

# **StorageWorks by Compaq NAS Executor E7000**

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Product Version: Version 2.0

These release notes are for the *StorageWorks*<sup>™</sup> NAS Executor E7000 by Compaq running version 2.0 of the Compaq NAS software image and provide important information not covered in other documentation.

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StorageWorks by Compaq NAS Executor E7000 Release Notes

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## Overview

These release notes are for the *StorageWorks*<sup>™</sup> NAS Executor E7000 by Compaq running version 2.0 of the NAS software image. This document provides important information that is not covered in other documentation.

**IMPORTANT:** Read this entire document before installing and configuring the *StorageWorks* NAS Executor E7000.

## Software Updates

The software that ships with the StorageWorks NAS Executor E7000 includes a special build of Microsoft Windows-Powered Operating System. Any software updates must be qualified against the Windows-Powered Operating System.

**IMPORTANT:** Install only Compaq-approved patches or service packs.

To view the list of approved patches please see the StorageWorks NAS Website at:

[http://www.compaq.com/storage/nas\\_index.html](http://www.compaq.com/storage/nas_index.html).

## NFS Logging

The maintenance of the NFS log through the web interface to the E7000 does not allow the deletion of the log. The NFS log delete option is located in the WebUI under Maintenance, Logs, NFS Log, and then clicking the Clear button. After clicking the Clear button, a confirmation screen appears. After clicking OK to confirm the deletion, the following error message will appear:

"Error: There has been a sharing violation.  
The source or destination file may be in use."

The administrator can delete the log after the Server for NFS service is stopped.

Be aware that this will cause a service interruption to all users trying to access NFS shares on the E7000.

1. Open the web user interface to the E7000.
2. Click **Maintenance->Terminal Services** and log in.
3. Right mouse click the **My Computer** icon and choose **Manage**.
4. Open the Services portion of the management tree.
5. Select and stop the Server for NFS service.

You can now delete the log using the web interface as instructed.

6. Start the Server for NFS service.

## NFS administrative shares support

SFU does not work with administrative shares in the same fashion as CIFS. By default, a volume drive such as C: is CIFS shared as C\$. This is an example of an administrative share and is hidden from CIFS clients. If an NFS share is created and named drive\$, as in the example, the share will not be hidden from NFS clients. This NFS share will act as a normal NFS share.

## Volume Mount Points support

Attempting to create an NFS share on a disk mounted on a mount point will result in the error message:

```
"Cannot write IOCTL to NFS driver..."
```

StorageWorks NAS Executor E7000 supports many network-sharing protocols, including the NFS protocol for UNIX and Linux clients. Shares for which the NFS protocol will be enabled must be created on Virtual Disks that are mounted on a drive letter. Microsoft Windows-Powered OS supports mounting virtual disks onto mount points or reparse points created on another disk already mounted on a drive letter.

Mount points enable the administrator to mount many disk devices under a single drive letter, creating the appearance and behavior of a larger disk drive with a contiguous namespace. However, the Microsoft Services for UNIX (SFU) NFS Server does not yet support the functionality of mount points.

All virtual disks to be used for NFS sharing should be mounted on a drive letter, not on a reparse or mount point. If no NFS shares will be created on a particular virtual disk, that virtual disk can be mounted on a mount point instead of a drive letter.

## **User name mapping Japanese characters**

User name mapping for the network file system (NFS) server does not support Windows or UNIX user names containing Japanese characters. The name of NFS client groups that are used by the NFS server cannot contain Japanese characters.

## **NFS Share parameters cannot be changed after taking a group offline**

NFS Share parameters cannot be changed after taking its group offline. An error will appear when attempting to edit the NFS parameters in this manner.

"Error: The Path entered does not exist."

### **Workaround:**

NFS Share parameters can be modified if the NFS resource is taken offline individually, rather than as a group.

Take only the NFS share that you want to edit offline and then change parameters.

1. Select *Cluster Management* from the WebUI.
2. Click **Resources**.
3. Click the radio button for the NFS resource being edited.
4. Click **Take Offline**.
5. Return to the Resources page and click the radio button for the NFS resource being edited.
6. Click **Parameters** from the NFS resource properties page.
7. Edit the parameters and click **OK**.
8. Using Cluster Management in the WebUI, turn the NFS resource to online.

## **Admin cannot list and map domain users and groups for SFU mapping unless the SFU admin is logged into the domain**

The administrator must log into the domain before mapping domain users and groups. If the admin is not logged into the domain, the domain user or group is not on the list of Windows users or groups and cannot be mapped.

## **Password Synchronization will not work correctly on a Domain Controller without an Admin UI**

The *sfucustom.msi* file located on the StorageWorks NAS E7000 at *c:\SFU* does not install an Admin UI for password synchronization on a DC.

The Admin UI is used to set up:

- Direction of password synchronization



- Encryption Key
- Port Number
- Password Sync retries
- Unix systems to sync with

**NOTE:** NFS Authentication Tools and Password Synchronization can be installed separately or together. The instructions follow.

To install Password Synchronization on the DC by itself (no NFS Authentication Tools):

1. Allow the c:\WINNT\bin\SFU directory of the E7000 to be shared.

```
net share SFU=C:\WINNT\bin\SFU
```

2. On the DC, connect to the share.

```
net use Z: \\NAS_machine_name\SFU
```

3. Change directories from the DC to the root of the connected E7000 share.

```
cd /d Z:\
```

4. Run the install program on the DC.

```
OemSetup.msi ADDLOCAL=PasswdSync  
SFUDIR=C:\SFU OEMINSTALL=TRUE SOURCELIST=Z:\  
/1*v %temp%\sfusetup.log /q
```

5. Reboot the DC.

The DC must be rebooted manually after installing the password synchronization piece to run correctly.

6. Run the Admin UI on the DC and setup password synchronization.
7. Click Start->Programs->Windows Services for Unix->Services for Unix Administration.

To install NFS Authentication Tools on the DC by itself (no Password Synchronization), Use the instructions outlined in the E7000 Administration Guide.

To install NFS Authentication Tools and Password Synchronization on the DC:

1. Allow the c:\WINNT\bin\SFU directory of the E7000 to be shared.

```
net share SFU=C:\WINNT\bin\SFU
```

2. On the DC, connect to the share.

```
net use Z: \\NAS_machine_name\SFU
```

3. Change directories from the DC to the root of the connected E7000 share.

```
cd /d Z:\
```

4. Run the install programs on the DC in the following order.

- a. `OemSetup.msi ADDLOCAL=NFSServerAuth SFUDIR=c:\SFU OEMINSTALL=TRUE SOURCELIST=Z:\ /! *v %temp%\sfusetup.log /q`

- b. `OemSetup.msi ADDLOCAL=PasswdSync SFUDIR=c:\SFU OEMINSTALL=TRUE SOURCELIST=Z:\ /! *v %temp%\sfusetup.log /q`

5. Reboot the DC. The DC must be rebooted manually after installing the password synchronization piece to run correctly.

## Disconnected Client Telnet Session can cause the SFU GUI to hang

If a client Telnet session is forcibly disconnected from the E7000 while the SFU GUI is open, the SFU GUI can hang and become unusable. To get around this, stop the SFU GUI on the E7000 using Task Manager and reopen the SFU GUI.

## How to read SFU Help

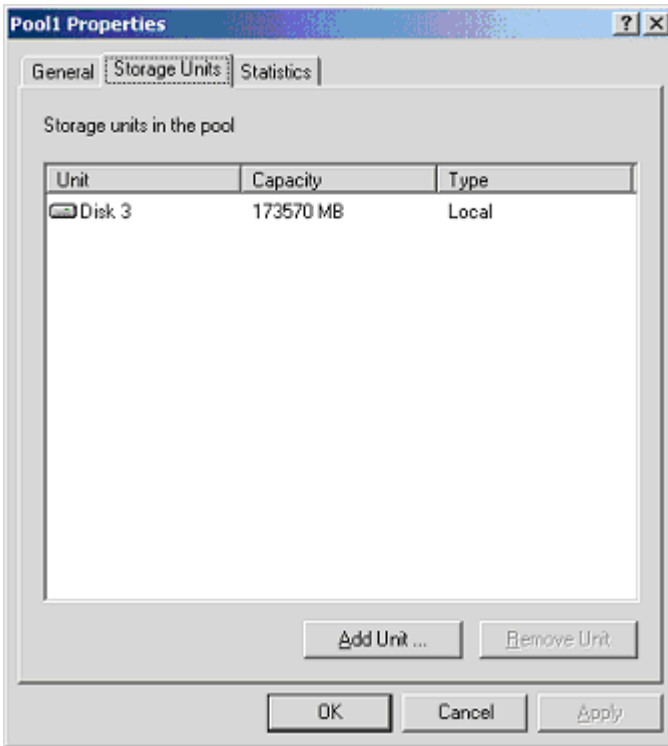
When browsing to the SFU help under the documentation menu branch, the browser prompts for action on downloading an executable. Download this self-extracting zip file and allow it to unzip to a temporary directory. Go to that directory and open the *svcsunix.chm* file to view the help for Microsoft SFU.

## Storage, SAN, and Switching

### LUN Identification

To identify LUN - Pool mapping, the administrator should:

1. Open Snapshot Manager (SWVR).
2. Click **Start->Programs->COMPAQ SANworks Virtual Replicator->Snapshot Manager**.
3. Select the pool. Right click and select *Properties*. Select the **Storage Units** tab. Note the disk number(s) in the pool.

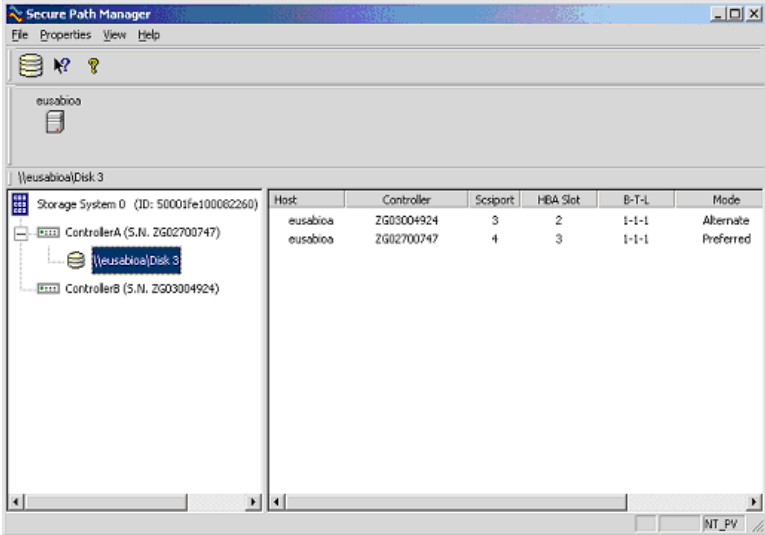


4. Open Secure Path.
5. Click **Start->Programs->Secure Path->SPM.**
6. Log in to Secure Path Manager.
7. Expand the tree by double clicking the **Storage** System icon and clicking the + sign next to the controller icon.

All LUNs should now be present.

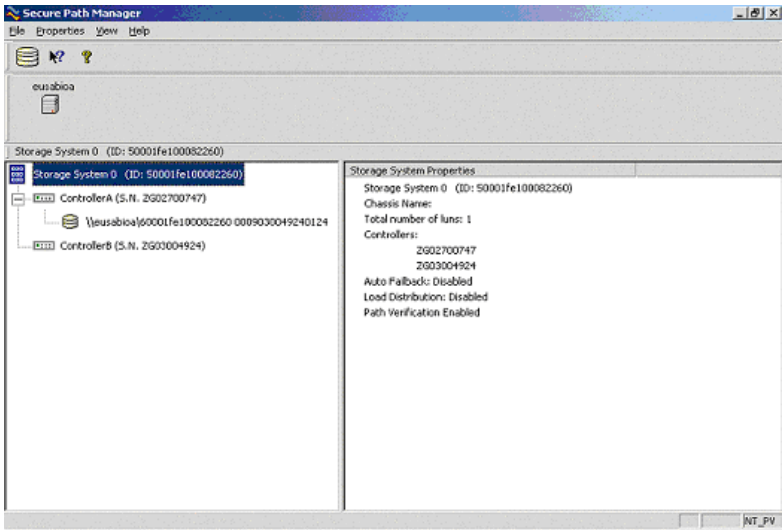
8. Click **View->Device Identification->WINNT->Disk Number.**

This view displays the disk number that correlates to the disk number previously noted. Make a note of where the LUN is located within Secure Path that you are trying to track.



9. Click **View->Device Identification->WINNT->UUID.**

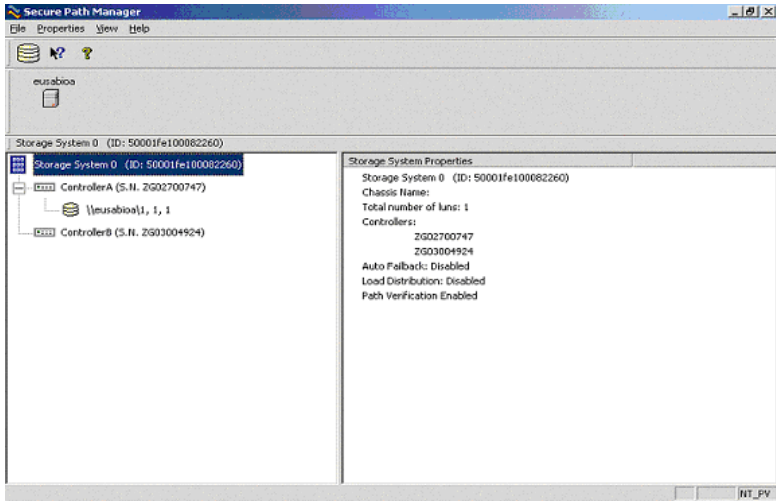
This view displays the UUID that matches the LUN ID on the SAN.



The first 16 digits refer to the WWN number of the SAN that the LUN resides. The last 16 digits refer to the unique LUN ID for that particular LUN. This number can be used to track the LUN back to the SAN. First track the WWN of the SAN. (First 16 digits if the UUID number) Keep in mind that all SANs have a unique WWN number and that the number will begin with a 6000. For example, the UUID is 6000 1fe1 0008 2260 0009 0300 4924 0124. The WWN for the SAN correlates to the first 16 digits of the UUID, or 6000 1fe1 0008 2260. However, you need to change the 6000 to a 5000 so the WWN that you are looking for is 5000 1fe1 0008 2260. The final step will isolate the LUN within the SAN, making the search simpler.

## 10. Click **View->Device Identification->WINNT->Bus,Target,LUN.**

This view displays the target-bus-LUN for the LUNs. The last number, the LUN, represents the unit number on the SAN. In the screen below, the LUN is D1.



## SAN Connection Process

The process of configuring the StorageWorks NAS E7000 with the correct software for a particular SAN configuration is accomplished via a WEB interface and an automated installation process. This automated process and interface do not yet account for updates or changes to the SAN configuration after the initial setup.

**IMPORTANT:** If it becomes necessary to make updates, corrections, or changes of any type to the SAN configurations originally specified in the SAN Connect process of the WEB interface, the existing SAN drivers and support software must be manually uninstalled before running the SAN Connect process again.

To make changes to the SAN specifications, the administrator must execute a manual process, outlined below, to remove all SAN drivers and support software, not just the items that are changing. This complete uninstall and reinstall process guarantees compliance with the various dependencies and load order rules among the software components and drivers.

The process for changing the SAN Connection settings is summarized below:

1. Verify that there is a known good backup of the NAS device's data.
2. Disconnect the fiber cable or cables from the NAS device's HBAs.
3. Connect to the NAS device's WEB Interface.  
(<http://NASname:3201>)
4. Select *Maintenance* from the WEB interface's left menu.
5. Select *Terminal Services* to launch a console window on the NAS device.
6. Log in as administrator on the console of the NAS device.
7. Open the Control Panel using **Start -> Settings->Control Panel**.
8. Open Add/Remove Programs.
9. Select *StorageWorks Large LUN Utility* and remove it.
10. Select Secure Path software and remove it.
11. Select *StorageWorks FC Switch or Hub support software* and remove it.
12. At a Run command, type:  
Regedit



13. Navigate to the following drive:  
Hkey\_Local\_Machine\Software\Compaq\StorageWorks  
NAS.
14. Set the PRSState to -1.
15. Reboot.

After all software is uninstalled and the system is rebooted, re-run the SAN Connect process, as outlined below and detailed in the release notes section titled SAN Connection:

1. Verify that the SAN is not connected to the fiber HBAs in the NAS device.
2. Connect to the NAS device's WEB interface (<http://NASname:3201>).
3. Select the SAN Connect item from the left menu.
4. Answer questions about the specifics of the SAN.
5. Monitor the automated process that installs correct software and reboots.
6. Physically connect the fiber cables to the NAS device when prompted.

## Hub and loop switch restrictions

Fibre channel hubs and loop switches are supported for use with the StorageWorks NAS Executor E7000. However, there are two restrictions that an administrator should be aware of.

1. LUNs that were created using the ACS 8.5 firmware are not visible or manageable in SecurePath 3.1A. This means that SecurePath cannot be used to administer these LUNs, and that multiple data paths for a no single point of failure (NSPOF) configuration will result in multiple instances of the physical device.

To work around this, the administrator must delete all the LUNs created with the ACS 8.5 firmware, then re-create them using the ACS 8.6-1 firmware.

2. Using SecurePath 3.1A, fibre channel arbitrated loop (FCAL), and ACS 8.6-1 firmware, LUNs cannot be numbered higher than 63. LUNs D0 through D63 are available for use, but LUNs D64 through D99 are not.

## Support For Enterprise Virtual Array

To use Enterprise Virtual Array storage with the NAS Executor E7000, you must download a softpaq and solutions paper from

[www.compaq.com/products/storageworks/e7000/index.html](http://www.compaq.com/products/storageworks/e7000/index.html)

The softpaq includes updated support software for the Enterprise Virtual Array; the solution paper describes how to install the update, and details best practices for using the Enterprise Virtual Array with the StorageWorks NAS Executor E7000.

After installing the SoftPaq, return to the SAN Connection Wizard and finish the initialization.

## Cluster Agent Activation

If the StorageWorks NAS Executor E7000 server is part of a cluster, the Compaq Insight Manager Cluster Agent must be activated. The Cluster Agent allows administrators to monitor the state of the cluster and the cluster resources from Compaq Insight Manager.

To activate the agent click **Start->Settings->Control Panel->Compaq Management Agents** and add the clustering agent to the active agent list.

## Cluster Setup Tool

### Cluster Setup Tool screens lose focus

The Cluster Setup Tool opens multiple screens during the process of installing cluster software. The focus can get lost when a new screen opens. Verify your screen by reading the hostname or screen title at the top of the page before proceeding to the next step in the Cluster Setup Tool.

### Cluster Setup Tool requires a Gateway

The Cluster Setup Tool requires you to enter a Gateway when entering a static IP address. Simply copy the current IP address into the Gateway address field.

## Quick Restore Process

### Quick Restore Removes all Data on the local disks

When Help is selected from the QR CD 1, the only text displayed is:

```
Storage Works NAS Quick Restore - Compaq  
Appliance : Storage Works NAS E7000 - Press C  
to continue
```

After pressing C, the contents of the local drives will be erased. The system is then be restored to factory state using the Quick Restore process.

# SANworks Virtual Replicator

## Disk Defragmenter does not work on SWVR volumes

A portion of the Windows 2000 operating system related to disk access does not function with SWVR managed disks. This includes the disk defragmenter program included with Windows 2000.

## LVM Defaults to Dynamic Disk

Microsoft Logical Volume Manager (LVM) prompts you to upgrade to Dynamic disk type. Do not upgrade any Virtual Replicator created disks to Dynamic type. Press Cancel and manage your volumes.

## Network Disks

The current NAS Executor E7000 implementation of SWVR does not support network disks. Do not attempt to install this feature on top of the NAS Executor E7000 image.

## Lifeguard and Snapshots

Lifeguard is a service that deletes snapshots automatically when the amount of pool space in a pool has been exhausted. The Lifeguard service is a safety mechanism that prevents pool space depletion. If the pool's snapshot space is depleted because of a heavy load, blue screens and data corruption could occur. A snapshot should therefore be viewed as transitory because it can be deleted at any time without user notification. Refer to the *StorageWorks NAS Executor E7000 by Compaq Administration Guide* for details about the Lifeguard service.

## **Snapshots Naming**

The parent and child relationships of snapshots of other snapshots are not reflected in the interface. A snapshot of a snapshot appears as a child of the original virtual disk, instead of the original snapshot. Detailed naming of snapshots should be maintained to accurately track the relationship and to avoid confusion. For example, include "child of" in the snapshot name.

## **SWVR and TaskScheduler**

SWVR jobs submitted to the TaskScheduler show a successful completion status even when underlying task was not successful. Administrators should enable logging on all tasks associated with SWVR and examine these logs for successful completion.

SWVR uses the TaskScheduler in the Windows Powered Operating System for some SWVR functions. When a snapshot is scheduled for immediate creation, a date two days in the past is indicated. Logging should be enabled for all SWVR events through the interface option to ensure that the proper dates and completion criteria is reviewed.

Tasks submitted to the TaskScheduler are retained by the TaskScheduler even after the underlying virtual disk is removed. Tasks should be cleared from the TaskScheduler before the deletion of a virtual disk.

## Using Virtual Replicator with Other Windows Tools

This section includes best practices and restrictions for using Virtual Replicator with other Windows tools, such as Disk Management and Cluster Administrator.

Keep the following guidelines in mind:

- When there are two ways to do a task--using Virtual Replicator or using another tool--always use Virtual Replicator. For example: use Virtual Replicator to delete a pool in a cluster, not Cluster Administrator.
- Use Virtual Replicator to map drive letters to virtual disks and snapshots, not to Disk Management (in Windows 2000).
- Do not use Windows Explorer to monitor free space in a pool; Windows Explorer does not recognize pools.
- Do not use Virtual Replicator in conjunction with the Windows Disk Management/Logical Disk Manager. Doing so can result in unpredictable behavior.
- Close Logical Disk Manager when you are using Virtual Replicator management tools.
- Do not perform Disk Management tasks on disks that are part of Virtual Replicator pools.
- Do not perform online volume growth of basic or virtual disks concurrently with other major disk management operations, such as defragmenting and disk checking.
- As an extra precaution, before performing any tasks with Disk Management, use Device Manager to scan for hardware changes to update disk information.

See the *Compaq SANworks Virtual Replicator System Administrator's Guide* for additional information on using VR. This guide can be found on the documentation CD.

## Segment Size

During SWVR pool creation, you are asked to select a Segment Size. The Segment Size is used to determine the largest possible virtual disk in a pool and the largest storage unit you can add to the pool. The segment size is set when a pool is created and cannot be changed without deleting the pool. Compaq recommends using 256K for the segment size.

## Allocation Unit Size

During SWVR virtual disk creation, you are asked to select a file allocation unit size. One possible option is to select Default, but the display does not indicate that the default is set at a 16K allocation unit size. Compaq recommends the default 16K file allocation unit size.

## SWVR Driver and Windows Powered Operating System Issue

The *SANworks*<sup>™</sup> Virtual Replicator filter driver is not digitally signed. As a result, a permission issue prevents Windows from completing Virtual Replicator operations to create VR objects initiated remotely from the Web UI and from Microsoft Terminal Services unless the console is logged in.

To resolve this issue, you must create the objects by accessing the Web UI or the VR Snapshot Manager from the server console using the Compaq Remote Insight Lights Out Board or if an actual console is connected to the server, by accessing the console itself.

Alternatively, you can login and lock the console, allowing the Web UI or Microsoft Terminal Services to be used remotely.

1. Connect to the server via the network and the Remote Insight Lights Out Board and access the server console.
2. Log in to the console using the administrative account.

3. Select the **CTRL-ALT-DEL** button and lock the console as a security measure
4. Terminate the Remote Insight Lights Out Board session.

Compaq is working with Microsoft to resolve this issue.

## VR Namespace Recovery

Namespace Recovery is a tool that can be used to resync VR objects in the Windows Registry. The current version of Namespace Recovery does not address the VR per pool policies. In the event that it becomes necessary to run Namespace Recovery, the per pool policy information will not be created. As a result, VR functionality from the Web UI will not work. You will need to use Terminal Service to get into the system and run Snapshot Manager. Compaq expects to have a patch available for this issue in the near future.

The Namespace Recovery utility currently does not work with clustered systems.

For more information on recovering from a disaster, see the Compaq White Paper: "Disaster Recovery, A Planning and Recovery Guide for the StorageWorks NAS Executor E7000," which can be found at the following location:

[www.compaq.com/storage/nas\\_index.html](http://www.compaq.com/storage/nas_index.html)

## NAS Web User Interface

### WebUI hangs when moving the cluster group

If the cluster group is moved when using the WebUI from the Resource Groups screen, the browser screen will hang after clicking OK at the "Are you sure want to move the Cluster Group?" screen.



The cluster group moves and the browser page needs to be refreshed. The page can be refreshed by clicking the WebUI Status screen and then returning to the Resource Groups screen.

## Loading page malfunction

When using the Web UI, the page must load completely to function properly.

When using the NAS Executor E7000 Web UI, wait for the entire page to load. If an object on the UI is clicked, there may be an error on the page, as the Javascript for the page had not totally initialized.

## Web UI default page may change

Re-running either Cluster Setup Tool or Rapid Startup changes the default page.

If you re-run either the Cluster Setup Tool or Rapid Startup, the default page is changed to something other than the status page. To make the status page the default again, simply press the **Cancel** button on the page.

## Terminal Services returns a VBScript error

Terminal Services through the Web UI may cause a VBScript error if the client has a trust violation with the NAS Server. This is caused by the Internet Explorer settings. If you use an IP address instead of name resolution through a DNS Server, there will be a broken trust issue between the NAS server and the browser. Internet Explorer does not accept ActiveX controls from distrusted web sites.

1. On the client machine, open Internet Explorer 5.5 or higher.
2. From the menu, choose **Tools->Internet Options**.

3. Click on the Security tab, select *trusted sites*, and click the **Sites** button.
4. Add your NAS Server's site to the list of trusted sites and save the settings.

Your ActiveX services should now work.

## Moving an owned Cluster resource should report an error

When attempting to move a resource owned by node A to a group owned by Node B, the Move resource page does not move the resource and shows no error.

In this situation, you have two groups: group A and group B. Node A owns group A. Node B owns group B. As a rule, you are not allowed to move a resource from group A to group B when the groups are owned by different nodes. Doing this through Cluster management will result in an error. The Web UI does not generate an error. It also does not advance to the next page. Compaq is currently working to resolve this issue.

## Managing NTFS Mountpoints

Currently, there is no facility for managing NTFS mountpoints in the Web UI. To create or manage NTFS mountpoints, you must use Terminal Services. To start terminal services select *Maintenance*, then *Terminal Services* on the navigation menu.

## **CIFS incorrectly allows 'Change' selection**

The CIFS share "change" permission is not implemented correctly when using the WebUI Share Management Wizard.

If you create a CIFS share using the Share Management Wizard and assign the user the permission of allow "change", the user will not have access to that folder. Allowing read, change/read, or full access allows the user access to the folder.

# Microsoft Powered OS

## Event Log Messages in the Event Log

During a reboot of the system when services are starting, dependent services may fail initially waiting for other services to start. Messages will be logged to the event log and can be ignored as the service will restart. Messages include services related to:

### **MSFTPSVC**

The description for Event ID (105) in Source (MSFTPSVC) cannot be found. The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer. Refer to Microsoft Knowledge Based Article Q240779.

### **W3SVC**

The description for Event ID ( 105 ) in Source (W3SVC) cannot be found. The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer. Refer to Microsoft Knowledge Based Article Q240779.

### **Userenv**

Windows cannot determine the user or computer name. Return value (1722). Refer to Microsoft Knowledge Based Article Q261007.

### **Perfdisk error**

WMI ADAP unable to process PerfDisk performance library due to a time violation in the open function. Refer to Microsoft Knowledge Based Article Q266416.

## Things that will cause the cluster to fail

- Do not change the names of the Nodes. This will cause the cluster service to fail.
- Do not change the name of the cluster.
- Do not change your public network to a private network. You will be unable to change this back to public. It is a one time only change
- Do not delete the Quorum Disk. This is used for cluster communication and houses the cluster database that is used for keeping track of all the cluster information.
- Do not change subnet mask on one of the nodes.
- Do not assign the drive letter that is used for the Quorum Disk to newly created virtual disks.



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