

Quest® NetVault® Backup 11.4

Revision 1

Release Notes

July 2017

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These release notes provide information about the Quest® NetVault® 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 11.4 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 11.4:

- **DR management capability:** NetVault Backup now supports RDA version 4.0.0532.3 or higher. You can create and manage storage groups, LSUs, and DR users. NetVault Backup 11.4 is supported only with DR Series System version 4.0.0.3 or later.

i | **NOTE:** Do not upgrade to NetVault Backup version 11.4 if the DR Series System version is lesser than 4.0.0.3. NetVault Backup may not behave correctly if the DR OS version is lesser than 4.0.0.3 due to RDA library compatibility issue. Before upgrade to NetVault Backup version 11.4, it is also recommended to uninstall external RDA library that is lesser than 4.0.0.3.

- **Improved policy management workflow:** The workflow and functionality of policy management in the NetVault Backup is enhanced for better usability.
- **Job Calendar:** Job Calendar option in the NetVault Backup WebUI enables you to view your jobs for a month, a week, or a day on calendar.
- **Knowledge Base search:** To know more about the errors or warning messages of the jobs and to get the solution, you can search the knowledge base articles from NetVault Backup WebUI.
- **Improved NetVault Backup WebUI:** NetVault Backup WebUI is now improved for better usability.
- **Reporting in NetVault Backup is enhanced for better usability:** The following predefined reports are added in the NetVault Backup:
 - Single Job Definition report
 - Index Media report
- **Support Diagnostics:** NetVault Backup WebUI provides the option to download or upload the detailed information of your NetVault Backup environment. Quest Technical Support personnel uses this information for debugging and troubleshooting purposes.

See also:

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

Enhancements

The following is a list of enhancements implemented in NetVault Backup 11.4.

Table 1. Enhancements

Enhancement	Issue ID
In the NetVault Backup WebUI, on the Job Status page, the column names 'Run Status' and 'Exit Status' are changed to 'Current Status' and 'Last Exit Status' in the Job Activity table. 'Not Known' status is displayed in the 'Last Exit Status' column if the first instance of a job is running or it is scheduled for future.	NVBU-11470 (27400)
The following plug-ins support policy-based backups: <ul style="list-style-type: none">• NetVault Backup Plug-in for <i>SQL Server</i>• NetVault Backup Plug-in for <i>Oracle</i>	NVBU-11529 (27496)
NetVault Backup is enhanced to allow the smaller units of media quota. For a user, you can set the media quota value as low as 0.01 TB.	NVBU-12128 (28270)

Table 1. Enhancements

Enhancement	Issue ID
Enhanced NetVault Backup to search the knowledge base for the articles related to job errors or warnings messages. KB Search button is added on the View Logs page.	NVBU-12165 (28321)
In the NetVault Backup WebUI, on the Job Status page, you can set the view of Actions option as a context menu in the Job Activity table.	NVBU-13774 (30776)
Added the <code>-duplicateonly</code> option to the nvexpiresaveset utility. You can use this option to delete a phase 2 Duplicate copy.	NVBU-13790 (30792)
Added an option to display the client machine name of the corresponding drive while specifying devices for a new target set of a backup job in the NetVault Backup.	NVBU-13816 (30848)
Added a field to display the Serial Number of the drive on Tape Drive Management page in the NetVault Backup WebUI.	NVBU-13818 (30850)
The <code>nvmeddbcheck</code> utility with list, check, and compact option lists the missing session ID. It also adds the missing sessions back to <code>medmgrsession</code> and <code>medmgrsessionlist</code> table.	NVBU-14122 (31312)
NetVault Backup WebUI is enhanced to display the previews of the fields on Create Backup Job page, Manage Job Definitions — View Jobs page, Create Policy Job page and Edit Policy page.	NVBU-14920 (32427) NVBU-15473 (33142)
The Job Status page in the NetVault Backup WebUI is enhanced to display the colored icons in the Job Activity table for the jobs based on their exit status. Row background colors are also displayed for the running and scheduled jobs.	NVBU-14941 (32460)
Added Index Media report in the list of predefined reports that displays the index media of a backup job.	NVBU-15008 (32571)
Added a search box at the upper right corner of the table on the Choose Client dialog box to quickly locate the client.	NVBU-15016 (32581)
The tables in the NetVault Backup WebUI are improved to edit the Table Settings by clicking the settings icon at the lower-right corner of the table.	NVBU-15044 (32617)
Enhanced NetVault Backup WebUI to perform job-related tasks from 'Actions' column in the Job Activity table. You can set the option in the header pane of NetVault Backup WebUI to access the job-related task either from buttons in the operations pane or 'Actions' column in the Job Activity table.	NVBU-15149 (32745)
The tables in the NetVault Backup WebUI are improved to export the table data to a CSV format file.	NVBU-15284 (32916)
NetVault Backup WebUI is enhanced to edit a policy job, only from the Edit Policy Job page. Clicking Edit Job button opens the Edit Policy Job page for a policy job.	NVBU-15308 (32950)
NetVault Backup WebUI is enhanced to delete a policy job, only from the Manage Policies page. The Remove button is disabled for a policy job on NetVault Backup WebUI pages except on Manage Policies page.	NVBU-15309 (32951)

Table 1. Enhancements

Enhancement	Issue ID
Added a Save Policy button for creating or modifying a policy on Manage Policies page. You can save the policy definition without configuring the events for Policy warnings and failures. While modifying a policy, you can save the policy definition without modifying the client or s for the policy or without configuring the events for Policy warnings and failures.	NVBU-15311 (32953)
On Manage Policies Page, the column name “Status” is changed to “State”.	NVBU-15313 (32955)
On Manage Policies Page, in Available Policies table, a new column “Status” is added to display the overall status of the policy.	NVBU-15314 (32956)
NDMP Jobs report is enhanced to display the ‘Transfer rate’.	NVBU-15317 (32962)
In the Restore job Definitions component under Job Definitions report, replaced the field name ‘Option set’ with ‘Source set’.	NVBU-15322 (32967)
Single Policy Summary report is enhanced to show more components and fields.	NVBU-15323 (32968)
Policies Summary report is enhanced to show more components and fields.	NVBU-15324 (32969)
The NetVault Backup WebUI is enhanced for Navigation pane usability. The options icon in the Header pane area can be used to show or hide the Navigation pane. The Operations pane area is increased with this enhancement.	NVBU-15339 (32990)
Improved appearance and usability of Schedule page to create or edit a Schedule Set for your job.	NVBU-15365 (33021)
Added Edit Jobs , Edit Clients , and Edit Events button on Manage Policies page.	NVBU-15373 (33030)
On Manage Policies Page, in Available Policies table, a new column “Job Status” is added to display the status and count of completed, completed with warnings, and failed policy jobs. To display the Job Status page with the corresponding filter applied in the Job Activity table, click the counts.	NVBU-15374 (33031)
On Manage Policies Page, ‘View Status’ button is added to view the ‘All Policy Jobs’ status in the Job Activity table on the Job Status page.	NVBU-15381 (33038)
The tables in the NetVault Backup WebUI are improved to display the primary and secondary column sort order and page size settings.	NVBU-15382 (33039)
An option to set the preferred WebUI color theme is added in the header pane of the NetVault Backup WebUI. You can use this option to set a dark color or light color theme for NetVault Backup WebUI.	NVBU-15419 (33079)
View Reports page is enhanced to set a favorite report from the list of predefined reports. The favorite reports are displayed on top of the list in alphabetical order.	NVBU-15430 (33093)
On Manage Policies page, editing a policy workflow is enhanced by providing option to edit job, event, or clients on Edit Policy page. Also, the client status icons are added on Add Client or Edit Client page.	NVBU-15438 (33102)

Table 1. Enhancements

Enhancement	Issue ID
The field name 'Run Status' is changed to 'Status' on Job History page and Manage Job Definitions — View Job page.	NVBU-15553
The status of an acknowledged job show 'Acknowledged' as a prefix to the status on Job History page and Manage Job Definitions — View Job page.	(33243)
Manage Policies page improvements:	NVBU-15740
<ul style="list-style-type: none"> Added new columns in the Available Policies table on the Manage Policies page. Added policy jobs status icons and counts in the Available Policies table on the Manage Policies page. 	

Deprecated features

The following is a list of features that are no longer supported starting with NetVault Backup 11.4.

- **Shared Virtual Tape Libraries (SVTLs)** cannot be used for storing backups. The option to add SVTL from NetVault Backup WebUI is removed. After upgrading to NetVault Backup 11.4, any existing SVTL devices, continues to work in an unsupported mode. If existing SVTL devices are removed, you cannot add it again, however, you can modify it in an unsupported mode. Quest recommends not to use SVTL for storing backups using NetVault Backup 11.4 or later.
- **nvconfigurator** cannot be used for NetVault Backup configuration.

Resolved issues

The following is a list of issues addressed in NetVault Backup 11.4.

Table 2. Resolved issues

Resolved issue	Issue ID
Corrected an issue that restricted you to use a failed instance of a Phase 2 Duplicate job (Status: Duplicate Failed) to run the job again.	NVBU-814 (3625) (NVG-1164)
Corrected an issue in which the NetVault Backup CLI utility <code>nvjobdelete</code> deletes all the jobs if you provide a job ID range with the Job ID option.	NVBU-7392 (21870)
Removed "Remember Me" check box option from the NetVault Backup Login page as NetVault Backup does not intend to remember the User Name and Password over browser sessions.	NVBU-8566 (23843)
Addressed an issue to clarify the compatibility of versions of EMC® Data® Domain® Boost (DD Boost™) device and Data Domain OS with the versions of NetVault Backup in <i>Quest NetVault Backup Compatibility Guide</i> .	NVBU-9149 (24506)
Corrected an issue in which the 'Started On' and 'ETA' time fields on Monitor Job page were displaying the time for the previous instance instead of the last instance of job.	NVBU-11025 (26815)
Addressed an issue in which View Logs page displays an error message while performing a backup or restore job using the EMC® Data® Domain® Boost (DD Boost™) device with Data Domain OS version 5.x or earlier and Client DD Boost API version 3.1 or earlier. However, the job completes successfully. The error message is for information and can be ignored. The error message is not displayed when you run the jobs using DD Boost device with Data Domain OS version 6.0 or later and Client DD Boost API version 3.3 or later.	NVBU-12140 (28283)

Table 2. Resolved issues

Resolved issue	Issue ID
Addressed an issue due to which creating restore set from NetVault Backup CLI using <code>nvsetcreate</code> utility was not working for Virtual client (Plug-in for SQL Server).	NVBU-12402 (28651)
Corrected an issue due to which, in the NetVault Backup WebUI, while creating a new Backup Selection Set, the peer databases were not disabled when you select a database for backup at the database level. The data items of the databases were not disabled, which allowed you to select the data items from multiple databases.	NVBU-13578 (30467)
Addressed an issue to clarify the compatibility of versions of Quest DR and their operating systems with the versions of NetVault Backup in <i>Quest NetVault Backup Compatibility Guide</i> .	NVBU-13825 (30868)
Corrected an issue where you cannot remove an expired saveset for the Quest DR Series System.	NVBU-13883 (30972)
Corrected an issue where sometimes the NetVault Database backup takes too long to complete.	NVBU-13906 (31011)
Corrected an issue where in the Configuration report, some columns displayed UNIMPLEMENTED!TODO! as the value instead of its actual value and also added User's Notifications (Configuration) and Global Notifications (Configuration) components instead of Notifications (Configuration).	NVBU-14353 (31606)
Corrected an issue due to which push installation of plug-ins by selecting 'From existing NetVault clients' method was failing when NetVault Backup user's password is changed.	NVBU-14371 (31629)
Corrected an issue in which The following reports show incorrect measurement unit for parameter 'Licensed Protected Capacity': <ul style="list-style-type: none"> • Disk Storage Devices — General • Front Side Data • Storage Utilization • Storage Utilization — RAS 	NVBU-14623 (32014)
Corrected an issue in which the job 'Start Time' was incorrect in the report 'Historic Jobs- by date' when you export the report as PDF.	NVBU-14630 (32028)
Corrected an issue where the 'start time' and 'start date' in daylight saving time-zones were incorrect in the NetVault Backup Reports.	NVBU-14669 (32086)
Addressed an issue due to which Secondary Copy job failed on media timeout when the drives are occupied by other jobs and 'Media Request Timeout' is set to 1440 minutes in Advanced Backup Options. Instead of waiting for media for 1440 min, it failed after waiting for 1 min.	NVBU-14743 (32194)
Corrected an issue in which the job 'Start Time' was incorrect in the report 'Historic Jobs- by date'.	NVBU-14820 (32288)
Corrected a spelling error in the traces of Plug-in for NDMP where the term 'Category' was misspelled as 'Catagory'.	NVBU-14862 (32339)
Corrected an issue in which the ' <code>nvconfigupdate</code> ' CLI utility was not updating the required stanza from any configuration files.	NVBU-14925 (32433)
Upgraded OpenSSL — third party component to 1.0.2k version.	NVBU-14975 (32528)

Table 2. Resolved issues

Resolved issue	Issue ID
Changed the 'Device Display Name' to 'Tape Library Display Name' while adding a tape library to the NetVault Backup Server.	NVBU-14979 (32534)
Corrected an issue due to which Data Copy and Consolidated backup job (Primary job of windows client with Active Directory) running on NetVault Backup server on Linux machine was failing.	NVBU-15013 (32578)
Corrected an issue due to which while upgrading NetVault Backup to release 11.2, it created *.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.	NVBU-15014 (32579)
Corrected an issue due to which NetVault Backup CLI utility <code>nvsetcreate</code> does not allow to set Media Request Timeouts in backup advanced options set.	NVBU-15065 (32641)
Corrected an issue due to which the error "Failed to start snapshot client" was displayed in <code>nvmedmgr</code> trace log or View Logs page on NetVault Backup WebUI. The error is displayed when you create two NetVault Backup servers, add first server as a client to the second server, enable trace on service startup on both servers, and then restart NetVault Backup services on both servers.	NVBU-15077 (32653)
Corrected an issue due to which NetVault Backup 11.3 build was not available for Linux Itanium platform.	NVBU-15091 (32669)
Corrected an issue in which the 'Choose Clients' table was not showing the client information of the client group correctly.	NVBU-15112 (32693)
Corrected an issue due to which push installation of plug-ins by selecting 'From existing NetVault clients' method was failing.	NVBU-15121 (32706)
Addressed an issue in which the filter 'Media label' was missing for report 'Storage Contents Query'.	NVBU-15131 (32721)
Addressed an issue to clarify the procedure of specifying pre- and post script options for backup jobs in <i>Quest NetVault Backup Administration Guide</i> .	NVBU-15135 (32725)
Corrected an issue due to which the minimum life of imported backups does not work if media is marked for 'Reuse' and then 'Scanned'. Now, the expiry of saveset successfully gets changed from "After 1 full backup" to "Minimum life" after 'Reuse' and then 'Scanned' for the saveset with expiry of 1 FULL backup generation.	NVBU-15141 (32734)
Corrected an issue due to which NetVault Backup CLI utility <code>nvreport</code> failed in generating the report for "Server License — Capabilities and Usage".	NVBU-15176 (32777)
Corrected an issue in which the 'Tree View' on Manage Devices page stops responding when more number of devices are added to the NetVault Backup.	NVBU-15193 (32801)
Corrected an issue in which if <code>nvpmgr</code> service fails while backup is running on DR Series System, then segments written on DR does not get deleted when services come up.	NVBU-15199 (32809)
Corrected the NetVault Backup Linux user name command in <i>Quest NetVault Backup Installation Guide</i> .	NVBU-15202 (32813)
Corrected an issue in which the backup job with multiple volumes using SnapMirror to Tape plug-in failed for consecutive backups if option 'Delete auto generated backup jobs on completion' is clear on NDMP Backup Options page.	NVBU-15208 (32819)

Table 2. Resolved issues

Resolved issue	Issue ID
Addressed an issue to clarify the option "Password never expires" while configuring NetVault Backup user details in <i>Quest NetVault Backup Administration Guide</i> .	NVBU-15217 (32829)
Corrected an issue due to which an error was displayed when the "--processes" option is specified with the <code>nvtrace</code> NetVault Backup CLI utility.	NVBU-15236 (32852)
Corrected an issue due to which the NetVault Backup was unable to remove an existing client from the WebUI.	NVBU-15248 (32867)
Addressed an issue to clarify the effect of script exit status on the overall execution and job status in the <i>Quest NetVault Backup Administration Guide</i> .	NVBU-15268 (32892)
Corrected an issue that restricted NetVault Backup WebUI to remove the selected virtual client from the Available Clients table when it is moved to the Chosen Clients table.	NVBU-15275 (32901)
Corrected an issue in which the 'Single User's Audit Trail' report was not showing 'LOGON' in the 'Operation' column.	NVBU-15294 (32931)
Corrected an issue due to which the media with group label was not displaying group label in 'Tree View' on Manage Devices page.	NVBU-15307 (32949)
Corrected an issue due to which the NetVault Backup client process failed to start automatically after the operating system reboot, if network service is not started.	NVBU-15319 (32964)
Corrected an issue due to which the NetVault Backup WebUI was working slow while searching the data using Search box on Job History , Manage Job Definitions , Job status , and View Logs page.	NVBU-15336 (32985)
Corrected an issue in which a Phase 2 backup job failed with the following error: MSDataCopy Master: Slave [xxxx] still running error for Channel Down.	NVBU-15348 (32999)
Addressed an issue in the NetVault Backup WebUI where the buttons in the Operations pane were disabled on Job Status page when selecting a job in the Job Activity table.	NVBU-15356 (33007), 33048, NVBU-15231 (32847)
Corrected an issue in which the NetVault Backup self-signed certificate signature algorithm was not set to SHA256 when upgrade from NetVault Backup version 9.2 to NetVault Backup version 11.2.	NVBU-15390 (33047)
Corrected an issue in NetVault Backup version 11.3 in Japanese locale in which the 'More Info' button on View Logs page was not displaying the details for warning messages.	NVBU-15392 (33049)
Corrected an issue due to which "Restore from latest backup" option was not working properly while restoring data to a remote machine.	NVBU-15411 (33071)
Corrected an issue due to which after upgrading NetVault Backup to 11.3, it failed to start in Normal mode and goes into Safe mode.	NVBU-15440 (33104)
Addressed an issue in the NetVault Backup WebUI in Japanese language where the button 'Save & Submit' is changed to 'Save & Execute' on the 'Create Backup Job' page.	NVBU-15450 (33116)

Table 2. Resolved issues

Resolved issue	Issue ID
Addressed an issue in the <i>Quest NetVault Backup Installation Guide</i> to update the list of packages required before installing the hybrid package of NetVault Backup on RHEL 6 x86-64.	NVBU-15640
Corrected an issue where temporary files remain in the NetVault Backup 'tmp' directory after incremental backup is completed.	DNFSP-941 (32389)
Corrected an issue that performed file-level backups through Plug-in for <i>VMware</i> instead of using the NetVault Backup Plug-in for <i>FileSystem</i> . To correct this issue, you must upgrade your environment to use NetVault Backup 11.4 or later.	DNFSP-944 (32798)
Corrected an issue where <i>nvfs.exe</i> utility was failing during restore on Windows using NetVault Backup plug-in for <i>File System</i> .	DNFSP-947 (33122)
Corrected an issue due to which, when running multistream backup job (with Heuristic) using Plug-in for <i>FileSystem</i> , the incremental restore selection tree is empty on Create Selection Set page.	DNFSP-962
Corrected an issue in which clicking More info on View Logs page was not showing the information for the log messages with error in non- English locale.	DNFSP-965
Corrected an issue due to which, when running multistream backup job using Plug-in for <i>FileSystem</i> , the incremental restore selection tree is empty on Create Selection Set page when nothing has been changed for incremental backup.	DNFSP-964
Corrected an issue due to which, when running multistream backup job with option "Always use a new stream when crossing a mount point" selected, using Plug-in for <i>File System</i> , you might not see anything during restore if NFS mount point is the only selection set in one of the streams.	DNFSP-958 (33175)
Addressed an issue in NetVault Backup WebUI Monitor Job page to add the fields 'Elapsed Xfer' and 'Waiting for Device' fields when running a backup job using Plug-in for <i>SM2T</i> . Also, the fields 'Elapsed Xfer', 'Waiting for Device', 'Estimated Transfer Remaining', and 'Estimated Time Remaining' are displayed when running a backup job using Plug-in for <i>NDMP</i> .	NVBU-14913 (32419)
Corrected an issue due to which editing an existing restore selection set was impossible.	NVBU-14924 (32432)
Corrected an issue due to which NVDB backup failed during backup of log database due to lesser value of backup timeout 'Log Database Backup Timeout' in the <i>nvdatabase.cfg</i> file.	NVBU-16002

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
Ticks and crosses are not rendered properly for restore selection set having folders with partial selection on Edit Selection Set page.	NVBU-15927
NetVault Backup WebUI Monitor Job page might show incorrect values for the fields 'Peak Transfer Rate' and 'Average Transfer Rate' when running multistream backup job using Plug-in for <i>FileSystem</i> . The values in these fields are displayed for single stream instead of multistream.	NVBU-16136
NetVault Backup WebUI Manage Quest DR Device page is showing incorrect values for the fields Total Capacity, Used Space, and Available Space.	NVBU-15800
NetVault Backup WebUI Manage Quest DR Device page is showing incorrect value for the field Cleaner Status. The cleaner status shown on this page is not synchronized with the cleaner status on DR.	NVBU-15803
Backup jobs from Solaris SPARC clients to Quest DR Series Systems are failing.	NVBU-15811

Table 3. General known issues

Known issue	Issue ID
NetVault Backup 11.4 build is not available for HP-UX Itanium platform.	NVBU-15904
NetVault Backup 11.4 build is not available for Mac OS X platform.	NVBU-15903
Sometimes the diagnostic data for few NetVault Backup client machines with old configuration is partially collected due to timeout. Workaround: Increase the value in the field 'Physical Client Long Timeout' in the Web Service timeout settings from NetVault Backup WebUI.	NVBU-15735
RAS Controller stops responding while adding a user with user name more than 31 characters or password more than 16 characters to DR Series System. Workaround: The length of the user name must be less than or equal to 31 characters and password must be between 1 to 16 characters.	NVBU-15769
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.	NVBU-15450 (24695)
When running multistream backup job (with Heuristic) using Plug-in for <i>File System</i> , the incremental backup selection tree is empty on Create Selection Set page. You might not see anything during restore if incremental or differential multistream backup jobs (with Heuristic) using Plug-in <i>File System</i> are performed. Workaround: Clear the option 'Use Heuristics for large Single Volume backups' while performing the incremental or differential multistream backup jobs using Plug-in <i>File System</i> .	NVBU-15455 (33121)
When running multistream backup job with option "Always use a new stream when crossing a mount point" selected, using Plug-in for <i>File System</i> , you might not see anything during restore if NFS mount point is the only selection set in one of the streams. Workaround: Clear the option "Always use a new stream when crossing a mount point" while performing the backup of NFS mount point in multistream, using Plug-in for <i>File System</i> .	DNFSP-953
Quest DR Device is not accessible after you change the DR Device user password.	NVBU-15843
CLI displaying non English characters incorrectly. For example, C:\Program Files\Quest\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'	NVBU-13974 (31104), NVBU-13736 (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'. Workaround: https://support.quest.com/netvault-backup/kb/212701	DNNDMP-657 (31825)
NetVault Backup is unable to send the report as an email attachment in PDF format on RHEL 5.x platform. Workaround: To send the report as an email attachment in HTML format, follow these steps: 1 In the Navigation pane, click Change Settings . 2 On the Configuration page, click Server Settings . 3 Under 'User Interface', click Reporting . In the Reporting dialog box, under 'Misc', configure the following setting: ▪ Default mail format: Select HTML . 4 Click Apply to apply the new settings and close the dialog box.	NVBU-14529 (31878)
NetVault Backup is unable to export the report in PDF format on RHEL 5.x platform.	NVBU-15130 (32719)

Table 3. General known issues

Known issue	Issue ID
On Manage Devices 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.	NVBU-14745 (32197)
On Manage Devices page, in Tree View, you cannot select multiple media from the list of available media for bulk blank operation.	NVBU-14758 (32214)
On Manage Devices page, in Tree View, you cannot select multiple media from the list of available media for bulk label operation.	NVBU-14759 (32215)
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 SoftStreamLimit set for the target NetVault SmartDisk, the backup job stops responding.	NVBU-389 (1948)
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.	NVBU-1160 (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.	NVBU-1186 (3997) (NVG-4206)
When a backup includes both Phase 1 and Phase 2 jobs, the " Historic Jobs — By date " and " Historic Jobs — By size " reports display the transfer rates associated with the Phase 1 job for both entries.	NVBU-1838 (4649) (NVG-6035)
On Linux- and UNIX-based systems, the progress message that is displayed during NetVault Backup installation are displayed correctly only if the system is configured to use UTF-8 character set.	NVBU-10588 (26249)
If the Network Manager process (nvnmgr) 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 nvnmgr process before restarting the NetVault Backup Service.	NVBU-11005 (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 About dialog box displays the correct 4-digit version number, but the other WebUI pages (for example, the Manage Clients 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 About 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 About dialog box to determine the correct version number of a built-in plug-in.	NVBU-10927 (26687)
When you remove NetVault Backup, the RDA package is not removed.	NVBU-11228 (27067)

Table 3. General known issues

Known issue	Issue ID
<p>The Drive Transfer Buffer Size option is now set to 8 MiB by default. To ensure that this configuration is supported on your system, verify your OS settings before adding a tape device. If this value is too high, change it to 257 KiB in the template file.</p>	<p>NVBU-11305 (27165)</p>
<p>To change the default setting for the Drive Transfer Buffer Size option:</p>	
<ol style="list-style-type: none"> 1 Open the file “drives.tpl” in a text editor. You can find this file in <NetVault Backup home>\devices\drives on Windows and <NetVault Backup home>/devices/drives on Linux and UNIX. 2 In the [Device:Total Buffer Size] section, set <code>Value</code> to 257. <code>Value = 257</code> 3 Save the changes and close the file. 	
<p>NOTE: If Drive Transfer Buffer Size is set too high and NetVault Backup fails to allocate the transfer buffers, the backup jobs using tape devices show reduced performance.</p>	
<p>On Windows 2012, the Plug-in for Databases fails to restore a NetVault Database backup that is stored in a NetVault SmartDisk device.</p>	<p>NVBU-11307 (27167)</p>
<p>Workaround: 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.</p>	
<p>After upgrading to Firefox 31, if you try to log in to the NetVault WebUI, the following error message is displayed:</p>	<p>NVBU-11321 (27189)</p>
<p>Issuer certificate is invalid. (Error code: <code>sec_error_ca_cert_invalid</code>)</p>	
<p>The new security library security.use_mozillapkix_verification raises this certification error when you try to access a self-signed certificate.</p>	
<p>Workaround: To resolve this issue, do the following:</p>	
<ol style="list-style-type: none"> 1 Type about: config in the Firefox address bar. 2 Locate the preference security.use_mozillapkix_verification, and set it to false. 3 To save the setting, close the browser window. 	
<p>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.</p>	<p>NVBU-11419 (27317)</p>

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"> • The target device is underused regarding the number of streams. • Some jobs remain in the “Waiting for media” state even if the device can run parallel jobs. • The completion time for small jobs increases by a few seconds or minutes. <p>These issues occur because the Media Manager uses a “quiesce time” setting to prevent assigning too many simultaneous jobs to a disk-based backup device. By default, the quiesce time 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 quiesce time in the mediamgr.cfg file.</p>	<p>NVBU-12089 (28204)</p>
<p>To change quiesce time for disk-based storage devices:</p>	
<p>1 Open the mediamgr.cfg file in a text editor. You can find this file in <NetVault Backup home>\config on Windows and <NetVault Backup home>/config on Linux.</p>	
<p>2 Change the value for the following entry:</p>	
<pre>[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>	
<p>3 Save the file.</p>	
<p>Note the following:</p>	
<ul style="list-style-type: none"> • This setting applies to all disk-based storage devices (DR Series Systems, EMC Data Domain Systems, and NetVault SmartDisk devices). • For shared NetVault SmartDisk devices, this value cannot be set to 0. 	
<p>On Windows, if a copy of “.cfg” file is created in the <NetVault Backup home>/config directory, the WebUI may display empty or partly empty dialog boxes when the settings are accessed from the Change Settings page after restarting the service.</p>	<p>NVBU-12734 (29149)</p>
<p>If a deployment task is stopped (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>	<p>NVBU-13433 (30274)</p>
<p>The shared directory path for push installations cannot contain non-English characters.</p>	<p>NVBU-13564 (30451)</p>
<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>	<p>NVBU-13610 (30508)</p>
<ul style="list-style-type: none"> • The deployment agent (nvclientinstaller) exits unexpectedly. • The deployment agent fails to update its completion status to the server due to unknown errors. • 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. 	
<p>Subsequent tasks remain in a “Pending” state until you cancel the previous task.</p>	
<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>	<p>NVBU-13632 (30537)</p>

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, Quest recommends that you use the server name when configuring the path to a local store (for example, \\WinServer1\PkgStore).</p>	<p>NVBU-13647 (30558)</p>
<p>The trace files cannot be downloaded from Internet Explorer 10. If you want to use this feature, upgrade to Internet Explorer 11.</p>	<p>NVBU-14000 (31147)</p>
<p>Known issues related to the RDA plug-in for Solaris:</p> <ul style="list-style-type: none"> • Backing up file system data from Solaris clients to DR Series Systems: When you perform file system backups to DR Series systems, the backups run in the Passthrough mode by default. You can change the default setting on the DR Series system to run backups in the Dedupe mode, but you may experience slow backup performance in this mode. • Restoring data from a DR Series System to a Solaris Client: When you run multiple restore jobs at the same time, it can affect the performance of individual jobs and result in low aggregate throughput. 	<p>NVBU-13678 (30596)</p>
<p>Known issues related to DR Series Systems:</p> <ul style="list-style-type: none"> • 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. • 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 dedupe, the throughput is lower when compared with the passthrough 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. • 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. • Restore to an NFS location fails when a Duplicate saveset created using the optimized replication option is used for the job. 	
<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"> 1 Install the RDA plug-in. 2 Install NetVault Backup. 3 Remove the RDA plug-in. 	
<p>When you remove the RDA plug-in, it deletes the directory /usr/local/oca-libs, which causes an error when NetVault Backup tries to access the device.</p>	
<p>Workaround: After removing the RDA plug-in, complete the following steps:</p> <ol style="list-style-type: none"> 1 Stop the NetVault Backup Service. 2 Ensure that the /usr/local/oca-libs directory has been removed. If not, remove the directory. 3 To create a symbolic link, type the following command: <pre>ln -sf /usr/netvault/dynlib/oca-libs /usr/local/oca-libs</pre> 4 Restart the NetVault Backup Service. 	
<p>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.</p>	
<p>When using NetVault Backup Plug-in <i>for NDMP</i> (Plug-in <i>for NDMP</i>), if you run multiple jobs with the auto-deletion option set to “On,” the parent and child jobs may still be listed on the Job Status 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.</p>	

Table 3. General known issues

Known issue	Issue ID
The canned report “ Disk Storage Devices — General ” 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 LANG variable is set to en_US.UTF-8 , the restore job wizard does not display the filenames on the Create Selection Set page. This issue is not encountered when LANG is set to C .	
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 https://support.quest.com/kb/SOL79286 .	
If the default locale is changed (for example, from UTF8 to EUC or from EUC to UTF8), the EULA may not be displayed properly.	
Workaround: 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 “ -include ” and “ -exclude ” options for the nvsetcreate command do not support wildcards.	NVBU-2040 (4851) (NVG-6414)
When the Broadcast details to machines on local networks setting is disabled on a client, the nvclient utility fails to add the client.	NVBU-12527 (28829)
Workaround: Use the <code>nvclientadd -clientip <Client IP address></code> command to add the client.	
The asf_load_media command fails if the machine name contains any spaces.	
When the asf_release_drive 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.	
Workaround: The workaround is to issue the “ Unload ” command from the NetVault WebUI.	
<ol style="list-style-type: none"> In the Navigation pane, click Manage Devices, and then in the list of devices, click the applicable drive or the corresponding Manage Device icon. On the Tape Drive Management page, click Unload. The drive remains in and “Idle” state, and media are not unloaded as expected. If the logs for the selected device are viewed, an entry stating “Unload media in drive <X> failed — Device unavailable” is displayed. Repeat Step 2 to unload the media. 	
The range function does not work properly for the nvacslsmedia command.	
Workaround: The workaround is to explicitly run this command for each media item that you want to allocate or deallocate. You can use a script to do this task.	
When a space character is all that is specified for a library name with the nvcleandrive command, the first library on the Manage Devices page performs a clean operation on the specified drive. For example, if you run the command <code>nvcleandrive libraryname "<space character only>" -librarydrivenumber <X></code> , NetVault Backup automatically targets the first library on the Manage Devices page and perform a clean operation on drive <X>.	
When a null value is specified with the nvexpiresaveset command, any random saveset is expired.	
When you run the nvjobmodify command, the job is submitted to run, even if you do not include the “ -submit ” option in the syntax.	
When a null string is specified with the nvremovemediaset command, the first entry is deleted from the Media Database.	

Table 4. Command-Line Interface known issues

Known issue	Issue ID
The nvsetcleaninglives command does not report any errors if you configure incorrect values for the lives option.	
The “-include” option for nvsetcreate cannot be used to specify data selections below the “ Fixed Drives ” node in the selection tree.	
The nvsetmodify command cannot be used to modify Schedule Sets. You can create a set using nvsetcreate , and assign it the same name to overwrite the existing set.	
On Windows-based installations, the nvsynchronizesilomedia command does not update the media status on the Manage Devices 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.	DNFSP-113 (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 Discard Metadata option to restore the data.	DNFSP-456 (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 %windir%\system32\inetsrv\config .	DNFSP-508 (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.	DNFSP-636 (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.	DNFSP-718 (14586) (FSG-760)
On Windows 2008 and Windows 2003, the System State node does not include the Removable Storage Manager Database node.	
The Verify After Backup 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 “ Completed with Warnings, ” but no data is backed up.	
The following known issues apply to the Backup Windows File Short Names and Restore Windows File Short Names options: <ul style="list-style-type: none"> Restoring short names only works if an existing file with the same short name does not exist. Attempts to back up or restore short names fail if you enable Windows-based Compression or Encryption option on a target system. 	
Although VSS backups complete successfully, the message “Error deleting volume snapshot(s): VSS_E_BAD_STATE” is written to the NetVault Backup logs.	
If a job restores a Windows symbolic link (file created using mklink , 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. Quest recommends 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.	

Table 5. Plug-in for FileSystem known issues

Known issue	Issue ID
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 “Waiting for Job Options” 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 “Backup through Remote Mounts” option. If necessary, clear or exclude remote mounts or add the following stanza to the file nvfs.cfg :	
<pre>[Performance:DoRecursiveAutoMountScan] Value=FALSE</pre>	

System requirements

Before installing NetVault Backup 11.4, ensure that your system meets the following minimum hardware and software requirements.

Table 6. System requirements

Requirement	Details
Platform	For complete supported platform information, see the <i>Quest NetVault Backup Compatibility Guide</i> available at https://support.quest.com .
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 6. System requirements

Requirement	Details
Operating system	<p>NetVault Backup Server</p> <p>The server can be installed on the following operating systems:</p> <ul style="list-style-type: none">• Linux (x86 and x86-64)• CentOS• Debian• Red Hat Enterprise Linux (RHEL)• SUSE Linux Enterprise Server (SLES)• Windows (x86 and x86-64) <p>NetVault Backup Client</p> <p>The client can be installed on the following operating systems:</p> <ul style="list-style-type: none">• AIX• FreeBSD• HP-UX• Linux• Mac OS X• Solaris• Windows• Ubuntu <p>For more information, see the <i>Quest NetVault Backup Compatibility Guide</i> available at https://support.quest.com.</p>
Web browser	<p>The NetVault WebUI supports the following browsers:</p> <ul style="list-style-type: none">• Internet Explorer 10 and later• Firefox 20 and later• Chrome 28 and later• Safari 6 and later

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, ensure 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, ensure 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, ensure 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 7. 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 reinstalling 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 reinstall 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 is displayed 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, Quest predominantly supported Multibyte Character Sets, but had some Unicode Support. Starting with 10.0, Quest predominantly support Unicode, however, still supports 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.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact.

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.

Third-party contributions

This product contains the following third-party components. For third-party license information, go to <http://www.quest.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (*) is available at <http://opensource.quest.com>.

Table 8. List of third-party contributions

Component	License or acknowledgment
CAST-256 1.0	<p>CAST-256 1.0</p> <p>Copyright in this implementation is held by Dr B R Gladman but I hereby give permission for its free direct or derivative use subject to acknowledgment of its origin and compliance with any conditions that the originators of the algorithm place on its exploitation.</p> <p>Dr Brian Gladman 14th January 1999</p>
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