

# Quest<sup>®</sup> NetVault SmartDisk<sup>®</sup> 11.4.5 Release Notes

**October 2017**

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

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## About this release

To use Quest NetVault SmartDisk (NetVault SmartDisk) 11.4.5 with Quest NetVault<sup>®</sup> Backup (NetVault Backup) or for Network Data Management Protocol (NDMP) support, use NetVault Backup 10.x or later.

For complete product documentation, visit <https://support.quest.com/technical-documents>.

NetVault SmartDisk 11.4.5 is a minor release, with enhanced features and functionality.

# Known issues

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

Table 1. General known issues

Known issue	Issue ID
<p><b>Stopped NetVault Backup 10.0.0 backup jobs are not deleted or retired:</b> When a backup job from NetVault Backup 10.0.0 to NetVault SmartDisk is canceled, NetVault Backup does not delete or retire the incomplete segments, which continue to occupy space on NetVault SmartDisk.</p> <p><b>Workaround:</b> Use NetVault Backup 9.2 or 10.0.1; do <i>not</i> use NetVault Backup 10.0.0.</p>	NVBU-10963 (26732)
<p><b>NetVault Backup Server 10.0.0 ignores the Enable Deduplication option:</b> NetVault Backup 10.0.0 ignores the <b>Enable Deduplication (where available)</b> check box on the <b>Additional Options</b> dialog box of the <b>Advanced Options</b> set.</p> <p><b>Workaround:</b> Use NetVault Backup Server 9.2 or 10.0.1; do <i>not</i> use NetVault Backup 10.0.0.</p>	NVBU-11009 (26787)
<p><b>Possible data corruption from backup clients in Windows 2012 virtual (VMware) environments (VMware KB 2058692):</b> NetVault SmartDisk is not supported in a VMware environment. If your NetVault Backup or vRanger Backup Client is running on Windows in a virtual (VMware) environment, there is a known issue with using a Windows Server 2012 or Windows Server 2012 R2 virtual machine that uses the default e1000e network adapter and runs on an ESXi 5.0 or 5.1 host. This issue might corrupt data during a network transfer.</p> <p><b>Workaround:</b> Consider changing the network adapter as suggested in the following article <a href="http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&amp;cmd=displayKC&amp;externalId=2058692">http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&amp;cmd=displayKC&amp;externalId=2058692</a>.</p>	DNS-2021, DNS-1877 (23493)
<p><b>NetVault SmartDisk compatibility with McAfee VirusScan Enterprise:</b> If you install NetVault SmartDisk on a Windows system that also runs McAfee VirusScan Enterprise, problems might occur during data transfers between NetVault Backup and NetVault SmartDisk. If problems occur, Quest recommends that you disable the virus checker, configure it to ignore the installation directory, or configure it to scan only the executable files located in the installation directory.</p>	DNS-843 (1329)
<p><b>WebDAV credentials:</b> For the user name in the WebDAV credentials, NetVault SmartDisk currently supports the use of any ASCII characters except the quotation mark ("), comma (,), and colon (:). There are no restrictions for the corresponding password. If you enable authentication on NetVault SmartDisk, ensure that your backup software, such as vRanger or NetVault Backup, is able to manage the credentials; otherwise, your backup jobs fail.</p>	DNS-1449 (3118)
<p><b>No automatic migration of Staging and Chunk Store:</b> If you add or change the path for the Staging Store or Chunk Store, NetVault SmartDisk does not include a mechanism for moving files from the current Staging Store or Chunk Store file-system path to the new file-system path.</p>	DNS-914 (1477)
<p><b>NetVault SmartDisk compatibility with NetWare Thin Client:</b> NetVault SmartDisk is not currently compatible with the NetVault Backup NetWare Thin Client.</p>	DNS-567 (856)
<p><b>Apple Installer behaves inconsistently on Mac OS X in multivolume environments:</b> Because of an issue with the Apple Installer, the <b>Select a Destination</b> dialog box is not always displayed. When the dialog box is displayed, click the applicable button to continue. If the dialog box is not displayed, you do not have to do anything; NetVault SmartDisk selects the root volume automatically in either case.</p>	DNS-801 (1248)
<p><b>Upgrading from v1.2.1 deletes configuration-related information:</b> Upgrading from v1.2.1 to v1.5 or later might delete information from NetVault SmartDisk Configuration (.cfg) files.</p>	DNS-1652 (10012)

# System requirements

Before installing NetVault SmartDisk 11.4.5, ensure that your system meets the requirements outlined in the *Quest NetVault Backup Compatibility Guide* available at <https://support.quest.com/technical-documents>.

## Upgrade and compatibility

For complete supported-platform information, see the *Quest NetVault Backup Compatibility Guide*.

## Product licensing

Each NetVault SmartDisk Instance requires its own license key, which is tied to a NetVault SmartDisk Machine ID that is unique for each NetVault SmartDisk Instance.

To obtain the NetVault SmartDisk Machine ID, use the following command:

```
<installPath>/foundation/bin/smartdisk license --querymachineid
```

The licensing steps are the same for the standard NetVault SmartDisk product and the Quest vRanger® edition (Trial or Permanent).

- 1 Do one of the following:
  - If you are using Linux, UNIX, or Mac OS X, log in as the NetVault SmartDisk nonprivileged user or administrator member of the nonprivileged group.
  - If you are using Windows, log in as an administrator.

For more information about any of the login procedures, see the *Quest NetVault SmartDisk Installation/Upgrade Guide*.

- 2 Initiate a terminal session, or open a command prompt.

**i IMPORTANT:** If you are using NetVault SmartDisk on Windows Server 2008 or Windows 7, use a **Run as Administrator** command prompt instead of a standard command prompt. Otherwise, you might receive an **Access Denied** message, even if you have administrator privileges.

- 3 Type:

```
<installPath>/foundation/bin/smartdisk license -t <licenseKey>
```

Replace **<licenseKey>** with the license key that you received.

**i NOTE:** To avoid potential errors, Quest recommends that you use copy-and-paste functionality to copy the license key from the email to the command prompt.

The system displays the following message:

```
License installed successfully
```

# Upgrade and installation instructions

- **Upgrading from any version before v1.6:** Quest recommends that you update the Garbage Collection window to match the backup window. You might also consider setting Garbage Collection to start approximately 30 minutes before backups start, which discourages new deduplication processes from starting and overlapping with the backup window. Although the default Chunk-page size for Garbage Collection is now 256 MB—before v1.6, the default was 64 MB—and this size supports faster Garbage Collection counting, Quest recommends that you leave the Chunk-page size at its current setting. (DNS-1550, 3381)
- **Upgrading from v1.5.x or earlier:** If you are upgrading from v1.5.x or earlier, although NetVault SmartDisk no longer supports using the same physical path for the Staging Path and the Store Path, it does not affect the upgrade process from an earlier version. If you are using the same physical path, Quest strongly recommends that you update your configuration to use different paths to ensure that NetVault SmartDisk functionality can be sustained long term. (DNS-1646, 10006)
- For upgrade and installation instructions, see the *Quest NetVault SmartDisk Installation/Upgrade 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, Japan.

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

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## Contacting Quest

For sales or other inquiries, visit [www.quest.com](http://www.quest.com).

## Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

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