

# Release Notes

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SonicWALL recommends operating the latest software available on [www.MySonicWALL.com](http://www.MySonicWALL.com). Log in to MySonicWALL to download the latest SonicWALL Continuous Data Protection (CDP) appliance firmware, Enterprise Manager and Agent Tool software, and online technical documentation. For more information on creating a MySonicWALL account and registering your new appliances, refer to the *SonicWALL CDP Getting Started Guide*.

## RAID Firmware Update – SonicWALL CDP 5040 / 6080

The current release of the SonicWALL CDP 5040 and 6080 appliances incorporates the 4.10 version of the 3Ware RAID firmware. For a list of bugs fixed, download the '4.10 from 9.53 codeset' readme release notes under the 'Firmware' section at this Web page:

[http://www.lsi.com/channel/products/raid\\_controllers/sata/3ware\\_9650se-4lpml/index.html](http://www.lsi.com/channel/products/raid_controllers/sata/3ware_9650se-4lpml/index.html)

**RAID Verification Policy Change:** In addition to the use of the 4.10 RAID firmware, there is also a verification policy change. Previously shipped products, with versions of RAID firmware earlier than 4.10, scheduled verification for every Saturday at midnight and ran until completed. The new policy is to perform verification on Sunday only from midnight until 4:00am. Verification will be paused at the end of the 4 hour window if not completed. This will result in the display of status "verify-paused" when checking the RAID status. Verification will start again the following Sunday at midnight.

## Supported Platforms

The SonicWALL CDP 5.0.0.3 release is supported on the following SonicWALL CDP appliance platforms:

- **SonicWALL CDP 110 / 210 / 5040 / 6080**
- **SonicWALL CDP 1440i / 2440i / 3440i / 4440i**

The SonicWALL CDP 5.0.0.3 client applications are supported on the following platforms:

- **Windows XP – Service Pack 2**
- **Windows XP Professional – Service Pack 2**
- **Windows Vista**

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The SonicWALL CDP 5.0.0.3 server applications are supported on the following platforms:

- **Windows Server 2000 – Service Pack 4**
- **Windows Server 2003 32-bit**
  - **Standard Edition (SE)**
  - **Enterprise Edition (EE)**
  - **Small Business Server (SBS)**
- **Windows Server 2003 64-bit – Service Pack 2**
  - **Standard Edition**
  - **Enterprise Edition**
- **Windows Server 2008 64-bit**
  - **Standard Edition**
  - **Enterprise Edition**
  - **Small Business Server**

## **Important Information:**

1. If you intend to use the User Mailbox Backup and Restore feature, it is critical that you read the Current User Mailbox Issues document, available on the Knowledge Base at:  
<https://www.fuzeugna.com/sonicwallkb/consumer/kbdetail.asp?kbid=6876>
2. If you are running Microsoft Exchange on a 64-bit system, you must download the correct DLL file or you will experience problems during the backup and restore process. For more detailed procedures, refer to this SonicWALL Knowledge Base solution article:  
<https://www.fuzeugna.com/sonicwallkb/consumer/kbdetail.asp?kbid=5538>

The SonicWALL CDP 5.0.0.3 release supports the following versions of Microsoft Exchange:

- **Exchange 2000 32-bit**
- **Exchange 2003 32-bit**
- **Exchange 2007 64-bit – Service Pack 1**

The SonicWALL CDP 5.0.0.3 release supports the following versions of Microsoft SQL:

- **SQL 2000 32-bit / 64-bit**
- **SQL 2005 32-bit / 64-bit**
- **SQL 2008 32-bit / 64-bit**

Microsoft Windows 64-bit operating systems and applications are not fully supported. For the latest list of supported operating systems, service packs, and applications, log in to MySonicWALL at <https://www.mysonicwall.com/> and click the **Knowledge Portal** link in the navigation pane.



# Release Notes

## Enhancements

The following enhancements are included in the SonicWALL CDP 5.0.0.3 release:

- Active Directory 2008 Support
- Increased Quota Size Maximum in Policies for Agents

## Known Issues

This section contains a list of known issues for the SonicWALL CDP 5.0.0.3 release.

### Backup

Symptom	Condition / Workaround	Issue
The SonicWALL CDP appliance does not function correctly in a circular site-to-site configuration.	Occurs when CDP-A has CDP-B as an upstream site-to-site device, and CDP-B has CDP-A configured as an upstream site-to-site device. Thus, an attempt is made to backup files and move them offsite. Similarly, A>B>C>A is not supported. <b>Note:</b> Circular site-to-site configurations are not supported.	48780

### Client User Interface

Symptom	Condition / Workaround	Issue
Changes to the backup interval at the server application level are not inherited by lower levels such as Storage Groups or User Mailboxes.	Occurs when the backup interval is changed for either the Microsoft Exchange Server – InfoStore or the Microsoft Exchange Server – User Mailbox server application, and then a Storage Group or User Mailbox is added for backup.	73834
Windows temporary files are backed up and remain on the SonicWALL CDP appliance.	Occurs when a directory is selected for backup. If files are modified in that directory, Windows creates temporary copies. These copies will be backed up to the SonicWALL CDP appliance even though they will be deleted by Windows on the client computer. <b>Workaround:</b> Use the <b>Remove Deleted File</b> feature. Since the temporary file no longer exists on the client computer, it will be removed from the SonicWALL CDP appliance as well.	66475
File or folder backup may stop unexpectedly with the error message 'Transfer Abort.' The aborted file transfer will begin again immediately.	Occurs when an agent policy is modified, such as when a folder is added. The modification results in re-synchronization of the agent policy, which also aborts ongoing backup processes.	64931
Subfolders do not display the offsite sign when the root folder is marked for offsite backup.	Occurs when a root folder is marked for offsite backup. Any time you mark a root folder for backup, the offsite folder does not display this sign.	47563

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## Enterprise Manager User Interface

Symptom	Condition / Workaround	Issue
After a downstream appliance is removed from an upstream appliance in a site-to-site configuration, it reappears as a regular agent, loses its owner records, and cannot restore data.	Occurs in a site-to-site configuration such as A->B, where A is the downstream appliance and B is the upstream appliance.	49116

## Exchange Backup

Symptom	Condition / Workaround	Issue
It is possible to recover Exchange Server data only up until the last full backup, and incremental or differential backups are not allowed.	Occurs when the circular logging feature in MS Exchange is enabled. Circular logging allows the Exchange Server to overwrite transaction log files after the data that the log files contain has been committed to the database. <b>Workaround:</b> Turn off circular logging. See details below.	74300 / 73195

### **Workaround for 74300 / 73195**

SonicWALL recommends that the circular logging feature in MS Exchange be turned off for all platforms when the SonicWALL CDP Agent is installed.

For more information, see the following:

- <http://support.microsoft.com/kb/314605>
- <http://technet.microsoft.com/en-us/library/bb331968.aspx>

The procedure for turning off circular logging applies to the following system configurations:

- 32-bit machine (MS Windows SBS 2003 and MS Exchange 2003)
- 64-bit machine (MS Windows SBS 2008 and MS Exchange 2007)

To turn off circular logging, perform the following steps:

1. Start the Exchange Management Console.
2. In the console tree, expand Server Configuration, and then click Mailbox.
3. In the work pane, right-click the storage group for which you want to disable circular logging, and then click Properties. The <Storage Group Name> Properties dialog box appears.
4. Clear the Enable circular logging check box.
5. Click OK.
6. To make your changes to the circular logging settings effective, restart the Microsoft Exchange Information Store service, or dismount and then mount all of the databases in the storage group.

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## Exchange User Mailbox Backup

Symptom	Condition / Workaround	Issue
Meeting Request email is not backed up or restored.	Occurs when user sends a meeting request email, and then attempts to backup or restore the mailbox.	80172
The backup of a UMB containing a message with 50MB .zip attachment fails.	Occurs when user attempts to backup a UMB with a 50MB .zip attachment.	80098
UMB backup on Exchange 2007 fails without notification.	Occurs when user runs UMB backup according to the procedure. <b>Workaround:</b> Re-registering the ExOLEDB provider DLL fixed the backup issue by using the command: <code>regsvr32 "&lt;path to&gt;lexoledb.dll"</code> , where <i>path</i> is the Exchange installation path.	79345
The mailbox backup fails in a hosted environment if the SMTP-Reply email address in Exchange is different than the email address of the user account in Active Directory.	Occurs when the user adds a new email address in Exchange as the 'Reply' address, and then adds a different email address from that of the 'Reply' address in Exchange.	78078
Diacritic characters in email subject will be transformed into other characters in the Backup/Restore user mailbox.	Occurs when user creates and sends an email in Outlook with the subject line containing diacritic characters, such as διακριτικός.	77286
Calendar, contacts, tasks, notes, and public folders are not backed up or restored on Exchange Mailbox.	Occurs when user updates calendar, contacts, tasks, notes, and public folders on the Exchange Mailbox, then attempts to backup or restore these categories.	76170
A MS Exchange authentication test in the SonicWALL CDP Agent Tool succeeds when configured with an old password for the CDP Exchange Admin account.	Occurs when the domain password has recently been changed for the CDP Exchange Admin account, but the CDP Agent Tool still has the old password. The authentication test is performed by clicking the <b>Test Connection</b> button in the <b>Configure Authentication</b> dialog box for the <b>Microsoft Exchange - User Mailbox</b> application.	75662
After restoring Active Directory by using the Local Archiving restoration tool in EM, the user mailbox backup stops.	Occurs after user adds both user mailbox and Active Directory for backup, and then runs the Local Archiving restoration tool.	74716
Long wait time before the user mailbox backup process starts.	Occurs when user marks the user mailbox with a large size (for example, 400MB) for backup.	74258
For MS Exchange User Mailbox authentication, the user must enter the credentials using the 'Domain\User Name' combination in the authentication dialog box.	Occurs when <b>Microsoft Exchange - User Mailbox</b> is selected under server applications in the Agent Tool on the Applications tab, and then the user opens the <b>Configure Authentication</b> dialog box.	74209
User Mailbox backup does not start in a three-layer domain hierarchy configuration.	Occurs when you add a user mailbox from the list for backup and the following are true: <ul style="list-style-type: none"> <li>MS Exchange and the Agent Tool are installed in layer two</li> <li>MS Exchange users are in layer three</li> <li>The MS Exchange - User Mailbox server application is added</li> </ul>	74072

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<p>Restoring MS Exchange User Mailbox fails with a COM error on Windows 2003 standard. MS Exchange User Mailbox will succeed on Windows 2003 Enterprise, but the subsequent backup will not occur.</p>	<p>Occurs when MS Exchange is installed on a 64-bit machine. <b>Workaround:</b> On your Agent system, make the Exchange admin user a member of the “Administrators” group, and log in to the Exchange system as the Exchange admin user. For detailed instructions on allowing mailbox access for proper user mailbox backup/restore in Microsoft Exchange 2003 (32-bit) and Microsoft Exchange 2007(64-bit), see the following documents:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.sonicwall.com/downloads/SonicWALL_CDP_5.0_InfoStore_Feature_Module.pdf">http://www.sonicwall.com/downloads/SonicWALL_CDP_5.0_InfoStore_Feature_Module.pdf</a></li> <li>• <a href="http://www.sonicwall.com/downloads/SonicWALL_CDP_5.0_User_Mailbox_Feature_Module.pdf">http://www.sonicwall.com/downloads/SonicWALL_CDP_5.0_User_Mailbox_Feature_Module.pdf</a></li> </ul>	<p>73747 / 74439</p>
<p>A newly added mailbox does not follow the MS Exchange Brick Level interval.</p>	<p>Occurs when the backup interval for MS Exchange Brick Level is changed from the default values. If the user adds a new mailbox for backup, the mailbox will not acknowledge the newly changed Brick Level values.</p>	<p>71792</p>

## Local Archiving

Symptom	Condition / Workaround	Issue
<p>Two local archive restoration tools are required to restore an archive with files/folders and server applications.</p>	<p>Occurs when files or folders, as well as server applications, are locally archived at the same time, and then a restore is attempted. To restore the folder, you must use the SonicWALL CDP Local Archive Restoration tool. To restore the server application, select <b>Restore From Local Archive</b> in SonicWALL CDP Enterprise Manager.</p>	<p>74561</p>
<p>The Local Archive Restoration Tool results in an error when attempting to restore archives in separate directories.</p>	<p>Occurs when selecting a directory for the source folder that contains multiple archives in separate sub-directories. <b>Workaround:</b> Put all archives in a single directory or restore the archives individually.</p>	<p>73450</p>
<p>A USB 2.0 drive may not retain all of the archived data if the drive is improperly ejected.</p>	<p>Occurs after a local archive finishes and the USB drive is removed without first being properly ejected. <b>Workaround:</b> Always properly eject USB drives before removing them.</p>	<p>72735</p>
<p>Due to a limitation of FAT32 file systems, archiving a file larger than 4 gigabytes fails.</p>	<p>Occurs when performing a local archive of a file larger than 4 gigabytes to a FAT32 file system on a USB drive. <b>Workaround:</b> Reformat the USB drive with NTFS.</p>	<p>72613</p>
<p>Users are unable to restore from an archived folder if the folder has been renamed on the USB drive.</p>	<p>Occurs after an archive is successfully completed on a USB drive and the folder is then renamed. If the USB drive is then ejected and reconnected, the Local Archive tool does not recognize the renamed folder as containing an archive.</p>	<p>71612</p>
<p>No status message is displayed for the USB drive mounting process.</p>	<p>Occurs when a USB drive is mounted on the SonicWALL CDP appliance. Mounting time for a USB drive depends on the quantity of data on the drive, and may take several minutes.</p>	<p>71164</p>

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## RAID

Symptom	Condition / Workaround	Issue
On SonicWALL CDP 5040 and 6080 appliances, no progress is indicated when using the "raidrebuild" CLI command, resulting in a display of 0% completion until the RAID rebuild process is finished.	Occurs after removing a hard drive from the SonicWALL CDP appliance and then replacing it, although the RAID rebuild process continues until it completes successfully. Rebuilding RAID may take 3 to 4 hours, during which the "Degraded" status is displayed on the System > RAID page of the Web management interface. The hard drive LED cycles on for approximately 10 seconds and then turns off briefly, repeating this pattern during the rebuilding process.	72513

## Restore

Symptom	Condition / Workaround	Issue
Restore to application of Microsoft Exchange 2007 does not restore email that was deleted after the most recent backup.	Occurs when previous log files are not removed from the Exchange storage group directory before the restoration. <b>Workaround:</b> Remove log files from the <code>..\Exchange Server\Mailbox\Storage Group\</code> directory before restoring to application.	73092
The source path may appear blank in the Restore Backup Object window while restoring application data.	Occurs when restoring Microsoft Exchange files. Although the source path is not displayed, the restoration completes successfully.	66453

## System

Symptom	Condition / Workaround	Issue
The revision limiter background process on the Enterprise Manager system stops unexpectedly, causing Enterprise Manager to stop responding.	Occurs when the revision limiter process halts on a specific file while checking the number of revisions for backed up files, causing the Completed Percentage bar to freeze. <b>Workaround:</b> Reboot the CDP appliance.	68893

## General

Symptom	Condition / Workaround	Issue
RAID CLI commands do not work on the SonicWALL CDP 4440i appliance.	Occurs when one of the RAID disks is unplugged.	70983

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## Resolved Issues

This section contains a list of issues resolved in the SonicWALL CDP 5.0.0.3 release.

### Agent Tool / Enterprise Manager

Symptom	Condition / Workaround	Issue
Enterprise Manager policy has an agent quota limitation of 999 GB.	Occurs in the Enterprise Manager policy that limits the quota for an agent to 999 GB. The limit is now increased to 9999 GB since some CDP appliances have 2 terabytes of available disk space.	75955

### Alerts

Symptom	Condition / Workaround	Issue
Alert Email reaches the email server, but does not get queued.	Configure alerts as follows: <ul style="list-style-type: none"><li>o Mail server (name or IP address): destination_mail_server.dest_domain_name.com</li><li>o To Email address: to_Email@dest_domain_name.com</li><li>o From Email address: from_Email@source_domain_name.com</li><li>o From Email domain: source_domain_name.com</li><li>o User name: (leave blank)</li><li>o Password: (leave blank)</li></ul>	76042

### File / Folder

Symptom	Condition / Workaround	Issue
Backing up the C:\Users folder in some Windows systems experiences recursion and never finishes.	Occurs when using Windows Vista or Windows Server 2008 and the C:\Users folder contains one or more junction points linking back to a folder within the backup folder.	74015

### User Mailbox

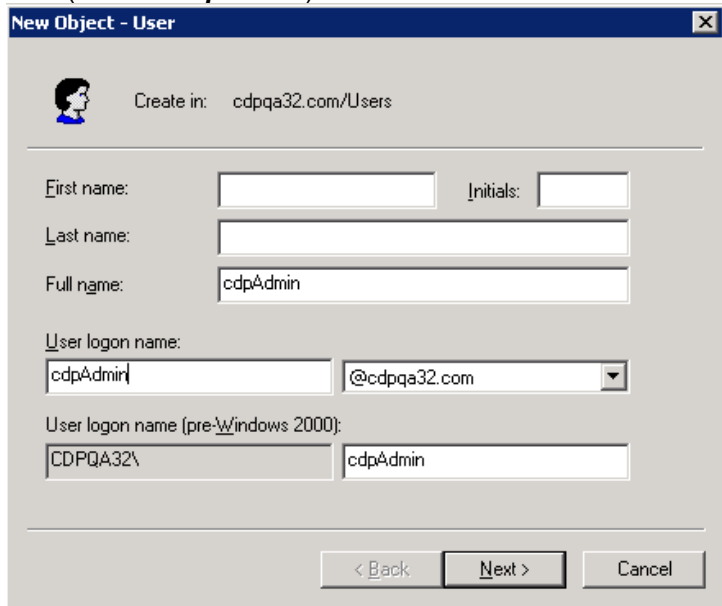
Symptom	Condition / Workaround	Issue
Windows Rollup 6 update for MS-Exchange Server 2007 terminates the user mailbox backup.	Occurs when user attempts to run the Rollup 6 Microsoft Update for MS-Exchange 2007.	76743
Backup of a mailbox is failing with Error 46 / access denied.	Occurs when the user is a Exchange Administrator or Full Exchange Administrator, which have a specific DENY policy for mailbox rights, viewable in "AD Users and Computers" by opening the user's properties and checking mailbox rights. This issue occurs when backing up mailboxes over 1 MB on Windows Server 2008 Standard with Exchange 2007 Standard, 64-bit application. User mailbox backup works fine when the user is a View only Exchange Administrator.	75139

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## CDP – Exchange Admin User Configuration Guide

### Exchange 2003 – Configuration on a 32-bit Machine

1. Access **Domain Controller** server and launch MS **Active Directory Users & Computers**. Create a new user (such as ***cdpAdmin***).



**New Object - User**

Create in: cdpqa32.com/Users

First name:  Initials:

Last name:

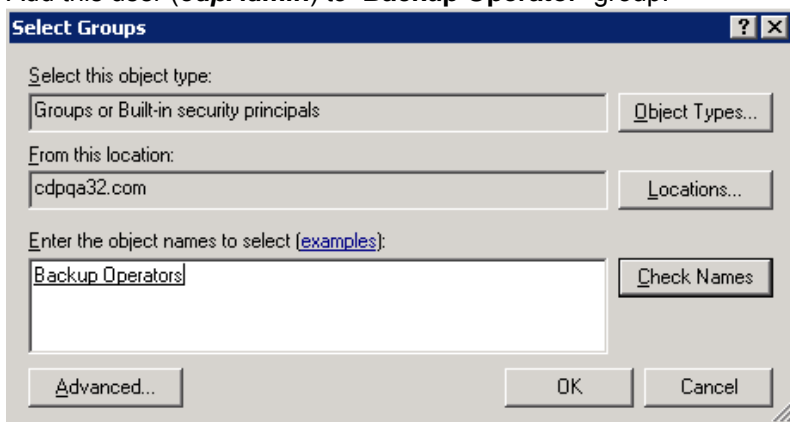
Full name:

User logon name:  @cdpqa32.com

User logon name (pre-Windows 2000):

< Back Next > Cancel

2. Add this user (***cdpAdmin***) to '**Backup Operator**' group.



**Select Groups**

Select this object type:  Object Types...

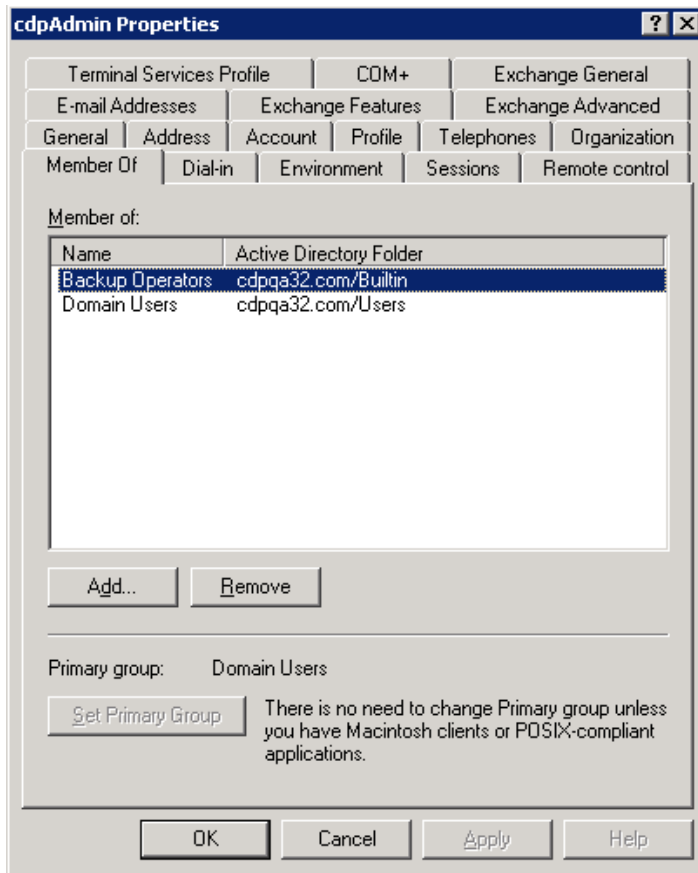
From this location:  Locations...

Enter the object names to select (examples):  Check Names

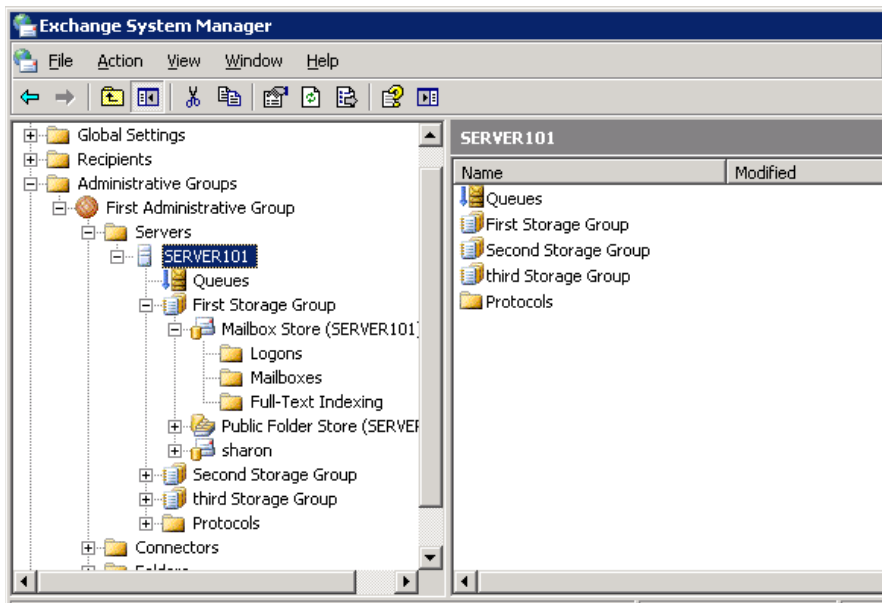
Advanced... OK Cancel

Confirm the user is a member of 'Backup Operator' group.

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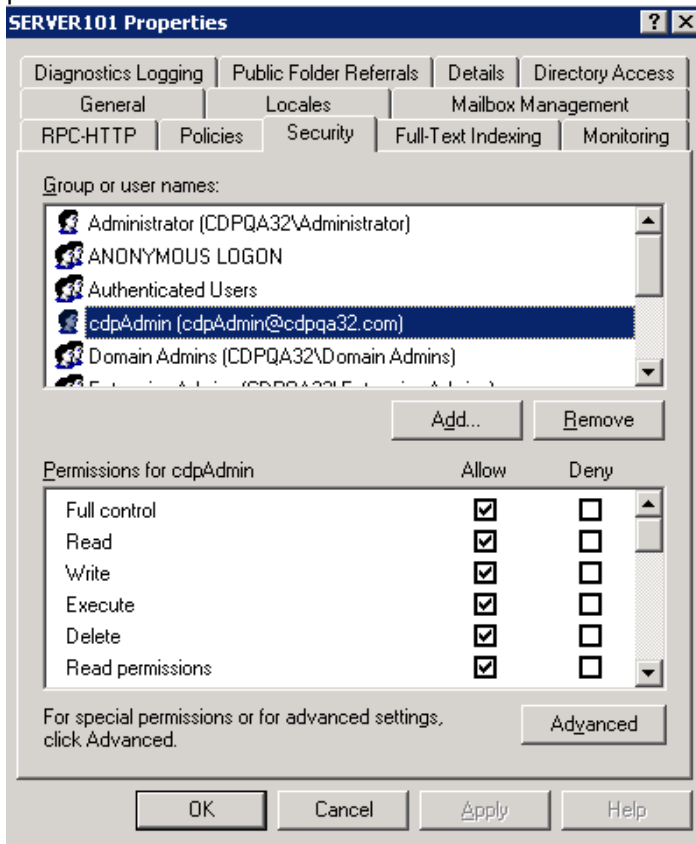


3. Access **Exchange server**, launch the **Exchange system manager** and navigate to Servers. Expand Servers, right-click on the server name, and then click Properties.



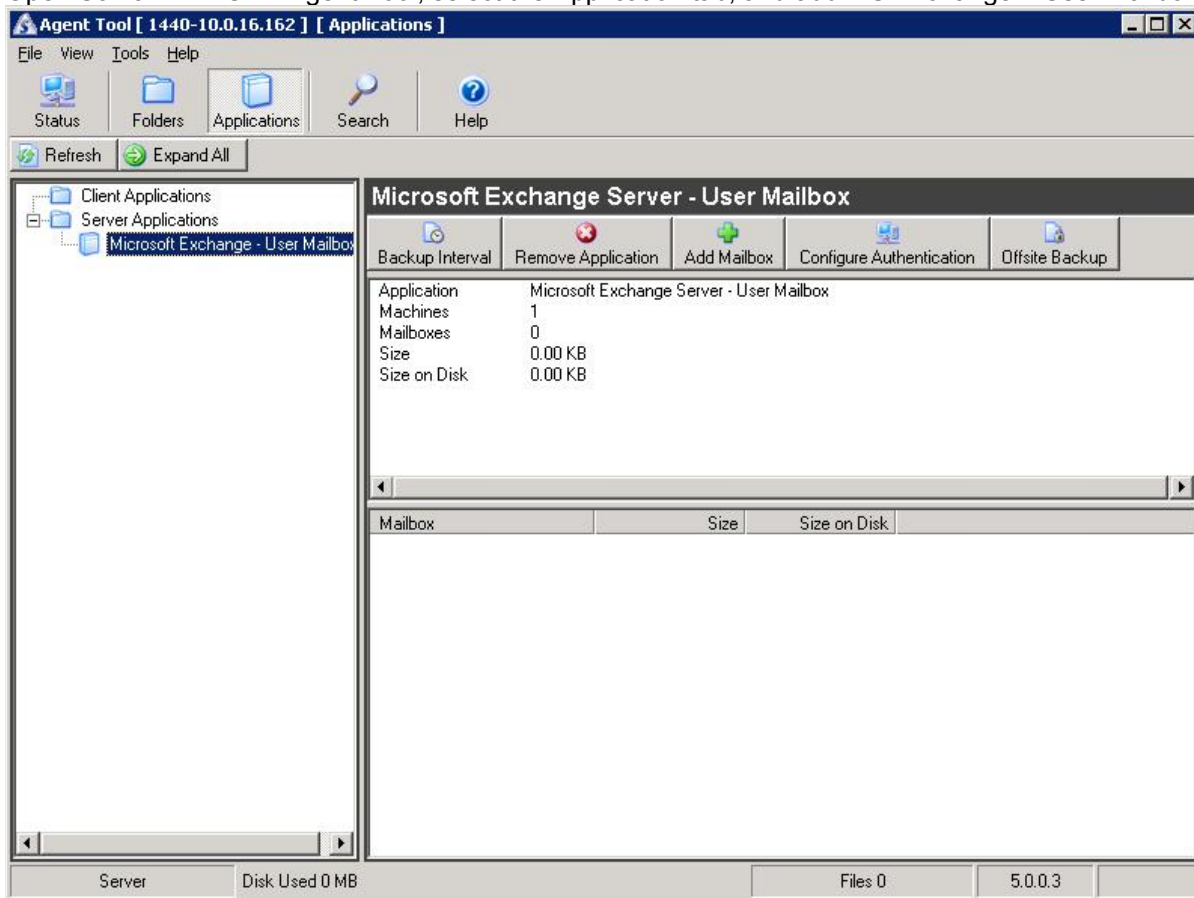
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4. In the Security tab, add this user to 'Group or user names.' Make sure this user has Full control permissions.



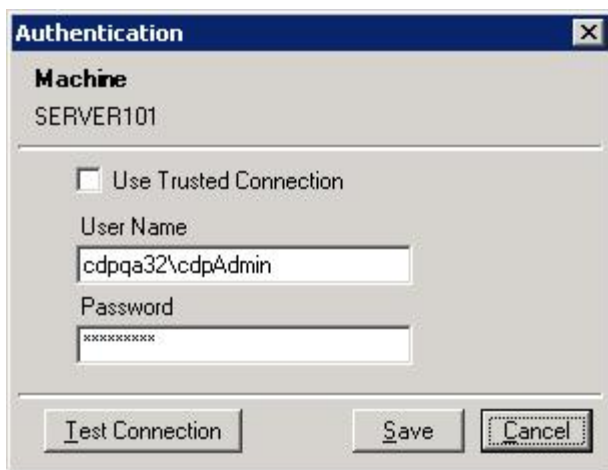
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5. Open SonicWALL CDP Agent Tool, select the Application tab, and add MS Exchange – User Mailbox.



6. Click the **Configure Authentication** button. Enter the user credentials in the authentication dialog box:

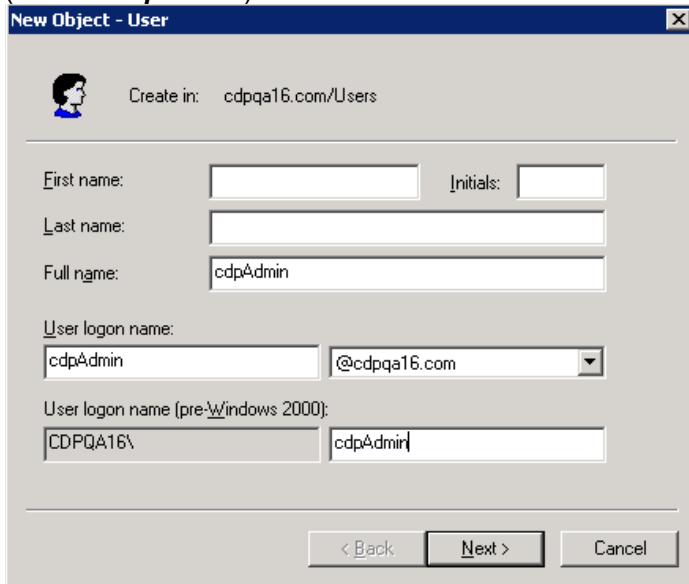
- **User:** Domain\user (for example, myDomain\cdpAdmin)
- **Password:** password for user cdpAdmin



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## Exchange 2007 – Configuration on a 64-bit Machine

1. Access **Domain Controller** server and launch **Active Directory Users & Computers**. Create a new user (such as **cdpAdmin**).



**New Object - User**

Create in: cdpqa16.com/Users

First name:  Initials:

Last name:

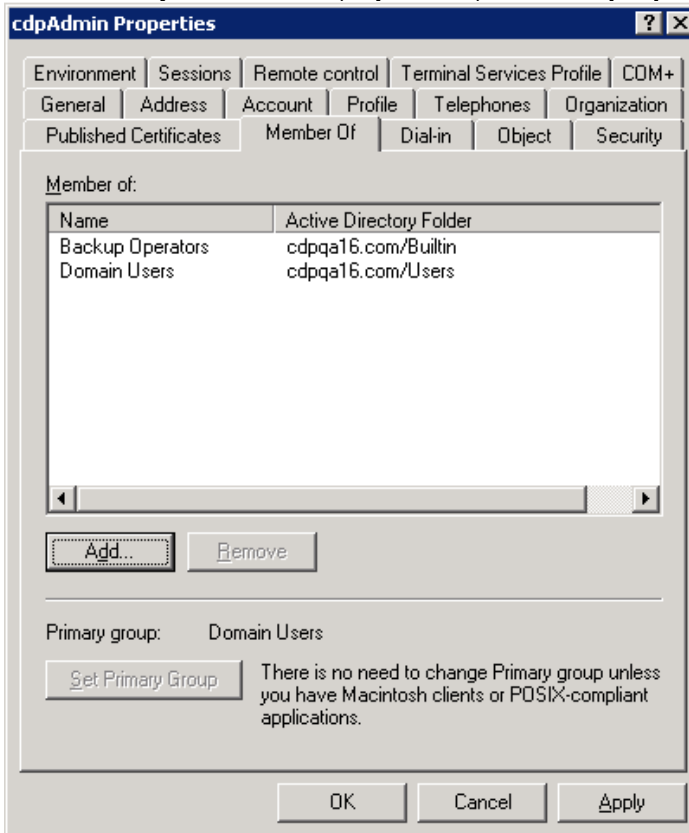
Full name:

User logon name:  @cdpqa16.com

User logon name (pre-Windows 2000):

< Back Next > Cancel

2. Add the newly created user (**cdpAdmin**) to 'Backup Operator' group.



**cdpAdmin Properties**

Environment Sessions Remote control Terminal Services Profile COM+

General Address Account Profile Telephones Organization

Published Certificates Member Of Dial-in Object Security

Member of:

Name	Active Directory Folder
Backup Operators	cdpqa16.com/Builtin
Domain Users	cdpqa16.com/Users

Add... Remove

Primary group: Domain Users

Set Primary Group

There is no need to change Primary group unless you have Macintosh clients or POSIX-compliant applications.

OK Cancel Apply

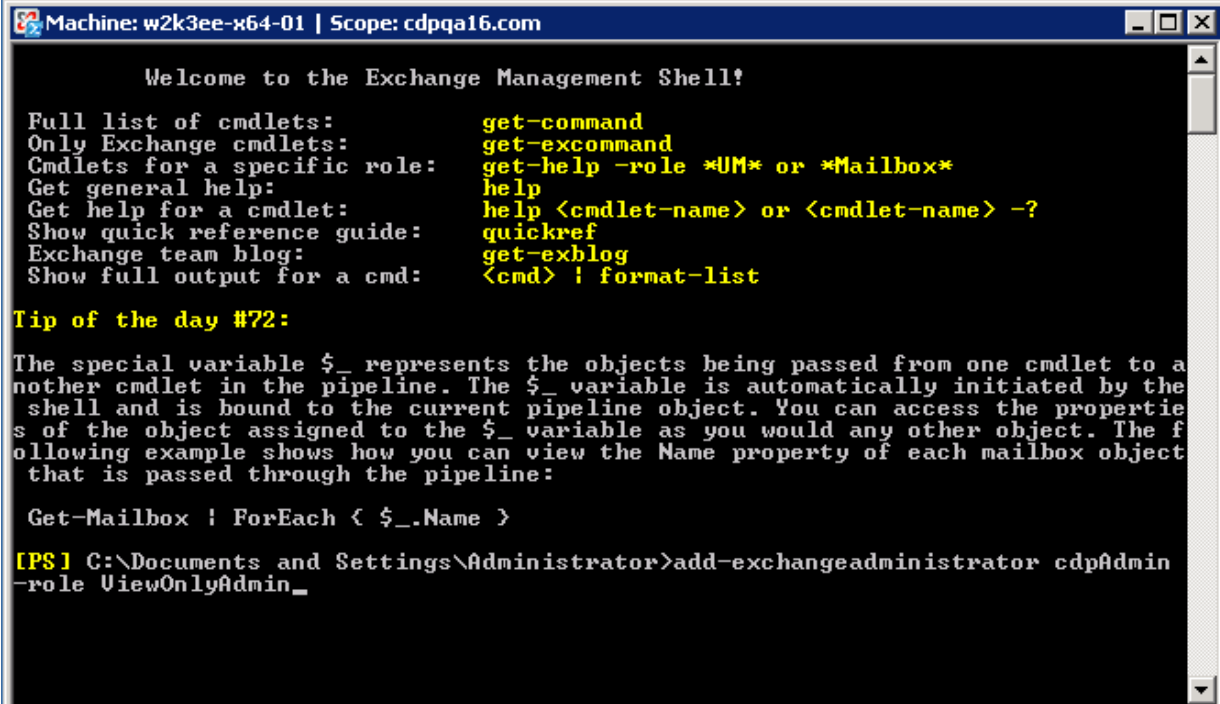
3. On Exchange server, access **Microsoft Exchange Shell** via running: **Start > Programs > Microsoft Exchange Server 2007 > Exchange Management Shell**.

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4. Set Exchange View Only Administrator role. Type the command in the following format:

```
add-exchangeadministrator <service_account_name> -role ViewOnlyAdmin
```

An example of this command is: `add-exchangeadministrator cdpAdmin -role ViewOnlyAdmin`



```
Machine: w2k3ee-x64-01 | Scope: cdpqa16.com

Welcome to the Exchange Management Shell!

Full list of cmdlets:           get-command
Only Exchange cmdlets:        get-excommand
Cmdlets for a specific role:   get-help -role *UM* or *Mailbox*
Get general help:              help
Get help for a cmdlet:         help <cmdlet-name> or <cmdlet-name> -?
Show quick reference guide:    quickref
Exchange team blog:           get-exblog
Show full output for a cmd:    <cmd> | format-list

Tip of the day #72:

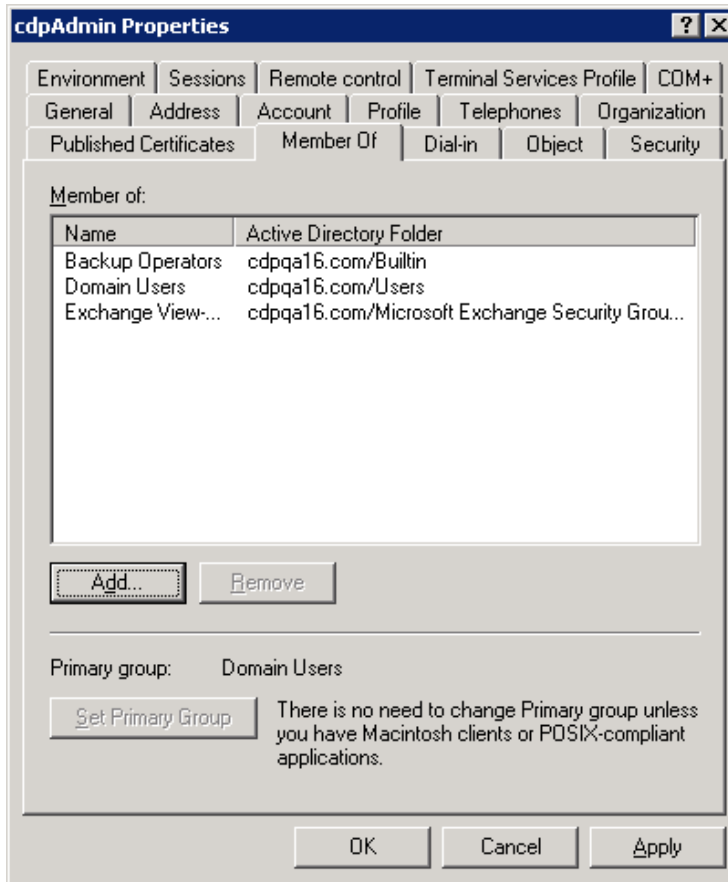
The special variable $_ represents the objects being passed from one cmdlet to a
nother cmdlet in the pipeline. The $_ variable is automatically initiated by the
shell and is bound to the current pipeline object. You can access the propertie
s of the object assigned to the $_ variable as you would any other object. The f
ollowing example shows how you can view the Name property of each mailbox object
that is passed through the pipeline:

Get-Mailbox | ForEach { $_.Name }

[PS] C:\Documents and Settings\Administrator>add-exchangeadministrator cdpAdmin
-role ViewOnlyAdmin_
```

To verify the above step, access any user mailbox and click on Manage Full Access Permissions and verify cdpAdmin has been added.

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5. Setting following permissions for Admin user:

- Send As
- Receive As
- Administer Information Store permissions

Command: `get-mailboxserver <server_name> | add-adpermission -user <service_account_name> -accessrights GenericRead, GenericWrite -extendedrights Send-As, Receive-As, ms-Exch-Store-Admin`

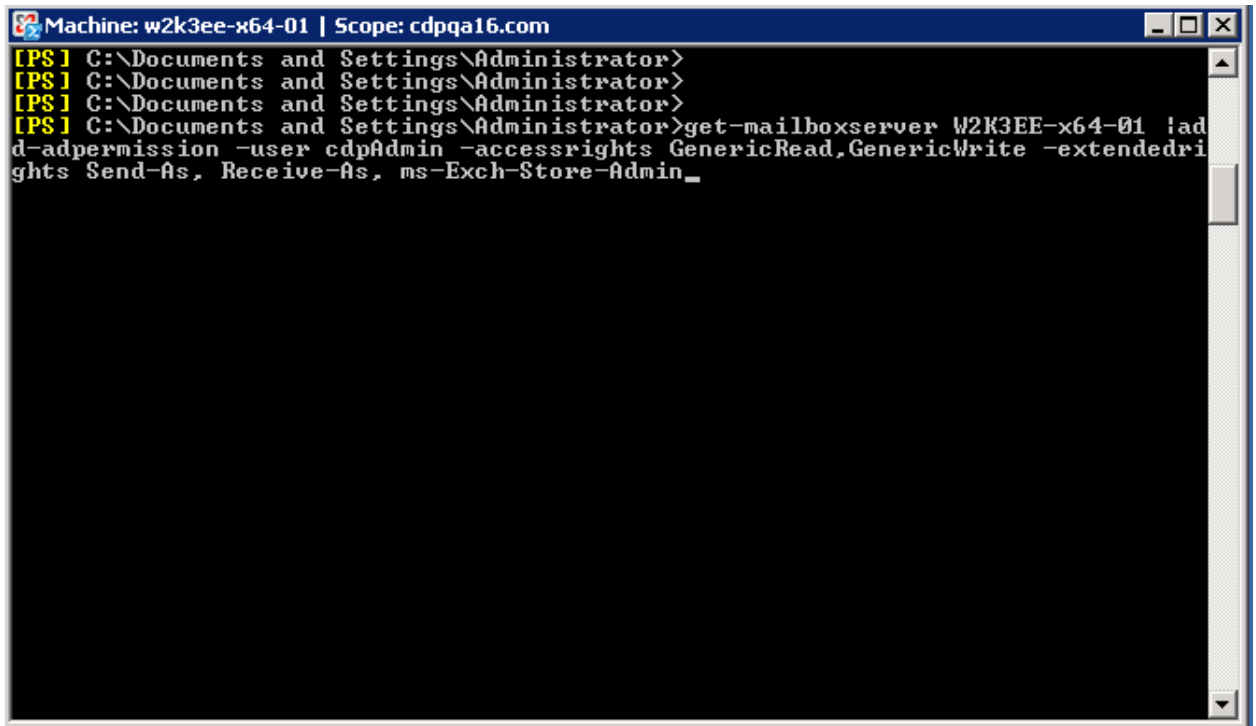
Where:

- <server\_name>: Microsoft Exchange2007 server name
- <service\_account\_name>: User account created in step 1 (**cdpAdmin**)

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Example command:

```
get-mailboxserver win2k3ee | add-adpermission -user cdpAdmin -accessrights GenericRead,  
GenericWrite -extendedrights Send-As, Receive-As, ms-Exch-Store-Admin
```

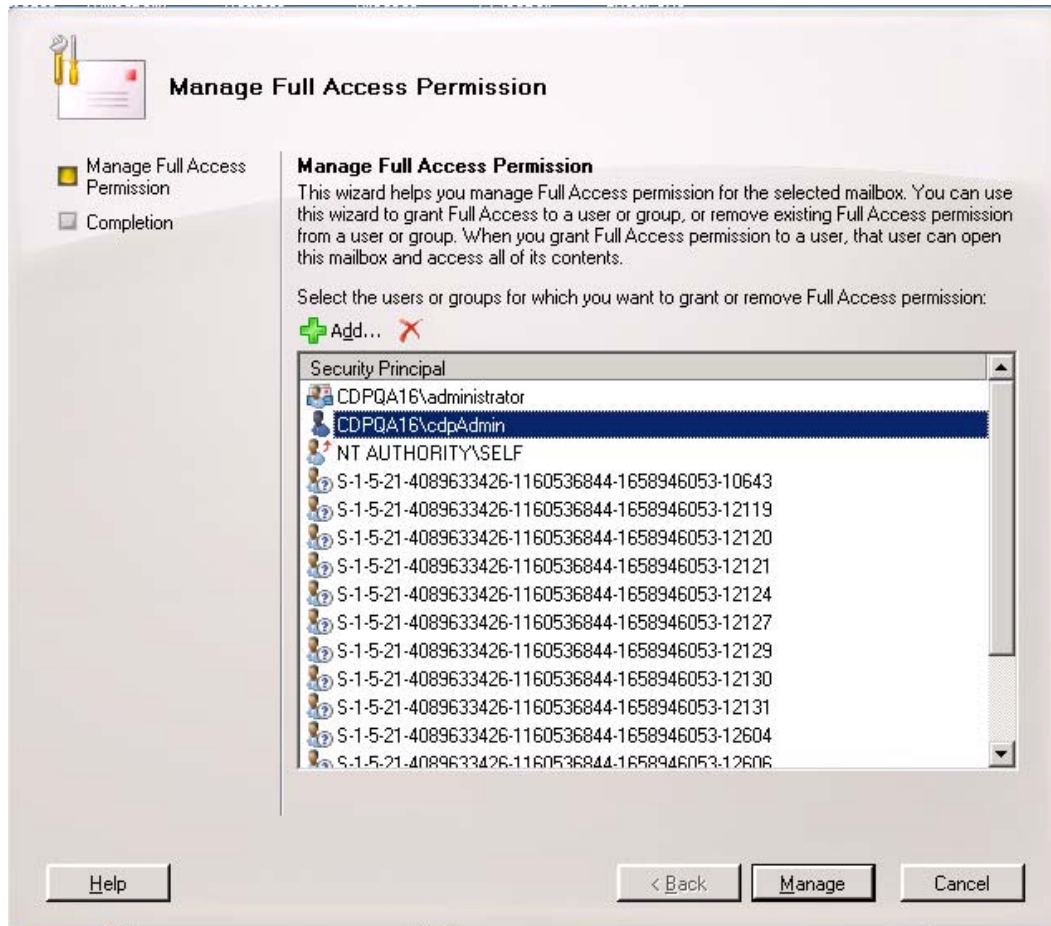


The screenshot shows a Windows command prompt window with the following text:

```
Machine: w2k3ee-x64-01 | Scope: cdpqa16.com  
[PS] C:\Documents and Settings\Administrator>  
[PS] C:\Documents and Settings\Administrator>  
[PS] C:\Documents and Settings\Administrator>get-mailboxserver W2K3EE-x64-01 | ad  
d-adpermission -user cdpAdmin -accessrights GenericRead,GenericWrite -extendedri  
ghts Send-As, Receive-As, ms-Exch-Store-Admin_
```

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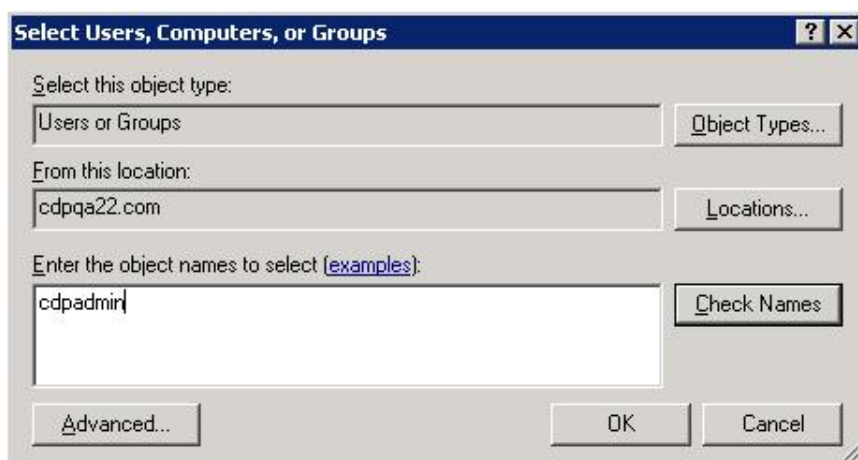
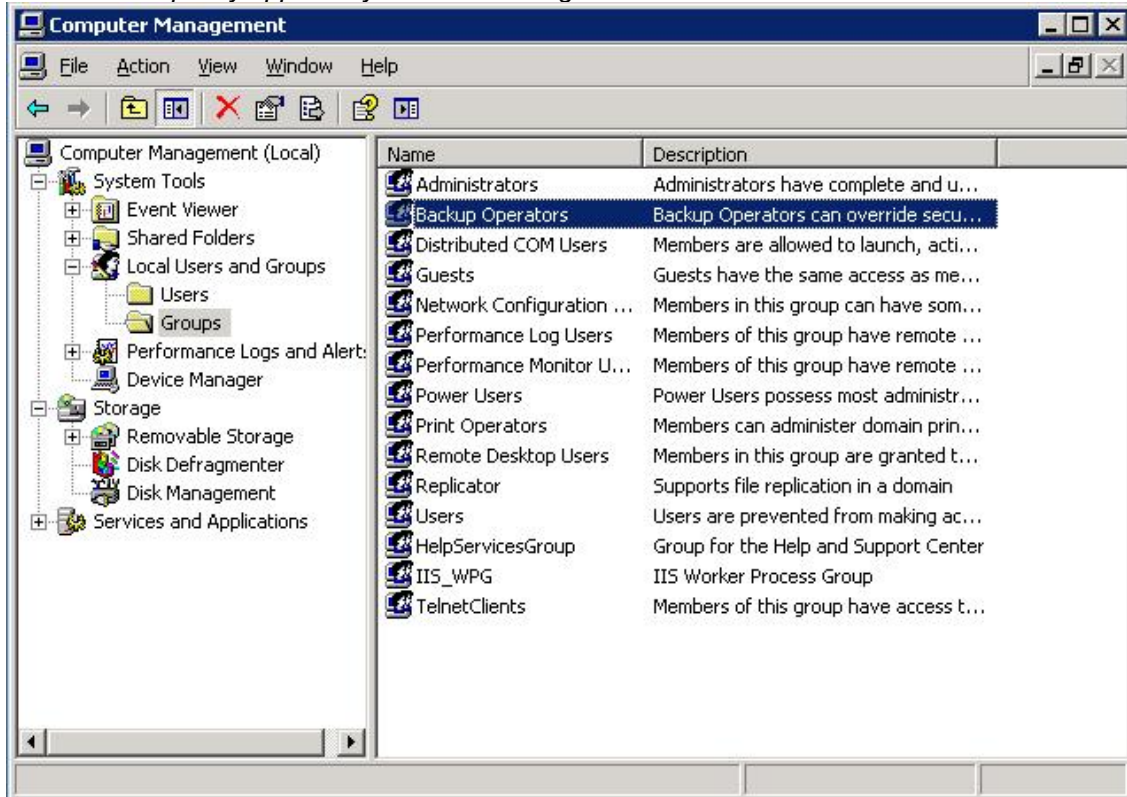
In order to verify the above step access any user mailbox and click on Manage Full Access Permissions and verify cdpAdmin has been added.



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6. On the MS Exchange server machine, to give login access to the cdpAdmin user, add cdpAdmin. User to the local Backup A Operators group. Navigate to **Administrative Tool -> Computer Management -> Local Users and Groups -> right click on BackupOperator group and select Add to Group -> click on the domain user cdpAdmin.**

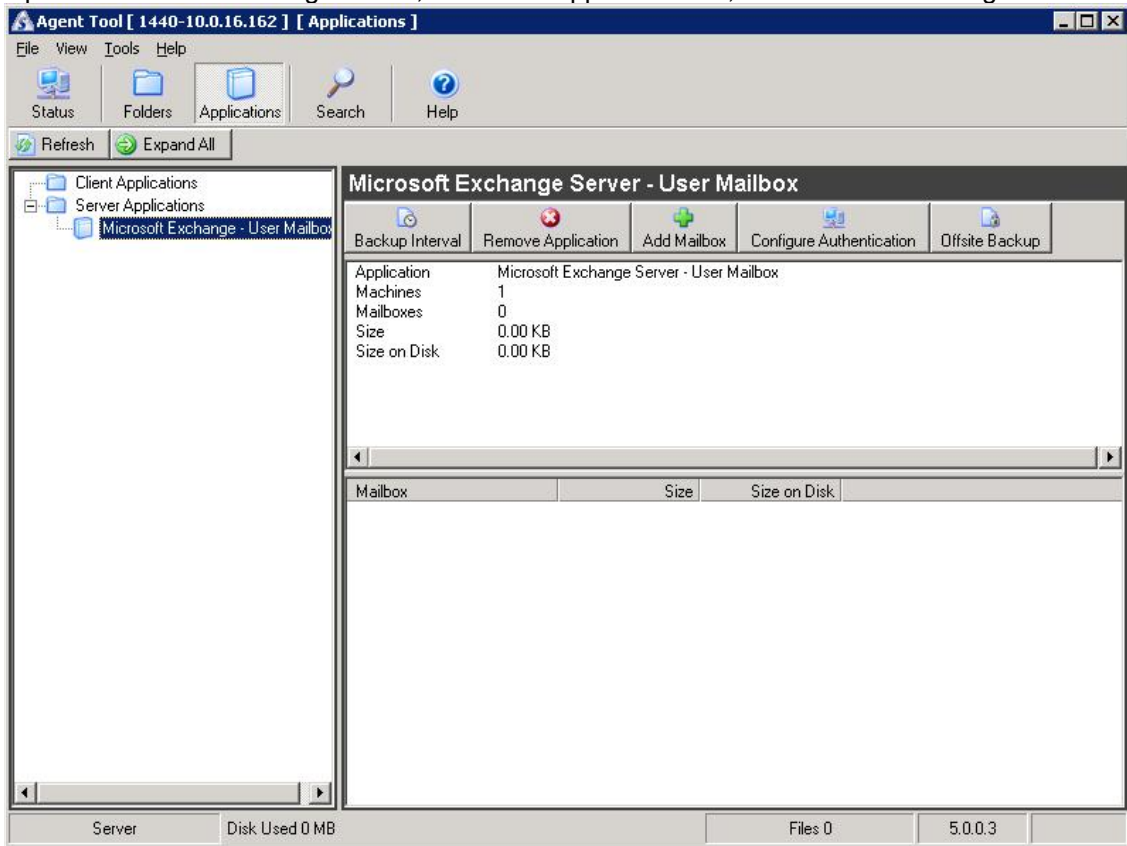
*Note: This step only applies if your MS Exchange server is installed on a non-Domain Controller server.*



7. Logout of the MS Exchange server machine and then log back in as the cdpAdmin user.

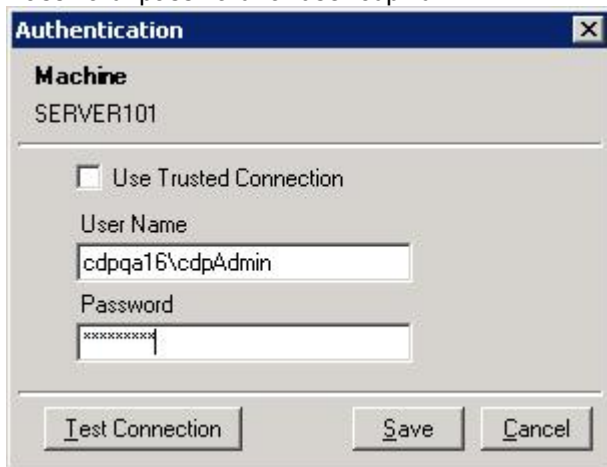
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- Open SonicWALL CDP Agent Tool, select the Application tab, and add MS Exchange – User Mailbox.



- Open the SonicWALL CDP Agent Tool and configure authentication for MS Exchange – User Mailbox with the following credentials:

User: Domain\user (yourDomain\cdpAdmin)  
Password: password for user cdpAdmin



# Release Notes

## SonicWALL CDP User Mailbox Constraints

**CDP Agent DOES NOT process user mailbox backup in a domain hierarchy setup**

### Related

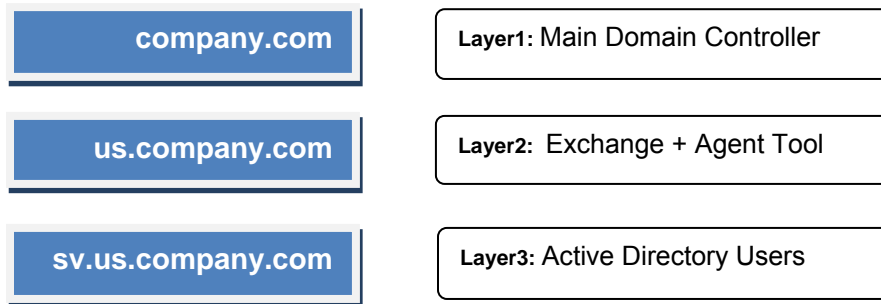
**74072** – [user mailbox] Mailbox backup does not start in a domain hierarchy setup

**74023** – [user mailbox] Mailboxes are not listed in dialog box for backup in domain hierarchy

### Issue Description

Occurs when you add a user mailbox from the list for backup and the following are true:

- MS Exchange and the Agent Tool are installed in layer two
- MS Exchange users are in layer three
- The MS Exchange - User Mailbox server application is added



### Workaround

None

**User NEEDS to enter following format in Authentication box: domain-name\user-name**

### Related

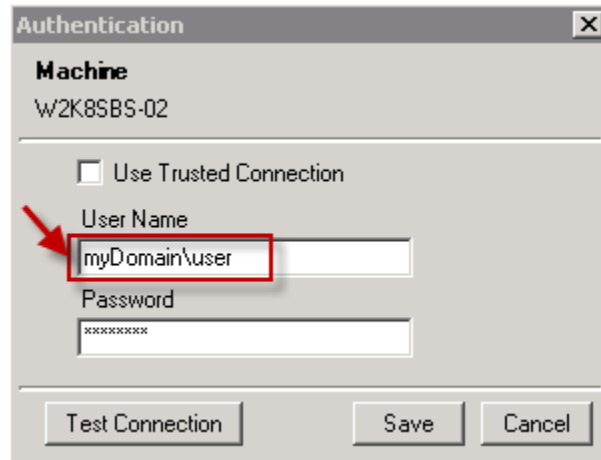
**74209** – [DOC-user mailbox] Alert user to enter 'Domain\User Name' in user mailbox authentication dialog.

# Release Notes

## Issue Description

For MS Exchange User Mailbox authentication, the user must enter the credentials using the 'Domain\User Name' combination in the authentication dialog box.

Occurs when Microsoft Exchange - User Mailbox is selected under server applications in the Agent Tool on the Applications tab, and then the user opens the Configure Authentication dialog box.



## Recommendation

Always perform a test connection prior to start backing up mailboxes

## **Exchange admin user configuration REQUIREMENT (32 & 64 bit machines)**

### Related

**73747** – [Win2003SE-Exchange2007-x64] Restore User Mailbox is not working in Windows 2003 standard in 64bit machine.

**74439** – [2008SBS User Mailbox] Restore User Mailbox for exchange 2007 is not working in Windows 2008 SBS in 64bit machine

Restoring MS Exchange User Mailbox fails with a COM error on Windows 2003 standard. MS Exchange User Mailbox will succeed on Windows 2003 Enterprise, but the subsequent backup will not occur.

### Issue Description

Occurs when user attempts to use user mailbox on MS-Exchange server 2007(64-bit)

### Workaround

On your Agent system, make the Exchange admin user a member of the “Administrators” group, and log in to the Exchange system as the Exchange admin user.

For detailed instructions on allowing mailbox access for proper user mailbox backup/restore in Microsoft Exchange 2003 (32-bit) and Microsoft Exchange 2007(64-bit),

## **Possible WAIT time prior to user mailbox backup starts in Agent (as well as debugging knowledge)**

### Related

**74258** – [user mailbox-sizeable mailbox] Long wait time before user mailbox backup process starts.

**80097** – [User Mailbox enhancement] Need a message to indicate user mailbox is processing while waiting for backup to start

# Release Notes

## Issue Description

Long wait time before user mailbox backup process starts.

Backup n user mailbox has 2 steps:

- First a temp **.bak** file is created under **C:\WINDOWS\Temp\** which parsing and mapping data of the mailbox.
- Once step one is successfully completed then the real backup begins.

The first step can take long time for the mapping process. For example processing a user mailbox with a size of approximate 2GB could take about 30 minutes. That implies in Agent Tool status page there will be no activity until 30 minutes later when the mailbox backup is going to start.

During the waiting time, Agent status is Normal, nothing showing user that backup is progressing.

## Workaround

**None**

## Recommendation

**Assure there is enough free disk space available on partition C:\.** Available space should be larger than biggest mailbox on the server. (i.e., if there's a 15GB mailbox on exchange, then at least 16GB of space is required)

**User needs to re-authenticate with server after admin password has been updated in Active Directory**

## Related

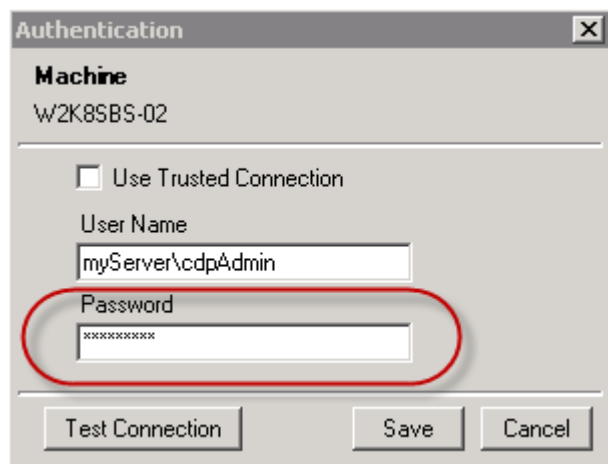
**75662** – [user mailbox] authentication test with old password will pass after password has changed for CDP Exchange Admin

## Issue Description

This issue happens when password for exchange admin user (i.e., **cdpAdmin**) is updated in Active Directory. In this case test authentication will report as passed but user mailbox will fail to backup.

## Workaround

User need to update admin password in below dialog box whenever the password is updated in AD.



# Release Notes

## CDP Agent does NOT backup non-email content in outlook

### Related

**76170** – [Exchange-User Mailbox] - Calendar, contact, task, notes, public folders are not backed up.

**80172** – [User mailbox] - Meeting request email is not backed up or restored.

### Issue Description

User mailbox feature is not backing up following items

- Calendar
- Contact list
- Tasks
- Notes
- Meeting requests
- Public Folders

### Work Around

**None**

## Limitation on internationalization characters (diacritic characters)

### Related

**77286** – Backup/Restore user mailbox will transform diacritic character in email subject (Email subject via OWA/Exchange2003/Windows 2003-32bit)

### Issue Description

This issue is specific to Exchange 2003 on a 32-bit Windows 2003 when used via OWA (Outlook Web Access). After restoration is completed some diacritic characters may be displayed as question mark

### Recommendation

Be aware of character transformation in above corner case

## HOSTED ENVIRONMENT – Mailbox backup will not proceed if following entries do not match:

- **Exchange: SMTP-Reply**
- **Active-Directory: Account email address**

### Related

**78078** – Mailbox backup fails in a hosted environment when (SMTP-Reply) & (Active-Directory) email addresses are different.

# Release Notes

## Issue Description

If the email address of the user in active directory is different than the one in Exchange SMTP settings then backup will not work.

## Pass Scenario

1. Main domain address is **domain1.com**
2. Alias domain is **domain2.com**
3. **user2** created in active directory
4. Mailbox for **user2** created in exchange with "set reply as": [user2@domain2.com](mailto:user2@domain2.com)
5. Now revisit AD. Notice email for **user2** is stored ad [user2@domain2.com](mailto:user2@domain2.com)
6. Initiate backup for **user2** mailbox. Backup will pass

## Fail Scenario (steps 1 through 5 same as above)

1. Main domain address is **domain1.com**
2. Alias domain is **domain2.com**
3. **user2** created in active directory
4. Mailbox for **user2** created in exchange with "set reply as": [user2@domain2.com](mailto:user2@domain2.com)
5. Now revisit AD. Notice email for **user2** is stored ad [user2@domain2.com](mailto:user2@domain2.com)
6. In AD **update** email address for **user2** as: [user2@domain1.com](mailto:user2@domain1.com)
7. Initiate backup for **user2** mailbox. Backup will fail

## Workaround

Assure email addresses are matching

**Mailbox backup DOES NOT process a mailbox which contains email(s) with attachment of ~50MB or bigger**

## Related

**80098** – Backup of UMB containing a message with 50MB .zip attachment failed.

## Issue Description

Mailbox backup will fail to operate if the mailbox contains one or more emails with attachment of/ bigger-than 50MB. In this case data mapping will be interrupted. No backup or error message showed in AT status page.

## Work Around

Remove any such email from your mailbox

**Empty folder (sub-folder) in outlook is not backed up**

## Related

**79477** – Empty outlook folder does not get restored or backup

# Release Notes

## Issue Description

If there's an empty sub-folder or folder in outlook, then the folder will not show up after a user mailbox restore.

i.e., Create an empty folder at Inbox level or under Inbox contained no emails, after restored the folder was gone. Non-empty folders are fine.

## Workaround

**None**

**User mailbox backup may get interrupted if user removes an email from mailbox during the backup process**

## Related

**80214** – UMB backup fails if user deletes messages during backup.

## Issue Description

Data mapping stopped, no backup or error message showed in AT status page.

## Workaround

Try to back up the mailbox again

**User mailbox backup will fail in Exchange 2007 if there's unregistered DLL**

## Related

**76743** –

**79345** –

**UMB backup on Exchange 2007 fails without notification - unregistered dll (exchange rollup issue)**

After updating rollup 6 or 7 for Exchange Server 2007 (Windows updates), user mailbox backup failed to start with following errors in Application log:

*Failed to access Exchange OLE DB Provider (ExOLEDB). (Provider cannot be found.*

*It may not be properly installed.)*

*Failed to access Exchange OLE DB Provider (ExOLEDB). (execADOQuery fails in BrickMSEExchangeAPI::getSubFolders)*

*Failed to access Exchange OLE DB Provider (ExOLEDB). (getSubFolders fails in BrickMSEExchangeAPI::backupData)*

## Workaround

Re-registering ExOLEDB provider DLL fixed the backup issue by using following command in DOS prompt:

- regsvr32 "<path to>\exoledb.dll"

Where 'path' is Exchange installation path (default is: "c:\Program Files\Microsoft\Exchange Server\Bin\")

# Release Notes

**Updating backup interval at application level (BrickMsExchange) does not update interval for existing mailboxes.**

## Related

**71792** – The new added mailbox does not follow the MS Exchange Brick Level interval.

## Issue Description

Assume there are 10 mailboxes with interval set to weekly. If application backup interval is changed to daily that will not affect the interval for any of the existing 10 mailboxes

## Workaround

The application level interval once set should be as the default interval when new user mailboxes are added to backup.

# Release Notes

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## Related Technical Documentation

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Reference the latest technical documentation at the **SonicWALL Technical Documentation Online Library**:  
<http://www.sonicwall.com/us/Support.html>

Refer to the following SonicWALL CDP Backup and Recovery **product guides**:

- *SonicWALL CDP 110 / 210 Getting Started Guide*
- *SonicWALL CDP 5040 Getting Started Guide*
- *SonicWALL CDP 6080 Getting Started Guide*
- *SonicWALL CDP 1440i / 2440i Getting Started Guide*
- *SonicWALL CDP 3440i Getting Started Guide*
- *SonicWALL CDP 4440i Getting Started Guide*
- *SonicWALL CDP 5.0 Administrator's Guide*
- *SonicWALL CDP 5.0 Agent Tool User's Guide*
- *SonicWALL CDP 5.0 Configuring Microsoft Exchange Infostore Backup and Restore*
- *SonicWALL CDP 5.0 Configuring Microsoft Exchange User Mailbox Backup and Restore*
- *SonicWALL CDP 5.0 Configuring Local Archiving*

For more configurations and solutions, refer to SonicWALL advanced deployment **technotes**.

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