

Attix5 Pro Release notes

V6.0.0

Attix5 Pro release information, including features and known limitations.



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Instruction Symbols

The following icons are used in this user manual:



The information icon precedes important information.



The example icon indicates a practical illustration of a process or procedure.



The hint icon indicates a suggestion or hint to guide or assist you with performing a task.



The warning icon provides a warning against potential mistakes and actions that could cause critical error.

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Introduction

Congratulations on choosing the Attix5 Pro Storage Platform. Attix5 Pro minimises risk, maximises productivity and allows businesses to regain control of their most valuable asset - their data.

This document will cover the following areas as part of the Attix5 Pro V6.0.0 release:

- Terms and abbreviations
- Feature overview
- Design changes and feature modifications/limitations
- Known bugs/issues

Terms and abbreviations

The following terms and abbreviations are used (new and old):

| Abbreviation | Term |
|------------------------|---|
| AS | AccountServer (previously known as NS: NameServer) |
| Slave AS | Slave AccountServer (previously known as Slave NS) |
| SS | StorageServer (previously known as FS: FileServer) |
| MS Mirror SS | MirrorServer Mirror StorageServer |
| Roll-ups | Previously known as “Month-ends” |
| SP | Storage Platform |
| RS | Report Server (Discontinued as a standalone service and now part of the AS) |
| Integrity check | Previously known as “Sanity check” |

Feature overview

This release includes numerous platform changes and affects almost every component of the product. The decision to convert to “.Net” as a programming platform brought with it a collection of new technology opportunities. These are all related to **better performance and hardware utilisation** within the version 6 release and are covered below.

All other enhancements are also explained in this section and are divided into logical high-level categories. Please note that these categories do not relate to the original categories used in the Release overview documentation.

Version 6 features/enhancements are divided into four categories:

- **Platform** (General performance, stability and usability improvements)
- **Administration** (Enhancements that have an administrative benefit/impact)
- **Client-side** (New features and enhancements to the user experience)
- **Plug-ins** (Any new application integrations developed or enhanced)

Platform

1. The **.Net conversion** has numerous advantages and these include better hardware utilisation that paved the way for various “beneath the bonnet” features.

Enhancements achieved as a direct or indirect result of the .Net conversion:

- a. **Multiple thread usage** within a single task (Each individual task like a Roll-up can be split into multiple threads)
 - b. **Backups and Restores** will be possible **during Integrity checks and Roll-ups**
 - c. **Faster HSM** (Archive) process
 - d. **RS and AS combined** (The ReportServer forms part of the AccountServer, but is still licensed separately)
 - e. **Advanced event queuing** system (making the Platform more robust) - e.g. Roll-ups or account moves are queued and not affected by unforeseen downtime like power failures, reboots and updates.
2. **Enhanced communication** between AS and SS (better handling of StorageServers that are down)
 3. **64-bit support** for Storage Platform (No 2 GB upper memory limit per application)
 4. **Account management:**
 - a. Allocated **licenses are moved with an account** during an account move

- b. An account move/rename **does not require a re-mirror** of the account
- 5. **De-duplication and Global Single Instance storage:**
 - a. **File moves are detected and moved files will not be backed up again (includes renamed files)**
 - b. **Global Single Instance storage: Only one copy of a file will be stored and will not be transmitted to the Storage Platform or stored twice if it has been backed up by another system (File level)**
 - c. **De-duplication is achieved using the Attix5 patching process in addition to Single Instance storage of individual files (File content level)**
 - d. **Level of security retained: The same level of encryption used in version 5 is used for each individual account in addition to Single Instance storage and De-duplication**
 - e. **Combined advantages:**
 - i. **Less disk space** required on the Storage Platform (Cost-saving)
 - ii. **Less bandwidth** required for backups
 - iii. **Faster backups**
- 6. Ability to **cancel an Integrity check**
- 7. **MS SQL** replaces the BDE database with the following advantages:
 - a. **Benefit from in-house SQL skills:** Enables customers/resellers to write their own queries.
 - b. **Combines the AS and ReportServer database**
 - c. **Easier report writing** and integration (e.g. **Crystal reports**)
 - d. The combined database **reduces the maintenance** load (backups and management)
 - e. Better **performance and stability** under high load
- 8. **Roll-ups:** Enhancements made on the Month-end feature allowing the administrator to limit the amount of backups stored online
- 9. **Security enhancement:** The Blowfish encryption method for data storage has been replaced by AES (Advanced Encryption Standard) 256 bit encryption. Advantages include:
 - a. Faster
 - b. Higher level of security

Administration

1. **Usability and management:**
 - a. Account management:
 - i. Backup Accounts can be **renamed**
 - ii. Longer Account names of up to **250 characters** accepted
 - iii. More control and flexibility over groups by implementing **groups within groups**. This enables resellers to have more control over their distributors, granting them the ability to delegate rights and control access.
 - b. **Multiple backup sets:** Multiple sets of selections and schedules for backup and restore purposes
 - c. Installers:
 - i. All installers will indicate when an **upgrade is taking place** as opposed to a fresh installation
 - ii. The Backup Client installer verifies **port availability** during installation (e.g. port 10,000)
 - iii. Deployment wizard to include **language options** for English and German. (The MSI installer itself will run in the desired language chosen during deployment)
 - iv. **SP Installer enhancements:** The following occurs during the installation process:
 - a) **testing and verification of ports selected for availability**
 - b) **testing of Proxy settings**
 - c) **testing of the product key to save time**
 - d) **automated certificate configuration of dedicated SS's**
 - d. Specific **up-to-the-minute** Backup start times (e.g. Start backup at "00:14")
 - e. **Progress indicator** during Roll-ups and HSM (Archive process) - Visual enhancement
 - f. **Snapshots:**
 - i. **Simplified** snapshot backup to disk imports
 - ii. Snapshot restore from disk allows the option to use **off-line mediums** (e.g. Portable drives) instead of a dedicated SS
2. **Management and support:**
 - a. **Option to log Client debugging information** to a specified file
 - b. Reporting of a **non-responsive SS**
 - c. **Ability to access a standalone Mirror** server from the Console

Client-side

1. **Backup performance:**
 - a. **NTFS Change Journal** support: Overall backup can potentially be much faster by eliminating the need for a full scan prior to the backup
 - b. Data selection enhancements:
 - i. Ability to **exclude files or folders during restores**
 - ii. The ability to apply a filter on any folder as an **exclusion filter**. (e.g. "*.mp3" to be excluded in any location)
 - iii. **Ability to sort files by extension**
 - iv. **The user will be warned should a backup selection be empty before performing a backup**
 - c. SSL for secure back-up transfers can be disabled for **better transfer speeds** on secure networks.
2. **Ease of installation** when installing **Linux SE** package by including JRE as part of the installer
3. **Shortcuts and hotkeys** implemented (e.g. **Refresh, Esc** & alternative keys)
4. More **effective bandwidth usage** (Moved and renamed files will not be sent with the next backup)
5. Abort backup when free **hard drive space** drops below a specified threshold
6. Backup **throttle** between the Backup Clients and Storage Platform can be specified down to 15 minute intervals on a weekly schedule
7. File **selection exported** to a readable format (This can be used for auditing purposes)
8. **Persistent Banner Ads** can now be configured on the DL Client and URL control from the Storage Platform can now be set persistently.

Plug-ins

1. **Granular retrieval of e-mails** and mailboxes via the Exchange Plug-in (A single e-mail can be restored – Single Item Recovery [SIR]) – Support for Exchange 2007 and 2010.
2. **SharePoint 2007:** Ability to back up using the native SharePoint 2007 plug-in or using the VSS plug-in as alternative.
3. **System State plug-in** for Windows Server 2008 using **Wbadmin**.
4. **VSS Database plug-in enhancements** for Exchange 2010 support.
5. **VMware plug-in:** Backup Virtual Machines on an ESX server by copying data from each VM to a local drive before backup.

Design changes and feature modifications

SP installer

1. Simultaneous SAS and SS installations are not supported for the same install instance or re-install afterwards.
2. After the fact SS installations on the same box as the AS is not supported except through a manual method

Installation folder structure changes

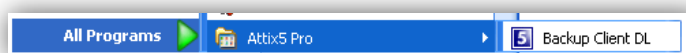
1. Brand name used for main folder name
2. No more branded icon used for Client installation folder icon - standard Windows folder icon
3. Subfolders created for each component:
 - i. Backup Client DL (E.g. C:\Program Files\Attix5 Pro\Backup Client DL\)
 - ii. Backup Client SE (E.g. C:\Program Files\Attix5 Pro\Backup Client SE\)
 - iii. Console (E.g. C:\Program Files\Attix5 Pro\Console\)
 - iv. Storage Platform (E.g. C:\Program Files\Attix5 Pro\Storage Platform\)

SP Services

1. The Backup Services tool (to start and stop SP related services) has been removed from the SP installation
2. Service can also not be restarted in the Console

Windows Start menu location & shortcuts

1. Client: Brand name used for Main Program group and then a generic Icon called Backup Client. Example:

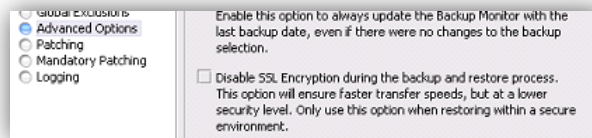


2. Console: Brand name used for Main Program group and then a generic Icon called Console under Storage Platform. Example:



Client-side

1. No uninstall icon for the Client installations. Normal Add and Remove programs must be used as with all other Windows applications.
2. The Client “Look and Feel” menu item has been removed and it will automatically adjust to the OS (XP to XP look and feel etc.)
3. **Auto-updates and upgrading:**
 - a. V5.0 and above clients will be supported for Auto-updates. However, an update is required for clients using the “Disable SSL Encryption...” on V5.1 seeing that the V6.0 SP supports SSL ONLY connections.

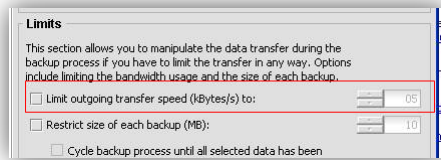


- b. Only V4.4 and up Clients will be supported by the V6.0 SP (Auto-updates however are not supported for V4.4 clients).
- c. SharePoint Plug-in is not updated via Auto-updates. A manual upgrade must be performed because of the .Net requirements for the updated SharePoint Plug-in. Auto-updates for a V5 client using the SharePoint Plug-in are automatically disabled. An appropriate message will be displayed in the AS logs.
- d. Mac (SE and DL) Auto updates not supported. An appropriate message will be displayed in the AS logs.
- e. Auto-updates will not performed during a staged upgrade for accounts that still reside on V5.x FileServers. The following log entry will be shown for these cases:

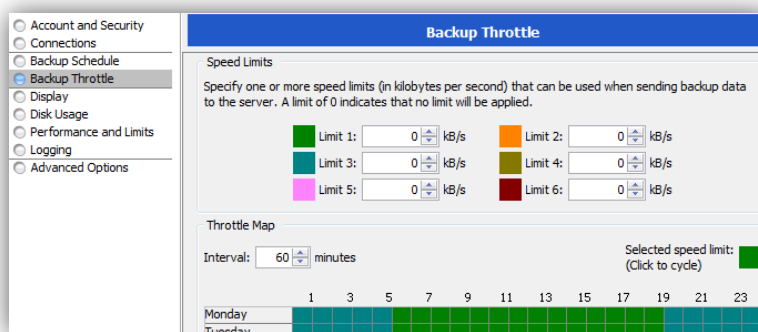
```
WM2-V5.1-2 - Backup client update request from 192.168.20.144 (Type=SE, Version=5.1.1.39, Service Pack=0, Brand=A5BP, OS
WM2-V5.1-2 - No update performed: The FileServer containing the account data needs to be upgraded to a V6+ StorageServer
Certificate to StorageServer at 192.168.20.144
```

4. Account over limit now a SE feature as well.
5. Spanish translation removed from the DL Client – All Spanish Clients will revert back to English (default).
6. V5.0 clients are **not** supported on SP’s using Trial Activation Product Keys.
7. V5.x Plug-ins will not work with a V6 client and must be upgraded.
8. The Snapshot server option has been removed from the Backup Client – only Snapshot to Disk available for the Snapshot process between Clients and SP

- An enhanced Backup Client throttle feature is included for DL and SE. Previous throttle method in V5.1 looked like this:

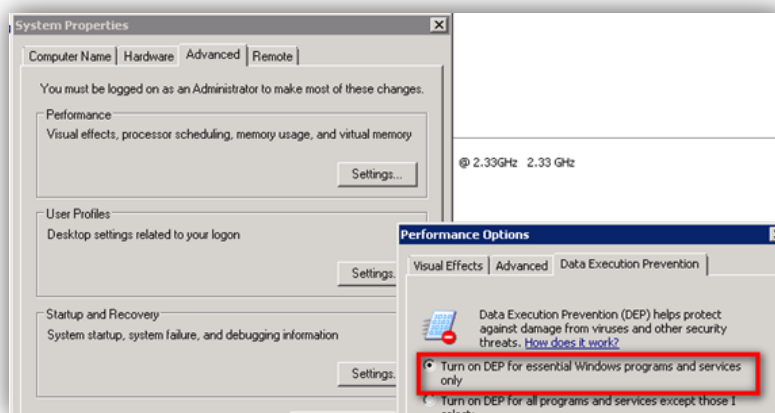


V6.0 Clients have adopted the current Storage Server to Mirror Server throttle feature:

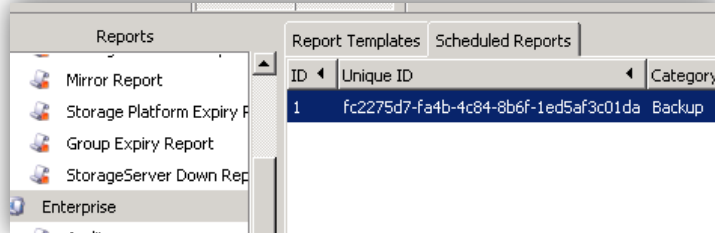


Other

- Portal integration: - REST was not included for now as planned but XML RPC calls are supported for old and new features. A complete XML-RPC spec is available on AS web interface.
- DEP must be configured for the Console to operate properly (Remote Backup and Console Help and About):

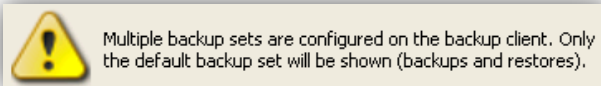


- Scheduled reports on the previous V5.1 Report Server will not be migrated to the new Report server in V6.0. Only Standard report Schedules will be migrated.



Please note that all Enterprise report data of the V5.1 Platform will not be migrated.

- Remote Restores via the Console does not support Multiple Backup sets. Only the default backup set can be modified or restored. The Console will show an appropriate warning when an account with “Multiple backup sets” are being connected to:



Known bugs/limitations

The following known bugs are applicable to the Attix5 Pro V6.0.0 release.

Backup Client

| Installer | |
|-----------|--|
| Bug Ref | Description |
| 4371 | Uninstaller does not always finish unless the service is stopped manually. |
| 4614 | With v5.0 to v6 auto upgrade the tray icon must be restarted. |
| 4755 | Manual Client upgrade from v5 to v6 allows change of install path. |
| 4833 | Manual Client upgrade does not persist service username. |
| 4911 | Program size incorrect. |

| Main program | |
|--------------|--|
| Bug Ref | Description |
| 4034 | Folders not shown in Restore panel file listing (only in the tree). |
| 4132 | Tree plug-ins: Excluded items not shown tinted in parent folders. |
| 4526 | Default Change Journal size as created by Client may be too small. Workaround available. |
| 4612 | Subfolder icons do not always update immediately when selection is removed. |
| 4650 | Selection - Profiled network volume displays incorrect icon. |
| 4763 | V4.4 Client selection not always preserved during upgrade. Please check after upgrade. |
| 4826 | Profiled My Documents filter does not display correctly but works correctly. |
| 4830 | Snapshot import not listing files on Linux. |

| Plug-ins | |
|----------|--|
| Bug Ref | Description |
| 4108 | VSS: Data Selected and Data protected values inconsistent. |
| 4326 | SharePoint 2007: Service needs to be restarted before tree reflects certain changes. Backups work. |
| 4423 | SharePoint 2007: Error null displayed sometimes when including folder for restore. |
| 4435 | SharePoint 2007 Restore: Including web application does not exclude child nodes. |
| 4638 | VMware: First scan freezes GUI temporarily. |
| 4725 | Sybase ASE 12.5: Warning messages in backup log. |
| 4731 | MS SQL: Truncate logs should be per database, not server. |

Plug-ins continued...

| Bug Ref | Description |
|---------|--|
| 4735 | SharePoint 2007: GUI does not inform when service has no rights to SharePoint sites. |
| 4737 | SharePoint: SQL Server must have rights to dump location. |
| 4745 | SharePoint: Details table does not allow user to select multiple items to restore. |
| 4771 | SIMS plug-in not displaying specified folders in backup selection. |
| 4866 | SharePoint plug-in: Folders in a list item do not display in the selection tree. |
| 4890 | SharePoint: Cannot backup custom list. |

Other

| Bug Ref | Description |
|---------|---|
| 4531 | SE Client does not always launch after an install. |
| 4736 | Mac Auto updates do not work (disabled on SP). |
| 5010 | System tray (Runner): Next backup time does not factor in Daylight Saving Time. |

Console

Main program

| Bug Ref | Description |
|---------|---|
| 4627 | Small discrepancy on file count between Client log and Backup Report. |
| 4720 | Remote management: Folder selections do not propagate (draw issue). |

Storage Platform

Installer

| Bug Ref | Description |
|---------|---|
| 4782 | Manual upgrade of V5.0.2 does not delete xml-rpc.jar . (delete manually) |
| 4955 | SP: SMTP Authentication settings are not retained during an upgrade. |

Main program

| Bug Ref | Description |
|---------|---|
| 5189 | Installing SS with a data root of E:\ fails. |
| 5137 | SS service sometimes crashes on Win2K3 64bit (workaround available-force 32-bit). |