

# Quest<sup>®</sup> NetVault<sup>®</sup> Backup Plug-in *for Hyper-V* 11.4.5 Release Notes

**December 2017**

These release notes provide information about the Quest<sup>®</sup> NetVault<sup>®</sup> Backup Plug-in *for Hyper-V* release.

Topics:

- [About this release](#)
- [New features](#)
- [Known issues](#)
- [System requirements](#)
- [Product licensing](#)
- [Upgrade and installation instructions](#)
- [More resources](#)
- [Globalization](#)
- [About us](#)

## About this release

Quest NetVault Backup (NetVault Backup) Plug-in *for Hyper-V* (Plug-in *for Hyper-V*) 11.4.5 is a minor release, with enhanced features and functionality. For complete product documentation, visit <https://support.quest.com/technical-documents>.

## New features

New feature in Plug-in *for Hyper-V* 11.4.5: Added support for file-level recovery of Extents File Systems (XFS) on Linux and UNIX.(DNMHP-251)

# 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
The network adapter configuration is occasionally lost during recovery of a VM. If this issue occurs, manually select the network adapter from the Hyper-V Manager.	DNMHP-43 (15132, HYV-22)
The <b>Percentage Complete</b> progress bar in the <b>Monitor Job</b> page is not currently populated with the appropriate progress of the job.	DNMHP-71 (15160, HYV-48)
The plug-in does not currently handle VMs that have names ending with a whitespace.	DNMHP-82 (15171, HYV-58)
The plug-in does not support Hyper-V installations that have two or more VMs that share identical names.	DNMHP-97 (15186, HYV-71)
If you are using the Hyper-V Role for Windows Server 2008 R2 with Simplified Chinese, French, German, or Korean, permission is not correctly granted during the VM recovery, which renders the VM unrecognizable by Hyper-V Manager. To grant permission to the restored files manually, run the following command on all restored files, including .vhd, .avhd, .xml, .bin, and .vsv, for the VM.	DNMHP-166 (21572)
<pre>icacls &lt;restore_file&gt; /grant "NT VIRTUAL MACHINE/&lt;VMID&gt;":F /l</pre> <p>Replace "NT VIRTUAL MACHINE" with the language equivalent.</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>Simplified Chinese: "NT 虚拟机"            French: "Ordinateur Virtuel NT"            German: "NT Virtueller Computer"            Korean: "NT 가상 컴퓨터"</p> </div> <p>For example:</p> <pre>icacls "C:\ProgramData\Microsoft\Windows\Hyper-V\VirtualMachine\2CAB416C-6B89-4B76-958A-CEAE95D33BAD.xml" /grant "Ordinateur Virtuel NT\2CAB416C-6B89-4B76-958A-CEAE95D33BAD":F /l</pre> <p>The VMID is the GUID of the VM. Usually, the GUID is the same as the name of the .xml file. The "/l" is needed for symbolic-link files.</p>	
The plug-in fails to mount an online virtual machine for backups if the VM name is too long. This length causes the "expose path," formed by combining the paths to the plug-in <b>Working Directory</b> and the virtual drive files, to exceed 260 characters.	DNMHP-209 (22818)
If you are using the Hyper-V Role for Windows Server 2012, 2012 R2, or 2016 with a localized version of the NetVault Backup Server or Client, or both, manually remove the VM <i>before</i> initiating image-level recovery. Otherwise, recovery fails even though files are correctly restored to the Working Directory (versions 10.5 and earlier of the plug-in) or specified location (version 11.1 and later).	DNMHP-226 (28005) FB 17369
If you use file-level recovery for Linux- or UNIX-based VMs hosted on Windows Hyper-V Servers, the names of files, directories, and volumes cannot contain keyboard combinations of Alt+0 through Alt+32, nor can they contain the following characters:	DNMHP-254
<pre>\\ \ / [ ] :   &lt; &gt; + ; = . ? "</pre> <p>For more information, see <a href="https://technet.microsoft.com/en-us/library/cc956689.aspx">https://technet.microsoft.com/en-us/library/cc956689.aspx</a>.</p>	
The plug-in does not list symbolic links or hard links during the file-level recovery process.	DNMHP-256

**Table 1. General known issues**

<b>Known issue</b>	<b>Issue ID</b>
Names of VMs targeted for backup cannot contain Unicode characters. Backing up a VM that contains Unicode characters in its name generates an "Error writing to backup media" message.	FB 17225
If you use a localized version of the plug-in, the following items are not translated: Options included in the Actions list and on the Plugin Options dialog box, and Messages listed on the Job Status or View Logs page.	FB 17344, FB 17346, FB 17351, FB 17361
If you restore a VM whose source has the same disk ID as the host, the VM displays an error (0xc000000e) and fails to start.	FB 17393
<b>Workarounds:</b>	
<ul style="list-style-type: none"> <li>• Run the BCDEdit command-line tool, and point the boot manager to the correct disk.</li> <li>• If the source VM is cloned from the same Virtual Hard Disk (VHD or VHDX), update the disk ID of the source VM. That is, change the disk ID inside each cloned VM.</li> </ul>	
Running a backup job that targets a VM whose operating system (OS) resides on a passthrough disk does not fail properly. This configuration is not supported; the backup job should fail and indicate that no disks were backed up. Instead of failing the job, the plug-in erroneously backs up configuration, .xml, and recover_ctx.dat, files.	FB 17395
If your environment uses Windows Server 2008 R2 as the Hyper-V Server and you use the <b>Rename</b> feature during a restore, the recovery does not include network adapters that the VM backup included. After recovery is completed, use Hyper-V Manager to add the network adapters for the VM.	FB 17804
If your environment uses Windows Server 2008 R2 for Hyper-V Clustering, the number of parallel write streams that can be run is one. If you change the number, the plug-in prevents multiple backup streams from running simultaneously.	FB 17808
If you perform a file-level restore, do not use the <b>Rename</b> option in the <b>Actions</b> list for the VM node. Although the option is enabled, the plug-in ignores the <b>Rename</b> field and the restore completes with warnings.	FB 17824
If your environment includes Linux VMs and you perform a file-level recovery of a job that contains files with the same name but different capitalization, the job might complete with warnings. Because Windows is not case-sensitive, it does not recognize the distinction between the two files. All other selected files are recovered.	FB 17829
The plug-in does not correctly index compressed or sparse New Technology File System (NTFS) files on Windows Server. Because of this issue, you cannot recover compressed or sparse NTFS files during file-level recovery.	DNVMWARE-1456 (29043) FB 17836
The plug-in does not correctly index sparse files on extended (EXT) Linux file systems. Because of this issue, the sparse files cannot be recovered during file-level recovery.	DNVMWARE-1365 (27629) FB 17841
<b>Workaround:</b> To recover sparse files, perform an image-level recovery.	
The plug-in does not support recovery of backups taken using versions 1.7 or 10.0.1.	FB 17843
<b>Workaround:</b> To recover sparse files from backups taken using version 1.7, perform an image-level recovery.	
If your VM relies on a storage pool created from virtual drives, the backup job fails.	FB 17851
<b>Workaround:</b> Turn off the VM, and run the backup job again.	
Beginning with Windows Server 2012 R2, Hyper-V supports the sharing of a virtual hard-disk file, .vhdx, between multiple VMs. However, if you share the .vhdx file, the following Hyper-V tasks are not currently supported by the plug-in: resizing, migrating, and creating or backing up replicas.	FB 18406

# System requirements

Before installing Plug-in *for Hyper-V* 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>.

The plug-in requires installation of Windows PowerShell 3.0 or later. By default, Windows Server 2008 R2 includes PowerShell 2.0, which you must update to 3.0 or later. By default, Windows Server 2012, 2012 R2, and 2016 already include 3.0, 4.0, and 5.0, respectively.

## Upgrade and compatibility

Plug-in *for Hyper-V* 11.4.5 requires NetVault Backup 10.0.5 or later. For complete supported-platform information, see the *Quest NetVault Backup Compatibility Guide*.

**! CAUTION:** The plug-in does not support recovery of backups taken using version 1.7. If you must be able to recover backups taken using version 1.7, do not upgrade to version 10.0.1 or later.

# 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 upgrade and installation instructions, see the *Quest NetVault Backup Plug-in for Hyper-V User's Guide*.

## Important upgrade and installation notes

Before installing or upgrading the plug-in, review the following items:

- If you are upgrading from version 1.7 or earlier, **you must remove the existing plug-in and upgrade to NetVault Backup 10.0.5 or later before you install the new version**. The name of the plug-in was changed in version 10.0.1. This process ensures that items with the previous plug-in name are removed before items with the new name are installed.
- If you are upgrading from version 10.0.1 and your environment contains a Hyper-V Cluster on the physical client, the upgrade process automatically removes the configured cluster; that is, it removes the server and credential information from the configuration file for the plug-in. The upgrade assumes that you intend to add a Virtual Client and configure the cluster again. Due to the introduction of the Virtual Client functionality, also delete backup jobs created for a cluster in version 10.0.1, and re-create the jobs using the new version.
- If you intend to use the **NetVault Backup Virtual Client** functionality, do *not* install the plug-in on the individual clients. The process of creating and using the Virtual Client automatically pushes the plug-in to the applicable physical clients. For complete information about using Virtual Clients, see the *Quest NetVault Backup Administrator's 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 supports any single-byte or multi-byte 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.

# 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](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.

© 2017 Quest Software Inc.

**ALL RIGHTS RESERVED.**

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.  
Attn: LEGAL Dept.  
4 Polaris Way  
Aliso Viejo, CA 92656

Refer to our website (<https://www.quest.com>) for regional and international office information.




**Patents**

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

**Trademarks**

Quest, the Quest logo, Join the Innovation, and NetVault are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

**Legend**

-  **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.
  
-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
  
-  **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.