

# Quest® vRanger® 7.6.5

## Release Notes

May 2018

These release notes provide information about the Quest® vRanger® release.

- [About this release](#)
- [Resolved issues](#)
- [Known issues](#)
- [System requirements](#)
- [Product licensing](#)
- [Upgrade and installation instructions](#)
- [More resources](#)
- [Globalization](#)
- [Third-party contributions](#)

## About this release

vRanger Backup & Replication is the market-leading backup, recovery, and backup-management solution for VMware® and Hyper-V® virtual environments. vRanger automatically discovers new virtual machines (VMs), reduces backup windows, provides smarter backup options, and offers more scalability through its agent-less architecture and features while using fewer resources.

vRanger capabilities:

- Performs incremental, differential, or full image backups of virtual and physical machines.
- Restores the entire machine or specific files.
- Manages disaster recovery strategies and protects critical data in virtual environments.
- Replicates VMs to more than one destination, which lets you accomplish multiple high-availability and disaster recovery objectives based on your specific needs.

vRanger 7.6.5 is a maintenance release with defect resolutions related to product performance and stability. See [Resolved issues](#) for more detailed information.

# Resolved issues

Table 1. Issues resolved in this release

Resolved issue	Issue ID
An excluded Hyper-V VM will be backed up if it is moved to a new host.	VR-172
Backups of physical servers with an incompatible agent version fails with Error -1: An unknown error has occurred	VR-484
Inventory Node/Source not updating for jobs where the VM name is changed later.	VR-529
Backup job for VM on vSAN fails on upgrade from 7.5.1 to 7.6.3	VR-553
vRanger crashes when mapping disk after providing IP for physical restore	VR-575
The <i>vRanger Installation/Upgrade Guide</i> had an incorrect listing in the “Supported Upgrade Paths” section.	VR-590
When backing up to an RDA repository, an error indicating a crash of backup.exe is recorded to the event log even though the backups are successful.	VR-597
In Repository view, the 'Created' column would not display Time as before.	VR-621
Not able to restore a backup in vCenter that is running Datastore Cluster.	VR-625
Error: The remote server returned an error: (404) Not Found on Hyper-V backups	VR-630
vRanger fails to delete the <i>var</i> and <i>manifest</i> files from DDBoost repo	VR-640

# 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 2. Installation known issues**

<b>Known issue</b>	<b>Issue ID</b>
The vRanger Service does not start after installing vRanger on Windows Server 2008 R2 SP1.	VR-177

**Workaround:**

When installing vRanger on Windows Server 2008 R2 SP1, the Windows Management Framework 3.0 must also be installed in order for the vRanger Service to run. Options for installing WMF 3.0 are:

**Before installing vRanger:**

- 1 First, manually install the Microsoft .Net Framework 4.5.
- 2 Install the Windows Management Framework 3.0 using the installer available in Microsoft KB article KB2506143.
- 3 Install vRanger.

**After installing vRanger:**

- 1 Install vRanger as documented in the vRanger Installation/Upgrade Guide. If the .Net Framework 4.5 is not already installed on the server, it will be installed automatically during the vRanger installation process.
- 2 Install the Windows Management Framework 3.0 using the installer available in Microsoft KB article KB2506143.
- 3 Confirm the vRanger Service is started.
- 4 Start vRanger.

When installing vRanger with the embedded database on Windows Server 2016, the installation may freeze due to a Microsoft issue with installing SQL Server R2 Express on Windows Server 2016.	VR-459
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When installing or upgrading vRanger on a Microsoft Windows 2012 R2 Server, the vRanger GUI may fail to launch with following error:

“FileNotFoundException. Could not load file or assembly 'Vizioncore.vRanger.FLR.dll' or one of its dependencies. The specified module could not be found.”

**Workaround:**

This issue is caused by a corrupted Visual C++ 14.0 installation on the installation server. To resolve this issue

- 1 Uninstall the current Visual C++ 14.0 instance.
- 2 Install the updates from the following Microsoft Knowledge Base articles:
  - KB2939087
  - KB2975061
  - KB2919355
  - KB2999226
- 3 Reinstall VC++14.0
- 4 Perform fresh install /upgrade for vRanger 7.6

**Table 2. Installation known issues**

Known issue	Issue ID
<p>If the Quest vRanger Service is installed with a user other than the currently logged in user, use mixed-mode authentication for SQL Server® and authenticate with the system administrator (sa) user.</p>	17210
<p>Alternatively, Windows®-only authentication can be used if the following workaround is implemented.</p>	
<b>Workaround:</b>	
<ol style="list-style-type: none"> <li>1 Log in to Windows as the install user.</li> <li>2 Run a command prompt, and type:</li> </ol>	
<pre>sqlcmd -S .\vRangerPro use vRangerPro go</pre>	
<ol style="list-style-type: none"> <li>3 Replace <b>VRANGER\vRangerServiceUser</b> with the name of the vRanger service user in the following command:</li> </ol>	
<pre>EXEC sys.sp_addsrvrolemember @loginame=N'VRANGER\vRangerServiceUser', @rolename=N'sysadmin' go quit exit</pre>	
<ol style="list-style-type: none"> <li>4 Stop and start the Quest vRanger Service. vRanger is able to connect to the service.</li> </ol>	
<p>If you did not remove the vRanger database during a vRanger uninstall, you must use the same credentials as the original install or grant rights to the database for the new user when reinstalling vRanger.</p>	17705
<p>vRanger is available in three versions: vRanger Standard Edition (SE), vRanger Backup &amp; Replication, and vReplicator. Only one version of vRanger can be licensed on a machine at any one time. For example, you cannot license vRanger SE and vReplicator on the same machine.</p>	
<p>When vRanger is installed on Windows 8.1 or Windows Server 2012, using the Uninstall icon to remove the application fails unless the uninstall is performed using the Administrator role.</p>	15470
<b>Workaround 1:</b>	
<ol style="list-style-type: none"> <li>1 Move the cursor to the upper-right or lower-right corner of the screen.</li> <li>2 When the Charms bar appears, select the <b>Start</b> icon.</li> <li>3 Right-click in an empty space on the <b>Start</b> screen, and select <b>All Apps</b>.</li> <li>4 Using the scroll bar at the bottom, scroll right to the <b>Quest</b> section.</li> <li>5 Look for the <b>Uninstall</b> tile above the <b>vRanger Backup &amp; Replication</b> tile.</li> <li>6 Right-click the <b>Uninstall</b> tile, and select <b>Run as Administrator</b>. The uninstall starts as it normally does.</li> </ol>	
<b>Workaround 2:</b>	
<p>You may also uninstall vRanger using the Programs and Features application in the Control Panel.</p>	

**Table 2. Installation known issues**

Known issue	Issue ID
<p>When a proxy server is configured on the vRanger machine, vRanger may not be able to connect to VMware® vCenter™ Servers or NetVault SmartDisk repositories.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1 Log in to the vRanger machine using the account used to run the three vRanger services. If you are unsure what the account is, use Microsoft Management Console (MMC) to check the <b>services.msc</b> file.</li> <li>2 Open Internet Explorer® (IE) while logged-in with the account.</li> <li>3 Go to <b>Internet Options &gt; Connections &gt; LAN settings</b>; this location varies depending on the version of IE installed on the machine.</li> <li>4 Make sure that <i>no</i> proxy information is defined, and no proxy server is being used.</li> <li>5 Clear the <b>automatically detect settings</b> check box, in case your particular environment has an automatic proxy script set up.</li> </ol>	
<p>During an upgrade, the vRanger Upgrade Installer might not delete the previous <b>vRanger Pro Service</b> event log. This exclusion causes the vRanger user interface (UI) to hang and display a “Could not connect to the service” message after the upgrade. To remove the log manually, complete the following steps:</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1 Disable the <b>Event Log</b> service.</li> <li>2 Restart the vRanger machine.</li> <li>3 From the vRanger machine’s <b>%SystemRoot%\System32\Config</b> folder, delete the vRanger <b>*.evt</b> file.</li> <li>4 In the Windows Registry, delete the vRanger entry from the “HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog” key.</li> <li>5 Restart the <b>Event Log</b> service.</li> </ol>	13623
<p>When the Quest vRanger Service is configured for a delayed start, and the vRanger Upgrade Installer is run before the existing Quest vRanger Service has started, the upgrade fails when the Quest vRanger Service starts.</p> <p><b>Workaround:</b></p> <p>Wait until the Quest vRanger Service starts to perform an upgrade. The vRanger Upgrade Installer stops the service if it is running.</p>	13687
<p>If vRanger is installed using a local admin account, and that account is changed after vRanger is uninstalled, you must use SQL Server authentication for the database installer for both vRanger and Cataloging when you reinstall vRanger.</p> <p>If the second local admin account does not have access to the database, grant that account administrator access to the SQL Server instance before installation.</p>	16034

Table 3. General known issues

Known issue	Issue ID
<p>In order to protect Microsoft System Center Virtual Machine Manager (SCVMM) servers, the version of the SCVMM Administrator Console matching the servers to protect must be installed on the vRanger machine.</p> <p>Two different versions of the SCVMM Administrator Console cannot be installed on the same vRanger machine, meaning that one vRanger machine can only protect one version of SCVMM servers.</p> <p><b>Workaround:</b></p> <p>If you need to protect multiple versions of SCVMM with vRanger, you must either:</p> <ul style="list-style-type: none"> <li>• Upgrade older SCVMM versions so that only one version exists in your environment</li> <li>• Use multiple vRanger servers</li> </ul>	VR-429
<p>Domain controller and domain authentication issues can cause errors such as:</p> <ul style="list-style-type: none"> <li>• VM backups encounter <b>2129 Can't Write errors to CIFS repositories with any transport type.</b></li> <li>• Physical machine backups encounter <b>2129 Can't Write errors to CIFS repositories.</b></li> <li>• Virtual appliance (VA) backups fail with <b>2129 Can't Write errors to CIFS repositories.</b></li> <li>• Physical machine shows as <b>Disconnected in Inventory.</b></li> </ul> <p><b>Workaround:</b></p> <p>The following lists some common situations that can cause these issues:</p> <ul style="list-style-type: none"> <li>• System Time synchronization: If any of the systems—AD server, the DNS server, and so on—is not within the allowed time drift, authentication can fail.</li> <li>• Domain membership: The machine may be part of the domain, as seen when you bring up the computer properties, but the membership may not be active, and may have to be reset. To check the status of the systems domain membership from the machine itself, use the command: <code>netdom verify %computername% /verbose</code></li> </ul>	15187
<p>Paths for Common Internet File System (CIFS) repositories are case-sensitive. When configuring a CIFS repository, ensure that the path for the repository is entered in the correct case.</p>	15468
<p>When configuring repository connections, the credentials used cannot contain an asterisk (*) or a question mark (?)</p>	17273
<p>When a Backup Group contains two Windows 8.1 or Windows Server 2012 VMs that are clones of each other, and that group is backed up using HotAdd, only one of the cloned machines restores properly.</p>	15112
<p>Refreshing Windows Disk Management on the vRanger VM may cause a HotAdd backup to fail over to a network backup.</p>	12302
<p>When vRanger is installed on a VM that contains two paravirtualized (PVSCSI) controllers, mounting of paravirtual volumes by using HotAdd fail, causing vRanger to continue operations using the configured failover method—network for backup, or the configured transport failover option for replication.</p> <p><b>Workaround:</b></p> <p>Often, one of the PVSCSI controllers is empty and can be safely removed. Removing this second, empty controller from the vRanger machine allows HotAdd operations to process normally.</p>	

**Table 3. General known issues**

Known issue	Issue ID
<p>During periods of heavy activity on the vRanger machine, HotAdd backup tasks may fail over to LAN backups with the following message. Sometimes, the LAN backups fail with the same error.</p> <pre>Backup task using VDDK Hot-add failed: RETRY operation timed out [at xtimedwait:416]</pre> <p>These errors can be caused by excessive resource contention, which causes vRanger message queues to become out of synch.</p> <p><b>Workaround 1:</b></p> <p>To avoid task timeout errors, schedule jobs to avoid excessive resource contention on the vRanger machine.</p> <p><b>Workaround 2:</b></p> <p>If rescheduling jobs is not an option, you may increase the timeout value to allow the vRanger message queues to recover from issues caused by resource contention. To change the timeout value:</p> <ol style="list-style-type: none"> <li>1 Browse to the vRanger installation directory. By default, this directory is <b>C:\Program Files\Quest\vRanger</b>.</li> <li>2 Open the <b>Vizioncore.vRanger.Service.exe.config</b> file in Notepad.</li> <li>3 Search the file for <b>CommitTimeout</b>, and change the timeout value to <b>450</b>.</li> <li>4 Save the file.</li> <li>5 Restart the <b>Quest vRanger Service</b> to implement the changes.</li> </ol>	
Backup jobs for Hyper-V® Servers are shown twice in the Backup Job Summary Report.	16907
When the vCenter User credentials are changed, the change does not take full effect until the Quest vRanger Service is restarted.	17038
In some circumstances, Changed Block Tracking (CBT) does not show as enabled for some VMs in the vRanger inventory. This issue is due to an error described in <a href="#">VMware KB article 2075984</a> .	17528
<p><b>Workaround:</b></p> <p>To resolve this issue, perform the workaround documented in <a href="#">VMware KB article 2075984</a>.</p> <p>When creating Hyper-V virtual machines, avoid using special characters. The [ ] (square brackets) and ` (backtick) specifically should not be used.</p>	

**Table 4. Backup known issues**

Known issue	Issue ID
<p>VA-based Hot add backups fail with Error: -1 - An unknown error has occurred.</p> <p>The following error will also appear in the Support logs:</p> <pre>"mkdir: cannot create directory '/var/tmp/vix/dd57d1da-22ee-4a9b-9988-310e8b608c3f': Read-only file system"</pre> <p><b>Workaround:</b></p> <p>The error is caused by the ext4 root file system being mounted as read-only. Reboot the VA and re-run the job.</p>	VR-489
<p>Backups to EMC Data Domain Boost 5.7 repositories may generate the error message: "OST secure query RPC failed . . .".</p> <p>This error message is the result of newer EMC Data Domain Boost libraries failing back to legacy connection protocols and can be ignored.</p>	VR-440

**Table 4. Backup known issues**

Known issue	Issue ID
<p>When performing SAN backups of VMs created in VMware® vCloud Director® from a template, the backup may fail with the “Error: 2760 - &lt;VIXcannotOpenDetails&gt; VIX can’t open...” error.</p> <p>The VMware SAN mode transport searches for VMs by BIOS UUID. By default, all instances and VMs that are deployed from a given catalog vApps/template in vCloud Director are assigned the same BIOS UUID. For more information, see <a href="#">VMware KB article 1002403</a>.</p> <p><b>Workaround:</b></p> <p>To resolve this issue, perform the workaround documented in <a href="#">VMware KB article 2002506</a>.</p>	17591
<p>When performing a quiesced backup of a Windows Server 2012 VM without using <b>vzShadow.exe</b>, event log errors are generated for System Reserved volumes during snapshot creation.</p> <p>The VMware QueryChangedDiskAreas API returns incorrect sectors after extending the VM VMDK file with CBT enabled. This issue causes the CBT filter to become invalid, possibly corrupting vRanger backups. For more information, see <a href="#">VMware KB article 2090639</a>.</p> <p><b>Workaround:</b></p> <p>Ensure that the patches described in <a href="#">VMware KB article 2090639</a> are applied, and follow other workaround recommendations documented in the KB as appropriate for your environment.</p>	14130
<p>When using the <b>vzShadow.exe</b> executable to perform application-consistent backups, lettered drives are required. The use of <b>vzShadow.exe</b> to quiesce mount points with databases is not supported.</p> <p>When backing up Windows Server 2008 R2 VMs with multiple disks, and the Enable Guest Quiescing option is selected, some backup tasks may fail with the “API Call failed with message: A general system error occurred: Protocol error from VMX” error.</p> <p><b>Workaround:</b></p> <p>For options to resolve this issue, see <a href="#">VMware KB article 1037071</a>.</p>	
<p>When performing full backups with CBT enabled, the CBT operation may fail with the “Change Block Tracking not enabled on &lt;disk&gt;” error. When performing incremental or differential backups of the same VMs, CBT functions properly.</p> <p>The following scenarios have been shown to cause this error, although not in all cases:</p> <ul style="list-style-type: none"> <li>• VMware® ESXi™ host crash</li> <li>• VMX crash</li> <li>• Storage vMotion® of the VM—while powered off</li> <li>• Changes in the VM disk configuration that cause the disk device key to change</li> <li>• A disk was detached from the VM, and re-attached</li> <li>• HotAdd</li> </ul> <p><b>Workaround 1:</b></p> <p>Sometimes, performing the following steps resolves this issue.</p> <ol style="list-style-type: none"> <li>1 Remove the snapshot from VM.</li> <li>2 Disable CBT.</li> <li>3 Enable CBT.</li> <li>4 Take a snapshot.</li> </ol> <p><b>Workaround 2:</b></p> <p>Sometimes, deleting the <b>*ctk.vmdk</b> file for each disk in the affected VM resolves this issue.</p>	



**Table 5. Restore and file-level restore (FLR) known issues**

Known issue	Issue ID
Windows Server 2012, 2012 R2, or 2016 VMs that contain Storage Space volumes are not supported for File-level Recovery.	VR-637
When restoring a VM that had an ISO connected when the VM was backed up, the restored VM does not have the ISO connected.	8366
<b>Workaround:</b>	
To ensure that ISO images are attached to a VM when restored:	
<ul style="list-style-type: none"> <li>• Change the VM settings to set the <b>StartConnected</b> value of the CD-ROM-image device to <b>True</b>.</li> <li>• Ensure that the restore job option <b>Force Power On</b> is enabled.</li> <li>• Ensure that the path to the ISO image is available to both the backup source VM and the restore target VM.</li> </ul>	
Some restore tasks fail with the “Error: Restore command exited unexpectedly” error.	15348
This issue is caused by a known issue with the VMware VDDK titled “Possible segmentation violation if running multiple backup processes.” For more information, see the <a href="#">VMware VDDK 5.0 Release Notes</a> .	
When a standalone ESXi 5 host is added to the vRanger inventory, and that Host is associated with a vSphere® 5 vCenter that is not in the vRanger inventory, restore operations to that host fail with the error:	
“<host> is being managed by a Virtual Center. Please disassociate the host from the Virtual Center before continuing a Restore operation or register the Virtual Center in vRanger.”	
Association is a new relationship introduced in vSphere 5, whereby some host resources are managed only by an associated vCenter, and not the host itself. The Host, therefore, does not have permission to perform the operations required to restore a VM. If the vCenter is not in the vRanger inventory, vRanger cannot obtain the required permissions.	
<b>Workaround:</b>	
Either disassociate—disconnecting is insufficient—the host from the vCenter, or register the vCenter in vRanger.	
If you are connected to the vRanger machine using RDP when installing vRanger, some vRanger components required for FLR may be installed in an unexpected location, causing them to be unavailable when requested by vRanger. This issue causes FLR tasks to freeze while displaying “Loading ...”	
<b>Workaround:</b>	
If this issue occurs, log out of your RDP session—do not simply exit—and reconnect. vRanger reinstalls the required tools.	
When performing a Linux® FLR operation that recovers files and folders with the following characters in the name, the files and folders are displayed with what look to be randomly generated names, and are restored successfully with same random names. Characters that cause this behavior are:	
\ : * " ? < >	
FLR from a Windows Server 2012 VM, the contents of the mounted disk are not displayed.	14131
<b>Workaround:</b>	
To perform an FLR for a Windows Server 2012, install vRanger on Windows Server 2012.	
Windows systems often contain a Microsoft-created hidden partition that is not visible through the Disk Management snap-in. When vRanger catalogs the disk containing this hidden partition, it attempts to catalog this partition and may fail, as the partition is often not formatted with NTFS. vRanger generates a failure message in the log files for this partition which may cause confusion, as this partition is often not known to exist.	
The vRanger cataloging feature does not support operation against dynamic disks.	13755

**Table 6. Physical backup and restore known issues**

Known issue	Issue ID
<p>The vRanger Restore CD is not compatible with UEFI. Physical target servers booting into UEFI will not boot the Restore CD.</p> <p><b>Workaround:</b></p> <p>To restore a backup to a physical server booting into UEFI, change the boot mode to BIOS. To do so, follow the steps below:</p> <ol style="list-style-type: none"> <li>1 Change the boot mode to BIOS for the physical server.</li> <li>2 Boot using restore CD.</li> <li>3 Perform restore from vRanger.</li> <li>4 After successful restore from vRanger, change the BIOS mode back to UEFI.</li> </ol>	VR-422
<p>Physical backup of Windows Server 2012 and 2012 R2 machines may fail with the “Failed to create VSS snapshot (P_VSSUTIL_WRITER_ERR)” message. This issue is often due to a VSS timeout caused by resource contention on the source server.</p> <p><b>Workaround:</b></p> <p>If possible, adjust the backup schedule so that the backup is performed during a period of lower resource consumption.</p>	16589
<p>If the disk hardware is changed between physical backup or restore tasks, the job should be updated to reflect such changes to ensure that the intended disks are included. In some instances, rebooting the target server causes disks to change IDs—see Microsoft article <a href="http://msdn.microsoft.com/en-us/library/windows/desktop/bb968801(v=vs.85).aspx">http://msdn.microsoft.com/en-us/library/windows/desktop/bb968801(v=vs.85).aspx</a>. This change to the IDs results in a machine whose effective hardware has changed.</p>	14369
<p>When deploying the vRanger physical client to a physical server, the account used to install and run the client must have administrative <b>Log on as a service</b> rights. If this computer is a node in a cluster, check that this user right is assigned to the Cluster service account on all nodes in the cluster.</p> <p>If you have already assigned this user right to the service account, and the user right appears to be removed, a Group Policy object associated with this node might be removing the right. Check with your domain administrator to find out if this issue is happening.</p> <p>For instructions, see the Microsoft TechNet article <a href="#">Add the Log on as a service right to an account</a>.</p>	15278
<p>If a repository was created using the vAPI, and the path to the repository was entered using backward slashes instead of forward slashes, restoring a physical server savepoint fails with the “Error: 2630 - can’t find uuid” error.</p> <p><b>Workaround:</b></p> <p>When configuring repositories using the vAPI, use forward slashes.</p>	15409
<p>The use of dynamic disks are not supported for physical backup. If a physical backup task is performed on a source server containing dynamic disks, the task fails with the “Value cannot be null” message.</p>	14470
<p>Adding a physical source server to vRanger inventory sometimes fails with the “The RPC server is unavailable” error.</p> <p><b>Workaround:</b></p> <p>If this error is observed, perform the following actions:</p> <ol style="list-style-type: none"> <li>1 On the source server, open the Windows firewall, and select <b>Change Settings</b>. In the <b>Exception</b> tab, select <b>Windows Management Instrumentation (WMI)</b>.</li> <li>2 On the source server, verify that the <b>Remote Procedure Call (RPC)</b> service is started and set to <b>Automatic</b>.</li> <li>3 On the source server, verify that the <b>Windows Management Instrumentation (WMI)</b> service is started and set to <b>Automatic</b>.</li> </ol>	

**Table 6. Physical backup and restore known issues**

<b>Known issue</b>	<b>Issue ID</b>
<p>When uninstalling the vRanger Physical Client, the following files are not removed from the physical client installation directory—<b>C:\Program Files\Quest\vRangerPhysicalClient</b> by default.</p> <ul style="list-style-type: none"> <li>• A numerically designated directory containing the vRanger tools, for example, <b>201020823162</b></li> <li>• <b>serviceconfig.txt</b></li> <li>• <b>vRangerPhysicalClient.log</b></li> </ul> <p><b>Workaround:</b> You may remove these files manually.</p>	14554
<p>When restoring to a physical server, vRanger does not lock the source or savepoint. This behavior potentially allows the un-supported practice of creating two simultaneous restore tasks to the same server.</p> <p><b>Workaround:</b> Ensure that you only configure one restore task per server.</p>	14507
<p>When performing physical backups of an Exchange 2010 server, the task fails with the “Failed to create VSS snapshot on the target machine (P_VSSUTIL_WRITER_ERR)” error.</p> <p><b>Workaround:</b> To protect Exchange 2010 with physical backups, install Exchange Server 2010 Service Pack 2 on the source server.</p>	14426
<p>When performing physical backups, backup tasks intermittently fail with the “Failed to create VSS snapshot on the target machine (P_VSSUTIL_UNEXPECTED)” error.</p> <p><b>Workaround:</b> When this problem occurs, log in to the affected source server and restart the Quest Physical Client service.</p>	14711
<p>Sometimes the “The RPC server is unavailable. (Exception from HRESULT: 0x800706BA)” error is encountered while adding a physical machine to vRanger.</p>	14639
<p>When performing physical backups, if the credentials used for authenticating to the source server are changed without updating vRanger, subsequent backup tasks fail with the “Failed to acquire shared resources (Unable to connect to the backup destination.) Failed to connect to the backup destination” error. When this issue occurs, update the credentials in vRanger.</p>	14712

**Table 7. Replication known issues**

<b>Known issue</b>	<b>Issue ID</b>
<p>Replication to a target containing vRDM disks is not supported.</p> <p>When a standalone ESXi host is added to the vRanger inventory, and that Host is <i>associated</i> with a vSphere vCenter not in the vRanger inventory, replication operations to that host fail with the error: “&lt;host&gt; is being managed by a Virtual Center. Please disassociate the host from the Virtual Center before continuing a replication operation or register the Virtual Center in vRanger.” <i>Association</i> is a relationship introduced in vSphere 5, whereby some host resources are managed only by an associated vCenter, and not the host itself. The Host, therefore, does not have permission to perform the operations required to replicate a VM. If the vCenter is not in the vRanger inventory, vRanger cannot obtain the required permissions.</p> <p><b>Workaround:</b> Either disassociate—do not simply disconnect—the host from the vCenter, or register the vCenter in vRanger.</p>	16612

**Table 7. Replication known issues**

Known issue	Issue ID
<p>When performing a failover operation, without synchronizing changes, and the source host is unavailable, the failover task fails and you must manually perform the failover.</p> <p><b>Workaround:</b></p> <p>A failover operation performs two key tasks that need to be performed manually if the operation fails: powering on the destination VM, and reversing the direction of replication to ensure that changes to the destination VM are captured when operation reverts to the production site. To replicate a failover task manually, perform the following steps:</p> <ol style="list-style-type: none"> <li>1 Disable the original replication job.</li> <li>2 Power on the destination VM manually.</li> <li>3 Operate as needed using the destination VM.</li> <li>4 After the source host is up again, set up a new replication job using the pre-seed function, selecting the original source VM as the pre-seed target.</li> <li>5 Run the pre-seed replication job.</li> <li>6 After the job is successful, run a test failover to verify that the changes have been transferred.</li> <li>7 Power off the destination—disaster recovery—VM, and power on the original source VM.</li> <li>8 Enable the original job again.</li> </ol> <p>The next replication pass should be successful.</p>	
<p>When performing a replication task after upgrading the source VM from HW version 4 to HW version 7 or 8, the task may appear to hang, and fail with the “The operation has timed out” message. In this situation, vRanger upgrades the HW version of the replica VM, which triggers a vSphere prompt to update the VMware Tools on the replica VM.</p> <p><b>Workaround:</b></p> <p>In the vSphere Client, select <b>Continue with the VM Upgrade</b> for the replica VM.</p> <p>Replication with the VA fails if the following characters are used when authenticating a vCenter connection in vRanger:</p> <p>  \ / “ ‘ : ; &lt; &gt; , ? [ ] + = *</p> <p><b>Workaround:</b></p> <p>Do not use the preceding characters in the username or password used to authenticate to vCenter.</p>	13817
<p>When replicating a VM with a name containing a space in front of a bracket, “ [,” the replication task hangs at 12%.</p>	12163

**Table 8. Virtual appliance (VA) known issues**

Known issue	Issue ID
<p>When editing an existing VA, changing both the datastore and scratch disk size for a VA fails with an error.</p> <p><b>Workaround:</b></p> <p>Change either option individually.</p>	16838
<p>Deploying a VA to a standalone host fails if the host is managed by a vCenter.</p>	16792
<p>When deploying the vRanger VA using the Virtual Appliance Deployment Wizard, only one VA is allowed per host.</p> <p>If a second VA deployment is attempted, the VA Deployment Wizard does not let you deploy a VA to a host that has an existing VA.</p>	13606

**Table 8. Virtual appliance (VA) known issues**

Known issue	Issue ID
<p>When creating a VA with the Install-VirtualAppliance vAPI cmdlet, enabling the VADeployStatus parameter may cause failures when used with multiple VAs.</p>	13834
<b>Workaround:</b>	
<p>When deploying more than three VAs with the vAPI cmdlets, use the Get-VirtualApplianceDeploymentStatus cmdlet to retrieve the status.</p>	
<p>In some environments, it may be necessary for a customer to add a second network interface card (NIC) to the vRanger VA.</p>	
<b>To add a second network card:</b>	
<ol style="list-style-type: none"><li>1 In the vSphere client, add the NIC to the VA.</li><li>2 Power on or reboot the VA.</li><li>3 Log in to the VA.</li><li>4 Run the command: <code>dmesg   grep "rename.*eth"</code> You see two messages indicating the renaming of the real NICs with new Udev NIC names.</li><li>5 Find the Udev NIC name for the new NIC, and note the name indicated for the renamed NIC.</li><li>6 Run the command: <code>cd /etc/sysconfig</code> This directory already contains one configuration file for the first NIC.</li><li>7 Run the following command to create and edit the configuration file for the new NIC where <i>&lt;IFname&gt;</i> is the new name for the new NIC card: <pre>vi ifconfig.&lt;IFname&gt;</pre></li><li>8 Add these lines: <pre>== For DHCP (SAMPLE NIC Interface Name): ONBOOT=yes SERVICE=dhcpd IFACE=enps2 DHCP_STOP="-k" PRINTIP=yes PRINTALL=no  == For Static (SAMPLE NIC Interface Name &amp; IP Addresses): ONBOOT=yes SERVICE=ipv4-static IFACE=enps2 IP=192.168.1.1 GATEWAY=192.168.1.254 PREFIX=24</pre></li><li>9 Restart networking by running the command: <code>/etc/init.d/network restart</code></li><li>10 Check the new NIC and IP configuration by running the command: <code>ifconfig</code></li></ol>	

Table 9. Third-party known issues

Known issue	Issue ID
vSphere 5 introduces the vStorage APIs <code>VixDiskLib_PrepareForAccess()</code> and <code>VixDiskLib_EndAccess()</code> to lock and unlock migration for individual VMs. It is observed that on occasion the <code>VixDiskLib_EndAccess</code> fails to unlock the VM and, as a result, that VM is left in a state where vMotion is permanently disabled. <b>Workaround:</b> Follow the steps documented in the <a href="#">VMware KB article 2008957</a> .	13619
Due to a VMware limitation—as documented in the vSphere 5 Documentation—vRanger cannot support operations against datastores with names containing the characters forward slash (/), backward slash (\), and percent (%). The use of non-standard US-English ASCII characters in certain VM parameters can cause unexpected behavior to occur. For more information, see <a href="#">VMware KB article 1003866</a> .	13840 13841
When special characters are used in a file or folder name, you cannot see that file or folder when browsing the datastore in vCenter. This issue is documented in more detail in the <a href="#">VMware KB article 1015650</a> .	
If the host name of a vCenter server contains a character that Tomcat does not support, retrieving health data fails with the “Unable to retrieve health data from <server>...” error. This error occurs because Tomcat requires that host names are RFC 952 compliant. For more information, see <a href="#">VMware KB article 1013507</a> .	
Cloning a custom Linux VM fails if the VMs computer name contains Extended-ASCII or non-ASCII characters. For more information, see <a href="#">VMware KB article 2004390</a> .	
When creating a Hyper-V backup job, mixing VMs with Cluster Shared Volumes (CSV) and non-CSV volumes is not supported. For more information, see <a href="#">Microsoft KB article 2771882</a> .	
When creating or running a backup job, the operation fails with the “Error: 2760 - <VIXcannotOpenDetails> VIX can’t open [XXXXX] XXXX/XXX.vmdk (The host is not licensed for this feature)” error. <b>Workaround:</b> To resolve this issue, remove the vSphere license and then add it back.	17102
In some cases, VMware backup jobs may fail with the error “Error: -1 Backup process had an unexpected failure”. This is a known issue as documented in VMware KB article <a href="#">2125497</a> and the <a href="#">VMware VDDK 6.0 Release Notes</a> . <b>Workaround:</b> This issue is believed to be a problem with enabling IPv6 on more than one NIC. To resolve this issue, disable IPv6 on the vRanger machine.	17965

## System requirements

**i** | **IMPORTANT:** The information in this section is a summary. Review the information below and in the “System Requirements” and “Upgrading vRanger” chapters of the *Quest vRanger Installation/Upgrade Guide* before installing or upgrading to this version of vRanger.

## Supported operating systems for installation

The following operating systems are supported for installation of vRanger.

Table 10. Supported operating systems

Operating system	Service pack level	Bit level
Windows Server 2008 R2 <sup>ab</sup>	SP1 or later	x64
Windows Server 2012 <sup>b</sup>	All service packs	x64
Windows Server 2012 R2 <sup>bc</sup>	All service packs	x64
Windows Server 2016 <sup>b</sup>	All service packs	x64

- a. Windows 2008 R2 SP1 requires Windows Management Framework 3.0. Refer to Known Issue VR-177 in the vRanger Release Notes for more information.
- b. The Windows Storage Server edition is not supported as an installation platform for vRanger.
- c. Before installing vRanger on Windows Server 2012 R2, the updates listed in [Additional required software](#) must be installed.

## Additional required software

In addition to a supported version of Windows<sup>®</sup> and a supported VMware<sup>®</sup> Infrastructure, you may need some additional software components, depending on your configuration.

- **Microsoft<sup>®</sup> .NET Framework:** vRanger requires the .NET Framework 4.5. The vRanger installer installs it if not detected.
- **SQL Server:** [Optional] vRanger utilizes two SQL Server<sup>®</sup> databases for application functionality. vRanger can install a local version of SQL Express 2008 R2 or you can choose to install the vRanger databases on your own SQL instance.
- **Windows PowerShell 3 or above.** If you are installing vRanger on Windows 2008 R2 SP1, you will need to install Windows PowerShell 3 or above before installing vRanger
- **vRanger virtual appliance (VA):** The vRanger VA is a small, pre-packaged Linux<sup>®</sup> distribution that serves as a platform for vRanger operations away from the vRanger server. vRanger uses the VA for the following functions:
  - Replication to and from VMware<sup>®</sup> ESXi<sup>™</sup> hosts.
  - File-level restore (FLR) from Linux machines.
  - Optionally for backups and restores.
- **Updates for Windows Server 2012 R2:** Before installing vRanger on Windows Server 2012 R2, ensure that the Windows updates listed below are installed:
  - KB2939087
  - KB2975061
  - KB2919355
  - KB2999226

## Hardware requirements

The hardware requirements to run vRanger can vary widely based on several factors. Therefore, you should not do a large-scale implementation without first completing a scoping and sizing exercise.

### vRanger: physical machine

The following describes the hardware recommendations for the vRanger physical machine:

**Table 11. Requirements for a installing vRanger on a physical machine**

CPU	Any combination equaling four cores of CPUs are recommended. Example one quad-core CPU; two dual-core CPUs.
RAM	4 GB RAM is required.
Storage	At least 4 GB free hard disk space on the vRanger machine.
HBA	For LAN-free, Quest recommends that you use two HBAs—one for read operations and one for writing.

## vRanger: virtual machine (VM)

The following describes the hardware recommendations for using vRanger in a VM:

**Table 12. Requirements for a installing vRanger on a virtual machine**

CPU	Four vCPUs.
RAM	4 GB RAM is recommended.
Storage	At least 4 GB free hard disk space on the vRanger machine.

## Requirements for physical backup and restore

When backing up from and restoring to a physical server, vRanger uses a client run on that server to perform backup and restore operations. To process the backup workload effectively, the physical server must meet the following requirements:

**Table 13. Requirements for physical backup and restore**

CPU	Any combination equaling four cores of CPUs are recommended. Example one quad-core CPU; two dual-core CPUs.
RAM	2 GB RAM is required.

## Product licensing

The instructions for enabling a trial or purchased license are the same.

### **To enable a license:**

- 1 Copy the file, **xxx-135-25746.asc**, that was attached to an email you received to an accessible location.  
In this step, *135-25746* represents your unique license number.
- 2 Click **Help Menu > License Information**.
- 3 From the **License Information** screen, click **Add New License**.
- 4 Navigate to the license file, select it, and click **Open**.  
The lower portion of the License Information screen displays your license information.
- 5 Click **Save**, and then click **Exit**.



# Upgrade and installation instructions

For information about installing and upgrading vRanger, see the *Quest vRanger Installation/Upgrade Guide*.

## More resources

Additional information is available from the following:

- [Online product documentation](#)
- [vRanger 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. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. 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.

This release has the following known capabilities or limitations:

- File Level Restore from a NetVault SmartDisk repository does not support Unicode.
- The product documentation and in-product help is available only in English.

## 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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## 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>.

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- 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.

## Third-party contributions

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coreutils 8.25*	<a href="#">MIT Kerberos 5.0</a>

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lib/gssapi/generic/gssapi\_err\_generic.et  
lib/gssapi/mechglue/g\_accept\_sec\_context.c  
lib/gssapi/mechglue/g\_acquire\_cred.c  
lib/gssapi/mechglue/g\_canon\_name.c  
lib/gssapi/mechglue/g\_compare\_name.c  
lib/gssapi/mechglue/g\_context\_time.c  
lib/gssapi/mechglue/g\_delete\_sec\_context.c  
lib/gssapi/mechglue/g\_dsp\_name.c  
lib/gssapi/mechglue/g\_dsp\_status.c  
lib/gssapi/mechglue/g\_dup\_name.c  
lib/gssapi/mechglue/g\_exp\_sec\_context.c  
lib/gssapi/mechglue/g\_export\_name.c  
lib/gssapi/mechglue/g\_glue.c  
lib/gssapi/mechglue/g\_imp\_name.c  
lib/gssapi/mechglue/g\_imp\_sec\_context.c  
lib/gssapi/mechglue/g\_init\_sec\_context.c  
lib/gssapi/mechglue/g\_initialize.c  
lib/gssapi/mechglue/g\_inquire\_context.c  
lib/gssapi/mechglue/g\_inquire\_cred.c  
lib/gssapi/mechglue/g\_inquire\_names.c  
lib/gssapi/mechglue/g\_process\_context.c  
lib/gssapi/mechglue/g\_rel\_buffer.c  
lib/gssapi/mechglue/g\_rel\_cred.c  
lib/gssapi/mechglue/g\_rel\_name.c  
lib/gssapi/mechglue/g\_rel\_oid\_set.c  
lib/gssapi/mechglue/g\_seal.c  
lib/gssapi/mechglue/g\_sign.c  
lib/gssapi/mechglue/g\_store\_cred.c  
lib/gssapi/mechglue/g\_unseal.c  
lib/gssapi/mechglue/g\_userok.c  
lib/gssapi/mechglue/g\_utils.c  
lib/gssapi/mechglue/g\_verify.c  
lib/gssapi/mechglue/gssd\_pname\_to\_uid.c  
lib/gssapi/mechglue/mglueP.h  
lib/gssapi/mechglue/oid\_ops.c  
lib/gssapi/spnego/gssapiP\_spnego.h  
lib/gssapi/spnego/spnego\_mech.c  
and the initial implementation of incremental propagation, including the following new or changed files:  
include/iprop\_hdr.h  
kadmin/server/ipropd\_svc.c  
lib/kdb/iprop.x  
lib/kdb/kdb\_convert.c  
lib/kdb/kdb\_log.c  
lib/kdb/kdb\_log.h  
lib/krb5/error\_tables/kdb5\_err.et  
slave/kpropd\_rpc.c

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