

# Quest<sup>®</sup> NetVault<sup>®</sup> Backup 11.3, Revision 1

## Release Notes

**March 2017**

**Revised March 31, 2017**

These release notes provide information about the Quest<sup>®</sup> NetVault<sup>®</sup> Backup release.

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## About this release

Quest NetVault Backup (NetVault Backup) offers the most advanced, cross-platform data protection capabilities on the market and unsurpassed ease of use, out-of-the-box deployment, and pain-free scalability. NetVault Backup allows you to safeguard your data and applications in both physical and virtual environments from one intuitive user interface and to protect a massive number of servers that contain many petabytes of data. NetVault Backup also features heterogeneous support, so you can safeguard data on a wide range of operating systems, applications, databases, processor architectures, and networked storage devices. Such cross-platform versatility makes it easy for you to tailor NetVault Backup to match the ever-changing and growing landscape of your IT infrastructure.

NetVault Backup 11.3 is a minor release, with new features and functionality. For complete product documentation, visit <http://support.quest.com>.

# New features

New features in NetVault Backup 11.3:

- **PostgreSQL is upgraded to the version 9.2.19.**
- **Improved NetVault Backup WebUI:** NetVault Backup WebUI is now improved for better usability.

See also:

- [Enhancements](#)
- [Resolved issues](#)

# Enhancements

The following is a list of enhancements implemented in NetVault Backup 11.3.

Table 1. Enhancements

Enhancement	Issue ID
Added a log message on the <b>View Logs</b> page “This copy is encrypted same as primary backup” when you run a backup job selecting the option for Secondary Copy (Data copy or duplicate) with encrypted saveset.	22514
Enhanced NetVault Backup core to support Debian 7.x Wheezy 32/64-bit versions.	23491
Added NetVault Backup product icon in the address bar of a browser accessing the site.	26538
Enhanced NetVault Backup <code>nvconfigurator</code> to reject (with error message) the invalid input in the fields of <b>Firewall</b> dialog box on the <b>NetVault Server Settings</b> page.	27594
Enhanced NetVault Backup WebUI to match the WebUI locale with the browser locale for time and date strings.	27630
Added native support for systemd (service manager for Linux operating systems) init process.	27751
Enhanced the utility <code>nvlibrarymodify</code> to use the local machine as the default for the target server if the optional options “-servername”, “librarymachine” and “drivemachine” are omitted.	30733
NetVault Backup WebUI is enhanced to show or hide the columns in the tables.	30774
Enhanced NetVault Backup to add or remove a drive in a library using the Modify Library option.	30846
Increased the table width in the table ‘Choose drive for bay’ to add drives to bay on <b>Add Tape Library Drives to Bays</b> page.	32424
Enhanced the utility <code>nvmeddbcheck.exe</code> to verify and (optionally) remove obsolete session records, that are not attached to any remaining backup records.	32562

# Resolved issues

The following is a list of issues addressed in NetVault Backup 11.3.

Table 2. Resolved issues

Resolved issue	Issue ID
Modified NetVault Backup to use the correct saveset when the <b>Restore form the latest backup</b> option is selected.	21871, 32438
Added Generic Cleaning configuration options for hard drives to NetVault Backup WebUI. <b>Manage Devices &gt; Tree View &gt; click DRIVE and select Configure.</b>	27959

**Table 2. Resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
Corrected an issue where the values in the fields in "Process Table" tab of <b>Process Manager</b> were reset to default values while upgrading NetVault Backup.	28148
Corrected an issue due to which running simultaneously two backup jobs to multiple VTL drives does not work in parallel.	28932
Corrected an issue in which the <b>Job Status</b> page displayed duplicate entries for a failed job when two instances of the job were scheduled to run and the first instance failed.	28986
Addressed an issue to clarify preinstallation requirement for RHEL 5.x platforms in <i>Quest NetVault Backup Installation Guide</i> .	30039
Corrected an issue due to which the drive cleaning is performed automatically whenever NetVault Backup service is restarted.	30648
Addressed an issue to add configurable option for larger number of records in a table.	30789
Corrected an issue due to which the column sorting in Explore Storage view was not working properly.	31370
Corrected an issue that caused repetitive HTTP receive cycle in Web Service Worker process.	31738, 30442
Addressed an issue to clarify the default value of device config in ACSLS libraries.	31764
Corrected an issue where NetVault Backup failed during upgrade and displays the following error message: "Error: There has been an error. Setup has detected an existing installation of NetVault Backup, but failed to determine its Database directory. Please contact Dell Support."	31796
Corrected an issue due to which global notifications with non-English locales were not saved from <b>Editing Global Notification Profile</b> page on NetVault Backup WebUI.	31813
Corrected an issue where the filtered result on <b>Job Status</b> page shows "Run Status" details under "Exit Status" column instead of "Run Status" column.	31819
Corrected an issue where "Space Available" and "Space Used" columns on <b>Explore Tape Storage</b> page and <b>Slot Browser</b> page was displaying incorrect size for Tape library.	31847
Corrected an issue in which modifying policy of consolidation job with the Secondary Copy in the Advanced Option causes source set to be removed.	31971
Addressed an issue due to which the existing read-only and expired media was not reusable even if all savesets are expired in NetVault Backup.	32001
Corrected an issue that caused the incorrect date format on Purge Logs dialog box.	32019
Corrected an issue that caused NetVault Backup to become case insensitive for <code>sysmail.sh</code> . Hence, the Report was not sent to configured email ID.	32059
Corrected an issue in which the default value of "Data transfer stall timeout (seconds)" was not updated after upgrading NetVault Backup.	32103
Corrected an issue in which the operating system host version in the traces were found different than the version number mentioned in the systems registry.	32113
Corrected an issue that caused missing reports in the default list on <b>View Reports</b> page.	32130
Corrected an issue in which running multistream backup job (with Heuristic) having filename or directory name in non-English language, using Plug-in <i>for FileSystem</i> , one of the streams failed with an error message in traces. Later, the backup job failed with the error "Attempt to save a zero length stream".	32131, 32065
Drive cleaning starts automatically after selecting or clearing "DAY" option for each drive in "Drive cleaning options".	32141, 32127
Corrected an issue in which after turning ON and OFF the value of 'Do Not Scan Unknown Media', export of media fails from the Slot Browser.	32148
Removed the error message "Failed to obtain cleaning bay stats" that is displayed on the <b>View Logs</b> page after restarting the NetVault Backup service for each VTL drive.	32149

**Table 2. Resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
Corrected an issue in which the install logs displayed password when running <code>nvpgdbpasswd</code> or <code>nvpassword</code> to store password.	32166
Addressed an issue where the default email format for reports was only PDF. Now, HTML format is also supported.	32177
Corrected an issue in which NetVault Backup WebUI stops responding for a Job with status "Waiting for suitable media".	32226, 31846
Corrected an issue where switching the page while applying Drive Cleaning Options on the drive makes the drive offline.	32257
Corrected an issue in which the search functionality on the <b>View Logs</b> page was not working properly.	32274
Addressed an issue to update the list of mandatory options for backup and restore jobs using <code>nvjobcreate</code> CLI utility.	32275
Corrected an issue due to which upgrade failed from Solaris NetVault Backup client version 11.0 to 11.2.	32297
Addressed an issue to remove the discrepancy between labels on Media Manager dialog box in <i>Quest NetVault Backup 11.1 Administrator's Guide-Japanese</i> .	32301
Corrected an issue in which the options for 'Retirement Timing Control' were mentioned in English language as opposed to Japanese language in <i>Quest NetVault Backup 11.1 Administrator's Guide-Japanese</i> .	32302
Corrected an issue due to which <b>Explore Tape Media Item</b> page shows incorrect values in the fields "Data stored" and "Space Available" for SVTL.	32443
Corrected an issue due to which the media on SVTL is not reused even if all savesets are removed/retired, when NetVault Backup locale is set to Japanese.	32444
Corrected the tab alignments on the <b>Diagnose Media Request</b> page.	32524
Corrected an issue that caused scan backups to retire immediately due to presence of obsolete session records.	32544
Corrected an issue in which the install log displayed PostgreSQL password after the installation.	32553
Corrected an issue where the " <b>Historic Jobs — By date</b> " reports display the results in more than 2 hours.	32557
Addressed an issue to clarify the option "password never expires" while configuring NetVault Backup user details.	32623
Corrected an issue that restricted recreating a shared VTL (SVTL) for a NetVault Backup Server that is set to use the non English language.	32744

# Known issues

The following is a list of issues, including those issues attributed to third-party products, known to exist at the time of release.

**Table 3. General known issues**

Known issue	Issue ID
NetVault Backup services are not automatically started after a Debian version lower than 8.x or Ubuntu version lower than 15.x server is rebooted.	24695
CLI displaying non English characters incorrectly. For example, C:\Program Files\Dell\NetVault Backup\util>nvscanmedia.exe -medialabel "FOREIGN:VM_WIN2008R2_FR 14 avr 11:14-1" Sent scan media request... Scan request failed - 'M @dia inconnu'	31104, 30702
The restore job from NDMP backup data copied to 256Kib drive fails and displays error message 'NDMP data does not start on a block boundary'. <b>Workaround:</b> <a href="https://support.quest.com/netvault-backup/kb/212701">https://support.quest.com/netvault-backup/kb/212701</a>	31825
NetVault Backup is unable to generate reports in PDF format on RHEL 5.x platform. <b>Workaround:</b> To send the report as an email attachment in HTML format, follow these steps: 1 In the Navigation pane, click <b>Change Settings</b> . 2 On the <b>Configuration</b> page, click <b>Server Settings</b> . 3 Under 'User Interface', click <b>Reporting</b> . In the <b>Reporting</b> dialog box, under 'Misc', configure the following setting: ▪ <b>Default mail format:</b> Select <b>HTML</b> . 4 Click <b>Apply</b> to apply the new settings and close the dialog box.	31878
On <b>Manage Devices</b> page, in Tree View, clicking "Scan" option directly starts scanning the selected slot/drive/library. It does not show the dialog box for "Minimum life for imported backups (days)" and a confirmation message.	32197
On <b>Manage Devices</b> page, in Tree View, you cannot select multiple media from the list of available media for bulk blank operation.	32214
On <b>Manage Devices</b> page, in Tree View, you cannot select multiple media from the list of available media for bulk label operation.	32215
Data Copy and Consolidated backup job (Primary job of windows client with Active Directory) running on NetVault Backup server on Linux machine is failing. <b>Workaround:</b> Run the Data Copy and Consolidate backup job on Windows client.	32578
NetVault Backup 11.3 build is not available for Linux Itanium platform.	32669
Push installation of plug-ins by selecting 'From existing NetVault clients' method fails.	32706
While upgrading NetVault Backup to release 11.2, it creates *.lck.lck files in the NetVault configuration directory, that prevents access to plug-ins such as Oracle, Informix, and so on, to the configuration files.	32579
When performing backups with the NetVault Backup Plug-in for <i>Teradata</i> (Plug-in for <i>Teradata</i> ), if the number of parallel streams exceeds the <b>SoftStreamLimit</b> set for the target NetVault SmartDisk, the backup job stops responding.	1948
You cannot use a failed instance of a Phase 2 Duplicate job (Status: Duplicate Failed) to run the job again. If you do so, the job reports an error ("Failed to load instance data") and fails. To run the job again, select an instance that completed successfully.	3625 (NVG-1164)
When a backup that is configured as "restartable" is duplicated, only the data backed up in the last restarted instance of the job is duplicated.	3971 (NVG-4022)
In NetVault Backup with non-English locale, Running Status field did not display a current job status as the output of <code>nvreport</code> command and Report Job.	3997 (NVG-4206)

**Table 3. General known issues**

Known issue	Issue ID
When a backup includes both Phase 1 and Phase 2 jobs, the “ <b>Historic Jobs — By date</b> ” and “ <b>Historic Jobs — By size</b> ” reports display the transfer rates associated with the Phase 1 job for both entries.	4649 (NVG-6035)
On Linux- and UNIX-based systems, the progress messages that is displayed during NetVault Backup installation are displayed correctly only if the system is configured to use UTF-8 character set.	26249
If the Network Manager process ( <b>nvnmgr</b> ) stops responding due to any error and fails to exit properly, it prevents the NetVault Backup Service from starting on that machine. When this error occurs, manually kill or end the <b>nvnmgr</b> process before restarting the NetVault Backup Service.	26778
Starting with NetVault Backup 10.0.1, the built-in plug-ins use four-digit version numbers (for example, 10.1.1.1). If you install the built-in plug-ins available with 10.0.1 and later on a machine running NetVault Backup 10.0, the <b>About</b> dialog box displays the correct 4-digit version number, but the other WebUI pages (for example, the <b>Manage Clients</b> page) display 3-digit version numbers with incorrect release numbers (for example, it may display 10.0.257 instead of 10.0.1). Similarly, if you install a plug-in that uses the old version format on NetVault Backup 10.0.1 and later, the <b>About</b> dialog box displays the correct version number (for example, 2.6.5), but the other WebUI pages display incorrect release and build numbers (for example, 2.6.0.5). In such cases, use the <b>About</b> dialog box to determine the correct version number of a built-in plug-in.	26687
When you remove NetVault Backup, the RDA package is not removed.	27067
The <b>Drive Transfer Buffer Size</b> option is now set to 8 MiB by default. To ensure that this configuration is supported on your system, check your OS settings before adding a tape device. If this value is too high, change it to 257 KiB in the template file.	27165
<b>To change the default setting for the Drive Transfer Buffer Size option:</b>	
<ol style="list-style-type: none"> <li>1 Open the file “<b>drives.tpl</b>” in a text editor. You can find this file in &lt;NetVault Backup home&gt;\devices\drives on Windows and &lt;NetVault Backup home&gt;/devices/drives on Linux and UNIX.</li> <li>2 In the [<b>Device:Total Buffer Size</b>] section, set <code>Value</code> to 257. <code>Value = 257</code></li> <li>3 Save the changes and close the file.</li> </ol>	
<b>NOTE:</b> If <b>Drive Transfer Buffer Size</b> is set too high and NetVault Backup fails to allocate the transfer buffers, the backup jobs using tape devices show reduced performance.	
On Windows 2012, the Plug-in for Databases fails to restore a NetVault Database backup that is stored in a NetVault SmartDisk device.	27167
<b>Workaround:</b> If the NetVault Database backup is stored in NetVault SmartDisk, stop the NetVault Backup Service and run the service in “user space” (that is, <code>nvpmgr debug</code> ) before starting the restore job.	
After upgrading to Firefox 31, if you try to log on to the NetVault WebUI, the following error message is displayed:	27189
<p>Issuer certificate is invalid. (Error code: <code>sec_error_ca_cert_invalid</code>)</p> <p>The new security library <b>security.use_mozillapkix_verification</b> raises this certification error when you try to access a self-signed certificate.</p>	
<b>Workaround:</b> To resolve this issue, do the following:	
<ol style="list-style-type: none"> <li>1 Type about: config in the Firefox address bar.</li> <li>2 Locate the preference <b>security.use_mozillapkix_verification</b>, and set it to <b>false</b>.</li> <li>3 To save the setting, close the browser window.</li> </ol>	
The device path for a VTL should not contain any Japanese characters. NetVault Backup fails to add the VTL if the path contains Japanese characters.	27317

**Table 3. General known issues**

Known issue	Issue ID
<p>When many backup jobs that target the same disk-based storage device are scheduled to start at the same time or within a small window of time, the following issues occur:</p> <ul style="list-style-type: none"> <li>• The target device is underused regarding the number of streams.</li> <li>• Some jobs remain in the “Waiting for media” state even if the device can run parallel jobs.</li> <li>• The completion time for small jobs increases by a few seconds or minutes.</li> </ul> <p>These issues occur because the Media Manager uses a “<b>quiesce time</b>” setting to prevent assigning too many simultaneous jobs to a disk-based backup device. By default, the <b>quiesce time</b> is set to 10 seconds. Thus, after a job is assigned to a disk-based storage device, the Media Manager waits for 10 seconds before assigning the next job to the same device. You can change the default setting for <b>quiesce time</b> in the <b>mediamgr.cfg</b> file.</p> <p><b>To change quiesce time for disk-based storage devices:</b></p> <ol style="list-style-type: none"> <li>1 Open the <b>mediamgr.cfg</b> file in a text editor. You can find this file in &lt;NetVault Backup home&gt;\config on Windows and &lt;NetVault Backup home&gt;/config on Linux.</li> <li>2 Change the value for the following entry:           <pre data-bbox="279 763 751 920">[Media Requests:RAS quiesce time] Type=Range Range=0,1000 Value=10</pre> <p>The default value is 10. To start the jobs at the same time, set the value to 0 (Value=0).</p> </li> <li>3 Save the file.</li> </ol> <p>Note the following:</p> <ul style="list-style-type: none"> <li>• This setting applies to all disk-based storage devices (DR Series Systems, EMC Data Domain Systems, and NetVault SmartDisk devices).</li> <li>• For shared NetVault SmartDisk devices, this value cannot be set to 0.</li> </ul>	28204
<p>On Windows, if a copy of “.<b>cfg</b>” file is created in the &lt;NetVault Backup home&gt;/config directory, the WebUI may display empty or partly empty dialog boxes when the settings are accessed from the <b>Change Settings</b> page after restarting the service.</p>	29149
<p>If a deployment task is aborted (or the Deployment Manager or NetVault Backup Service shuts down) while a task is still running, the task status is set to “Complete” and the individual targets are marked as “Completed with Errors” even if the software packages are successfully installed on the target machine.</p>	30274
<p>The shared directory path for push installations cannot contain non-English characters.</p>	30451
<p>Under certain conditions, the NetVault Backup Server may be unable to determine the status of the push installation task on a remote client. In such cases, the task status may remain in the “Running” state. This error can occur under the following conditions:</p> <ul style="list-style-type: none"> <li>• The deployment agent (nvclientinstaller) exits unexpectedly.</li> <li>• The deployment agent fails to update its completion status to the server due to unknown errors.</li> <li>• The deployment agent fails to send the status update messages to the correct IP address. This error can occur if the NetVault Backup Server is running on a multihomed machine and the preferred network address is not configured for the server.</li> </ul> <p>Subsequent tasks remain in a “Pending” state until you cancel the previous task.</p>	30508
<p>When performing push installations, if you use any illegal characters in the machine password for a new client, the remote installer reports an error and fails to install the software on the client.</p>	30537

**Table 3. General known issues**

Known issue	Issue ID
<p>If the server IP address is used to configure a local package store (for example, \\10.11.12.3\PkgStore), the user credentials are not validated when the package store is added or updated. If you specify invalid credentials, no errors are reported. However, the deployment task fails if the authentication fails and the packages cannot be retrieved from the store. Therefore, we recommend that you use the server name when configuring the path to a local store (for example, \\WinServer1\PkgStore).</p>	30558
<p>The trace files cannot be downloaded from Internet Explorer 10. If you want to use this feature, upgrade to Internet Explorer 11.</p>	31147
<p><b>Known issues related to the RDA plug-in for Solaris:</b></p> <ul style="list-style-type: none"> <li>• <b>Backing up file system data from Solaris clients to DR Series Systems:</b> When you perform file system backups to DR Series systems, the backups run in the <b>Passthrough</b> mode by default. You can change the default setting on the DR Series system to run backups in the <b>Dedupe</b> mode, but you may experience slow backup performance in this mode.</li> <li>• <b>Restoring data from a DR Series System to a Solaris Client:</b> When you run multiple restore jobs at the same time, it can affect the performance of individual jobs and result in low aggregate throughput.</li> </ul>	30596
<p><b>Known issues related to DR Series Systems:</b></p> <ul style="list-style-type: none"> <li>• When performing optimized replication between two DR Series systems, if the source DR Series system becomes unavailable, a normal data copy operation using the NetVault Backup Server or Client is performed when the device becomes available again.</li> <li>• When performing a backup using the NetVault Backup Plug-in <i>for VMware</i> (Plug-in <i>for VMware</i>), if you set the client mode type to <b>dedupe</b>, the throughput is lower when compared with the <b>passthrough</b> mode. If you do not set the client mode on the DR Series system, the RDA plug-in automatically chooses the best mode for the backup.</li> <li>• If the source DR Series system is in maintenance mode, you cannot restore a backup. A restore job can only be performed after the system is brought back to operational mode.</li> <li>• Restore to an NFS location fails when a Duplicate saveset created using the optimized replication option is used for the job.</li> </ul>	
<p>In various instances, error messages related to Shared Virtual Tape Libraries (SVTL) may be displayed in the NetVault Backup logs when none have been set up for use.</p> <p><b>Example:</b> Mar 17 05:10:06 NetVault[403]: NetVault: Client: '&lt;client name&gt;' Class: 'System' Job: 'N/A' Warn level: 'Error' Mug: 'Failed to spawn 'SVTL Library Manager' (/user/NAB/bin/nvsvtlchgmgr).</p> <p>If no SVTL devices have been created and these messages appear in the logs, they can be ignored.</p>	
<p>On a Linux system, NetVault Backup fails to access a DR Series system if you do the following:</p> <ol style="list-style-type: none"> <li>1 Install the RDA plug-in.</li> <li>2 Install NetVault Backup.</li> <li>3 Remove the RDA plug-in.</li> </ol>	
<p>When you remove the RDA plug-in, it deletes the directory <b>/usr/local/oca-libs</b>, which causes an error when NetVault Backup tries to access the device.</p>	
<p><b>Workaround:</b> After removing the RDA plug-in, complete the following steps:</p> <ol style="list-style-type: none"> <li>1 Stop the NetVault Backup Service.</li> <li>2 Ensure that the <b>/usr/local/oca-libs</b> directory has been removed. If not, remove the directory.</li> <li>3 To create a symbolic link, type the following command: <pre>ln -sf /usr/netvault/dynlib/oca-libs /usr/local/oca-libs</pre> </li> <li>4 Restart the NetVault Backup Service.</li> </ol>	

**Table 3. General known issues**

Known issue	Issue ID
The Delete Non-Scheduled Jobs option is intended to delete non-scheduled jobs after a specified period. Since the jobs using the Triggered schedule type have no physical scheduled time, they are also deleted after the specified period elapses. If you are using Triggered jobs in your NetVault Backup environment, do not use the Delete Non-Scheduled Jobs setting.	
The canned report “ <b>Disk Storage Devices — General</b> ” is intended for the NetVault SmartDisk devices; this report does not show details about the DR Series systems and Data Domain Systems.	
After restoring the NetVault Database, when you restart the NetVault Backup Service, the job status shows “Scheduler Aborted Whilst Job Running.” This message can be ignored.	
On a Solaris (SPARC or x86-64) system, when the <b>LANG</b> variable is set to <b>en_US.UTF-8</b> , the restore job wizard does not display the filenames on the <b>Create Selection Set</b> page. This issue is not encountered when <b>LANG</b> is set to <b>C</b> .	
On Windows Vista, Windows 2008, and Windows 7, if the OS firewalls are turned on, connectivity issues between the NetVault Backup Client and Server may be encountered occasionally even if the port exceptions have been correctly configured on the NetVault Backup Client. For more information, see <a href="https://support.quest.com/kb/SOL79286">https://support.quest.com/kb/SOL79286</a> .	
If the default locale is changed (for example, from UTF8 to EUC or from EUC to UTF8), the EULA may not be displayed properly.	
<b>Workaround:</b> To view the EULA, use a terminal that can display EUC character set.	

**Table 4. Command-Line Interface known issues**

Known issue	Issue ID
The “ <b>-include</b> ” and “ <b>-exclude</b> ” options for the <b>nvsetcreate</b> command do not support wildcards.	4851 (NVG-6414)
When the <b>Broadcast details to machines on local networks</b> setting is disabled on a client, the <b>nvclient</b> utility fails to add the client.	28829
<b>Workaround:</b> Use the <code>nvclientadd -clientip &lt;Client IP address&gt;</code> command to add the client.	
The <b>asf_load_media</b> command fails if the machine name contains any spaces.	
When the <b>asf_release_drive</b> command is issued to various brands of library devices (for example, those containing various Exabyte or 9840 drives), a delay of up to eight (8) minutes may occur before a piece of media is unloaded.	
<b>Workaround:</b> The workaround is to issue the “ <b>Unload</b> ” command from the NetVault WebUI. <ol style="list-style-type: none"> <li data-bbox="240 1413 1198 1464">1 In the Navigation pane, click <b>Manage Devices</b>, and then in the list of devices, click the applicable drive or the corresponding Manage Device icon.</li> <li data-bbox="240 1480 1238 1603">2 On the <b>Tape Drive Management</b> page, click <b>Unload</b>. The drive remains in and “<b>Idle</b>” state, and media are not unloaded as expected. If the logs for the selected device are viewed, an entry stating “Unload media in drive &lt;X&gt; failed — Device unavailable” is displayed. Repeat Step 2 to unload the media.</li> </ol>	
The range function does not work properly for the <b>nvacslsmedia</b> command.	
<b>Workaround:</b> The workaround is to explicitly run this command for each media item that you want to allocate or de-allocate. You can use a script to do this task.	
When a space character is all that is specified for a library name with the <b>nvcleandrive</b> command, the first library on the <b>Manage Devices</b> page performs a clean operation on the specified drive. For example, if you run the command <code>nvcleandrive libraryname "&lt;space character only&gt;" -librarydrivenumber &lt;X&gt;</code> , NetVault Backup automatically targets the first library on the <b>Manage Devices</b> page and perform a clean operation on drive <X>.	
When a null value is specified with the <b>nvexpiresaveset</b> command, any random saveset is expired.	

**Table 4. Command-Line Interface known issues**

Known issue	Issue ID
When you run the <b>nvjobmodify</b> command, the job is submitted to run, even if you do not include the “ <b>-submit</b> ” option in the syntax.	
When a null string is specified with the <b>nvremovedia</b> command, the first entry is deleted from the Media Database.	
The <b>nvsetcleaninglives</b> command does not report any errors if you configure incorrect values for the <b>lives</b> option.	
The “ <b>-include</b> ” option for <b>nvsetcreate</b> cannot be used to specify data selections below the “ <b>Fixed Drives</b> ” node in the selection tree.	
The <b>nvsetmodify</b> command cannot be used to modify Schedule Sets. You can create a set using <b>nvsetcreate</b> , and assign it the same name to overwrite the existing set.	
On Windows-based installations, the <b>nvsyncronizesilomedia</b> command does not update the media status on the <b>Manage Devices</b> page.	

**Table 5. Plug-in for FileSystem known issues**

Known issue	Issue ID
On Snap Appliance Filers, data must only be relocated to existing directories. Items relocated to directories that do not exist cannot be accessed due to permissions settings on the newly created directories.	13979 (FSG-188)
On ZFS, if the backup data contains ACLs on extended attributes, the restore job fails when you use the default restore options. If errors occur on restore of metadata, select the <b>Discard Metadata</b> option to restore the data.	14324 (FSG-514)
The IIS Metabase node in the System State tree is not visible by default on Windows Vista, Windows 7, and Windows 2008 systems. To enable this node, install the ISS 6 compatibility pack, or create a selection set that includes the IIS config and schema files located under <b>%windir%\system32\inetsrv\config</b> .	14376 (FSG-563)
On Solaris ZFS and UFS file systems, the files and directories for which only the extended attributes have changed do not qualify for Incremental Backups.	14504 (FSG-684)
When restoring a Linux or UNIX backup to a Windows-based NetVault Backup Client, the items are restored successfully, but the job generates the following warning and log context: Log message: <num> items and their contents could not be restored Log context: <filename>: writing to file: Incorrect function These messages can be ignored.	14586 (FSG-760)
On Windows 2008 and Windows 2003, the System State node does not include the Removable Storage Manager Database node.	
The <b>Verify After Backup</b> option does not work for a restarted job instance.	
When you submit a policy job created for a UNIX file system on a Windows system, the job status shows “ <b>Completed with Warnings,</b> ” but no data is backed up.	
The following known issues apply to the <b>Backup Windows File Short Names</b> and <b>Restore Windows File Short Names</b> options: <ul style="list-style-type: none"> <li>Restoring short names only works if an existing file with the same short name does not exist.</li> <li>Attempts to back up or restore short names fail if you enable Windows-based Compression or Encryption option on a target system.</li> </ul>	
Although VSS backups complete successfully, the message “Error deleting volume snapshot(s): VSS_E_BAD_STATE” is written to the NetVault Backup logs.	

**Table 5. Plug-in for FileSystem known issues**

Known issue	Issue ID
If a job restores a Windows symbolic link (file created using <b>mklink</b> , not Windows shortcut), where the symbolic link file exists on the target file system and the data file the symbolic link targets also exists, the data in the targeted data file is lost. You must ensure that the data files targeted by symbolic links are included in backups. We recommend that you delete the existing symbolic links that you want to restore from the target file system before running a restore job. To avoid any risks of data loss, you can also perform backup of data files possibly at risk before running the restore job.	
When a symlink is restored, GuardianOS applies the Xattr attribute user.SnACL to it. This behavior is expected and does not have any negative effects.	
Backups on GFS and GFS2 can stop responding if the files or directories are frozen.	
In an environment with many direct automounts on Solaris Clients, a backup job may remain at <b>“Waiting for Job Options”</b> status while the Plug-in for FileSystem attempts to load the automounts temporarily to determine whether they are on remote systems. This delay can be alleviated by selecting the <b>“Backup through Remote Mounts”</b> option. If necessary, deselect or exclude remote mounts or add the following stanza to the file <b>nvfs.cfg</b> :  <pre>[Performance:DoRecursiveAutoMountScan] Value=FALSE</pre>	

**Table 6. Plug-in for NDMP known issues**

Known issue	Issue ID
When using NetVault Backup Plug-in for NDMP (Plug-in for NDMP), if you run multiple jobs with the auto-deletion option set to <b>“On,”</b> the parent and child jobs may still be listed on the <b>Job Status</b> page. To correct this issue, close the NetVault WebUI, and start it again. There is no need to stop and restart the NetVault Backup Service.	
If you use more than 26 entries in the <b>INCLUDE_PATH</b> option for a backup job that targets a Quest Fluid File System (FluidFS), the backup job stops responding.	32078 (00040111)
If you use more than 32 entries in the <b>EXCLUDE</b> option for a backup job that targets a FluidFS, FluidFS does not return an error. Exceeding the same limit using the EXCLUDE_PATH works correctly.	32079 (00040990)

# System requirements

Before installing NetVault Backup 11.3, ensure that your system meets the following minimum hardware and software requirements.

**Table 7. System requirements**

Requirement	Details
Platform	For complete supported platform information, see the <i>Quest NetVault Backup Compatibility Guide</i> available at <a href="https://support.quest.com">https://support.quest.com</a> .
Memory	Memory requirements on a target system can vary based on the intended use.
Hard disk space	A NetVault Backup server installation requires about 200 MB of disk space on Windows-based systems and 160 MB of disk space on Linux-based systems.

Table 7. System requirements

Requirement	Details
Operating system	<p><b>NetVault Backup Server</b></p> <p>The server can be installed on the following operating systems:</p> <ul style="list-style-type: none"> <li>• Linux (x86 and x86-64)</li> <li>• CentOS</li> <li>• Debian</li> <li>• Red Hat Enterprise Linux (RHEL)</li> <li>• SUSE Linux Enterprise Server (SLES)</li> <li>• Windows (x86 and x86-64)</li> </ul> <p><b>NetVault Backup Client</b></p> <p>The client can be installed on the following operating systems:</p> <ul style="list-style-type: none"> <li>• AIX</li> <li>• FreeBSD</li> <li>• HP-UX</li> <li>• Linux</li> <li>• Mac OS X</li> <li>• Solaris</li> <li>• Windows</li> <li>• Ubuntu</li> </ul> <p>For more information, see the <i>Quest NetVault Backup Compatibility Guide</i> available at <a href="https://support.quest.com">https://support.quest.com</a>.</p>
Web browser	<p>The NetVault WebUI supports the following browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 9 and later</li> <li>• Firefox 20 and later</li> <li>• Chrome 28 and later</li> <li>• Safari 6 and later</li> </ul>

## Upgrade and compatibility

- **NetVault Backup Server OS requirements:** Starting with 10.0, the NetVault Backup Server installation is only supported on Windows and Linux operating systems; the server installation is no longer supported on UNIX and Mac OS X operating systems.

For information about supported operating system versions, see the *Quest NetVault Backup Compatibility Guide* available at <https://support.quest.com>. For additional information, see <https://support.quest.com/kb/SOL126805>.

- **NetVault Database migration:** Upgrade from 9.2 involves the migration of NetVault Database from proprietary format to the PostgreSQL database. The migration can take a significant amount of time depending on the size of your NetVault Database and other factors such as system performance.

**i** | **NOTE:** Before upgrading from NetVault Backup 9.2, purging unnecessary logs can significantly reduce the database migration time. For more information about purging log files, see the *Quest NetVault Backup Administrator's Guide*.

**i** | **IMPORTANT:** Before upgrading from 9.2, verify that you create a backup of the NetVault Database. The database format introduced in 10.0 increases the importance of performing NetVault Database backups before upgrading from 9.2. For more information about backing up the NetVault Database with the Plug-in for Databases, see *Quest NetVault Backup Built-in Plug-ins User's Guide*.

- **Select the correct installation package on Linux and Windows:** NetVault Backup offers separate client-only and server-only installation packages for Linux- and Windows-based systems. Both the server and the client packages are available in hybrid and pure 64-bit versions:

- **Hybrid server and client packages:** The hybrid packages are intended for users who do not have a pure 64-bit-only requirement.

These packages let you upgrade from pure 32-bit and hybrid installations of NetVault Backup. The hybrid packages retain binary compatibility with all previous versions of 32-bit and 64-bit plug-ins. These packages also work on 32-bit systems that do not have 64-bit capability.

- **Pure 64-bit server and client packages:** The pure 64-bit packages are intended for pure 64-bit operating systems. If you have a specific reason that you cannot use any 32-bit components (for example, you are using a Linux distribution that does not run 32-bit code), use these packages.

The pure 64-bit packages cannot be used to upgrade existing pure 32-bit or hybrid NetVault Backup installations. You must remove the existing pure 32-bit or hybrid version and install the pure 64-bit version separately. To reduce confusion, warning messages have been added to both the upgrade and installation packages to ensure that you understand that they are incompatible.

Depending on your OS type, make sure that you select the correct installation package to install the NetVault Backup Server software:

- **netvault-<RYYYYMMDD>-vx.x.x.x-Server-{LinuxX86Hybrid|WindowsX86Hybrid}:** Use this package to install or upgrade NetVault Backup Server on 32-bit or 64-bit systems.
- **netvault-<RYYYYMMDD>-vx.x.x.x-Server-{LinuxX86Pure64|WindowsX86Pure64}:** Use this package to install or upgrade NetVault Backup Server on pure 64-bit systems.

For client installations, make sure that you select the appropriate package based on your system.

**i | IMPORTANT:** Before installing the hybrid package of NetVault Backup on 64-bit Linux machines, make sure that all the required 32-bit libraries are installed on the system. For more information about the requirements, see the *Quest NetVault Backup Installation Guide*. The installation process may fail silently if the installer is unable to find the required libraries on the system.

**Table 8. Pure64 builds**

OS	Core Build	Plug-in				
		32-bit	64-bit	Hybrid	Itanium	Pure64
32-bit	32-bit	X		X		
	Hybrid	X		X		
64-bit	Itanium				X	
	64-bit		X	X		
	Hybrid	X	X	X		
	Pure64					X

**i | NOTE:** X = Compatible

- **Licensed plug-ins:** After upgrading to the latest version of NetVault Backup, you may be unable to create new backup jobs with previously installed licensed plug-ins. This issue occurs in the following upgrade scenarios:
  - 9.2 -> 10.0 -> any later version
  - Pre-9.2 -> 9.x -> any later version

The issue can be fixed by re-installing the plug-ins. The issue does not occur when you upgrade directly from 9.2 to 10.0.1 or a later version or when you upgrade from any 10.x version without a previous upgrade from 9.2.

- **SNMP Trap Notification Object Identifier (OID):** After you upgrade from NetVault Backup 9.2, the OID for the SNMP Trap Notification method is changed.
- **NetVault Backup Plug-in for NetWare (Plug-in for NetWare):** NetVault Backup 10.0 and later do not support Plug-in for NetWare.
- **Plug-in for VMware and NetVault Backup Plug-in for Hyper-V (Plug-in for Hyper-V):** After installing the Plug-in for VMware or Plug-in for Hyper-V, if you upgrade the NetVault Backup software, you must re-install the plug-in on that machine. If you do not re-install the plug-ins, you cannot open the **Drives** node of a mounted virtual machine to create any new file-level backup jobs.
- **Device names containing multibyte characters:** After upgrading from NetVault Backup Server 9.2, a device that uses multibyte characters in its name must be removed and added again.

## Product licensing

To obtain the license key for your NetVault Backup Server environment, determine the NetVault Machine ID of your main NetVault Backup Server. Also identify the machine IDs of any clients running application plug-ins, such as Oracle, MySQL, PostgreSQL, SQL Server, and Exchange.

You can use the NetVault Configuration Wizard to install the product license keys. Alternatively, you can install the license keys from the Manage Clients page.

- [Obtaining a machine ID](#)
- [Installing a license key using the configuration wizard](#)
- [Installing a license key from the Manage Clients page](#)

## Obtaining a machine ID

- 1 Start the NetVault Backup WebUI.
- 2 In the Navigation pane, click **Manage Clients**.
- 3 In the **NetVault Backup Clients** list, select the applicable machine, and click **Manage**.
- 4 On the **View Client** page, note the machine ID exactly as it appears in the **Client Summary** table.

## Installing a license key using the configuration wizard

- 1 In the Navigation pane, click **Guided Configuration**.
- 2 On the **NetVault Configuration Wizard** page, click **Install Licenses**.
- 3 In the **NetVault Backup Clients** list, select the applicable machine, and click **Next**.
- 4 In the **Enter the license key string** box, type or copy and paste the license key, and click **Apply**.  
After the key is applied successfully, a message is displayed.

# Installing a license key from the Manage Clients page

- 1 In the Navigation pane, click **Manage Clients**.
- 2 In the **NetVault Backup Clients** list, select the applicable machine, and click **Manage**.
- 3 On the **View Client** page, click **Install License**.
- 4 In the **Install License** dialog box, type or copy and paste the license key, and click **Apply**.  
After the key is applied successfully, a message is displayed.
- 5 To dismiss the dialog box, click **Close**.

## Upgrade and installation instructions

For information about installing and upgrading the NetVault Backup Server and Client software, see the *Quest NetVault Backup Installation Guide*.

## More resources

Additional information is available from the following:

- [Online product documentation](#)
- [NetVault community](#)

## Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, and Japan.

The release is localized to the following languages: Chinese (Simplified), French, German, Japanese, and Korean.

This release has the following known capabilities or limitations: Previously in NetVault Backup, we predominantly supported Multibyte Character Sets, but had some Unicode Support. Starting with 10.0, we are predominantly Unicode, but still need to support MBCS sometimes.

# About us

## We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation.

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- Chat with support engineers online.
- View services to assist you with your product.

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# OpenSSL 1.0

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This package is an SSL implementation written by Eric Young ([eay@cryptsoft.com](mailto:eay@cryptsoft.com)).

The implementation was written so as to conform with Netscapes SSL.

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