQL Server prod-sql, instance Venus, to the SQL Server test-sql, instance Mars.

```
nrsqlrc -s nw_server.company.com
```

```
  -c prod-sql. company.com
```

```
  -d MSSQL$MARS:
```

```
  -$ MSSQL$VENUS:
```

```
  -d "MSSQL$MARS:Sales"
```

```
  -C " 'Sales'='D:\Program Files\Microsoft SQL  
Server\MSSQL.1\MSSQL\Data\Sales.mdf',
```

```
    'Sales_log'='D:\Program Files\Microsoft SQL  
Server\MSSQL.1\MSSQL\Data\Sales_log.ldf'"
```

```
-t "Fri Dec 01 08:01:19 2006"
```

```
"MSSQL$VENUS:Sales"
```

In the preceding example, **-\$ MSSQL\$VENUS:** specifies the SQL Server instance that is the source for the copy restore.

If the **-\$** switch is used and no instance is named, for example **-\$ MSSQL:**, or the **-\$** switch is omitted completely, then the default instance is used when the command is run.

Users will not be able to see the status of SQL recoveries from Sessions window in NetWorker Management Console (LGTsc07612)

NetWorker Module for Microsoft SQL 5.1 does not support **nsrjobd** integration. Recovery progress can be tracked by any of the following:

- ◆ Looking at the Recover window on the client machine;
- ◆ Reviewing the **nsrxchrc.log** file located in **\program files\leagato\nsr\applogs** on the client;
- ◆ Reviewing **nsrwatch** on the NetWorker server.

NMSQL backup to Symmetrix device groups may fail intermittently (LGTsc15636)

SymmConnect Workflow backup may fail intermittently, and the "Xlate Object discover extents failed" error message is displayed. There may be several reasons why this may occur; one possible cause could be when backup is performed after a Symmetrix device group has been removed, and then recreated after performing **symdiscover**.

Workaround

When the failure occurs, retry backup several times. The backup usually succeeds after three or four retries. Or, after a SymAPI database has been moved, purge the SymAPI database before performing a backup.

Limitations with installation

SQL silent uninstall pops up dialog for ia64 and x64 platforms (LGTsc00539)

The NetWorker Software Distribution feature is only available on 32-bit platforms. Upgrading from NetWorker Module for SQL Server 5.0 to version 5.1 is not available on x64 and ia64 platforms with this

feature. Use the NetWorker Module installation program to upgrade on these platforms.

Limitations with the NetWorker Module and the Configuration Wizard

Cannot use the Configuration Wizard to add SQL 2000 clients on x64 platforms (LGTsc05847)

The Configuration Wizard does not correctly identify SQL Server 2000 clients running on x64 platforms.

To work around this issue, manually configure SQL Server 2000 clients running on x64 platforms.

NetWorker Module GUI and command line code do not run on Windows 2000 platforms (LGTsc08807)

The NetWorker Module for SQL 5.1 GUI and command line code will not run on Windows 2000 platforms. The following error message may be displayed:

```
The procedure entry point ISWow64Process could not be
located in the dynamic link library KERNEL32.dll
```

To resolve this issue, download and install the quick fix kit for LGTsc08807, NMSQL 5.1.0, build 193. Knowledge Base article esg90349 on the EMC Powerlink website provides more information and the download location.

NetWorker software issues

This section addresses issues that originate with the NetWorker software.

NetWorker Server software must be upgraded from 7.3.x to 7.3.3 to run with NetWorker Module for SQL 5.1 (LGTsc07813)

The "NetWorker software" requirements on pages 17-18 of the *EMC NetWorker Module for Microsoft SQL Server Release 5.1 Installation Guide* have changed. There are additional requirements for using NetWorker Module for SQL 5.1 with NetWorker Server for Windows version 7.3, 7.3.1, or 7.3.2. All other requirements in that section are current.

If NetWorker Module for SQL 5.1.1 is used with NetWorker Server for Windows version 7.3, 7.3.1, or 7.3.2, a group containing a NetWorker Module for SQL 5.1 client will crash.

To resolve this issue, upgrade the NetWorker Server software to software release 7.3.3, and then download and install the hotfix LGTsc07813 created for NetWorker Server for Windows version 7.3.3. Knowledge Base article esg90455 on the EMC Powerlink website provides more information and the download location.

Limitations in the NetWorker User for SQL Server program

This section describes limitations in the NetWorker User for SQL Server program.

Extra debug message is displayed (LGTpa85016)

The following error messages are displayed in the message window during backup of a cluster virtual server and backup of a default (as opposed to a named) SQL instance:

```
Skip building the named instance directory for clusters.
```

```
Skip building named instance directory because there are no named instances installed or running on this machine.
```

These are informational debug messages and should not appear in this window. They are not errors.

NetWorker Module for SQL Server User program does not report the correct database size (LGTsc07953)

The NetWorker Module interface does not correctly report the size of the SQL Server database. To ensure that space requirements are correct, view the database properties with the SQL Management interface.

This is not a functional issue. No operations are impaired and no data is lost.

Database files do not appear for file groups containing a slash (LGTpa29751 and LGTpa29889)

Database files do not appear in the NetWorker User for SQL Server program's **Backup** or **Restore** window for file groups whose name contains a slash (/) character.

To work around this issue, use the `nsrsqlsv` and `nsrsqlrc` commands to back up or restore files in file groups that have a slash character in their name.

NetWorker User for SQL Server program accepts inaccessible drives (LGTpa32182)

The NetWorker User for SQL Server program accepts inaccessible drives in the **Standby Undo File** and **Specify the File Destination** dialog boxes. If you do not have write permission for a network share that is mounted on a local drive:

1. Enter the path for that drive in the **Destination Location** text box of the **Standby Undo File**.
2. Specify the **File Destination** dialog boxes (even though the drive does not appear in the dialog box list).
3. Locate the necessary files on this drive.

Note: An attempt to restore the files from this drive fails.

To work around this issue, do *not* locate files to network shares for which you do not have write permission.

Limitations on internationalization

This section describes limitations on internationalization.

NMSQL software does not provide cross-language support

Cross-language support is defined as any operation that involves SQL objects whose names are in languages that are different from the host system's default user language. Starting with release 3.1.1, the this NetWorker Module software does *not* support any cross-language environments or configurations.

Timestamp support

This module software supports only timestamps in this format:

```
-t "Thu Jan 30 10:30:59 2006"
```

String input limitations

Non-Latin characters are allowed for attributes in the NetWorker User for SQL Server program and for any value specified for a command option.

Windows and Microsoft SQL Server impose limits on the size of resource strings. For example, Microsoft SQL Server allows up to 128 characters in the name of a SQL object.

The NetWorker software also imposes a 128-byte limit on string length. A Latin alphabet string of 128 characters is composed of 128 bytes because Latin letters can be represented by a single byte. Chinese, however, requires three bytes to represent a single character. To fit into 128 bytes, a Chinese string cannot exceed 42 characters. Some European languages, like German, require two bytes to represent a single character. To fit into 128 bytes, a German string cannot exceed 64 characters.

Table 7 lists the limits on the string size of command options for the NetWorker Module software commands **nsrsqlsv** and **nsrsqlrc**.

Table 7 Command option string size limits (page 1 of 2)

Commands and options	Command	String-size limit
Instance name	nsrsqlsv or nsrsqlrc	16 bytes
Database name	nsrsqlsv or nsrsqlrc	128 bytes
Database filegroup name	nsrsqlsv or nsrsqlrc	128 bytes
Database filename	nsrsqlsv or nsrsqlrc	128 bytes
Directory paths (relocation lists for -C and -S)	nsrsqlrc	260 bytes
-P (password)	nsrsqlsv or nsrsqlrc	128 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems
-U (username)	nsrsqlsv or nsrsqlrc	128 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems
\$ (instance name)	nsrsqlsv or nsrsqlrc	16 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems
-C (file configuration, relocation list)	nsrsqlrc	260 bytes, limited by Windows on English language systems and by NetWorker software on non-English language systems
-d (copy operation)	nsrsqlrc	128 bytes, limited by Windows on English language systems and by NetWorker software on non-English language systems

Table 7 Command option string size limits (page 2 of 2)

Commands and options	Command	String-size limit
-M (log mark name)	nsrsqlrc	32 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems
-R (partial filegroup list)	nsrsqlrc	128 bytes, limited by Windows on English language systems and by NetWorker software on non-English language systems
-S (standby file)	nsrsqlrc	260 bytes, limited by SQL Server on English language systems and by NetWorker software on non-English language systems

NetWorker server resources, such as Device, Pool, and Group resources, can be configured by using non-Latin characters, since they are created by the NetWorker Administrator program and are transparent to the NetWorker Module software.

Mid-level user accounts to enable copy restore

In order to select other client machines as the source of a copy restore, the destination machine and an appropriate user account or group must be specified in the list of NetWorker administrators on the NetWorker Server.

To avoid placing numerous backup operators in the administrators list, which grants them all privileges, you can do the following:

1. In the NetWorker Administrator program, create a User Group with a name of your choosing and in the Comment field describe it as "Enable copy restore with NMSQL."
2. Add a user to the new group as *user_account@fully qualified domain name*. The hostname and the domain name together make up the fully qualified domain name.
3. Select all privileges, except "Change security settings" and "Configure NetWorker." All other settings are required once the "Remote access all clients" privilege is specified.

This allows user_account, and only user_account, to copy restore to the fully qualified domain name (FQDN), and only to FQDN. Other users and/or machines can be added as needed.

For more information about managing NetWorker server access, refer to the *EMC NetWorker Administration Guide* and online help.

Technical notes

There are no technical notes to report for this release. All installation, configuration, and product information is provided in the EMC NetWorker Module for Microsoft SQL Server documentation.

Documentation

For information on installing and using the NetWorker Module software, refer to these additional EMC NetWorker Module for Microsoft SQL Server, release 5.1 documentation sources:

- ◆ Installation Guide
- ◆ Administrator's Guide
- ◆ NetWorker User for SQL Server online help

These EMC NetWorker 7.x, Microsoft Windows Version resources are specific to the NetWorker server version, and are also available:

- ◆ Administrator's Guide
- ◆ Installation Guide
- ◆ Release Supplement

Other EMC NetWorker resources that provide helpful information include:

- ◆ Command Reference Guide
- ◆ Error Message Guide
- ◆ Disaster Recovery Guide
- ◆ PowerSnap Module Installation and Administrator's Guide (for the appropriate PowerSnap Module)
- ◆ Technical Bulletin 393: Using NetWorker Module for Microsoft SQL Server to Back Up and Restore Microsoft SharePoint Product Databases

The complete set of EMC documentation is provided in PDF form on the Documentation Suite CD-ROM shipped with the EMC software. The most up-to-date documentation is available at *www.software.support.EMC.com*.

Troubleshooting and getting help

EMC support, product, and licensing information can be obtained as follows.

Product information — For documentation, release notes, software updates, or for information about EMC products, licensing, and service, go to the EMC Powerlink™ website (registration required) at:

<http://Powerlink.EMC.com>

Technical support — For technical support, go to EMC Customer Service on Powerlink. To open a service request through Powerlink, you must have a valid support agreement. Please contact your EMC sales representative for details about obtaining a valid support agreement or to answer any questions about your account.

Copyright © 2008 EMC Corporation. All rights reserved.

EMC believes the information in this publication is accurate as of its publication date. The information is subject to change without notice.

THE INFORMATION IN THIS PUBLICATION IS PROVIDED "AS IS." EMC CORPORATION MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO THE INFORMATION IN THIS PUBLICATION, AND SPECIFICALLY DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Use, copying, and distribution of any EMC software described in this publication requires an applicable software license.

For the most up-to-date listing of EMC product names, see EMC Corporation Trademarks on EMC.com. All other trademarks used herein are the property of their respective owners.