

While the Release Notes provide you with the most current information regarding SQLsafe, the main Help gives you the detail you need to understand SQLsafe and how it provides a powerful backup and recovery solution.

You can use the [main SQLsafe Help](#) to:

- [Manually back up your database](#)
- [Automate your backups and restores](#)
- [Instantly restore your database](#)

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Idera SQLsafe (SQLsafe) provides a high-performance backup and recovery solution for Microsoft SQL Server. SQLsafe saves money by reducing database backup times by up to 50% over native backups and reducing backup disk space requirements by up to 95%. SQLsafe also enables complete "hands-free" automated backups of your entire SQL Server infrastructure and ensures compliance with your organization's backup and recovery policies. From implementations with tens of SQL Servers to enterprises with hundreds of instances spread around the globe, SQLsafe is the only SQL Server backup and recovery solution that scales to meet the challenge.

In many organizations today, SQL Server databases are the repositories for large volumes of business-critical data. As database size grows, the time required to back up your data using native tools can easily exceed your maintenance windows, plus a huge amount of storage space is needed for the files. Restore operations also become time-consuming. DBAs need a powerful backup and recovery solution that greatly reduces backup and recovery time, minimizes storage requirements, and provides enterprise management capabilities to conduct backups across a large numbers of servers simultaneously. SQLsafe has been specifically designed to meet these requirements, resulting in increased application and business availability for your critical SQL Server infrastructure.

As a state-of-the-art backup and recovery solution, SQLsafe provides:

- Maximum backup file compression
- Minimum backup times
- Reduced failures due to network glitches
- Accelerated mean time to restore
- Ensured compliance with corporate backup policies

This documentation set includes a comprehensive online Help system as well as additional resources that support you as you install and use the product. You can also search Idera Solutions, available at the [Idera customer service portal](http://www.idera.com/support) (www.idera.com/support).

Please contact us with your questions and comments. We look forward to hearing from you. For support around the world, please contact us or your local partner. For a complete list of our partners, please see our [Web site](http://www.idera.com) (www.idera.com).

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	www.idera.com/support
Website	www.idera.com

The following terms are used in the product and throughout the documentation.

Application Feature

SQLsafe performs tasks and displays information depending on the Application Feature you have selected. You can change the application feature by clicking a button in the navigation pane on the Management Console. SQLsafe Today, an additional feature, can be reached by clicking the globe icon on the menu bar, or through the View menu.

Backup Agent

The Backup Agent is a service that runs on each of the SQL Server instances hosting databases you want to backup and restore. Before you can deploy a Backup Agent to a SQL Server instance, you must [register the SQL Server instance](#) with SQLsafe.

Operation

An Operation is a work item that can be scheduled to be performed by the Backup Agent. Backups and restores are executed as operations.

Policy

A policy consists of a list of databases, a set of operations to be performed on those databases, and a set of schedules according to which the operations will be performed. Policies allow you to define a maintenance plan across multiple SQL Server instances, which can reside on one or more physical servers. You can then use the Management Console to monitor the status of policies and their associated database backup operations.

Server Groups

Server Groups are collections of similarly tasked SQL Server instances, whose performance and policy status is more easily monitored together. You are not required to place SQL Server instances into groups but, in an enterprise with hundreds of servers, compliance review can be greatly simplified.

This Help system can be accessed either through the Start menu, through the Help menu on the Management Console, or by pressing F1 on your keyboard while on the window for which you would like more information.

TIP The online Help requires Internet Explorer version 7.0 or later.

At Idera, we deliver a new generation of tools for managing, administering, and securing your Microsoft Windows Servers, including SQL Server, SharePoint, PowerShell and Microsoft Dynamics. We employ numerous industry experts worldwide who are devoted to bringing proven solutions to you, the administrator. Idera provides solutions that help you ensure server performance and availability and reduce administrative overhead and expense. Our award-winning products install in minutes, configure in hours and deploy worldwide in days. Idera is a Microsoft Gold Certified Partner headquartered in Houston, Texas, with offices in London, UK, Melbourne, Australia, and Sao Paulo, Brazil.

Our tools are engineered to scale - from managing a single server to enterprise deployments with thousands of servers. Idera products combine ease of use with a design that installs in minutes, configure in hours, and deploy worldwide in days. To learn more about Idera products, visit our [Web site](http://www.idera.com/products) (<http://www.idera.com/products>).

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You need a powerful backup and recovery solution that greatly reduces backup and recovery time, minimizes storage requirements, and provides enterprise management capabilities to conduct backups across a large numbers of servers simultaneously. SQLsafe has been specifically designed to meet these requirements, resulting in increased application and business availability for your critical SQL Server infrastructure.

- [Learn about key new features in this release](#)
- [Review issues fixed by this release](#)
- [Review previous features and fixed issues](#)
- [See known issues](#)
- [See list of recommended Idera Solutions](#)

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SQLsafe 7.0 provides the following new features and fixed issues.

7.0 new features

Access your database quickly during a restore

SQLsafe gives you the option to bring your database back online quickly when performing a restore. The [InstantRestore feature](#) lets you work on restoring a database while allowing users to perform read and write operations to the database during this process. InstantRestore is available only for restoring full databases and does not support a restore of individual files or file groups.

Automatically run a Full backup prior to a Diff/Log backup

SQLsafe simplifies the initial setup process by automatically detecting and performing a Full backup prior to a Differential or Transaction Log backup.

7.0.2 fixed issues

- SQLsafe applications and services no longer experience a long delay when starting if Windows cannot verify the Authenticode signature on the associated applications and services.
- SQLsafe Agent deployment no longer fails due to an issue that occurs when accessing the registry on the remote machine during installation.
- The SQLsafe Management Console now properly handles creating and re-initializing log shipping databases that include several data files.
- The SQLsafe Management Console now properly handles creating restore policies for databases that include several data files.

7.0.1 fixed issues

- The SQLsafe Today page now accurately displays the status for each item on the policy list and includes the status for operations that occasionally did not appear because the UTC offset was set to hours instead of minutes.

7.0 fixed issues

- The **Retry reading backup files after network errors** check box on the Backup Sets tab of the SQLsafe Database Restore wizard is renamed **Enable network resiliency**. The functionality remains the same while the name of the field was changed to improve usability.
- The **Verify (checks integrity, no data restored)** option moved from the Recovery State tab to the Target tab in the SQLsafe Database Restore wizard.
- SQLsafe now properly displays the selection in the **Select backup sets manually** box when the user switches from one database to another using the Restore wizard. This issue affected users attempting to restore multiple databases.
- New rolling logs improve troubleshooting by avoiding issues that result when a single log file continues to store information and grows without a limit. This file can cause performance issues and be hard to search for clues to find the issue you are trying to resolve. This feature is recommended for use only when instructed by Idera support.
- SQLsafe Reporting no longer displays an error message when a user attempts to run the Last Backup report.
- Dependent SQLsafe operations in a series are now associated so that when one of the operations fails, all of the following operations are canceled.
- The Restore wizard now properly handles the LSN chain when there is an intermediate Full backup.
- Performance updates improve the speed of the SQLsafe installation.

- Enhancements to SQLsafe memory usage decrease the chance of memory leaks or fragmentation.
- Users can now backup a database using only one thread as specified in the Thread Count field on the SQLsafe Backup Policy wizard Options tab.
- SQLsafe alerting now properly handles log shipping restore schedule start times when set to a non-default value.
- SQLsafe network retry updates fixed an issue that resulted when the SQLAgent job hung during a backup and the network retry function is disabled.
- SQLsafe no longer causes an extreme load on the tempdb while backing up a database.
- SQLsafe now properly handles FQDN names when connecting to the Backup Service.
- SQLsafe no longer truncates text within the **Result Text** field.
- Users can now sort the list of databases in the SQLsafe Backup wizard by clicking the appropriate column name.
- SafeToSQL users who submit an encryption password that fails verification now receive the correct error message.
- The Backup Policy wizard no longer re-runs the file access check after a user edits the policy unless the change was made to the Location tab.
- SQLsafe now allows encryption passwords of more than 24 characters. This update allows users to implement pass phrases as a more effective method of security.
- Users no longer experience an issue causing the default SQL Server instance file path to change when re-running a failed or skipped backup.
- SQLsafe now features **Cancel** buttons in a number of areas available when the user runs a task. You can cancel a task when performing log shipping re-initialization, deleting a policy, enabling or disabling a policy, running a job, re-synching a policy, or updating a license.
- SQLsafe now prompts the user immediately after a user account credential check fails.
- Improved Command-line Interface (CLI) documentation regarding SQLsafe and TSM server is located in the SQLsafe Help topic, [Back up to the TSM Server](#).
- Accessing sample Command-line Interface (CLI) and Extended Stored Procedure (XSP) script sample access is now documented in the [Architecture and Components](#).
- Users who submit a script that contains unnecessary backslash characters in the file path no longer receive an error message stating, "Value cannot be null." SQLsafe now omits the unnecessary backslash characters and continues the operation.
- Users can now create and run log shipping or restore policies on a database that contains multiple files on different drives.
- The SQLsafe Management Console now contains the proper certificate so the user no longer receives a request for credentials each time they launch the Console. This issue affected Windows 2008 users relying on user account control functionality.
- The default **Connection Settings** detail on the SQLsafe Backup wizard Locations tab no longer retains any changes made during previous use.
- Users can now quickly find an instance in the SQLsafe Database Restore wizard Databases tab by typing the name directly into the instance field and selecting the appropriate instance when it appears.
- Users can now successfully change the IP address on the server hosting the SQLsafe Management Service without causing IP address resolution issues with the Backup Agent.
- Users attempting to restore an older, inactive backup file stored to a TSM server no longer receive an error message.
- SQLsafe XSP now correctly handles wide-character Unicode file names.
- Updated file access permissions fixed a performance issue caused when SQLsafe ran the Backup Policy File Access Check on every database within a SQL Server instance.
- SQLsafe performance is improved when a user attempts to create or run a policy, or load the policy status pages.

- Users with large SQLsafe repositories no longer encounter a timeout when accessing the Backup Sets page in the Management Console during a restore.
- If a backup policy specifies both a FULL as well as DIFF or LOG backups to be performed, the FULL backup is automatically run for new databases that have no previously-performed FULL backup existing at the time the FULL, DIFF, or LOG backup is scheduled, whichever occurs first.
- The SQLsafe Management Console no longer prevents users from deleting some policies. These policies failed when loading from the Repository before the user attempted to delete the policy.
- PDF files of the SQLsafe Help and SQLsafe Release Notes now include hot links to access related information within the document.

This build includes many fixed issues, including the following updates.

6.6 build 105 fixed issues

- SQLsafe now includes only one row in the MSDB **backupmediafamily** table when you specify a single stripe for a backup operation. Previously, this table contained multiple rows for a backup although only one stripe was specified.
- Performance improvements introduced in SQLsafe 6.6 now enable users who have tuning enhancements on their SQLsafe operations to return to default values to avoid any errors resulting from the updated code. These improvements benefit all users but can negatively impact users with enhancements dependant upon this SQLsafe code for enhancements such as:
 - **Thread counts.** The backup XSP script contains a parameter such as `@threads = <value>`, or the CLI script may be similar to `-Threads <value>`. In this case, remove the threads parameter.
 - **VDI settings.** The registry includes entries such as `VDIConfigurationTimeout`, `VDIMaxTransferSize`, `VDI-NumberOfBuffers`, and `VDITransferBlockSize`. In this case, delete your custom registry values.

6.6 fixed issues

- SQLsafe now successfully upgrades from 6.4 to 6.5 without rebooting the target server. This issue was most likely to happen when the backup was not fully complete and locked some files. When the installer discovered one of these locked files, it initiated a reboot on the target server.
- SQLsafe now successfully upgrades from 6.3 to 6.5 without causing the Repository database upgrade to fail during the process. This issue was most likely to happen to users whose initial SQLsafe installation is version 6.3.
- Performance enhancements in SQLsafe now decrease response times when retrieving data by reducing the number of records retrieved.
- The SQLsafe Backup Agent service now correctly restarts on the target server after an upgrade to SQLsafe 6.5. An occasional error caused the installer agent to fail to restart.
- CPU utilization on the Repository database server no longer peaks at 100% when querying the Repository database for operations needing alerts. This issue was most likely to happen to SQLsafe users with over 1,000 databases in a single instance.
- SQLsafe now restores backups in the correct order when restoring using log shipping policies. This issue was most likely to happen with SQL Server instances in environments containing a positive GMT offset time zone setting.
- The SafeToSQL utility now supports converting backup files written by SQLsafe version 6.5. Users previously received an error message when attempting to convert a SQLsafe backup to a native backup using SafeToSQL.
- The SQLsafe Restore Policy wizard no longer prevents users from creating a restore policy when the target server license is expired. While other features are unavailable after license expiration, database restores are allowed.
- The Select Archives from TSM window in SQLsafe now contains an option to browse for inactive files when looking for a specific TSM backup archived file. You can access this window by right-clicking on the appropriate SQL Server Instance in the navigation pane and selecting **Browse TSM Archives**. SQLsafe also provides access to this window in the SQLsafe Backup wizard after you click **Change** on the Locations tab, and from the SQLsafe Database Restore wizard when you click **Change** on the Sources tab.
- SQLsafe no longer deletes backup files when a deadlock occurs. The SQL Server BACKUP DATABASE/LOG commands occasionally encounter a deadlock error when attempting to update msdb tables. SQLsafe interpreted these deadlock errors as backup errors and deleted the generated backups. SQLsafe no longer considers these msdb update deadlock errors as a backup failure, and does not delete the backup files.

- SQLsafe now specifies the TSM ID in the restore options when a user attempts to perform a restore from an inactive file. This issue was most likely to cause the restore to fail as a result of not providing proper identification.
- The SQLsafe Restore functionality now selects the correct Full, Differential, and Log backup sets when restoring from a specific point in time. Users previously did not receive the Differential set. If the user manually selected the Differential backup, SQLsafe included all transaction logs previous to the differential.
- SQLsafe now offers improved repository performance in large repositories. This issue was most likely to happen when the user attempted to expire or delete a TSM backup archive. These performance enhancements include enforcing consistent characters limits within SQLsafe. The [filename] column in the [backup_archives] table now allows up to 400 characters and the TSM file path allows up to 260 characters.
- The SQLsafe Today page and the Backup Policies Status page now show consistent information regarding backup operation failures. SQLsafe previously provided backup operation failure detail on the Backup Policies Status page but not on the SQLsafe Today page.
- The SQLsafe Restore Policy wizard now supports scheduling weekly restores. Users previously could schedule only daily restores.
- The SQLsafe Management Service no longer sends an e-mail message stating that a backup did not occur, only to be followed a minute later by an e-mail message that the backup was successful when the backup was actually successful. This issue was most likely to occur when the backup job in the SQL Server agent did not start within the first minute as scheduled.
- The SQLsafe Management Service no longer reports that compliant policies are non-complaint due to a timestamp failure. The issue was likely to occur after a restore failed on a secondary server, causing the Management Service to report that the server was out of date due to a future timestamp that occurred during log shipping. The SQLsafe Management Service also no longer reports that a secondary database is "TOO OLD" when a secondary restore correctly occurs.
- SQLsafe no longer displays information that a full backup did not start as scheduled while the backup history displayed that the backup started as planned. SQLsafe correctly started the backup as scheduled but was reporting it incorrectly in the policy status.
- SQLsafe no longer displays an error message after clicking **OK** when editing SQLsafe Backup Agent properties. This issue was most likely to occur when the number separator and current culture did not match.
- The SQLsafe Management Service no longer encounters deadlocks when querying the Repository for processing policy notifications. This issue was the result of a contention between status writing and policy notification processing in the SQLsafe Management Service.
- Users no longer receive incorrect policy notification email messages. Users who selected **Only on the initial occurrence of a selected event** received notification for every occurrence.
- SQLsafe restore and verify performance is improved by updating the SQLsafe Backup Agent service. A performance improvement of 10-45% is expected depending on the environment, including CPUs, memory, and disk speed.
- Users now can copy detail listed in the Last Operation Status. You can access the Last Operation Status by clicking the status message displayed on the **Policies** tree content pane Last Operation Status box. You can also quickly rerun a backup, log shipping, or restore policy by clicking the failed operation in the Last Operation Status box.
- SQLsafe now correctly displays green messaging for successful manual backup policies.
- The SQLsafe Backup Agent no longer creates an unnecessary folder while creating the status cache folder. The additional folder was named, "SQLsafeStatusCache."
- SQLsafe no longer leaves the database in single-user mode after a user attempted to perform a single-user restore, and the restore failed. This issue was likely to occur after the restore failed because of an error such as a lack of disk space.
- The SafeToSQL utility no longer displays an error message and fails to convert a SQLsafe backup to a native backup in some situations. The error message read, "Object reference not set to an instance of an object."

6.6 features

Restore performance improvements

Restore performance improvements reduce recovery time by up to 40% from previous versions of SQLsafe.

Cross TSM Server Support

Browse, back up, and restore backup files located on any remote TSM Server.

Improved browsing for TSM files

Use the Management Console to browse active and inactive backup files on the TSM Server.

Improved restore TSM 'inactive' files

Use the Management Console to restore backup files that are marked 'inactive' on the TSM Server.

6.5 features

Restore Policies

Simplify database synchronization and automate disaster recovery by routinely restoring full backups to a secondary server.

Login Copy

Bring recovered databases online faster by allowing SQLsafe to create missing SQL Server logins and resolve any orphaned database users.

Granular Alerts

Backup and restore alerting can now send notifications for each operation status, including failures, skips, warnings, and successes.

Delete Backup File Option

Use this CLI/XSP command to delete old backup files without performing a new backup.

6.5 fixed issues

- SQLsafe now correctly determines missed backups that were scheduled to be performed monthly.
- SQLsafe now can back up databases that are larger than 16TB.
- The Source tab on the Resource wizard now includes Repository query performance improvements that ensure the database list will display correctly .
- SQLsafe policies now support multiple databases whose names contain the ampersand special character ("&").

6.4.1 fixed issues

- SQLsafe now correctly calculates compliance when the threshold for a Log Shipping Policy is set to greater than 24 hours (e.g., 25 hours or more).
- The SQLsafe Restore wizard no longer overwrites the TSM backup configuration stored in the SQLsafe Repository when validating or restoring the associated archive. This fix allows you to recover a previously restored or verified backup file to a different TSM Client node.
- The Backup Agent now correctly handles Windows 2000 authentication when accessing the backup archive.
- SQLsafe jobs, such as those created by the SQLsafe Backup Policy wizard, now correctly handle databases with names that contain ampersands ("&").
- SQLsafe now correctly encrypts backup files for SQL Server instances running on Windows 2000 Server computers.

6.4 features

Backup enhancements

- Easily re-run a previous backup from the operation status grid in the Management Console – simply select the backup and right-click, using the same or different options
- Easily run Backup Policy jobs from the Management Console – simply select the policy and right-click
- Create on-demand Backup Policies that you can easily run, as needed, through the Management Console
- Use new backup options to:
 - Set your database recovery mode to “standby” or “norecovery”
 - Specify when old mirrored or striped backup files should be deleted (groomed)
- Use the new CLI/XSP expire command to mark existing TSM backup files as inactive

Restore enhancements

- Easily verify or restore backup files from the operation status grid in the Management Console – simply select the backup and right-click
- Use new restore option to preserve replication settings

Cross-domain support

- Deploy SQLsafe components to separate, non-trusted domains
- Back up and restore instances located in non-trusted domains

Platform support

SQL Server 2008 R2

6.4 fixed issues

- The Backup Agent service now correctly handles backup operations when the TSM Server returns an error, such as the storage pool is full. If this situation occurs, the agent stops the backup operation and returns a failure status message.
- SQLsafe now correctly saves your policy options when editing a Backup Policy that writes backup files to a TSM Server.
- The Backup Agent now uses the correct case for the name of the target backup archive when executing the delete option via the SQLsafe CLI or XSP.
- The Backup Agent now correctly handles memory resource constraints when generating metadata for SQL virtual database.
- The Backup Agent now uses the correct credentials for queued operations.
- Log Shipping Policies now display the local time of the primary and secondary servers when executing and displaying status of backup and restore operations.
- The Management Console now displays the correct backup status, times, and latency for Log Shipping Policies.
- The Management Console now correctly handles timeout errors received from the SQLsafe Repository when attempting to initialize a secondary database in a Log Shipping Policy.
- The Management Console can now support a Backup Policy that manages a large number of databases, such as more than 500.
- The Management Console now correctly addresses TSM Clients that are not configured to use the generate password option.
- SQLsafe now correctly restores a backup file that was stored on a different TSM Client node.
- The Details pane on the server, instance, or database status view, now displays the correct filename for the backup archive used to perform a restore.
- SQLsafe now correctly sends alert notification emails per Backup Policies created using a previous release of SQLsafe.
- When the Retry network writes on error option is enabled, SQLsafe now correctly handles network errors at the end of a backup operation, allowing the operation to complete successfully.

6.3 Build 521 fixed issues

- SQLsafe now successfully verifies and restores TSM backup archive set when you select the files using the SQLsafe Repository history browser in the Restore wizard.
- SQLsafe now always restores backup files extracted from a TSM archive set.
- SQLsafe now successfully grooms status messages from the Repository according to your set schedule.

6.3 Build 508 fixed issues

- SQLsafe now provides improved performance in the TSM Browse dialog when browsing a TSM server with a very large number of files.
- The SQLsafe Backup Agent correctly restores TSM files when the file is selected in the TSM Browse dialog.
- SQLsafe now provides improved management service performance when writing to a remote SQLsafe Repository.

6.2 fixed issues

- The SQLsafe CLI and XSP now correctly handle inactive TSM backup files when your command line syntax or script includes the delete option (-delete or @delete).
- SQLsafe now provides better compression and speed when backups are performed using striped files or a specific number of threads.
- SQLsafe now offers improved performance when executing backup and restore operations on SQL Server computers that experience a high memory load.
- The Management Console now correctly loads policies that contain many unregistered SQL Server instances.
- SQLsafe now correctly uses the specified log file location when it initializes a new secondary database in your Log Shipping Policy.

6.1 fixed issues

- SQLsafe no longer creates deadlocks on the MSDB database when performing transaction log backup operations. This issue was more likely to occur when the MSDB database size was very large and the SQL Server was experiencing a significant load.
- When managing databases on a Windows 2000 Server, SQLsafe can now verify and restore Rijndael or AES encrypted backup files created with SQLsafe 5.0 or earlier.
- When you create or edit a Log Shipping policy, SQLsafe automatically matches the secondary server names with the corresponding registered instances. Previously, if you used a different case when specifying the instance name, SQLsafe would not recognize the instance and the policy status would become out of compliance and out of sync.
- SQLsafe no longer allows you to create a Backup or Log Shipping policy that does not have a defined schedule.
- SQLsafe now correctly applies the “retry write” setting for Log Shipping policies. Previously, when you enabled this option, SQLsafe did not correctly include it in the corresponding SQL Server job. ***If your Log Shipping policies use this setting***, their status will change to “out of sync” after you upgrade to 6.1. To correct this, re-synch the job.
- The SQLsafe Backup and Backup Policy wizards now offer additional checksum options. For example, if you choose to ignore checksum errors, you can now also select the new **Continue on error** option to ensure the backup file continues to be restored when a checksum error is encountered.

6.0 fixed issues

- You can now select the target Windows platform when you remotely deploy Backup Agents using the Management Console.

- The Backup Agent no longer stops when attempting to restore a backup that contains one or more corrupted pages. Instead, the Backup Agent now returns an error.
 - The Backup Agent now correctly reports the database size per the SQL Server properties reported for the selected database.
 - SQLsafe now offers significantly improved performance when reading backup files from a TSM device. This improvement will be most noticeable when restoring TSM backups of large databases. (12380)
 - SQLsafe now automatically analyzes your environment during a backup operation, and then changes the number of threads it uses in order to achieve optimal speed. This enhancement significantly improves the performance of your backup operations, especially TSM backups, where multi-threading is now supported for manual backups.
- If you have scripted your backups using the SQLsafe command line interface (CLI) or extended stored procedures (XSP), we recommend that you edit the job to take advantage of this new setting. To use the default auto-threading option, simply delete the `-Threads` or `@threads` parameter from the code in your backup job.***
- The SQLsafe extended stored procedures (XSP) now support spaces in the undo filename. (12497)
 - When using the `-withmove` option in a SQLsafe XSP restore operation, you can now specify a backup file whose name contains a space. (11593)
 - The Servers tree in the Management Console now easily allows you to move registered instances from one group to another, correctly displays instances that have been re-registered after a previous deletion, and enforces case-sensitivity to ensure each instance is registered with a fully unique name. (12807)
 - When restoring a database that has multiple LDF files, SQLsafe automatically ensures each LDF file stored within the same directory are unique. (12510)
 - Backup and Log Shipping policies are now listed in alphabetical order in the Policies tree of the Management Console. (12701)
 - SQLsafe now correctly applies the disconnect users option when restoring shipped transaction logs to the secondary database. This option kills all open sessions on the secondary databases before restoring the log backup files. After you upgrade to version 6.0, an existing log shipping policy that enabled this option may display as out of synch. To correct this status, right-click the target policy from the **Policies** tree, and then click **Re-Sync Policy Jobs with Policy** on the context menu. (12695)
 - SQLsafe now provides a more accurate compliance calculation for Log Shipping policies that takes into account your defined backup and replication schedules. (12571)
 - SQLsafe now provides a more accurate status progress bar when executing backup and restore operations.

Idera strives to ensure our products provide quality solutions for your SQL Server needs. The following known issues are described in this section. *If you need further assistance with any issue*, please contact [Support](http://www.idera.com/support) (www.idera.com/support).

Installation and configuration considerations

- **SQLsafe Repository no longer supports SQL Server 2000**

SQLsafe Repository no longer supports SQL Server 2000. Supported versions include:

- SQL Server 2008 R2
- SQL Server 2008 Standard and Enterprise Editions
- SQL Server 2005 Standard and Enterprise Editions SP1 or later

- **SQLsafe no longer supports Itanium**

SQLsafe 7.0 does not support the Itanium processor architecture. For more information, see the [software requirements](#).

- **Pentium II processors are not supported**

You should not install SQLsafe on a computer running a Pentium II processor. For more information, see the [hardware requirements](#).

- **Backup file names that use the %timestamp% macro may change when upgrading to SQLsafe 6.5 or later**

When some users upgrade to SQLsafe 6.5 or later, the backup file names using the %timestamp% macro may change. This issue affects users who have SQLsafe groom their backup files at backup time, using either the `-delete` command line option or the **Remove files older than** option in the Backup Policy wizard. Previous versions expand %timestamp% to the UTC time of the backup.

Beginning with SQLsafe 6.5, %timestamp% expands to the local time of the backup. As a result, SQLsafe may write new backups to files already created by an earlier version of SQLsafe immediately after upgrading. By default, SQLsafe appends to backup files and this issue does not occur as the new backup appends to the existing file. This situation resolves itself after the time difference between UTC and local time passes. For example, this issue is resolved after five hours in the Central Standard Time zone (US).

Note that if you specify to overwrite, SQLsafe overwrites the existing files instead of appending the new information. If you upgrade from a release earlier than SQLsafe 6.4, appends fail and display an error message.

- **Setup program removes previous version when upgrade fails**

If the upgrade fails while you are upgrading from a previous version of SQLsafe, the setup program removes the previous version from the SQL Server computer on which you attempted the upgrade.

- **XSP installation fails on clustered SQL Server instances**

When you use the Agent Only install to manually deploy the SQLsafe Backup Agent to a clustered SQL Server instance, the corresponding SQLsafe XSP installation will fail. After the Backup Agent install completes, you can manually install the SQLsafe XSP.

For more information, see the Using the SQLsafe XSP Technical Solution located in the Documentation folder (by default, C:\Program Files\Idera\SQLsafe\Documentation).

- **Remote Backup Agent install fails when SQL Server is not installed**

In order to install the SQLsafe Backup Agent remotely, the computer from which you install SQLsafe must have a version of SQL Server already installed. For more information, see the [software requirements](#).

- **Table Restore wizard is no longer available in SQLsafe version 6.0 or later**

To restore objects and data from your backup files, use the new Idera SQL virtual database tool. For more information, see [Recover objects using SQLvdb](#).

- **FIPS-compliant encryption no longer requires additional software when installing SQLsafe version 6.0 or later**

In a FIPS-compliant environment, SQLsafe uses only FIPS-compliant algorithms to encrypt your backup files. These encryption methods do not require any additional software. For more information, see [Ensure FIPS compliance](#).

- **Upgrade any Backup Agents that perform TSM backups**

Due to the extensive TSM enhancements included in SQLsafe 6.4 and later, older Backup Agents are not compatible with 6.4. To ensure you can continue backing up your SQL Server data to TSM, upgrade any Backup Agent that is used to perform TSM backups in your environment.

- **64-bit users need additional steps to install reports**

Users with 64-bit installations must follow different steps to install reports. For more information, see Idera solution 3891, "Where do I find the SQLsafe reports," in the knowledge base at our [Customer Service Portal](https://www.idera.com/support/) (<https://www.idera.com/support/>).

Known issues in version 7.0

- **InstantRestore requires the SE_MANAGE_VOLUME_NAME privilege on your SQL Server**

InstantRestore may experience a negative impact on performance if the SQL Server service account does not have the SE_MANAGE_VOLUME_NAME privilege (Instant File Initialization).

- **InstantRestore appears to stall when restoring databases that contain read-only file groups**

SQLsafe 7.0 Beta hydration appears to stall at 99% complete when restoring databases that contain read-only file groups. SQL Server triggers InstantRestore hydration when it performs read/write I/O on the database files. Because SQL Server does not perform read/write I/O on the read-only files, hydration does not begin. Eventually, hydration begins when SQL Server performs read I/O on the files. You can delete the database if you experience this issue.

- **Adding a new drive requires you to restart the InstantRestore Service**

When you add a new drive to a server, you must restart the SQLsafe Filter Service to make sure that the SQLsafe Filter driver is attached to the new drive. When the SQLsafe Filter Service starts, it attaches the SQLsafe Filter driver to all the fixed drives on the server. If you add a new drive after the service starts, the driver is not attached and any files created on this drive during InstantRestore do not function correctly. To avoid this issue, simply restart the SQLsafe Filter Service after adding any new drive.

- **Not all files are removed when you delete a database restored using InstantRestore**

Some files may remain after you attempt to delete a database previously restored using the InstantRestore feature. In most cases, you can manually delete these mdf, ndf, ldf, and vbm files. If the files are locked, restart either the SQLsafe Filter Service or the SQL Server Instance and then delete the files manually.

- **InstantRestore Hydration statistics are incorrect if the IR Server restarts during Hydration**

During the Hydration phase of the InstantRestore feature, if the IR filter service is restarted, the statistics incorrectly show the hydration process reset to zero. This is not accurate as hydration correctly picks up where it left off in the process.

- **Offline SQLsafe Web Help may display a blank page**

Some users experience a blank page when pressing F1 and using the offline SQLsafe Help. If this issue occurs, access the online version of SQLsafe Help at www.idera.com/Help/SQLsafe/7-0/Web/.

Previous known issues

- **SQLsafe Backup Agent may crash**

The SQLsafe Backup Agent can occasionally crash and SQLsafe displays an error similar to, ".NET Runtime version 2.0...- Fatal Execution Engine Error." Microsoft recommends that users make sure that their environments include the following patches:

- Windows 2003: <http://support.microsoft.com/kb/2518864>
- Windows 2008 R2/Windows 7: <http://support.microsoft.com/kb/2518869>

- **Importing backup archive sets may result in an error**

SQLsafe may experience an issue when you attempt to import backup archive sets into your Repository.

- **Logins data archived only on Full backups**

SQLsafe archives Logins data only when you perform a Full backup. SQLsafe does not archive this data when you perform a Differential or Log backup. You can restore Logins data only when you use a single backup set. When you specify multiple backup sets such as Full, Differential, and Log, you cannot restore Logins data.

- **Policy views may be blank after upgrading to version 6.6**

The new granular alert notifications available in version 6.6 provide more detailed feedback about policy compliance and status. Because policy jobs created with SQLsafe 6.4 or earlier do not support this feature, the Management Console policy views will not display compliance status related to previous backup or restore operations. Instead, the policy views will track the policy status from the time you upgraded.

To see the status of previous backup and restore operations, use the [backup/restore operation status pane](#) on the instance and database status views.

- **No Restore Policy support for backup files stored on TSM Servers**

The SQLsafe 6.6 Restore Policy does not support restoring a database from a backup file stored on a TSM Server.

- **Metadata for SQL virtual database is not generated**

SQLsafe is unable to generate SQL virtual database metadata for backups that use the following options:

- SQL Server 2008 databases that use FILESTREAM to manage unstructured data
- Read-write filegroups
- File backups

- **Errors occurring when saving changes may delete policies**

If an error occurs while saving changes to an existing policy, the policy may be deleted.

Idera strives to ensure our products provide quality solutions for your database needs. The following Idera Solutions have been recently added to the knowledge base at our [Customer Service Portal](http://www.idera.com/support) (www.idera.com/support).

Number	Title
203	SQLsafe backup fails with the error message "Could not initialize Virtual Device Set" if the Backup Agent's service account is not a member of the <code>sys_admin</code> server role.
727	The SQLsafe console doesn't show status for backup and restore operations.
1109	SQLsafe back/restore operation or agent deployment returns error "The CPU type and CPU family of <server> could not be determined."
1384	How to manually install the SQLsafe extended stored procedures.
1394	How to install the SQLsafe Backup Agent on a clustered SQL Server.