AppAssure™ 5.4.2

Notas de la versión, revisión D

Noviembre de 2014

Estas notas de la versión proporcionan información acerca de la versión 5.4.2 de AppAssure™. Esta versión incluye la compilación 5.4.2.319.

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Acerca de AppAssure 5.4.2

El software de protección de datos Dell AppAssure ofrece copias de seguridad rápidas con recuperación verificada para sus máquinas virtuales y servidores físicos, tanto in situ como a distancia. Dell AppAssure es un software diseñado para profesionales de TI que necesitan una solución de copias de seguridad, replicación y recuperación potente, asequible y fácil de usar que proporcione protección para servidores y aplicaciones esenciales para la empresa como Microsoft Exchange, Microsoft SQL Server y Microsoft SharePoint. Realice copias de seguridad y proteja sus datos y aplicaciones esenciales de forma constante a través de una única consola de gestión basada en web.

Aviso sobre versiones recientes

Lea esta sección completamente antes de decidir el momento y el modo de instalar esta versión en su propio entorno.

Problemas que afectan a las versiones 5.4

1   Dell ha identificado un potencial problema con AppAssure versión 5.4.2.189, que puede evitar temporalmente el acceso a algunos puntos de recuperación en Cores que sufren ciertas condiciones de carga o fallos. En casos extremos, este problema puede provocar la pérdida de algunos puntos de recuperación. Se recomienda a todos los clientes que usen la versión 5.4.2.189 que actualicen inmediatamente a la versión 5.4.2.228 o posterior (5.4.2.230 o posterior para Linux).

Productos afectados: AppAssure versión 5.4.2.189 es la única versión afectada. La versión anterior, 5.4.1.77 está libre de fallos. Todas las versiones 5.4 posteriores, empezando por la 5.4.2.192, tampoco están afectadas.

Detalles: En la versión 5.4.2.189 se realizó un cambio en la lógica de consolidación que la endurece en los modos de fallos extremos, como las pérdidas de alimentación eléctrica o fallos de controlador catastróficos. Este cambio introdujo inadvertidamente la posibilidad de que los puntos de recuperación quedaran huérfanos, si un Agent en particular tuviera puntos de recuperación en los que a) faltaran uno o más volúmenes o b) fallara una comprobación de montaje de Exchange o una comprobación de

conectabilidad SQL. Los Cores que ya estén funcionando normalmente, sin puntos de recuperación incompletos ni comprobaciones de puntos de recuperación con fallos, no están afectados.

Existe la posibilidad de que los puntos de recuperación huérfanos puedan repararse con la ayuda del Servicio de atención al cliente. Sin embargo, en algunos casos, no es posible recuperar los puntos de recuperación huérfanos. Por ello, se insta a todos los clientes a que actualicen a la versión 5.4.2.228 o posterior tan rápido como les sea posible. Los clientes que no puedan actualizar inmediatamente deberán desactivar la consolidación hasta que les sea posible realizar la actualización.

2   Como parte de los cambios realizados para mejorar el rendimiento de las aplicaciones, AppAssure 5.4.1 y sus versiones posteriores representan los puntos de recuperación de un modo distinto a las versiones anteriores. Al actualizar desde AppAssure 5.3.x a AppAssure 5.4.1 o posterior, incluida esta versión 5.4.2, los puntos de recuperación existentes se convertirán a la nueva representación. **Por este motivo, no puede cambiar de una instalación de la versión 5.4.x a una versión 5.3 anterior, a menos que vuelva a crear su repositorio.**

Para ver qué ha cambiado desde la versión 5.4.1, consulte Funciones y Mejoras.

> ⓘ   **NOTA:** Cuando el Core se inicia por primera vez tras actualizar desde AppAssure 5.3.x a AppAssure 5.4.x, los puntos de recuperación existentes se convertirán a la nueva representación. Este proceso tardará aproximadamente el doble de tiempo que al cargar los mismos puntos de recuperación en versiones anteriores. Sin embargo, tras esta conversión inicial la carga de puntos de recuperación será notablemente más rápida que con versiones anteriores.

Si elige no instalar esta versión en este momento, Dell Software recomienda actualizar a AppAssure 5.3.7 para disfrutar de las mejoras más recientes en el código base de la versión 5.3. Para obtener más información sobre AppAssure 5.3.7, consulte las notas de la versión AppAssure 5.3.7.

Funciones

La siguiente lista incluye las nuevas funciones de AppAssure 5 en la versión 5.4.2.

- **Funciones de archivado e importación en la nube**. AppAssure 5.4.2 ahora ofrece nuevas funciones de la nube relacionadas con el archivado y la recuperación de su almacenamiento de datos a largo plazo y la gestión del acceso a sus cuentas de la nube.

  - **Archivado en la nube.** Al archivar sus datos para una retención a largo plazo, ahora puede almacenar sus archivos en destinos de almacenamiento de la nube, lo que incluye Amazon S3, Microsoft Azure, Rackspace y otras plataformas de almacenamiento basadas en estándares de OpenStack.

  - **Importación desde la nube.** Al admitir el archivado basado en la nube, también puede importar sus datos archivados en AppAssure 5 Core transmitiéndolos directamente desde un destino de almacenamiento de la nube que asocie a su Core.

  - **Gestión de acceso a la nube.** Al admitir el archivado y la importación basados en la nube, ahora puede gestionar sus cuentas de la nube en el menú Herramientas del Core seleccionando nubes y añadiendo o eliminando cuentas.

- **Certificado FIPS.** DellAppAssure 5.4.2 ha obtenido la validación FIPS 140-2 de nivel 1 del Instituto Nacional de Estándares y Tecnología (NIST) del Gobierno de EE. UU. FIPS 140-2 es un estándar de seguridad del Gobierno de EE. UU. utilizado para acreditar módulos criptográficos. Este cifrado certificado por el gobierno es obligatorio según muchos organismos gubernamentales (federales, estatales y locales), instituciones financieras y empresas de atención médica o biotecnología. Para obtener más información, consulte la certificación 2143 ubicada en el NIST 140-1 y el directorio de certificación -2 en http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/1401val2014.htm.

  Esta información todavía no aparece en la documentación del producto aparte de estas notas de la versión.

- **Búsqueda avanzada de Mailbox Restore para Exchange 2013.** La versión de Mailbox Restore incluida con AppAssure 5.4.2 ahora ofrece la capacidad de realizar una búsqueda avanzada de almacenes de datos de Exchange 2013. Parecida a la función de Exchange 2007 y 2010, la función Búsqueda avanzada de Exchange 2013 le permite restringir su búsqueda de elementos añadiendo especificadores como Desde, A, Asunto, Fecha y Tamaño a una lista de criterios de búsqueda.

Todavía no aparece ningún procedimiento para esta función en la *Guía del usuario de Dell AppAssure Mailbox Restore para Exchange.*

Mejoras

La siguiente lista incluye las mejoras de AppAssure 5 en la versión 5.4.2.

- **Mejoras en funciones de archivado.** AppAssure 5 aumenta su capacidad de gestionar archivos ofreciendo las siguientes mejoras:

  - **Archivado programado.** Ahora puede programar archivos de manera regular, seleccionando entre archivos diarios, semanales o mensuales. Esta función admite archivos locales, de red y basados en la nube.

  - **Archivado incremental.** Anteriormente, los archivos se sellaban una vez que se creaban. Ahora puede añadir puntos de recuperación incrementales a cualquier archivo existente, almacenando únicamente los cambios desde el último archivado.

- **Incremento de la compatibilidad con la virtualización**. AppAssure 5 ahora admite la próxima generación de máquinas virtuales para plataformas virtuales compatibles.

  - **Exportación virtual a máquinas virtuales de segunda generación Hyper-V**. En la versión 5.4.2, AppAssure 5 ahora admite máquinas virtuales de segunda generación Hyper-V, que admiten el firmware de la Interfaz de firmware extensible unificada (UEFI), arranque seguro, arranque SCSI y arranque de red a través de PXE. AppAssure 5.4.2 añade la opción de realizar una exportación virtual a este nuevo tipo de máquina virtual para hosts Windows 8.1 y Windows 2012 R2. Solamente los equipos protegidos con los siguientes sistemas operativos con UEFI ofrecen una exportación virtual para la segunda generación de Hyper-V: Windows 8, Windows 8.1, Windows Server 2012 y Windows Server 2012 R2.

  - **Compatibilidad con máquinas virtuales VMware/ESXi**. AppAssure 5 ahora admite la exportación a VMware Workstation, versión 10.0, y para plataformas de servidor, la exportación a ESXi, versión 5.5, y vSphere 5.5. Esto incluye la exportación virtual y la implementación masiva. Estas máquinas virtuales introducen compatibilidad con controladoras SATA, un incremento de la memoria máxima y compatibilidad con Hyper-V anidado.

    Para la exportación virtual, como VMware Workstation es una aplicación de escritorio, se le pedirá que seleccione la versión específica de VMware al definir una exportación virtual (puntual o continua). Como ESXi y vSphere son aplicaciones basadas en servidor con API nativas, no es necesario designar una versión específica de AppAssure 5; cuando defina información de conexión de host virtual, la versión adecuada se detectará automáticamente.

- **Mejoras de la GUI**. Las siguientes mejoras se incluyen en la versión 5.4.2 de AppAssure.

  - **Resumen de panel de control.** La página de resumen de panel de control de AppAssure que resultaba tan familiar y se utilizaba en las versiones anteriores a la versión 5.4.1 se ha restaurado en la versión 5.4.2. La página de inicio del Core proporciona un resumen de los equipos protegidos y los clústeres, los equipos replicados y los Agents solamente de puntos de recuperación (huérfanos). Para cada uno, obtendrá una vista del estado del equipo, el repositorio al que está asociado cada equipo, el número de puntos de recuperación, la última instantánea y la cantidad total de espacio consumido por los equipos protegidos.

  - **Guía de inicio rápido del Core.** La función Guía de inicio rápido introducida en la versión 5.4.1 ahora se ha etiquetado como Guía de inicio rápido del Core en la pantalla emergente, y el enlace del menú Ayuda ahora utiliza la terminología correcta, esto es, Guía de inicio rápido.

  - **Biblioteca de documentos actualizada.** Ahora, al hacer clic en el logotipo de Dell en AppAssure 5 Core, irá a nuestra biblioteca de documentación de Dell en el sitio web de asistencia de Dell, donde tendrá acceso a nuestro conjunto completo de documentación.

- **Compatibilidad mejorada para SQL Server**. La versión 5.4.2 incluye las siguientes mejoras:

  - **Compatibilidad de AppAssure 5.4.2 Core y Agent con SQL Server 2014.** AppAssure 5.4.2 ahora es totalmente compatible con Microsoft SQL Server 2014. Puede proteger equipos o clústeres SQL Server 2014 Agent en el Core y, desde AppAssure Core en 5.4.2, puede gestionar la conectabilidad

de SQL para SQL Server 2014, lo que incluye habilitar comprobaciones de conectabilidad nocturnas y forzar comprobaciones de conectabilidad según demanda.

- **Compatibilidad de DocRetriever for SharePoint 5.4.2 para SQL Server 2014.** Para DocRetriever, todas las funciones compatibles con versiones anteriores de SQL Server también se admiten para la versión 5.4.2. Puede utilizar un archivo de copia de seguridad de SQL Server 2014 nativo como origen de recuperación (de modo que pueda restaurar directamente desde SharePoint) y puede recuperar objetos de SharePoint desde bases de datos de SQL Server 2014.

- **Cambios en la ayuda sensible al contexto.** Las versiones anteriores de AppAssure 5 incluían archivos de ayuda, denominados anteriormente "ayuda en línea". La versión 5.4.2 incluye archivos de ayuda ampliados, que ahora denominamos "ayuda sensible al contexto" o CSH. Desde AppAssure 5 Core Console, cuando hace clic en el icono de signo de interrogación azul, aparece una ventana de explorador, con un número seleccionado de temas en un marco de navegación a la izquierda. El contenido relativo al tema sobre el que haga clic aparecerá en el marco de contenido de ayuda principal a la derecha. En cualquier momento, el árbol de navegación puede ampliarse para mostrar la ubicación del tema seleccionado dentro de su jerarquía.

  La ayuda sensible al contexto incluye los siguientes cambios en esta versión:

  - **La organización del árbol de navegación ahora sigue la estructura de la guía del usuario.** En el marco de navegación de la izquierda de la ayuda sensible al contexto, los temas raíz ahora están organizados como aparecen en la *Guía del usuario de AppAssure 5*. Para esta versión, los temas relativos al portal de licencias de Dell AppAssure siguen apareciendo como el segundo tema, "Acerca de la obtención de una clave de licencia".

    ⓘ | **NOTA:** El contenido relacionado con el portal de licencias de Dell AppAssure se deja de utilizar en la ayuda sensible al contexto y se eliminará en una versión futura, ya que la información más reciente siempre aparece en la *Guía del usuario del portal de licencias de Dell AppAssure*, que está en un ciclo de versión diferente que el software AppAssure 5.

  - **Acceso completo al contenido de la guía del usuario.** Ahora puede examinar todo el contenido de la guía del usuario de AppAssure 5 desde dentro del sistema de ayuda sensible al contexto.

  - **Nuevo tema para gestionar cuentas de la nube.** Hay una nueva referencia de ayuda de AppAssure 5 Core Console (desde el Core, haga clic en Herramientas y, a continuación, haga clic en Nubes). Este tema de ayuda incluye información sobre nuestras nuevas funciones relativas al archivado y la importación en cuentas de la nube.

- **Ayuda interna del producto actualizada para DocRetriever for SharePoint.** Ahora hay disponible ayuda interna del producto actualizada desde la DocRetriever Console. Desde el menú Ayuda, seleccione **Ayuda de DocRetriever for SharePoint** (o pulse **F1** en su teclado). Aparecerá una ventana autocontenida, con el formato HTML compilado de Microsoft (CHM). La Ayuda actualizada incluye todo el contenido de la *Guía del usuario de DocRetriever for SharePoint, versión 5.4.2* y sustituye al contenido heredado de la *Guía de instalación de DocRetriever for SharePoint*.

Problemas resueltos

A continuación se enumeran los problemas de Windows resueltos en esta versión.

Tabla 1. Problemas de Windows resueltos

Problema resuelto	ID del problema
Se toma una nueva instantánea como imagen base después de una BMR	03587
Visualización incorrecta de estadísticas de repositorio	13709
La exportación de VirtualBox falla para volúmenes creados en un disco de 2 TB (VhdException: "El tamaño del disco virtual VHD máximo es de 2040 GB")	17050
Los equipos EFI 8 (8.1)/2012 (2012 R2) se pueden arrancar después de una BMR	17349
El servicio de Core falla durante una llamada al portal de licencias	17394

Tabla 1. Problemas de Windows resueltos

Problema resuelto	ID del problema
El montaje de punto de recuperación incremental no es accesible después de chkdsk de la unidad C: del equipo Agent	17616
La comprobación de montaje para bases de datos Exchange 2013 desde Windows 2012 R2 falla con el error "No se puede inicializar una sesión de JET"	18699
Aparece un punto de recuperación huérfano después de un restablecimiento completo o de terminar el proceso durante el trabajo de consolidación (Error al obtener el tamaño del archivo RPFS con ID 'DvmBadRecord')	18960
PowerShell: El comando 'new-mount' con la opción '-localdrive' no puede ejecutarse	19026
Valor incorrecto de "Siguiente instantánea" tras la restauración del Core	19116
Los archivos AAlog no se eliminan después de desinstalar el Agent cuando el Agent está bajo protección	19284
El equipo no se puede arrancar con el error 'Falta BOOTMGR' tras la reversión de URC del volumen C: únicamente, si el Agent original tiene una entrada de arranque en SRP o cualquier otro volumen que no sea del sistema. La reparación de problemas de arranque no lo arreglará.	19464
Aparece el mensaje de error 'Falta archivo zip o contiene datos no válidos' si se ejecuta Core Installer (Windows Server Core)	19586
A veces aparecen imágenes de volúmenes duplicadas en el repositorio	19637
Bajo rendimiento al recuperar metadatos de clústeres	19911
Sin capacidad para restaurar la configuración de Core 5.3.6 en Core 5.4.1	19937
No se puede crear un repositorio con un tamaño superior a 16 TB independientemente del tamaño de la unidad de asignación del sistema de archivos	19988
Debería tomarse una instantánea de imagen base en lugar de una instantánea incremental si desinstala el software de Agent (dejando al Agent bajo protección) y, a continuación, reinstala el software de Agent	20026
No se puede realizar una restauración usando un CD de arranque con asignación manual de volúmenes (Internet Explorer 8)	20083
El trabajo de consolidación está deshabilitado (como parte del trabajo nocturno) tras una actualización de la compilación 5.3.6 a 5.4.1	20168
El trabajo de comprobación de truncamiento de registro está deshabilitado (como parte del trabajo nocturno) tras una actualización de la compilación 5.3.6 a 5.4.1	20169
La siguiente exportación en espera virtual falla tras eliminar el volumen del grupo de protección	20176
La implementación del Agent falla con el error 'No se puede establecer la conexión con el servidor remoto' para el entorno específico	20184
La recuperación de volúmenes falla con el error 'DmvUnmountFailed' si el almacenamiento externo tiene un estado extranjero	20188
Aparece un error de extensión con el nombre 'databasesGrid' ya presentado al ampliar el segundo AG en la cuadrícula de AG de SQL Server en la ficha Resumen de clústeres	20211
La importación del archivo incremental que se creó desde pocos Cores falló con el error "Se ha especificado una ubicación de restauración incorrecta:"	20232
Las transferencias no se inician para el Agent después de cancelar el trabajo de transferencia mientras se realiza una actualización automática	20348
El trabajo de la cola no se ha podido iniciar si ha fallado un trabajo bloqueado	20404
(PowerShell) La exportación de VirtualBox a través de PowerShell ha fallado con el error: "No se puede ejecutar una tarea de exportación."	20424
MountPoints no se eliminan mientras se inicia el servicio de Core si el apagado anterior del Core había tenido errores	20441
La partición de recuperación pierde su tipo de partición y su ID tras una BMR	20504

Tabla 1. Problemas de Windows resueltos

Problema resuelto	ID del problema
Sin capacidad para proteger un volumen sin letra o montado como carpeta NTFS con PowerShell	20538
Ahora los eventos de BMR de dispositivo integrado no se muestran en la lista de eventos en grupos de notificación	20726
AACMD: Existe la capacidad de forzar la consolidación mediante aacmd para un Agent replicado con el modo de replicación anterior	20740
Aparece un error que indica que no se puede crear una clase abstracta y el Agent no se añade a la replicación al intentar configurar la replicación con una unidad de inicialización desde Core 5.3.7 a 5.4.1 Core	20910
El montaje del repositorio falla en Windows 2012 R2 en casos específicos	20916
La exportación de ESX(i) para SS incremental falla aleatoriamente con el error 'Microsoft.SqlServer.Management.Smo.FailedOperationException: El uso compartido de la red no está disponible'	21008
Comportamiento incorrecto de la configuración de programación de replicación	21190
Sin capacidad de establecer la replicación mediante el asistente de replicación debido a problemas de formato si el Core protege a muchos Agents	21219
Las listas de equipos protegidos, "solamente puntos de recuperación" y "equipos replicados" deberían mostrarse en la ficha Inicio del Core	21220
Problemas de rendimiento del Core con muchos Agents protegidos	21222
El Core falla con AccessViolationException en el paso de postprocesamiento de exportación si el registro de Agent tiene más de 65535 claves	21280
La consola de LMU no muestra clústeres	21295
La última fecha de exportación no cambia tras forzar una exportación	21296
Algunos repositorios no se pueden montar cuando los Cores encuentran errores recuperables durante la etapa de comprobación del repositorio	21300
Validación incorrecta de espacio libre para la exportación de HYPER-V	21331
Central Console no se inicia si el administrador de dominio registrado es miembro de grupos con recursión	21344
El trabajo nocturno no se ejecuta en el entorno empresarial	21409
Se crean tres archivos .LOG cada minuto en C:\Windows\Temp cuando se está ejecutando el servicio de Agent	21479
La comprobación de la integridad de los puntos de recuperación no debería iniciarse en paralelo con la comprobación de conectabilidad o con la comprobación de suma de comprobación durante trabajos nocturnos	21504
El trabajo de exportación no se puede iniciar con la advertencia "La cadena de RP no está completa"	21529
La carga de puntos de recuperación no responde, interbloqueo en ConcurrentList	21550
El equipo se reinicia durante el trabajo de implementación a pesar de que la marca de verificación de "Tras la instalación, reinicie el equipo automáticamente" está desactivada	21576
Sin capacidad para utilizar el certificado de servidor personalizado	21603
La exportación continua de Hyper-V falla con "System.IO.IOException: El proceso no puede acceder al archivo '\\…disk1.vhd' porque está siendo utilizado por otro proceso"	21619
Notificación por correo electrónico no operativa para varios trabajos en segundo plano	21682
Es posible que la cancelación del trabajo no cancele la tarea interna	21701
Sin capacidad para seleccionar más de 10 Agents en listas de replicación "entrantes" o "salientes" en la ficha Replicación	21767
La operación de resumen de MD5 falla con el resumen esperado para el bloque 0, pero fue 1. El total de bloques en la cola es de 6	21796

Tabla 1. Problemas de Windows resueltos

Problema resuelto	ID del problema
Un archivo creado en AppAssure 5.3.7 a veces no se importa en AppAssure 5.4.2	21817
El servicio de Core no responde al detener debido a una eliminación diferida	22075
Modo de replicación incorrecto tras reiniciar	22168
La replicación no responde (el trabajo está en estado activo de forma permanente)	23268
El trabajo de consolidación está siempre en estado "En cola" si hay transferencias activas de forma permanente	23466
La exportación continua de Hyper-V falla y aparece un error al intentar modificar la configuración de exportación del Agent tras actualizar a la compilación 5.4.2 o posterior	23470
El montaje falla con el error error "TevoMountReplay falló con el error -2147024873 (0x80070017 - Error de datos (comprobación de redundancia cíclica))" para el RP creado con la versión de Agent 5.3.1/5.3.2	23522
El botón de eliminación para RP de base-incremental elimina ambas cadenas RP.	23538
Las plantillas de programación de transferencias no funcionan para "Lun-Vie"	23547
La cola de la comprobación de suma de comprobación está interrumpida	23586
Un potencial problema con AppAssure versión 5.4.2.189, que puede evitar temporalmente el acceso a algunos puntos de recuperación en Cores que sufren ciertas condiciones de carga o fallos. En casos extremos, este problema puede provocar la pérdida de algunos puntos de recuperación. Se recomienda a todos los clientes que usen la versión 5.4.2.189 que actualicen inmediatamente a la versión 5.4.2.228 o posterior.	23630
El intervalo de protección no se guarda adecuadamente en el Asistente del programador en IE9	23779
Se añade una nueva instancia de adaptador Ethernet a la VM exportada durante el trabajo de exportación continua de Hyper-V	23815
El módulo PowerShell no funciona con versiones traducidas no inglesas de Windows	23838
No debe realizarse una doble lógica de eliminación en archivos RPFS tras desactivar el proceso AppAssure Core mientras hay una eliminación diferida en curso	23844
Aparecen puntos de recuperación huérfanos tras realizar una consolidación en casos específicos	23909

A continuación se enumeran los problemas de Linux resueltos en esta versión.

Tabla 2. Problemas de Linux resueltos

Problema resuelto	ID del problema
Problema con el módulo: Blk-snapshot no ha podido detener o cancelar la instantánea para el dispositivo no montado	15744
Fallo de la reversión de BMR con un error de tiempo de espera agotado y bloqueo del software en Centos de 32 bits.	16866
Error de BMR al inicio del proceso de restauración con error de tiempo de espera agotado (sistemas de 32 bits y 64 bits).	16889
Error de BMR al inicio de la operación con un error de tiempo de espera agotado en sistemas de 32 y 64 bits	16889
El Core no puede conectar con LiveCD durante la operación de BMR	19492
Problema con la BMR: cuando empieza, se bloquea debido a una selección de volumen específico con el siguiente error: Solamente los volúmenes NTFS pueden encogerse	19697
Fallos en las instantáneas para copias de seguridad de volúmenes de gran tamaño (5 TB) para Agents de Linux (5.3.6.125) con el error "Error al copiar desplazamiento de operación '22909288448' longitud '4194304' con el error 'EBADF - Descriptor de archivo incorrecto".	19718

Tabla 2. Problemas de Linux resueltos

Problema resuelto	ID del problema
La transferencia desde un volumen de 5 TB falla tras 10 minutos de la transferencia con el error: "Fallo del offset de operación de copia '22909288448' con la longitud '4194304' con el error 'EBADF - descriptor de archivo erróneo'"	19718
Problema con PostExport: La secuencia de comandos falla con la referencia System.NullReferenceException:Object no establecida como un objeto	20025
Las copias de seguridad fallan aleatoriamente debido a interbloqueos mono en la escucha http.	20179
Los puntos de recuperación de los volúmenes XFS no alineados con tamaños de bloque 512 y 1024 no se pueden montar	20919
El módulo no puede realizar la transferencia desde el volumen XFS cuando hay una gran cantidad de actividad en él	21032
Solicitudes durante la imagen base en equipos físicos y máquinas virtuales bajo nuevos kernels de Linux	21041
Problema cuando el módulo falla si se crea un almacén de datos en un volumen EXT3 tras eliminarlo y el dispositivo de la instantánea se abre durante este tiempo	21103
Problema en aamount durante la reversión de XFS, EXT4 y EXT3 tras recibir un mensaje indicando que el disco está lleno	21189
Problemas con la compatibilidad de volúmenes grandes en el sistema de archivos EXT4	21341
No se puede obtener información del volumen XFS y problemas fijos con la determinación de datos utilizados	21342
Detección incorrecta del tipo de máquina virtual para el Agent de Linux	21436
Sin capacidad para comprobar la integridad del almacén de datos en una etapa anterior a la transferencia	21516
Hay problemas con un almacén de datos restaurado en un sistema de archivos EXT3	21695
Sin capacidad para configurar el puerto del motor de reproducción para aamount	21803
La comprobación del almacén de datos no funciona con el tamaño no predeterminado del almacén de datos	23308
Fallo de la comprobación del almacén de datos tras actualizar de la versión 5.4.1.21041 a la 5.4.2	23427
El almacén de datos vuelve a crearse si la comprobación del almacén de datos falla durante la actualización	24110

A continuación se enumeran los problemas de Mailbox Restore resueltos en esta versión.

Tabla 3. Problemas de Mailbox Restore resueltos

Problema resuelto	ID del problema
Plantilla incorrecta en la ventana "Asistente de mantenimiento de la base de datos"	14860
Se muestran elementos extraños después de abrir una base de datos de carpeta pública para Exchange 2010	16301
Restauración de elementos creados o actualizados recientemente desde la copia de la base de datos más nueva a la base de datos más antigua si selecciona la opción "Sobrescribir si es más reciente" en el Asistente de restauración	20079
Mailbox Restore no responde durante algún tiempo al abrir un EDB sin una ruta de sistema de base de datos especificada	20911
Comportamiento incorrecto cuando los mensajes no se muestran tras borrar el historial de búsqueda y hacer clic en la carpeta donde se realizó la búsqueda	20957

Tabla 3. Problemas de Mailbox Restore resueltos

Problema resuelto	ID del problema
Reglas de correo electrónico duplicado tras una restauración en la ubicación original con la opción "Restaurar únicamente diferencias" seleccionada	21024
El error "No se puede conectar con el servicio de restauración de MAPI" aparece al abrir Mailbox Restore en un equipo sin Outlook instalado	21297
El error "El valor '-25' no es válido para el tamaño…" aparece tras una actualización	21310
Una tarea sin fecha no se muestra correctamente	21349
Al abrir información de una base de datos, la base de datos se queda bloqueada en "Recuperando mensajes" después de una actualización	21351
Mailbox Restore falla con el error "Referencia a objeto no establecida como instancia de un objeto" para Exchange 2013	21467
No se pueden encontrar mensajes por dirección de correo electrónico almacenada en datos de destinatarios	21476
Se ha implementado el orden alfabético para buzones	21512
Mailbox Restore falla con el error "JET_errKeyDuplicate, Clave duplicada ilegal"	21582
No hay respuesta al seleccionar los mismos archivos PST principales y de contenido adicional en el Asistente de restauración	21602

A continuación se enumeran los problemas de DocRetriever resueltos en esta versión.

Tabla 4. Problemas de DocRetriever resueltos

Problema resuelto	ID del problema
Información de derechos de autor incorrecta en la pantalla emergente	12942
No se puede restaurar la conjunción de publicación de blog y consola de comentarios	14614
Problema con la detección del servidor frontal del Agent de un único servidor	15598
No se pueden restaurar partes web mientras el subsitio se está restaurando	17352
El contenido del calendario no aparece después de una restauración de SharePoint 2007	18931
El nombre de la opción de menú "Configuración" y el nombre real del asistente no son iguales	19486
Icono incorrecto para la opción de menú "Punto de recuperación de Replay"	19589
Nombre incorrecto de la copia de seguridad de SQL tras su apertura en la consola DR	20698
Aparece el error "Se ha producido un error de SQL para la base de datos…" si se separa la base de datos de contenido de SharePoint y se abre la granja en DocRetriever	21230
Hay mensajes vacíos dentro del registro de restauración después de que se restaure el sitio web del blog	21372

A continuación se enumeran los problemas de documentación resueltos en esta versión.

Tabla 5. Problemas de documentación resueltos

Problema resuelto	ID del problema
Cada documento de AppAssure incluye un índice que ya no es necesario. Como toda la documentación de AppAssure 5 ahora está disponible en formato PDF y en HTML en nuestro sitio web de asistencia y permite realizar búsquedas mediante esas herramientas, los índices se han eliminado por superfluos.	21902
No hay información sobre la compatibilidad limitada para volúmenes compartidos de clústeres. La información sobre la compatibilidad limitada para volúmenes compartidos de clústeres que aparecía en las notas de la versión de AppAssure 5, versión 5.4.1, se ha añadido a la guía del usuario de AppAssure 5, capítulo 4, en un tema nuevo: "Compatibilidad limitada para volúmenes compartidos de clústeres".	21967

Problemas conocidos

A continuación se enumeran problemas de software de Windows, incluyendo aquellos atribuidos a productos de otros fabricantes, de los que se tiene constancia en el momento del lanzamiento.

Tabla 6. Problemas de software de Windows conocidos

Problema conocido	ID del problema
El montaje de un punto de recuperación con volúmenes de almacenamiento de una sola instancia debería deshabilitarse en Cores que utilicen un sistema operativo que no tenga compatibilidad con SIS	15072
La replicación falla con el error 'La secuencia contiene más de un elemento coincidente' debido a duplicados de carpetas en el área de etapas	16281
La comprobación de repositorio falla con el error "FSincomplete" después de volver a montar volúmenes a través de la ficha Dispositivo integrado	17860
BSOD aparece en el equipo del Core en Windows 2012 R2 si se están realizando muchas tareas activas mientras un montaje está en curso	19305
Solamente la primera partición de un disco con unas cuantas particiones se muestra en los metadatos de clústeres (Windows 2003)	19739
El proceso de LMU siempre se está ejecutando en segundo plano	19949
El primer trabajo de replicación se inicia mientras la transferencia está en curso	20220
Las credenciales del Agent no están cifradas en el XML de salida de la solicitud de API	20578
Fuga de búfer: Un búfer ad-hoc del tipo System.UInt64 se está finalizando cuando debería haberse eliminado	21123
Se puede producir una fuga de memoria mientras se monta un repositorio en un caso específico	21273
El equipo no se puede arrancar tras una exportación de ESXi si la clave de inicio del controlador LSI_SAS se establece como 3 en el Agent. Nótese que en la Revisión B de la versión 5.4.2 de estas notas de la versión, este defecto se clasificó incorrectamente como Problema resuelto. Este es el único cambio de la Revisión C.	21329
El Core falla con AccessViolationException si algunas imágenes de volúmenes tienen el tamaño incorrecto del encabezado del archivo RPFS	21541
Se puede producir una doble eliminación del registro si el Core falla durante la eliminación del archivo RPFS de índice	21575
Problemas al desmontar puntos de montaje mientras se detiene el servicio del Core	21633
La ficha Puntos de recuperación de clúster/clúster replicado y la ficha Configuración no están disponibles tras una actualización si no se crearon nuevos puntos de recuperación	21688

Tabla 6. Problemas de software de Windows conocidos

Problema conocido	ID del problema
La configuración de alerta personalizada no se aplica a un Agent	21704
La comprobación de la suma de comprobación de Exchange 2013 falla con el error 'La comprobación de la suma de comprobación no coincide'	21717
No se pueden cambiar las credenciales de SQL desde la GUI del Core	21734
El puerto personalizado no se aplica al Core durante la instalación	21808
A veces, la GUI no responde durante la comprobación del repositorio	21821
No se puede abrir la Central Management Console con el protocolo FIPS 140-2 habilitado	21830
La inyección de controlador no funciona en Windows 2003, 2008 o XP	21868
Puede que el servicio Central Management Console no se inicie automáticamente después de un reinicio del sistema	21874
Windows 2012 no es compatible con la exportación de EC2	22025
La importación desde el archivo con copias de seguridad incrementales desde varios Cores falla con el error "El valor no puede ser nulo. Nombre de parámetro: path1."	22141
Se muestra el tamaño incorrecto del archivo durante una importación de un archivo de segmentación automática desde una nube	22161
La tasa de desduplicación se restablece a 0% después de reiniciar el servicio del Core	23195

A continuación se enumeran problemas de software de Linux, incluyendo aquellos atribuidos a productos de otros fabricantes, de los que se tiene constancia en el momento del lanzamiento.

Tabla 7. Problemas de software de Linux conocidos

Problema conocido	ID del problema
Tras actualizar SUSE Linux Enterprise Server (SLES) de 64 bits, no se crea el módulo de kernel tras reiniciar, con el error: FATAL: No se encuentra el módulo appassure_vss.	14598
El rendimiento de la exportación virtual es bajo para volúmenes del administrador de volúmenes lógicos (LVM).	16151
El módulo appassure_vss no se carga automáticamente bajo un kernel sin instalación	16525
La reversión de equipo Linux usando AAMOUNT se completa para volúmenes ext3, ext4 o XFS ubicados en un único disco pero indica un error de E/S al escribir el archivo de resultados con el error: Error al revertir.	18955
Tras la exportación virtual de ESX o Hyper-V a SUSE Linux Enterprise Server (SLES) de 64 bits, la VM exportada no es de arranque.	19064
En el módulo kernel de Linux, hay problemas de almacenamiento de mapas de bits correctos, incluyendo archivos incoherentes en puntos de recuperación de montaje; deben revertirse los datos incoherentes y la posible incoherencia en el volumen raíz.	19335
El Core no llama a FixbootRequest durante la BMR de partición automática	19760
Para un entorno específico, el instalador falla si el sistema operativo no tiene en el repositorio encabezados de kernel para imágenes de kernel de Linux instaladas previamente.	20462
Sin capacidad para guardar el ID de Agent después de reinstalar el Agent	21511
No se puede instalar el Agent en un modo no interactivo	21517
No hay ningún paso de creación de intercambio en la secuencia de comandos posterior a la exportación	21648
El equipo SLES no puede arrancarse tras una BMR debido al archivo device.map	21849
No se puede actualizar a 5.4.2 desde la compilación 5.4.1 personalizada que soluciona el defecto de Linux resuelto 21041	22177

A continuación se enumeran problemas de software de Mailbox Restore de los que se tiene constancia en el momento del lanzamiento.

Tabla 8. Problemas de software de Mailbox Restore conocidos

Problema conocido	ID del problema
El mensaje "Faltan uno o más archivos de la base de datos" debería aparecer al intentar abrir una base de datos eliminada desde la ficha "Bases de datos abiertas recientemente"	19579
El cuerpo de los mensajes RTF no se muestra correctamente	19788
El registro durante una restauración hace que el proceso falle o no responda	20109
La dirección de correo electrónico del campo "CCO" se duplica en los campos "A" y "CC"	21732
La búsqueda falla con el error "El valor no puede ser nulo" al buscar un mensaje utilizando los criterios "CC/CCO" y "está vacío/no está vacío"	21750
Es posible abrir una ventana de búsqueda avanzada para la edición durante el proceso de búsqueda haciendo doble clic	21871
Algunos buzones de usuarios están duplicados y aparece el error "No es esa tabla o ese objeto" cuando se amplían para un EDB específico	21921
El Asistente de mantenimiento de la base de datos no está disponible para Exchange 2013	21997

A continuación se enumeran problemas de software de DocRetriever de los que se tiene constancia en el momento del lanzamiento.

Tabla 9. Problemas de software de DocRetriever conocidos

Problema conocido	ID del problema
La consola no restaura una lista en un lugar externo que tenga una propiedad 'Tipo de contenido de sitio' personalizada	14577
La búsqueda por nombre de contenedor no funciona	17887
El mensaje de error "No se ha podido crear la lista de WebParts" aparece en la ventana "Registro de restauración", a pesar de que la parte web se restauró correctamente	18804
Se muestran resultados de búsqueda incorrectos después de seleccionar la opción "Tiene un archivo adjunto" de las opciones de búsqueda "Buscar en:"	19477
No es posible establecer una ruta de ubicación de la base de datos del servicio DR válida después de especificar primero una ruta no válida	19502
Aparece el mensaje "Error general. Consulte el registro para obtener más detalles." si la carpeta raíz se establece como ubicación de la base de datos del servicio DR SP	20435
Se muestra la excepción "La difusión especificada no es válida" cuando se establece un valor vacío para el campo "Fecha de creación" o "Última modificación" de una búsqueda realizada	20959
La lista de versiones de un documento no se restaura	21352
La parte web "Publicación" se restaura dos veces en lugar de solamente una vez	21371

A continuación se enumeran problemas de documentación de los que se tiene constancia en el momento del lanzamiento.

Tabla 10. Problemas de documentación conocidos

Problema conocido

Se han realizado aclaraciones en los requisitos del sistema en estas notas de la versión para los componentes de AppAssure 5 Core y AppAssure 5 Central Management Console para indicar que la instalación de .NET Framework (versión 4.0x) es obligatoria en cualquier equipo Agent protegido AppAssure 5. Esta información se ha antepuesto a la sección que indicaba correctamente que .NET Framework 4.5 es obligatorio para equipos que ejecuten Windows 8, Windows 8.1, Microsoft Windows Server 2012 y Microsoft Windows Server 2012 R2.

Al instalar el software de AppAssure 5 Core o Central Management Console, el instalador comprueba la presencia del componente de Microsoft .NET adecuado como parte de los requisitos y, si todavía no está presente, la versión requerida de .NET Framework se instala automáticamente durante la instalación (o actualización).

Estos cambios se reflejarán en los requisitos del sistema para AppAssure 5 en la documentación del producto a partir de la versión 5.4.3.

Se han realizado aclaraciones en los requisitos del sistema en estas notas de la versión para el software de AppAssure 5 Agent para indicar que la instalación de .NET Framework (versión 4.0x) es obligatoria en cualquier Agent protegido AppAssure 5. Al instalar el software de Agent, el instalador comprueba la presencia del componente de Microsoft .NET adecuado como parte de los requisitos y, si todavía no está presente, la versión requerida de .NET Framework se instala automáticamente durante la instalación (o actualización).

Estos cambios se reflejarán en los requisitos del sistema para AppAssure 5 en la documentación del producto a partir de la versión 5.4.3.

Al hacer clic en el icono de la Ayuda ? en la interfaz de usuario de AppAssure 5 da como resultado una ventana de navegador con ayuda sensible al contexto (CSH). A continuación aparece una lista de llamadas de ayuda que dan como resultado la visualización de temas de la ayuda incorrectos en CSH el momento del lanzamiento.

Tabla 11. Problemas conocidos de la ayuda sensible al contexto

Problema conocido

Desde AppAssure 5 Core Console, cuando se hace clic directamente en el menú **Equipos protegidos**, aparece la ficha Equipos. En la ficha Equipos se puede ver el panel Equipos protegidos, que enumera todos los equipos protegidos en el Core (si los hubiera). Si se abre la ayuda sensible al contexto desde el panel Equipos protegidos, aparece el tema "Cómo se protege un equipo". La protección de un equipo es una función que se puede realizar. Sin embargo, el tema "Visualización y gestión de equipos protegidos" es un tema más apropiado. Puede buscar este tema con el botón Buscar desde el marco de navegación de la ayuda sensible al contexto. También puede consultar el capítulo 2 de la *Guía del usuario de AppAssure 5* para leer este tema.

Desde AppAssure 5 Core Console, cuando se hace clic en la ficha **Herramientas** y, a continuación se hace clic en **Nubes**, aparece el panel Nubes. Esta parte de la interfaz de usuario le permite asociar cualquier cuenta de almacenamiento en la nube existente que tenga con su AppAssure 5 Core con el fin de poder archivar datos desde equipos protegidos para almacenar en la nube o importar datos archivados desde AppAssure 5 a la nube. La administración de cuentas de nube incluye la incorporación, modificación, configuración y eliminación de cuentas de nube en AppAssure 5 Core para realizar tareas de archivación o importación.

El tema de la ayuda sensible al contexto que aparece desde esta página es "Creación de una imagen ISO del CD de inicio para Windows", que es incorrecto. El tema correcto que debería aparecer cuando se hace clic en Ayuda desde esta página es "Administración de cuentas de nube". Puede buscar este tema con el botón Buscar desde el marco de navegación de la ayuda sensible al contexto. También puede consultar el capítulo 2 de la *Guía del usuario de AppAssure 5* para leer este tema.

Desde AppAssure 5 Core Console, cuando selecciona un equipo Agent protegido, aparece la ficha Resumen, que muestra información de resumen sobre el equipo protegido. Si se abre la ayuda sensible al contexto desde el panel Resumen, aparece el tema "Cómo se protege un equipo" de forma errónea. Debería aparecer el tema "Acerca de la ficha Resumen". Consulte el capítulo 2 de la *Guía del usuario de AppAssure 5* para leer este tema.

Requisitos del sistema

Instale el Core de AppAssure 5 en un servidor Windows de 64 de bits dedicado. Para cada equipo que quiera proteger en un Core de AppAssure 5, instale la versión del software del Agent de AppAssure 5 apropiada para el sistema operativo de dicho equipo. Según sus requisitos de licencia y entorno, puede que deba instalar varios Cores. De manera opcional, para la gestión remota de múltiples Cores, puede instalar la consola de administración central de AppAssure 5 en un ordenador con Windows de 64 bits.

Antes de instalar AppAssure 5.4.2, compruebe que su sistema cumple los requisitos mínimos de hardware y software.

⚠ PRECAUCIÓN: **Dell no admite la ejecución de Core de AppAssure en los sistemas operativos de Windows Core, que tienen funciones de servidor limitadas. Esto incluye todas las ediciones de Windows Server 2008 Core, Windows Server 2008 R2 Core, Windows Server 2012 Core y Windows Server 2012 R2 Core. Estos sistemas operativos son compatibles para ejecutar el software AppAssure Agent.**

PRECAUCIÓN: **Dell desaconseja ejecutar el Core de AppAssure 5 en el mismo equipo físico que funciona como host de Hyper-V. (Esta recomendación no se aplica a dispositivos integrados de copias de seguridad y recuperación de Dell.)**

Tabla 12. Requisitos del sistema

Componente AppAssure 5	Requisito	Detalles
Core de AppAssure 5 y Consola de administración central de AppAssure 5	Sistema operativo	• Microsoft Windows 7 (todas las ediciones x64) • Microsoft Windows 8* (todas las ediciones x64) • Microsoft Windows 8,1* (todas las ediciones x64) • Microsoft Windows Server 2008 (todas las ediciones x64 **excepto** Windows Server 2008 Core) • Microsoft Windows Server 2008 R2 (todas las ediciones x64 **excepto** Windows Server 2008 R2 Core) • Microsoft Windows Server 2012* (todas las ediciones x64 **excepto** Windows Server 2012 Core) • Microsoft Windows Server 2012 R2* (todas las ediciones x64 **excepto** Windows Server 2012 R2 Core) NOTA: Los sistemas operativos Windows requieren que .NET Framework 4.0x esté instalado para ejecutar el servicio AppAssure Core. Del mismo modo, los sistemas operativos marcados con * requieren la función ASP .NET 4.5x. Cuando instale o actualice AppAssure 5 Core, el instalador comprobará la presencia de estos componentes en base al sistema operativo de Core server, y los instalará automáticamente si es necesario. Para conseguir un rendimiento óptimo, se recomienda que instale el Core de AppAssure 5 en Windows 8.1 (o posterior) y Windows Server 2012 (o posterior). El Core de AppAssure 5 necesita una plataforma Windows de 64 bits; los sistemas de 32 bits y sistemas Linux no se admiten.
	Arquitectura	Solo de 64 bits
	Memoria	8 GB RAM o más; Dell recomienda el uso de memoria ECC (Error Checking & Correction) de la memoria para garantizar un rendimiento óptimo de los servidores de AppAssure Core.
	Procesador	Quad-Core o superior.
	Almacenamiento	Almacenamiento conectado directamente, Red de área de almacenamiento o Almacenamiento conectado a la red
	Red	1 GB o mayor

Componente AppAssure 5	Requisito	Detalles
AppAssure 5 Agent	Sistema operativo	• Microsoft Windows XP SP3 (todas las ediciones) • Microsoft Windows Vista (todas las ediciones) • Microsoft Windows 7 (todas las ediciones) • Microsoft Windows 8* (todas las ediciones) • Microsoft Windows 8,1* (todas las ediciones) • Microsoft Windows Server 2003 (todas las ediciones) • Microsoft Windows Server 2008 (todas las ediciones) • Microsoft Windows Server 2008 R2 (todas las ediciones) • Microsoft Windows Server 2008 R2 SP1 Core (todas las ediciones) • Microsoft Windows Server 2012* (todas las ediciones) • Microsoft Windows Server 2012 R2* (todas las ediciones) • Microsoft Windows Storage Server 2012* (todas las ediciones) • Microsoft Windows Storage Server 2012 R2* (todas las ediciones) • Red Hat Enterprise Linux (RHEL) 6.3 • RHEL 6.4 • RHEL 6.5 • CentOS Linux 6.3 • CentOS Linux 6.4 • CentOS Linux 6.5 • Ubuntu Linux 12.04 LTS • Ubuntu Linux 13.04 • SUSE Linux Enterprise Server (SLES) 11 SP2 • SLES 11 SP3 **NOTA:** Los sistemas operativos Windows requieren que Microsoft .NET Framework (4.0x) esté instalado para ejecutar el servicio AppAssure Agent. **NOTA:** Se admiten las distribuciones de Linux que se detallan arriba y se han comprobado la mayoría de las versiones de kernel publicadas. **NOTA:** Los Agents instalados en Microsoft Hyper-V Server 2012 funcionan en el modo de versión de Core de Windows Server 2012. **NOTA:** En los entornos de Linux, AppAssure 5 solo admite los siguientes sistemas de archivos: ext3, ext4 y xfs. **NOTA:** La copia de seguridad nativa de volúmenes compartidos de clústeres solo se admite en los Agents de Windows 2008 R2.
	Arquitectura	De 32 bits o 64 bits
	Memoria	4 GB o mayor
	Compatibilidad con Microsoft Exchange	Microsoft Exchange 2007 SP1 Rollup 5 o superior, Microsoft Exchange 2010 o Microsoft Exchange 2013
	Compatibilidad con Microsoft SQL	Microsoft SQL Server 2005 o superior

Para obtener más información acerca de la instalación del software del Core, la Consola de administración central y el Agent de AppAssure 5, consulte la *Guía de implementación de Dell AppAssure 5*. Para obtener más información sobre el uso de AppAssure 5, consulte la *Guía del usuario de Dell AppAssure 5*. Para obtener más información sobre la administración de licencias de Dell AppAssure 5, consulte la *Guía del usuario del portal de licencias de Dell AppAssure*. Para obtener más información sobre la modificación del tamaño de hardware, software, memoria, almacenamiento y requisitos de red, consulte el artículo 118407 de la base de conocimiento de Dell AppAssure, "Sizing AppAssure 5 Deployments" (Modificación del tamaño de implementaciones de AppAssure 5).

Actualización y compatibilidad

Tenga en cuenta las siguientes advertencias, prácticas recomendadas y problemas de compatibilidad al actualizar a la versión AppAssure 5.4.1 y posterior.

Advertencias

- AppAssure 5.4.x representa los puntos de recuperación de forma distinta a las versiones anteriores. Al actualizar a AppAssure 5.4.1 y posterior, los puntos de recuperación existentes se convertirán a la nueva representación, que no es compatible con versiones anteriores. No puede cambiar de una instalación de 5.4.x a una versión 5.3 anterior, a menos que vuelva a crear su repositorio.

- Al iniciar el Core por primera vez tras actualizar desde versiones anteriores a AppAssure 5.4.1, la conversión de puntos de recuperación existentes tardará en cargarse aproximadamente el doble que la carga de los mismos puntos de recuperación de versiones anteriores. Sin embargo, tras esta conversión inicial la carga de puntos de recuperación será notablemente más rápida que con versiones anteriores.

- Tras actualizar desde versiones anteriores a AppAssure 5.4.1, si intenta configurar una política de retención en un Core de destino replicado distinta de la política de replicación del Core de origen, primero se le pedirá que realice el nuevo trabajo de comprobación de integridad del repositorio. Se aplica el mismo requisito si quiere configurar una política de retención personalizada para un Agent replicado. Al ejecutar este trabajo pueden identificarse incoherencias de forma preventiva en puntos de recuperación replicados, lo que permite reemplazar aquellos que tengan errores por puntos de recuperación sin errores.

  △ | **PRECAUCIÓN: La realización de este trabajo puede tardar un tiempo considerable, en función de los datos de su repositorio y el sistema de almacenamiento subyacente. Mientras el trabajo se está ejecutando, no es posible realizar ninguna otra transacción en ese repositorio, incluyendo las transferencias (instantáneas, copias de seguridad de imagen base y replicación), trabajos nocturnos, etc.**

- Los usuarios de cualquier versión 5.4 beta deben actualizar todos los Cores y Agents para la versión 5.4.1.77 o posterior. Se recomienda que actualicen a la versión 5.4.2. No se admite la interoperabilidad de las versiones beta y las versiones de producción.

- Si elige no instalar esta versión y está utilizando AppAssure versión 5.3.6 o anterior, Dell Software recomienda actualizar a AppAssure 5.3.7 para disfrutar de las mejoras más recientes. Para obtener más información sobre AppAssure 5.3.7, consulte las notas de la versión AppAssure 5.3.7.

Prácticas recomendadas

Al actualizar la versión de AppAssure 5 en sus equipos, es importante tener en cuenta las siguientes prácticas recomendadas:

- Actualice siempre el Core antes que los Agents.

- El equipo del Core puede ejecutar la misma versión de AppAssure o una más reciente que la instalada en los equipos del Agent.

- Los equipos del Agent no deben ejecutar una versión de AppAssure más reciente que la versión instalada en el Core. Esto se aplica a los tres primeros dígitos del nombre de la versión (por ejemplo, 5.3.7 o 5.4.2).

ⓘ NOTA: Dentro de una misma versión se pueden usar distintos números de compilaciones. Por ejemplo, si usa implementación masiva o actualización automática, puede que haya pequeñas diferencias entre Agents o entre un Agent y el Core.

- El orden recomendado de actualización de componentes es: primero el Core y después los Agents.

- Si está utilizando replicación, actualice siempre el Core de destino primero, y luego actualice el Core de origen; finalmente actualice los Agent.

⚠ **PRECAUCIÓN: Para evitar conflictos con la función de actualización automática, que puede actualizar equipos en el orden incorrecto, Dell recomienda que los administradores apliquen manualmente las actualizaciones siguiendo el orden arriba indicado para usuarios de la función de replicación.**

- El Core de origen no debe ejecutar una versión de AppAssure más reciente que el Core de destino. Para obtener más información, consulte la matriz de compatibilidad de la tabla 9 a continuación.

Compatibilidad

La siguiente tabla de compatibilidad ofrece una guía visual acerca de las versiones de AppAssure 5 que son compatibles entre Agents y Cores.

Tabla 13. Compatibilidad entre Agents y Cores de AppAssure 5

Agent	Core 5.2x	Core 5.3x	Core 5.4x
Agent 5.2x	Compatible	Compatible	No compatible
Agent 5.3x	No compatible	Compatible	Compatible
Agent 5.4x	No compatible	No compatible	Compatible

La siguiente tabla muestra la compatibilidad para la replicación entre Cores de origen y Cores de destino.

Tabla 14. Compatibilidad entre Cores de origen y destino de AppAssure 5

Core de origen	Destino 5.2x	Destino 5.3x	Destino 5.4x
Origen 5.2x	Compatible	Compatible	No compatible
Origen 5.3x	No compatible	Compatible	Compatible
Origen 5.4x	No compatible	No compatible	Compatible

Licencias de producto

Para actualizar su clave de licencia de prueba

La primera vez que se registre en AppAssure 5 para probarlo recibirá una cuenta de prueba. Al descargar el software del Core de AppAssure 5 desde el portal de licencias de Dell AppAssure se genera automáticamente una clave de licencia de prueba. Esta clave de licencia se escribe en el instalador del software del Core de AppAssure 5 para que pueda instalar el software. Para solicitar una actualización de su licencia, debe ponerse en contacto con un representante de ventas de Dell Software o enviar un correo electrónico a upgrade@apppassure.com. Cuando haya actualizado la licencia de AppAssure o haya adquirido una, recibirá un correo electrónico que incluirá su nueva clave de licencia. Deberá introducir esta clave de licencia en la consola del Core.

Para descargar e instalar el software de AppAssure 5:

1 Regístrese en una cuenta del portal de licencias de Dell AppAssure en http://license.appassure.com. Debe registrarse con la dirección de correo electrónico que figura en la documentación de su representante de ventas de Dell Software.

2 Una vez registrado correctamente, inicie sesión en el Portal de licencias y haga clic en **Descargas** en el área de navegación izquierda.

3 Para descargar e instalar el software de Core, en la página Descargas haga clic en el botón **Descargar** junto al instalador de Core o el instalador web de Core, según proceda.

ⓘ │ **NOTA:** El instalador del Core descarga el archivo ejecutable en una tarea, mientras que el instalador web del Core transmite una descarga de la última versión del instalador de Core de AppAssure 5, que se inicia directamente desde la web y le permite pausar y reanudar el proceso según lo necesite. Se generará automáticamente una clave de licencia de prueba para que pueda usar el Core. La clave de licencia también aparece en el correo electrónico de confirmación que recibe después de escoger su opción de descarga.

4 Haga clic en **Ejecutar** en los posteriores cuadros de diálogo para instalar el software.

5 Para descargar e instalar el software del Agent, en la página de descargas junto a la versión del instalador del Agent para Windows o Linux que quiere descargar, haga clic en el botón **Descargar**.

6 Haga clic en **Ejecutar** en los posteriores cuadros de diálogo para instalar el software.

7 Una vez instalado el software, para actualizar la licencia de prueba a su licencia actualizada o adquirida, inicie AppAssure 5 Core Console.

8 Desplácese hasta la ficha **Configuración** y haga clic en **Licencias**.

9 Desde el panel Detalles de licencia, haga clic en **Cambiar licencia**.

10 En el cuadro de diálogo Cambiar licencia, para cargar un archivo de licencia, haga lo siguiente:

- Seleccione **Cargar archivo de licencia** y haga clic en **Examinar**.

- Desde el cuadro de diálogo Carga de archivo, localice y seleccione el archivo de licencia y, a continuación, haga clic en **Abrir**.

11 O bien, en el cuadro de diálogo Cambiar licencia, para introducir una clave de licencia, haga lo siguiente:

- Seleccione **Introducir clave de licencia**.

- En el campo de texto de clave de licencia, introduzca la clave de licencia y, a continuación, haga clic en **Continuar**.

12 En Servidor de licencias, haga clic en **Ponerse en contacto ahora**. Una vez aplicada la licencia en el servidor de licencias, cualquier Agent asociado se actualizará con la nueva licencia de manera automática.

Tareas iniciales con AppAssure 5.4.2

Para descargar el software del Core y el Agent de AppAssure 5, necesitará registrarse en el Portal de licencias de Dell AppAssure. Una vez registrado correctamente, puede descargar y agregar un Core o un Agent. La clave de licencia se genera automáticamente cuando descarga el Core. Deberá capturar e introducir la clave de licencia para descargar, administrar y configurar el Core. Para obtener más información, consulte el capítulo 3 de la guía de usuario que se encuentra en Tareas iniciales con el Portal de licencias

Recursos adicionales

Puede encontrar información adicional en:

- Documentación técnica

- Vídeos de demostración

- Resúmenes de tecnología

- Seminarios web en vivo

- Guías de procedimientos

Globalización

Esta sección contiene información acerca de la instalación y el uso de este producto en configuraciones no inglesas, como las que necesitan los clientes fuera de Norteamérica. Esta sección no sustituye los materiales acerca de plataformas y configuraciones compatibles que se encuentran en otras partes de la documentación del producto.

Esta versión está habilitada para Unicode y es compatible con cualquier conjunto de caracteres. En esta versión, todos los componentes de productos deberían configurarse usando codificaciones de caracteres equivalentes o compatibles y deberían instalarse para usar las mismas opciones regionales y de configuración regional. Esta versión está destinada a operaciones de asistencia en las siguientes regiones: Norteamérica, Europa occidental, Latinoamérica, Europa central y oriental, Extremo Oriente y Japón. Es compatible con escritura bidireccional (árabe y hebreo). Esta versión es compatible con escritura compleja (Asia central: India, Tailandia).

La versión está traducida a los siguientes idiomas: Español, chino (simplificado), francés, alemán, coreano, japonés y portugués (brasil).

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Contacto con Dell

Asistencia técnica: Asistencia en línea
Preguntas sobre productos y ventas: (800) 306-9329
Correo electrónico: info@software.dell.com

Recursos de asistencia técnica

La asistencia técnica está disponible para los clientes que han adquirido software de Dell con un contrato de mantenimiento válido y para clientes con versiones de prueba. Para acceder al portal de asistencia, vaya a https://support.software.dell.com/appassure/.

El portal de asistencia proporciona herramientas de auto ayuda que puede utilizar para resolver problemas de forma rápida e independiente, 24 horas al día, 365 días al año. Además, el portal permite acceder directamente a los técnicos de asistencia de productos mediante un sistema de solicitud de servicios en línea.

El sitio le permite:

- Crear, actualizar y gestionar solicitudes de servicio (casos)
- Ver artículos de la base de conocimientos
- Obtener notificaciones de productos
- Descargar software Para obtener software de prueba, vaya a Descargas de prueba.
- Ver vídeos tutorial
- Participar en debates de la comunidad
- Chatear con un técnico de asistencia

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Miscellaneous

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Notas de la versión, revisión D de AppAssure
Actualización: Septiembre de 2014
Versión de software: 5.4.2