



RELEASE NOTES

EMC AutoStart
Version 5.2 SP2

Release Notes

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These Release Notes contain supplemental information about EMC AutoStart version 5.2 SP2 (also known as AutoStart version 5.2.2). This service pack operates on systems running AutoStart 5.2 and 5.2.1 for Windows. It also upgrades for customers running AutoStart 5.1.x.

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Product description

The EMC[®] AutoStart[™] 5.2 SP2 release operates on systems running AutoStart 5.2 for Windows, and covers the following scenarios:

- ◆ Full version stand alone release also known as AutoStart 5.2 SP2
- ◆ Service pack release for 5.2
- ◆ Upgrade release from 5.1.x to 5.2 SP2

EMC AutoStart version 5.2 SP2 provides a monitoring and management framework that lets system administrators automate the recovery and restart procedures that are used to bring production applications online as fast as possible. AutoStart provides automated recovery from failures that can occur with applications, data, servers, and networks.

New features and changes

There are multiple new features and changes in this full version AutoStart 5.2/ AutoStart 5.2 SP2 release:

- ◆ New Windows installation procedures which are documented in the *Auto Start 5.2.2 Installation Guide*. Also refer to [“Installation” on page 19](#) of these Release Notes for additional information.
- ◆ Provides a brand new installer that serves as a single installer to replace the separate agent and console installers.
- ◆ Provides a maintenance roll-up of bug fixes to benefit customers installation, usability, and configuration issues.
- ◆ Full support for EMC Solutions Enabler 6.2 for managing SRDF and MirrorView[™] data sources.
- ◆ Full support for all 5.2 AutoStart modules and data sources on Windows.
- ◆ Full support for EMC PowerPath[®] 4.6 on Windows.
- ◆ There are no changes to the software packages AutoStart interoperates with due to this service pack. However, LGTpa57932, included in this service pack, does fix interoperation with applications using Microsoft's VSS feature. This includes Windows NT Backup, Symantec's Veritas Backup Exec with the Advanced Open File option, EMC NetWorker[®]'s Open File Manager module.

Fixed problems

Table 1 Fixed problems since 5.2.0 release

Bug ID	Description
LGTpa57932	The Mirror Data Source (DS) did not function if the Volume Shadow Copy (VSS) was enabled. If either were enabled after the creation of a Mirror DS, then the Mirror DS ceased to function correctly at some point (hang, blue screen, or simply disappear). If either were enabled before attempting to create a Mirror DS, it could not be created (the pull down list was blank).
LGTpa71489	For a Resource Group, under the Availability Tracking tab, an Event listed under Event List showed a start date of Dec. 31, 1969.
LGTpa81279	A managed IP could not be assigned when the target NIC was not specified.
LGTpa81541	When installing the SQL module, the node could be selected, but the SQL site was blank. SQL was up and running, and Windows Authentication was used.
LGTpa81636	When attempting to shutdown an AutoStart node, via the Start/Shutdown button, the server would not shutdown but rebooted instead.
LGTpa84080	A resource group was deleted from the console, but an error message in the status bar indicated that the resource group was not found.
LGTpa84102	For SRDF® and Network Share data sources, you could not enable the Apply button while changing the interval of "Override Operation Timeout" in the Status tab.
LGTpa84538	The console was not refreshing after changing the Remote Mirror Host or IP Address. Must close and restart the console to see changes made to your nodes.
LGTpa84541	The node information under the drive selection could not be deleted.
LGTpa84709	Print Services error messaging was improved so that end users could more easily diagnose problems. For example, including an "invalid username or password" message in the console.
LGTpa85358	The node list did not display when a user selected the attach button from the main toolbar to attach the datasource object.

Bug ID	Description (continued)
LGTpa85455	The directory listing of the agent bin folder (dir command on bin folder piped to a file) is now collected.
LGTpa86047	When configuring a SQL Server module instance, the Available Databases list was blank if one of the databases had an apostrophe (') character in it. Once the database was removed from SQL, you were able to select a database to monitor.
LGTpa86248	A blank database list resulted in the Oracle module when the configuration was modified.
LGTpa86740	An erroneous message stated that the Wait Settings of SQL ServerService is 3600 seconds, which did not calculate the actual seconds it took to failover.
LGTpa86756	The SQL proxy failed when all users logged off the system.
LGTpa87093	The Replistor log create_newspect.txt was growing uncontrollably.
LGTpa87388	While creating a Utility Telnet Process, if the "No Authentication" option was selected for the Login Environment, then the Login Name and primary Password field would be grayed out. Similarly, the Secondary password field should also be grayed out.
LGTpa87417	Idle Replistor data sources (inactive for several hours) went into a warning state for no reason.
LGTpa87562	The Telnet Utility process was not working.
LGTpa87954	The node alias did not update records on multiple DNS servers.
LGTpa87962	The node alias did not update DNS PTR records.
LGTpa88084	The configuration wizard failed to install the virtual account if the domain name was longer than 30 characters. Configuration could not continue successfully unless the domain was shorter.
LGTpa88085	The help info at the bottom of the configuration HTML report said to use "emcadmin -setupNode" if the set credentials portion of the setup fails. This behavior was changed in 2.0.15 to be -setupLocalNode.
LGTpa88087	The Prep and Config wizards should not run if the server is not renamed back to its original name.
LGTpa88088	The splash screen that pops up before the config wizard starts had shown the EMC Legato logo.

Bug ID	Description (continued)
LGTpa88089	The config wizard failed to set permissions correctly at the end of the setup, when the Netbios domain name was not based on the full Windows domain name.
LGTpa88344	Agents had been crashing on active or both nodes during resource failure.
LGTpa89426	In some scenarios, Isolation Detection did not work. After pulling a network cable, the resource group, if it had a service or a process, went offline instead of failing over to the other node.
LGTpa89443	AAMsupport needed additional registry keys.
LGTpa89658	A license key was required to unlock the WPS module.
LGTpa90165	When switching tabs or selecting modules, there was a java exception error and the console was unusable.
LGTpa90430	The use of the "system" command in Perl scripts disconnected from ISIS if it's a command that takes a long time.
LGTpa90437	During resource group failover, the WINS server successfully updated the server and workstation registration for the node alias. However, there was a constant warning message saying that the WINS server failed to update.
LGTpa90973	There were proxy failures with Oracle user "sys".
LGTpa91387	The Legato name was included in an unlicensed module tooltip. For example in Print Services: "See your authorized Legato Retailer for more information."
LGTpa91674	When attempting to bring the SQL instance online on a secondary node, the following error message had displayed: Agent log error: "WARN: ID00000584 APM: Error stopping common/SQ_test2_SQLAgent. 10017 - Configuration Not Found" Console log error: "Error ID00000064 Internal AutoStart error 10017 stopping proc MSSQL_SQ_TEST/" The SQL instance comes online, regardless of the error.
LGTpa91746	The Autostart console could not be opened after a user logged in, when that user's login credentials for AutoStart 5.2.1 were not previously entered.
LGTpa92138	The start > programs > EMC AutoStart Console short cut did not get created.
LGTpa92940	An aborted Resource Group relocation was not offlining correctly.

Bug ID	Description (continued)
LGTpa93174	When the permanent license key was not validated, the agent could fail to start.
LGTpa93176	While installing AutoStart, if the following message appears: "Invalid port number has been specified, please enter a different port number", then you might not have been able to install AutoStart 5.2.1.
LGTpa93212	The AutoStart console did not downgrade from 5.2.1 to 5.2, if left open during the downgrade. The console incorrectly displayed AutoStart as version 5.2.1.
LGTpa93312	An SRDF device is a shared disk device; however this type of shared disk device cannot be used in a composite data source.
LGTpa93438	After an upgrade to 5.2.1, in some instances, one may have seen that the previously set Local Mirroring IP's appear to be unset in the Console, i.e. <Not Set> in the drop down box. They also could not be reset at this point and an error would be generated. Also the Remote Mirror Host box would be set to <none>. This also cannot be reconfigured.
LGTpa93543	Windows mirrored data source drives were unavailable after a re-installation.
LGTpa93587	Mirroring IPs became unset and unsettable after an upgrade from 5.2 to 5.2.1.
LGTpa93590	This installation checked to see if you were running Windows 2003 or Windows 2000. If you were not running either of these, the installation would not continue. The 5.2.1 Console would not install on Windows XP.
LGTpa93593	When uninstalling 5.2.1, many possible problem artifacts are not deleted. Check the "Completely remove EMC AutoStart configuration (modules, etc.)" box on the AutoStart Removal Method screen. This forces the removal of module registry items when a full uninstall is performed. If you did not check this box during the Agent uninstallation, and you want to remove the configuration manually, delete all sub-keys of registry key, "HKEY_LOCAL_MACHINE\SOFTWARE\FullTime Software", except "FullTime Console".
LGTpa93651	A new AutoStart user could have received a Java exception error when starting the console.
LGTpa93652	A blank error occurred in AutoStart when trying to create an online mirror data source.

Bug ID	Description (continued)
LGTpa93656	The Start > Programs > EMC AutoStart Console short cut did not get created.
LGTpa93658	The Microsoft Visual J# Redistributable Package is no longer a prerequisite for installation.
LGTpa93686/94422	If the console is running on a remote node to monitor the status of an AutoStart cluster, and if the node that the console is connected to is powered down, then the console does not react to this failure. It does not show any updates until the user clicks on some entity in the domain tree, in which case it reconnects to another node in the cluster.
LGTpa94002	The installer was not displaying a build number in the debug logs.
LGTpa94091	The Installer was not removing hotfix entries from the Add/Remove Programs.
LGTpa94212	When a system with an older version of AutoStart with only the Console is installed, then either a fresh install of the 5.2.1 Agent or a complete upgrade (upgrade to 5.2.1 Console and fresh install 5.2.1 Agent together) was required. The 'DomainName dialog' and 'PrimaryNodeName dialog' were skipped.
LGTpa94238	When you cancel an AutoStart installation, at the first opportunity (after it passes install of the 2 new programs), it seems to cancel. Then you are told to restart (due to the installation of new programs). If you restart, you get an End Program box, a program that Windows cannot shutdown and hangs the shutdown of the OS.
LGTpa95434	5.2.1 wipes out the upper filter driver key for the SCSI storage key in class. The effective result is that the SAN disks will no longer appear until the entry is placed back into key. The un-install process also wipes out the key.
LGTpa95731	When the first agent was installed in a custom path, and then the console was installed, the console could not be opened.
LGTpa95772	When a 5.1.2 console or agent is present in a node, and you then install the 5.2.2 agent and console, it does not detect the console\agent and installs 5.2.2 successfully. Both 5.2.2 and 5.1.2 consoles launch and connect with respective agents. When the 5.1.2 agent and console are both present in the node, when trying to install 5.2.2 it provides the upgrade option.
LGTpa95826	When a wrong license key was entered, it was not prompting for an error message.

Bug ID	Description (continued)
LGTpa95829	A blue screen had occurred when cancelling the installation and doing a reboot.
LGTpa95881	An upgrade from 5.2/5.2.1 to 5.2.2 would not happen when both the agent and console existed.
LGTpa95919	In a two node cluster, when the second node is added to the domain by giving it a domain name in a different case, then installation is successful. However, when both nodes come up after reboot, they do not detect each other. Domain names are case-sensitive across all platforms. Use case-sensitive AutoStart domain names. (This is not an issue for upgrades).
LGTpa96136	The 5.2.2 uninstall did not remove some registry keys.
LGTsc00694	There was a mirror line problem. The <not set> entry in the local mirror IP failed.
LGTsc00695	You may continue to install individual components on a fresh install, or completely uninstall individual components. To completely remove all configuration registry entries created by AutoStart that relate to the agent, check the Remove AutoStart Configuration registry entries box on the Removal Method screen. If you do not check the box, the registry entries under HKEY_LOCAL_MACHINE\SOFTWARE\FullTime Software, "FullTime Cluster" and "AAM_MIRROR" are deleted. All other configuration registry entries are left behind. The checkbox only appears when you select to completely uninstall the agent, and does not have an impact when removing only the console. If this was an upgrade installation, the option to downgrade to your previous version of AutoStart also appears in the Removal Method screen.

Environment and system requirements

The operating system requirements are as follows:

- ◆ Microsoft Windows 2000 SP4
- ◆ Microsoft Windows 2003 SP1, R2 (32 bit only)
- ◆ ESX Server 2.5 or higher on Windows Guest OS only

There are no changes to the software packages that AutoStart interoperates with due to this service pack. Products that are known to have interoperability requirements/impact:

- ◆ EMC Solutions Enabler 6.2 is supported.
- ◆ EMC AutoStart modules 5.2 or later and data sources on Windows are supported.
- ◆ EMC PowerPath on Windows is supported.

Known problems and limitations

Table 2 displays known problems in AutoStart 5.2. and 5.2.1.

Table 2 Known problems in AutoStart 5.2 and 5.2.1

Bug ID	Description	Workaround/Fix
LGTpa63150	Failures could occur in excessive system page table entry usage when running EMC mirroring.	As a workaround, add the following path to the registry, and set the value to 1: A DWORD registry key called "HKLM\SYSTEM\CurrentControlSet\Services\VincaMV\Parameters\ThrottleMirroring. Reboot your system after the registry setting. The reboot is necessary as the mirror driver will only read the registry value at load time when the system reboots.
LGTpa63869	If a removable plug-and-play device which contains a mirrored volume is removed from the server, writes will fail on the mirrored drive. However, if the mirrored drive is in a resource group, the group will fail over to the working node.	Removable devices are not currently supported for EMC mirroring. If the mirror is in a resource group, the group should fail over to the working node.
LGTpa64412	On some platforms, the SRDF data source may not detect the loss of disks, if the SCSI/Fiber cable is pulled.	Typically resource groups consist of an application, such as SQL Server, Exchange, Oracle, etc, which will eventually fail to write and trigger the resource group failover.
LGTpa68862	The Shared Disk Device Data Source fails to attach on a newly added node.	From the console: <ol style="list-style-type: none"> 1. Select Shared Disk Device for Windows. 2. Click the Disk Management tab. 3. Select the node which you have added to the existing data source. 4. Select the drive letter for the corresponding data source. 5. Select Manage Share Disk at the bottom of the screen. 6. Click Apply.

Table 2 Known problems in AutoStart 5.2 and 5.2.1 (continued)

Bug ID	Description	Workaround/Fix
LGTpa71809	The install does not allow a domain name with a hyphen.	Do not include hyphens in your domain names. Underscores are allowed.
LGTpa74007	AutoStart does not support customizations made to a module instance; it erases any customizations that you make to a module instance. (A customization is any modification that you make to a module instance in Advanced user mode using tools other than those available in the Modules tree of the AutoStart console.)	If you are required to customize a module instance for your environment, you cannot use a module instance but must manually create a resource group for it instead. Note that the Administrator's Guide for some modules, such as AutoStart's Exchange 2003 module and Oracle module, may direct you to make a customization in Advanced user mode after you have created the module instance; in this case, you cannot use the module instance but must manually create a resource group for it instead.
LGTpa74338	A database access violation could occur when a backup utility locks the AutoStart database.	The agent database should not be scanned with McAfee or Norton programs. Using a virus scanning program to scan the AutoStart database could cause a locked file. The agent crashes if a needed file is in use by another program. Exclude the database from scanning.
LGTpa77590	For AutoStart 5.1.2, on Windows 2003, there was a failure on a shared disk. The shared disk was physically removed from the console, but it still shows as managed on one of the nodes. When attempting to unmanage the shared disk from the console, the result was an "Element not found" error.	Certain registry entries can be edited to delete this disk from AutoStart's control. Contact customer service for assistance.
LGTpa77661	After you delete a regmon process, and you create a new one using the same name, the registry values from the deleted regmon process may be used instead of using fresh values.	When you delete a regmon process, you should also delete the user data associated with that process.
LGTpa78215	On Windows 2003 with SP1, in certain scenarios when using iSCSI in conjunction with mirroring, when a mirror volume goes into a healthy/broken state, there can be dual access to the mirrored volume.	You must intervene manually to recover from the healthy/broken mirror. Determine which node contains the correct data and use it as the source to resynchronize the mirrored volume.

Table 2 Known problems in AutoStart 5.2 and 5.2.1 (continued)

Bug ID	Description	Workaround/Fix
LGTpa79280	A client on the network can access resources using the ALIAS, but one cannot access the resources via this ALIAS from the hosting node (AutoStart node).	Set or create the following registry key on the 2003 SP1 Computer: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa Name: DisableLoopbackCheck Type: REG_DWORD Value: 1
LGTpa80298	Data corruption could occur with the mirroring data source.	Refer to "Data loss risk with loss of dedicated connection and server failure" on page 16 for more information.
LGTpa81244	Multiple mirror data sources go into a "No Response" state all at once. There is a feature called "Real -Time Monitor" which scans executables/processes as they are executed, in real time. It has been found that this Real -Time Monitor can misbehave with frequently executed executables, and potentially cause the execution or running of that process to slow significantly. This can cause issues with any processes run by AutoStart, such as for the purpose of monitoring resources, i.e. existence and response tests.	Do not use the Real-Time Monitor feature with the eTrust anti-virus or other anti-virus software.
LGTpa82737	Domain names are case sensitive on UNIX platforms, but not on WIndows.	EMC recommends that you use lower case domain names for both UNIX and Windows.
LGTpa84822	You could receive error messages when the Replistor data source copies over files.	Turn off the 'reflect protect' option in Replistor for this specification, using the CLI, as follows: Rep_srv cmd: server Spec source path target site target path [/noreflectprotection]
LGTpa85221	The public IP address of a system may be incorrectly displayed by the AAM console's NICs section. This may occur if additional virtual IP addresses are assigned to the NIC where the public address is set and the AAM backbone as restarted. The public IP address is actually correct in the operating system, but the AAM console is displaying one of the other IP addresses as if it were the public IP.	Ignore the incorrect information in the AutoStart GUI. Use Windows tools such as Ipconfig to confirm the public address.

Table 2 Known problems in AutoStart 5.2 and 5.2.1 (continued)

Bug ID	Description	Workaround/Fix
LGTpa85454	EMC mirroring's VincaMV.SYS causes a bug check when shutting down via Shutdown.exe.	This is only known to occur at one customer site with very specific circumstances. Please contact Customer Service for additional information.
LGTpa85597	Cannot create a Replistor datasource on specs with folders marked read-only.	If any folders in the path of this spec has a folder that is a read only, such as Program files, an error occurs saying the spec does not exist.
LGTpa85599	There is a console exception error after removing the Replistor/restarting agent.	Close the console and then re-open it.
LGTpa91539	If you configure a Node Alias to register the A record , with the EMC DNS Registration Option, it can fail to register in certain situations. One situation where it fails is when there is a bogus zone configured on the node. This bogus zone does not need to be the first zone configured on the NIC; it can be the 2nd, 3rd, last, etc. it just needs to be there. If it is there, the DNS Registration fails. Note: Both A record and CNAME record registration will fail.	EMC recommends deleting the bogus zone, and calling customer service for more information.
LGTpa91585	Administrators can delete resources even when they are referenced by the resource group. When a resource group is taken offline, and an attempt is made to delete the resources within the resource group, some are deleted, such as Mirror DS, Process, Service & proxy process. However, the node alias, managed IP and utility process did not get deleted, and in turn displayed an error message such as "resources are referenced by RG".	Resources should be removed from resource groups before they are deleted. This is not enforced for all resource types.
LGTpa91879	When attempting to attach or detach a data source when using a Perl API, it becomes attached or detached, but this happens after that rule is disabled.	You would arrive at this state only when attaching the data source via the rule. If necessary, you can add more custom code to enable the rule after the detach.

Table 2 Known problems in AutoStart 5.2 and 5.2.1 (continued)

Bug ID	Description	Workaround/Fix
LGTpa91882	Rules which contain sensor based triggers for NICs do not work properly when the following occurs: From the Sensor Based Trigger Settings tab, under the Scope of Trigger panel, the button, Selected Items , is selected. Under this condition, the agent crashes and restarts. Trying to enable the rule again (in a disabled state) results in the error message: "Rule must first be disabled." After this error message, the rule cannot be disabled or enabled.	Avoid using the NIC options if you have custom sensor based rules.
LGTpa91885	Installation completes successfully, but the pop-up dialog box failed to restart after clicking "yes."	Restart the system manually if the install shield fails to do so.
LGTpa91969	The settraceoutput command is not creating a custom file for the statemon file in the FT_DIR\log\agent folder, if the destination file is specified. However, the ftcli command result is okay.	By using the settraceoutput command, you can create a default statemon log file. Then you can rename the log file and get the custom statemon log file.
LGTpa92162	The dbdump is failing with the following error message: "Unable to open database file ft_db51.d01 Error from C:\PROGRA~1\EMCAUT~1\build2\bin\dbe xp: No such file or directory."	The failure of this command is a support issue and has no effect on AutoStart users.
LGTpa92179	During installation, after entering the node name in the node name field, and then pressing next and back, the node name could disappear.	Re-enter the nodename.
LGTpa92288	When upgrading from AutoStart 5.1.2 to AutoStart 5.2.1, under modules, Oracle on Windows is displayed twice.	When you expand the tree-view, you will see that the first Oracle module is version 3.0 and the second Oracle module is version 3.1.
LGTpa92414	When installing the agent prior to the console, a connection to the AutoStart domain through the console GUI is not made, because the node list is not populated. When installing the agent first, the node list should get populated automatically.	Specify at least one primary node name in the node list field of the console. After successfully connecting to the domain, the console will be able to retrieve the list of all the primaries.

Table 2 Known problems in AutoStart 5.2 and 5.2.1 (continued)

Bug ID	Description	Workaround/Fix
LGTpa92782	Domain names are case sensitive. For example, if you connect the first node to a domain named "Zebra521", and then connect the second node using the name "zebra521", then the two nodes cannot see each other. All services are started and the CLI can connect to both nodes with either uppercase or lowercase domain names. However, the console must connect to the specific, case-sensitive domain for the domain to be loaded correctly.	Use domain names that are consistent in case-sensitivity.
LGTpa92849	The remote mirror IP and Host cannot be changed after mirroring has been configured.	To resolve this issue, it is necessary to edit the registry, specifically HKLM\System\CurrentControlSet\Services\VincaMV\Parameters and HKLM\System\CurrentControlSet\Services\VNCTransport\Parameters. For VincaMV, the value to edit is RemoteClientIPAddr1. The value added must be the IP used by the Remote Node for mirroring. For VNCTransport the values that need to be edited are RemoteIPAddr, IPAddr, and AAMDomainRemoteNode. RemoteIPAddr must be the IP used by the Remote Node for mirroring. IPAddr must be the local IP used for mirroring. AAMDomainRemoteNode must be the host name of the remote mirror partner. Once these values have been edited, the agent must be restarted.
LGTpa96422	Adding a node to an existing domain accepts the FQDN of the first node, but also accepts any value after the node NETBIOS name. If the FQDN of the first node is node1.autostart.com, it also accepts this if you enter node1.anyname.com. Its just chopping the letters after first "." In the FQDN. It should accept only a proper FQDN name.	On the Identify Primary Node screen, enter a node name only, as there is no validation after the node name.
LGTsc00319	Isolation detection settings are not working as expected.	Use node level isolation settings rather than domain wide isolation settings.

Table 2 Known problems in AutoStart 5.2 and 5.2.1 (continued)

Bug ID	Description	Workaround/Fix
LGTsc01050	An error message does not display when a Microsoft telnet server service is disabled or stopped on the remote machine, or if the username or password is incorrect.	To connect to a Microsoft telnet server on a remote machine, NTLM authentication must be disabled on the telnet server. By default, Microsoft telnet server accepts only NTLM authentication; you must disable it so that plain text authentication is accepted.
LGTsc01314	When upgrading AutoStart from 5.2 to AutoStart 5.2.2, and then canceling the 5.2.2 installation while copying files; this could cause the installation to roll back, where the 5.2 console and agent will not work.	Upgrade AutoStart 5.2 to AutoStart 5.2.2. After the upgrade, the console and agent work fine. Then you can downgrade it to 5.2. The console and agent continue to work fine.
LGTsc01319	Installation of AutoStart 5.2.1 with PowerPath 4.5.0 or PowerPath 4.6.1 removes the UpperFilter key (EmcpBase) for PowerPath. PowerPath 4.6.1 supports the Win2k3 server. The UpperFilter key for this is mppfltr . As a result, symmetrix & clarion devices are not accessible.	To access the devices again, reinstall PowerPath.
LGTsc01802	After Downgrading AutoStart to 5.1.2 from 5.2.2, the mirror data source could go into a failed state. When attempting to attach it, the "Element not found" error displays.	Delete the failed data source. Reboot the node and recreate the mirror data source on that same drive.

Technical notes

Data loss risk with loss of dedicated connection and server failure

Data loss may occur if the mirroring data source becomes fractured or transitions to the Warning state and applications continue to write to one of the mirrored volumes and not to the other.

With a dedicated link of 100 MB, the likelihood of this event happening is small yet it still exists. In a switched topology network the probability is higher, yet still this is a relatively rare occurrence.

However, there are several possible scenarios where this type of data loss can happen. Here is an example of one scenario where this can occur:

1. The dedicated connection used for mirroring between the two nodes goes down. As a result, all mirrored data sources transition into a warning state. Both servers continue running, the only evidence being the accrual of messages in the event viewer and the state of the mirror volume.
2. Data continues to be written to the disk, yet the mirrored copy is not updated. This phase could potentially go on for days or weeks unnoticed.
3. At this point, with the mirrors not synchronized, the node or server with the good copy of the data fails. Consequently, failover automatically occurs and the Mirror Volumes are brought online on the node or server that does not have the up-to-date copy. All data that has been written while the link was down would be lost, if then the original server is allowed to come up and the mirror volumes synchronized correctly.

Note: A mirroring data source in the Warning state should always be examined by the Administrators of the clustered machines to see if it is appropriate, needs intervention, and what that intervention should be. In most situations, the mirroring data source should be repaired before any failover is allowed to occur. If there is any question about a data source in the Warning state and if or how it should be rectified, contact EMC Technical Support for assistance.

Documentation

[Table 3](#) lists known issues in the AutoStart Windows documentation.

Table 3 Documentation issues

Bug ID	Description
LGTpa89745	<p>When you create or maintain a Telnet utility process using the AutoStart console, the Login Environment panel prompts you for login information. If no authentication is required in order to access the machine via Telnet, select the No Authorization checkbox. When you do this, you may note that the Secondary Password field remains enabled. This is because the secondary password has nothing to do with the authentication user name and password that appear above this field. Instead, the Secondary Password field is always available, but it is optional. Use this field to provide an additional password that will be required once Telnet has successfully logged in to the machine. If you leave the secondary password empty, users who use the Telnet connection will be prompted to enter a password when a password is required.</p>
LGTpa90059	<p>When configuring an instance of the SQL module, the Available Databases list is blank if any database name has an apostrophe (') character in it. Once the database is removed from SQL, you are able to select a database to monitor.</p> <p>To address the database name issue, install SQL Server 2000 SP4.</p>

Table 3 Documentation issues (continued)

Bug ID	Description
LGTpa90150	When you use the wizard to create a new instance of the Oracle for Windows module, step 4 for using the Configuration window in the wizard has changed. Do not perform the sub-steps for a non-standard Oracle installation because this is now handled for you.
LGTpa90534	If the nodes in the AutoStart domain you just upgraded are running Windows 2000 or Windows Server 2003, and you have just finished an upgrade from AutoStart 5.1 (or earlier) to AutoStart 5.1.2 (or later), you must go into the AutoStart console and delete, then re-add, the target interfaces for all of the domain's managed IP addresses.
LGTpa96448	When configuring a utility process in AutoStart, there is a limitation which does not allow a password to exceed 32 characters.

Software media, organization, and files

There is no software media, organization, and files content presented with this release.

Installation

Change in file naming conventions

A change in the versioning policy has resulted in a difference in appearance where “5.2.2” is now replaced with “5.2 SP2”. At this time, the *AutoStart 5.2.2 Installation Guide* refers to the older naming convention, with plans to change to the new naming convention in the next documentation revision.

Upgrading 5.2 SP2 with hot fixes installed



WARNING

Follow the steps in this section if you have installed any of the following hot fixes to your 5.2 or 5.2.1 AutoStart installation before upgrading to 5.2 SP2.

- ◆ A_WIN_HF_5.2_89286 (LGTpa89286)
- ◆ A_WIN_HF_5.2_95470 (LGTpa95470)

Follow these steps if you have either or both of the above hot fixes installed on your machine:

1. Uninstall the hot fix(es).
2. Install the 5.2 SP2.
3. Reinstall A_WIN_HF_5.2_95470 (LGTpa95470) only, because A_WIN_HF_5.2_95470 (LGTpa95470) supercedes A_WIN_HF_5.2_89286 (LGTpa89286).

Installing AutoStart on Windows



Refer to the *AutoStart 5.2.2 Installation Guide* for information about installing AutoStart on Windows.

WARNING

Before installing AutoStart, read all the items under “Known problems and limitations” on page 9.

As noted under “Product description” on page 2, this is a full version stand alone release known as AutoStart 5.2 SP2, a service pack release for 5.2, and an upgrade release from 5.1.x to 5.2 SP2.

This service pack is packaged so that it can be used either for a fresh install for a new customer or as an upgrade to any existing AutoStart customer running AutoStart 5.1.x or later. For a fresh installation, you must install the console and the agent in the same directory. All upgrades from 5.2 or 5.1.x install the agent and/or console in the same directory. Fresh installs default to Program Files\EMC AutoStart.

The console and agent now install from a single EAS52SP2_WIN.exe file. To install, unzip and then execute the installation EAS52SP2_WIN.exe file as administrator.

There are two components to the AutoStart installation: the agent and the console:

- ◆ An AutoStart agent monitors and manages nodes and processes in the AutoStart domain. It manages resource objects such as managed IP addresses, node aliases, and data sources as well. A primary agent executes rules, maintains replicated copies of the database, and monitors other agents in the domain.
- ◆ An AutoStart console is an administrator’s tool which provides graphical access information from, and initiates operations to an agent, enabling management of the AutoStart domain from a single location.

There are two Windows services that run during operation: Backbone and Agent. By default, these services run under the Local System account. It is a Microsoft security best practice to not assign specific user accounts other than the Local System for the services for the agent and backbone.

Troubleshooting and getting help

EMC support, product, and licensing information can be obtained as follows.

Product information — For documentation, release notes, 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 and software updates, go to EMC Customer Service on CustomerNet. To open a service request through CustomerNet, 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. EMC Software CustomerNet is located at:

<http://Powerlink.EMC.com>

1. Select Resource/Tools.
2. Select CS Support.
3. Choose from the list of options.

Refer to Chapter 8 of the *AutoStart 5.2.2 Installation Guide* for additional troubleshooting information.

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