

NetWorker[®] Module for MEDITECH
Release 2.0 Service Pack 1**Release Notes**P/N 300-007-794
Rev A02

October 13, 2008

These release notes contain supplemental information about EMC NetWorker Module for MEDITECH Release 2.0 Service Pack 1. Topics include:

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Revision history

Table 1 on page 2 presents the revision history of this document.

Table 1 **Revision history**

Revision	Date	Description
A01	September 26, 2008	Final release of the product. LGTsc20711, LGTsc20710, LGTsc20797, LGTsc20804, LGTsc20844, and LGTsc20992 are added to "Known problems and limitations" on page 7 .
A02	October 13, 2008	The following section has been updated for the 2.0 Service Pack 1 release : "New features and changes" on page 2

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
- ◆ Support for the resource vulnerability fix (LGTsc19158)

NetWorker Module for MEDITECH Release 2.0 Service Pack 1 includes a fix for a resource exhaustion vulnerability in the NetWorker nsrexecd.exe process. The vulnerability might be exposed through the usage of a crafted request through a TCP connection to the nsrexecd process, which then consumes all available system memory, resulting in a denial of service. The vulnerability has been eliminated by ensuring that the length of the RPC request is validated. This issue does not affect the integrity or confidentiality of the data.

EMC strongly recommends downloading NetWorker Module for MEDITECH Release 7.4 Service Pack 1, available through Powerlink[®] at Home > Support > Software Downloads and Licensing > Downloads J-O > NetWorker Module.

More details on the security vulnerability can be found in the knowledge base article esg99768, available at <http://Powerlink.EMC.com>.

The NetWorker Module for MEDITECH supports MEDITECH installations with CLARiiON® and 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

This section provides details on fixed bugs for the NetWorker Module for MEDITECH releases:

- ◆ [“Fixed bugs in release 2.0” on page 3](#)
- ◆ [“Fixed bugs in release 2.0 Service Pack 1” on page 4](#)

Fixed bugs in release 2.0

[Table 2 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 2 Fixed in NetWorker Module for MEDITECH Release 2.0

Issue number for Customer Service	Issue number for Issue tracker	Problem summary
LGTsc07631	07631nmmedi	ISB Backups to Storage Node fails.
LGTsc00391	00391nmmedi	NMMEDI IDR sessions are not alternating between the SanCopy sessions.
LGTsc06749	06749nmmedi	NMMEDI unable to fracture large number of MAGIC segments.
LGTpa92854	92854nmmedi	Improve error handling in ISB Initiate operations.
LGTsc04817	04817nmmedi	Fracture all MEDITECH hosts in parallel.
LGTsc00643	00643nmmedi	Reduce the time NMMEDI takes to start IDR sessions.
LGTpa90074	90074nmmedi	Designate LUN(s) for IDR enabled Coherency Group.
LGTpa90077	90077nmmedi	Allow other method of editing Coherency Group.
LGTsc00815	00815nmmedi	Convert all the host names to use fully qualified names.
LGTsc01650	01650nmmedi	Add Fast “finalize” option for IDR with storage array.
LGTpa90703	90703nmmedi	Only current available IDR versions should be browseable.
LGTpa89723	89723nmmedi	Docs: IDR backups require NetWorker admin privileges.
LGTpa90293	90293nmmedi	Docs: Add IDR Restore item to online help.

Table 2 Fixed in NetWorker Module for MEDITECH Release 2.0

Issue number for Customer Service	Issue number for Issue tracker	Problem summary
LGTsc08673	08673nmmedi	Docs: ss info in the Online help incorrect, backup failed.
LGTsc09740	09740nmmedi	Docs: Set proper privileges in NMC for user "system".
LGTsc15450	15450nmmedi	Docs: NetWorker staging and cloning is fully supported.

Fixed bugs in release 2.0 Service Pack 1

[Table 3 on page 4](#) lists bugs that have been fixed in the NetWorker Module for MEDITECH 2.0 Service Pack 1 release.

EMC strongly recommends downloading NetWorker Module for MEDITECH Release 2.0 Service Pack 1, available through Powerlink[®] at Home > Support > Software Downloads and Licensing > Downloads J-O > NetWorker Module.

Table 3 Fixed in NetWorker Module for MEDITECH Release 2.0 Service Pack 1

Issue number for Customer Service	Issue number for Issue tracker	Problem summary
LGTsc15791	15791nmmedi	NMMEDI backup failed when FQDN is greater than 16 characters.
LGTsc12965	12965nmmedi_c	nsrmedirc -zv crashes before completing the output and the output is generated in stderr instead of stdout .
LGTsc16735	16735nmmedi_c	nsrmedisv.exe not getting information from CLARiiON for the next IDR session.
LGTsc16731	16731nmmedi_c	nsrmedirc -s milreg-networkr -z -y 5 does not list ISB save sets.

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 CLARiiON and Symmetrix.
- ◆ De-duplication
- ◆ I18N/L10N
- ◆ SnapImage[™]

Environment and system requirements

The NetWorker Module for MEDITECH client communicates with MEDITECH hosts and CLARiiON and 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 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:
 - PowerPath[®], version 4.5 or later
 - Solutions Enabler, version 6.4.2 or later
 - FLARE[®] 19, 22, 24, 26
 - SnapView[™] Clone software for ISB operations
 - SAN Copy for IDR operations
 - 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:
 - PowerPath[®], version 4.5 or later
 - Solutions Enabler, version 6.4.2 or later
 - TimeFinder[®]/Mirror for ISB operations
 - 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

Table 4 on page 7 lists the known limitations and workarounds for NetWorker Module for MEDITECH 2.0 Service Pack 1:

- ◆ When you contact Customer Service about an issue, use the issue number listed for Customer Service.
- ◆ When you search for an issue in Powerlink[®], use the issue number listed for Issue Tracker.

Note: The most up-to-date product issues for NetWorker Module for MEDITECH release 2.0 SP1 are detailed online in the EMC Issue Tracker available on the Powerlink website: <http://Powerlink.EMC.com>.

Table 4 Known problems and limitations (page 1 of 3)

Issue number for Customer Service	Issue number for Issue Tracker	Product feature	Problem summary	Workaround
LGTsc12512	12512nmmedi	Backup	Winworker or Recover CLI shows only a few segments. When we browse through the backup of MEDITECH host, it displays only a few segments and not all the segments that are backed up.	Use NMMEDI GUI.
LGTsc11943	11943nmmedi	Backup	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.	Exit from Edit mode and run the backup.
LGTpa86851	86851nmmedi	Backup	Recover LUN is not marked if selected from Versions window. 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 1. Right-click on an object in the list view and display the Versions dialog box. 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.

Table 4 Known problems and limitations (page 2 of 3)

Issue number for Customer Service	Issue number for Issue Tracker	Product feature	Problem summary	Workaround
LGTsc11121	11121nmmedi	Backup	Error during CLARiiON discover. Click Discover , an exception is thrown and Discover fails.	This happens occasionally.
LGTsc12551	12551nmmedi	Backup	Backup fails for multiple savesets.	This feature is designed only to backup one saveset at a time. Run a separate backup for each save set.
LGTsc12310 and LGTsc12714	12310nmmedi and 12741nmmedi	Backup	Discover for array list fails in Symmetrix and CLARiiON.	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.
LGTsc09055	09055nmmedi	Backup	Backup of segments created on MEDITECH host. 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.	Set the parallelism more than the number of segments created. (Example: If four segments are created, set the parallelism above 6).
LGTsc14599	14599nmmedi	Backup	Backup fails when there is an extra "/" at the end of the saveset.	Ensure no extra space or "/" is given at the end of the saveset.
LGTsc09237	09237nmmedi	Backup	NMC GUI does not report the MEDITECH backups correctly. When testing the NetWorker Module for MEDITECH backups, NMC always displays waiting to run while the backups are generated.	Validate the status from the command line or logs.
LGTsc15343	15343nmmedi	Backup	Deleting the NetWorker Module for MEDITECH savesets manually. Nsrmedirc -zv prints all the information about ISB and IDR backups.	Do not delete the metadata saveset manually. 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 reminder of the records.
LGTsc15460	15460nmmedi	Backup	Backup fails after upgrade from a lower version to a higher version of NetWorker Module for MEDITECH.	After upgrading from NetWorker Module for MEDITECH version 1.0.1 to 2.0, invoke the NetWorker Module for MEDITECH GUI before starting backups.

Table 4 Known problems and limitations (page 3 of 3)

Issue number for Customer Service	Issue number for Issue Tracker	Product feature	Problem summary	Workaround
LGTsc20711	20711nmmedi	Backup	For NetWorker Module for MEDITECH GUI to function on CLARiiON array, configure authorization on proxy host when the Solution Enabler is 6.5.x.	Execute the following commands: <pre>C:\> symcfg authorization add -host CLARiiON_SPA_name -username CLARiiON_username -password CLARiiON_password C:\> symcfg authorization add -host CLARiiON_SPB_name -username CLARiiON_username -password CLARiiON_password</pre> Validate that arrays are listed. Run command "symcfg authorization list"
LGTsc20710	20710nmmedi	Backup	NetWorker Module for MEDITECH GUI does not work with Solution Enabler (SE) 6.5.1.0.	Upgrade the Solution Enabler to version 6.5.1.3 or later.
LGTsc20797	20797nmmedi	Backup	NetWorker Module for MEDITECH license is consumed even if there is no data to backup and backup fails.	Delete the client which consumes the license. Stop and Start the nsrd service.
LGTsc20804	20804nmmedi	Backup	Shutdown and restart of NetWorker server without closing the NetWorker Module for MEDITECH GUI throws exception errors.	Close and reopen the NetWorker Module for MEDITECH GUI.
LGTsc20844	20844nmmedi	Backup	During multiple segment OSAL setup, if any of the segment does not have a SAN Copy session the subsequent backup fails.	Resynchronize all the backups.
LGTsc20992	20992nmmedi	Backup	IDR backup fails and nsrmedisv crashes when two MEDITECH hosts are on two different CLARiiON and are configured in a single coherency group.	Create individual coherency group for each MEDITECH host.

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

Related documents include:

- ◆ *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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