



RELEASE NOTES

EMC[®] NetWorker[®] Module for MEDITECH

Release 2.0

Release Notes

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These release notes contain supplemental information about EMC NetWorker Module for MEDITECH, release 2.0. Topics include:

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Revision history

The following table presents the revision history of this document.

Revision	Date	Description
A01	March 31, 2008	Final release of the product.
A02	April 23, 2008	NetWorker staging and cloning is fully supported with this module. Adding LGTsc15450 to "Fixed problems" on page 3. Updated "Unsupported NetWorker functionality for the MEDITECH module" on page 4.

Product description

The EMC[®] NetWorker[®] Module for MEDITECH is used in conjunction with NetWorker to schedule, create, and manage either local or remote replicas of MEDITECH data segments. NetWorker can be fully integrated with the MEDITECH application to enable the system administrator to perform normal scheduled NetWorker backups and also to create disaster recovery replicas of the data without interrupting the application.

New features and changes

With this module, the following can be done:

- ◆ Create local or remote replicas
- ◆ View backup and restore process information
- ◆ Recover to the main host from any generation of the data

The NetWorker Module for MEDITECH supports MEDITECH installations with EMC CLARiiON[®] and EMC Symmetrix[®] storage systems. Because the backup and mirroring processes have been moved to the backup server and the SAN, the resource demands of full database copying, complete resynchronizations, and multiple sequential writes have been lifted from the MEDITECH servers.

Fixed problems

Table 1 on page 3 lists bugs that have been fixed in the NetWorker Module for MEDITECH 2.0 release.

Note: The most up-to-date product issues for NMMedi are detailed online in the EMC Issue Tracker available on the Powerlink website: <http://Powerlink.EMC.com>.

Table 1 Fixed in NetWorker Module for MEDITECH 2.0

Issue Number for Customer Service	Problem Summary
LGTsc07631	ISB Backups to StorageNode fails.
LGTsc00391	NMM IDR sessions are not alternating between the SanCopy sessions.
LGTsc06749	NMMEDI unable to fracture large number of MAGIC segments.
LGTpa92854	Improve error handling in ISB Initiate operations.
LGTsc04817	Fracture all MEDITECH hosts in parallel .
LGTsc00643	Reduce the time NMMEDI takes to start IDR sessions.
LGTpa90074	Designate LUN(s) for IDR enabled Coherency Group.
LGTpa90077	Allow other method of editing Coherency Group.
LGTsc00815	Convert all the host names to use fully qualified names.
LGTpa86851	Recover LUN not marked if selected from Version Dialogue.
LGTsc01650	Add Fast "finalize" option for IDR with storage array.
LGTpa90703	Only current available IDR versions should be browseable.
LGTpa89723	Docs: IDR backups require NetWorker admin privileges.
LGTpa90293	Docs: Add IDR Restore item to online help.
LGTsc08673	Docs: ss info in the Online help incorrect, backup failed.
LGTsc09740	Docs: Set proper privileges in NMC for user "system".
LGTsc15450	Docs: NetWorker staging and cloning is fully supported.

Unsupported NetWorker functionality for the MEDITECH module

The following are the functionalities that are not supported in the NetWorker Module for MEDITECH.

- ◆ Archiving
- ◆ Encryption
- ◆ VSS based backup
- ◆ Powersnap
- ◆ VMWARE for MEDITECH OSAL and CS environment
- ◆ Storage arrays other than EMC CLARiiON and EMC Symmetrix.
- ◆ De-duplication
- ◆ I18N/L10N
- ◆ SnapImage

Environment and system requirements

The NetWorker Module for MEDITECH client communicates with MEDITECH hosts and EMC CLARiiON and EMC Symmetrix systems from a proxy host. Make sure that the following requirements are met before installing the module.

MEDITECH requirements

The NetWorker Module supports the following MEDITECH versions:

- ◆ For MAGIC OSAL P7.1 users, the MAGIC utility subrevisions P7.1.53 and later are required.
- ◆ For MAGIC OSAL P8.1 users, the MAGIC utility subrevisions P8.1.11 and later are required.
- ◆ MAGIC OSAL P9.0 users, the MAGIC utility subrevisions P9.0.30 and later are required.
- ◆ For MEDITECH CS users, version 5.4 or later is required with MEDITECH ISB Utilities, version 3.0.

To view version information, open the MAGIC Console and select **System Management > System Information**. Revision information is in the **OSREV** field.

Operating system requirements

The NetWorker Module supports the following Microsoft Windows operating system:

- ◆ Windows Server 2003 (X86), Standard or Enterprise Editions, English.
- ◆ Windows Server 2003 R2 (x86), Standard or Enterprise Editions, English.

Proxy host software requirements for communication with EMC CLARiiON

Communication between the EMC CLARiiON system and the proxy host should be enabled on the SAN and the following software must be installed on the proxy host before the NetWorker Module for MEDITECH is installed.

- ◆ Windows Server 2003 (X86), Standard or Enterprise Editions, English.
- ◆ Windows Server 2003 R2 (x86), Standard or Enterprise Editions, English.

- ◆ CLARiiON supported HBA Fibre Channel Host Adapter (Storport Miniport Driver).
- ◆ The following EMC software must be installed. The versions of each must be compatible atleast with FLARE® 19. Refer to your *EMC Information Protection Software Compatibility Guide* for system requirements and supported software versions.
 - EMC PowerPath®, version 4.5 or later
 - EMC Solutions Enabler, version 6.4.2 or later
 - EMC FLARE® 19, 22, 24, 26
 - EMC SnapView Clone software for ISB operations
 - EMC SANCopy for IDR operations
 - EMC Navisphere® Host Agent
 - Navisphere CLI
- ◆ Java Virtual Machine (JVM) 1.4 or later. Once the JVM is installed, append the system environment variable to reference the JVM path.

Note: This is required to run Navi CLIs. The version of Navisphere running will determine the necessary JVM.

- ◆ Windows .NET 2.0 Framework. If the .NET Framework is not present, the NetWorker Module installation will download and install it automatically.
- ◆ FLARE 19 on EMC CLARiiON models that support SAN Copy™ sessions.
- ◆ NetWorker client software, release 7.3.3 or later or release 7.4 or later.
- ◆ The following is configured through Navisphere Manager:
 - The clone LUNs are mounted on the proxy host. The proxy host will not perform a discovery to identify the LUNs.
 - A storage group is created that includes all of the clone LUNs.
 - SAN Copy sessions are created for all clone LUNs that require IDR backups.

Proxy host software requirements for communication with Symmetrix

Communication between the Symmetrix system and the proxy host should be enabled on the SAN and the following software must be installed on the proxy host before the NetWorker Module for MEDITECH is installed.

- ◆ Windows Server 2003 (X86), Standard or Enterprise Editions, English.
- ◆ Windows Server 2003 R2 (x86), Standard or Enterprise Editions, English.
- ◆ The following EMC software must be installed. Refer to your *EMC Information Protection Software Compatibility Guide* for system requirements and supported software versions.
 - EMC PowerPath[®], version 4.5 or later
 - EMC Solutions Enabler, version 6.4.2 or later
 - EMC TimeFinder[®]/Mirror for ISB operations
 - EMC SRDF[®]/DM Synchronous for IDR operations
- ◆ NetWorker client software, release 7.3.3 or later or release 7.4 or later.
- ◆ Windows .NET 2.0 Framework. If the .NET Framework is not present, the NetWorker Module installation will download and install it automatically.

Known problems and limitations

The following are known problems in this NetWorker Module for MEDITECH release:

Winworkr or Recover CLI shows only a few segments (LGTsc12512)

When we browse through the backup of MEDITECH host, it displays only a few segments and not all the segments that are backed up.

Backup fails when one of the segment is in Edit mode (LGTsc11943)

When more than one segment is created in the MAGIC host and when data is edited in one segment and the rest of the segments are backed up, the backup fails for all of the segments.

Recover LUN is not marked if selected from Versions window (LGTpa86851)

If a LUN is selected for recovery using the **Versions** window, the Recover view does not show it as selected, though it is displayed in the recover pane as selected. There are two ways to mark an object for recovery:

Using the browse time feature:

1. Change the browse time to display the desired backup.
2. Select the object in the list view.
3. The object is added to the **Recover** job list.

Using the **Versions** dialog box:

1. Right-click on an object in the list view and display the **Versions** dialog.
2. Mark the desired version to recover.
3. The object is added to the Recover job list.

When the first method is used, the object displayed in the list view has the same save time as the object in the Recover job list. However in the second method, it is possible to select an object that has a different save time than the object in the list view.

Error during CLARiiON discover (LGTsc11121)

Click Discover, a exception is thrown and Discover fails. This happens occasionally.

Backup fails for multiple savesets (LGTsc12551)

This feature is designed only to backup one saveset at a time. Run a separate backup for each save set.

Discover for array list fails in EMC Symmetrix and EMC CLARiiON (LGTsc12310 and LGTsc12714)

When consecutive discover and cancel operations are executed, the array list is not discovered. The time depends on the speed of the array response. The Cancel operation should only be used to exit the dialog box or application.

Metadata saveset doesn't accept group selection of pool for backup (LGTsc13854)

When scheduled backup is executed, metadata saveset backup goes to the default pool and not the user created pool.

Workaround:

- ◆ For scheduled backup, create an environment variable `NSR_DATA_VOLUME_POOL` and set it for the selected media pool. Restart the system and alternatively through the command line backup, pass `-b media pool name` along with other command options.
- ◆ For scheduled backup, use the command:

```
nsrmedisv.exe -b <pool name>
```

Backup of segments created on MEDITECH host (LGTsc09055)

When four segments are created in the MEDITECH host and the ISB backup is executed, only three sessions are backing up. Backup of the fourth session starts only after the first three sessions are backed up.

Workaround: Set the parallelism more than the number of segments created. (Example: If four segments are created, set the parallelism above 6).

Do not add "/" at the end of the saveset (LGTsc14599)

Backup fails when there is an extra "/" at the end of the saveset.

Workaround: Ensure no extra space or "/" is given at the end of the saveset.

NMC GUI doesn't report the MEDITECH backups correctly (LGTsc09237)

When testing the NetWorker Module for MEDITECH backups, NMC always displays waiting to run while the backups are generated.

Deleting the NetWorker Module for MEDITECH savesets manually (LGTsc15343)

`Nsrmedirc -zv` prints all the information about ISB and IDR backups. If the user has relabeled any of the device containing ISB backups, then `nsrmedirc -zv` will not be able to find the saveset information for those backups and displays an error "save set information not found for the given save time". `Nsrmedirc -zv` will then display the remainder of the records.

Backup fails after upgrade from a lower version to a higher version of NetWorker Module for MEDITECH (LGTsc15460)

After upgrading from NetWorker Module for MEDITECH version 1.0.1 to 2.0, invoke the NetWorker Module for MEDITECH GUI before starting backups.

Backups fail when hostname is more than 15 characters in length (LGTsc15791)

The NetWorker Module backup fails when fully qualified host names are longer than 15 characters.

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 documentation.

Documentation

Please refer to the following documentation for NetWorker and NetWorker Module for MEDITECH information:

- ◆ *EMC NetWorker Module for MEDITECH Release 2.0 Administration Guide*
- ◆ *EMC NetWorker Module for MEDITECH Release 2.0 Installation Guide*
- ◆ *EMC NetWorker Release 7.3.3 Installation Guide or later versions*
- ◆ *EMC NetWorker Release 7.3.3 Administration Guide or later versions*

Software media, organization, and files

The *EMC NetWorker Module for MEDITECH 2.0 Installation Guide* provides more details.

Installation

The *EMC NetWorker Module for MEDITECH 2.0 Installation Guide* provides detailed installation information.

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.

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