Dell(TM) PowerVault(TM) 77xN Network Attached Storage (NAS) System Release Notes for Operating System Versions 3.4.8.x and 4.4.8.x

This document contains information updating your DellTM PowerVaultTM 77xN NAS System *Administrator's Guide* and any other technical documentation included with this product. It includes the following information:

- * Managing UPS Services Through the NAS Manager
- * 1 TB Limit When Upgrading to Dynamic Disk
- * Shadow Copy Percent Used in NAS Manager
- * Enabling Automatic Update
- * RAID Controller Boot Order
- * Expanding Arrays Beyond 30 Disks
- * Size Requirement for Array Disks in a Virtual Disk
- * Unknown Volume Status in RAID 5 Arrays
- * Deleting Expanded Volumes
- * Creating NetWare Volumes
- *Viewing NetWare System Properties

*Limitation of Cluster support for optional Storage Manager software

Managing UPS Services Through the NAS Manager

Problem:

When I tried to start/stop the UPS management service, the system generated a 413E010D UPS CONFIGURATION error message on the NAS Manager **Status** page and required the system to be rebooted to clear.

Solution:

When managing a UPS attached to the NAS system through the NAS Manager, always use the **Maintenance--> UPS** link to configure and start the UPS management service. Using any other link to start/stop the UPS services may generate an error.

1 TB Limit When Upgrading to Dynamic Disk

Problem:

When I try to convert any disk over 1 TB to dynamic using Disk Management (LDM), an error message states that the operation did not complete and to check the system event log for more information. However, no error appears in the event log

Cause:

Disk Management currently does not allow you to upgrade disks larger than 1 TB to dynamic disks.

Solution:

A Knowledge Base article that discusses this issue and gives information on how to obtain a fix. Search for Knowledge Base article 826823 on **www.micorsoft.com** for more information. Also, you can use the DISKPART utility to convert disks larger than 1 TB to dynamic.

Shadow Copy Percent Used in NAS Manager

Problem:

In the column for percent used on the Shadow Copies page, the percentage of space appears to be inaccurate.

Solution:

To see how much space Shadow Copies are using, select a volume, and then select **Properties**. This page displays the space used by Shadow Copies on that volume.

Enabling Automatic Update

Problem:

Automatic Update is not working.

Cause:

Automatic Update is disabled by default on your NAS system.

Solution:

Enable Automatic Update by performing the following steps:

- 1. Click **Remote Desktop** under the **Maintenance** tab in the NAS Manager.
- 2. Log into the NAS system as an administrator.
- 3. On the NAS system desktop, right-click **My Appliance**, and then click **Properties**.
- 4. Click the Automatic Updates tab to configure Automatic Update.

RAID Controller Boot Order

Problem:

After reinstalling the operating system image, the NAS system uses my PowerEdgeÔ Expandable RAID Controller (PERC) x/DC or PERC 3/DC RAID controller, rather than my internal RAID controller.

Cause:

The boot device order in the System Setup program was manually modified to make the PERC RAID controller the first boot option, and the PERC RAID controller BIOS is enabled.

Solution:

Do not put the PERC RAID controller as the first boot option and do not enable the PERC RAID controller BIOS. Enter the System Setup Program and set the boot order to the defaults by pressing CTRL-F. See your 775N *User Guide* for more information on using the System Setup program. To disable the BIOS of the PERC RAID controller, use the RAID controller's BIOS Configuration Utility. See your PERC documentation for more information

Problem:

When using the NAS Manager **Volumes** page to expand a virtual disk that contains 30 or more array disks, an error message reports that the RAID controller is not supported and that the disk is currently reconstructing.

Cause:

The Volumes page does not support expansion of a virtual disk that contains 30 or more array disks.

Solution:

Do not use the **Volumes** page to expand a virtual disk that contains 30 or more array disks. You can use Dell OpenManageTM Array Manager to expand the virtual disk to a maximum of 32 array disks. The actual number of disks depends on the RAID controller.

Size Requirement for Array Disks in a Virtual Disk

Problem:

When trying to expand a virtual disk with a disk that is too small, the NAS Manager **Volumes** page reports that the virtual disk is currently reconstructing.

Cause:

The **Volumes** page does not allow expansion using a disk that does not have the necessary capacity to join a particular array. However, instead of reporting an error, it will erroneously report a success message.

Solution:

Use an array disk that is at least the size of the smallest array disk in the virtual disk.

Unknown Volume Status in RAID 5 Arrays

When creating a RAID 5 array on a 775N system, the NAS Manager **Volumes** reports the status of the volume as **Unknown**.

Cause:

The disk is being resynched. The **Volumes** page displays the state as **Unknown** until the disk is fully resynched

Solution:

Wait until the volume operation is complete to ensure failure redundancy. Although the disk is available for use right after creation, it does not become redundant until the volume is fully resynched.

Deleting Expanded Volumes

Problem:

The NAS Manager Volumes page won't let me delete a volume that has been expanded.

Cause:

The NAS Manager is working as designed. The operating system views an expanded volume as a separate volume, and therefore the **Volumes** page does not allow you to delete a virtual disk that contains several volumes.

Solution:

Use the Microsoft® Windows® Logical Disk Manager (Disk Management) to delete volumes and, if desired, use Array Manager to delete the virtual disk.

Creating Netware Volumes

Problem:

The Administrator's Guide does not state how to create Netware Volumes on the Microsoft Windows Storage Server 2003 operating system.

Solution:

- 1. From a Remote Desktop session, click **Start → Programs → Administrative Tools.**
- 2. Run Server Manager under Administrative Tools.
- 3. Click the **FPNW** menu, and then click **Shared Volumes**.
- 4. Click **Create Volume**.
- 5. In the Create Volume window, specify the Volume Name and Path to share.
- 6. Click **OK** (The volume has already been created).
- 7. Click Close.

Viewing Netware System Properties

Problem:

The Administrator's Guide does not state how to view Netware system properties Microsoft Windows Storage Server 2003 operating system.

Solution:

- 1. From a Remote Desktop session, click Start → Programs → Administrative Tools.
- 2. Run Server Manager under Administrative Tools.
- 3. Click the **FPNW** menu, and then click **Properties**.

Limitation of Cluster support for optional Storage Manager software

Storage Manager software is not supported on clustered DellTM PowerVaultTM NAS systems.

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