

Quest[®] NetVault[®] Backup 12.0.1, Revision 1 Release Notes

June 2018

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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 12.0.1 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 NetVault Backup 12.0.1: Added support for software-defined Quest QoreStor™ storage devices on Linux.

See also:

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

Enhancements

The following is a list of enhancements implemented in NetVault Backup 12.0.1.

Table 1. Enhancements

| Enhancement | Issue ID |
|---|----------|
| Updated the NetVault Backup WebUI to use a collapsible and expandable feature on the <type> Device page. The name of the page that appears depends on what type of device you are viewing, such as a Quest DR Series system, a Quest QoreStor storage device, and so on. | DNR3-472 |
| Added support for migrating savesets and backup jobs from NetVault SmartDisk to QoreStor (Linux only). | DNR3-568 |
| Renamed the Balance setting for Compression Type options to Fast . | DNR3-692 |

Resolved issues

The following is a list of issues addressed in NetVault Backup 12.0.1.

Table 2. Resolved issues

| Resolved issue | Issue ID |
|--|------------|
| Updated the product to eliminate the CVE-2018-0739 and CVE-2017-3738 vulnerabilities. | NVBU-17636 |
| Corrected an issue that caused the compellent snapshot backup to fail due to an issue with the replay profile cleanup. | NVBU-17651 |
| Updated the product to eliminate the CVE-2018-1058 vulnerability. | NVBU-17656 |
| Corrected an issue that prevented the NetVault Backup Service from starting after an upgrade if any of the PostgreSQL directories were in use. | NVBU-17680 |

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 |
|---|---|
| In NetVault Backup WebUI, while editing a restore selection set, on Edit Selection Set page, the Next button is disabled. Workaround: Select or clear the data selection tree check box on Edit Selection Set page. | NVBU-16148 |
| Unable to edit Restore Selection Set for Plug-in <i>for Raw Devices</i> . Workaround: Create a new restore selection set for restore instead of modifying the existing one. | NVBU-16353 |
| NetVault Backup version 11.4 or later build is not available for HP-UX Itanium platform. | NVBU-15904 |
| NetVault Backup version 11.4 or later 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 |
| Quest DR Device is not accessible after you change the DR Device user password. | NVBU-15843 |
| CLI displaying non English characters incorrectly. For example, <pre>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'</pre> | 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: <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • Default mail format: Select HTML. 4 Click Apply to apply the new settings and close the dialog box. | NVBU-14529 (31878) |
| 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 <i>for Teradata</i> (Plug-in <i>for 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) |

Table 3. General known issues

| Known issue | Issue ID |
|--|-----------------------------------|
| 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) |
| 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) |
| 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. | NVBU-11305 (27165) |
| To change the default setting for the Drive Transfer Buffer Size option: | |
| <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. | |
| 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. | |
| On Windows 2012, the Plug-in <i>for Databases</i> fails to restore a NetVault Database backup that is stored in a NetVault SmartDisk device. 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. | NVBU-11307 (27167) |
| After upgrading to Firefox 31, if you try to log in to the NetVault WebUI, the following error message is displayed: Issuer certificate is invalid. (Error code: <code>sec_error_ca_cert_invalid</code>) The new security library security.use_mozillapkix_verification raises this certification error when you try to access a self-signed certificate. Workaround: To resolve this issue, do the following: <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. | NVBU-11321 (27189) |

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>Known issues related to Plug-in for RDA on 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 for <i>VMware</i> (Plug-in for <i>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 Plug-in for <i>RDA</i> automatically chooses the best mode for the backup. • Restore to a 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 Plug-in for <i>RDA</i>. 2 Install NetVault Backup. 3 Stop NetVault Service. 4 Remove the Plug-in for <i>RDA</i>. | |
| <p>When you remove the 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 plug-in, complete the following steps:</p> <ol style="list-style-type: none"> 1 Ensure that the /usr/local/oca-libs directory has been removed. If not, remove the directory. 2 To create a symbolic link, type the following command: <pre>ln -sf /usr/netvault/dynlib/oca-libs /usr/local/oca-libs</pre> 3 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 for <i>NDMP</i> (Plug-in for <i>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> | |
| <p>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.</p> | |
| <p>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.</p> | |

Table 3. General known issues

| Known issue | Issue ID |
|---|--------------------|
| 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. | |
| Job details are not displayed when you click a policy job in Job Status widget on NetVault Backup Dashboard page. | NVBU-17538 |
| After running a job, when you go to Job Status page to monitor the status of the job, it shows all the jobs with previously applied filters instead of showing all current activity. Workaround: Select the option 'Current Activity' in the 'View By' job status filter option. | NVBU-17582 |
| Unable to restore the data items using catalog search from network share backup. | NVBU-17632 |
| Selecting the catalog search configuration option 'Add pre-existing backups to catalog' re-adds already cataloged jobs to the search database. So, the search result displays duplicate entries for the same saveset. | NVBU-17507 |
| Edit option on Set Management page allows to select multiple backup sets while editing an existing set for a Data Copy backup job. | NVBU-14441 (31745) |
| If catalog search service on your NetVault Backup system is stopped, and you perform search from Create Restore Job — Choose Saveset page, the search results are not displayed, and 'Web Service Worker' process crashes. Workaround: Start catalog search service on NetVault Backup system and then perform searching. | NVBU-17606 |
| While restoring a persistent snapshot of a compellent volume, the volume created from snapshot is not deleted from compellent. Workaround: To delete a volume from compellent, log in to Dell Compellent Storage array, and manually delete the volume. | NVBU-17314 |
| Consolidated incremental snapshot-only backup jobs with Retain Snapshot as Persistent snapshot option, using NetVault Backup Plug-in <i>for FileSystem</i> , fails. | NVBU-16988 |

Table 4. QoreStor known issues

| Known issue | Issue ID |
|---|-----------------|
| Although the maximum value allowed for the Stream Limit setting for a storage device is 512, you should not exceed 64 for QoreStor. | DNR3-721 |
| QoreStor does not support multi-tenancy. | QS-437, DNR3-71 |
| Solaris backup jobs that target QoreStor or a DR Series system are not supported. | QS-1824 |

Table 5. Active Directory (AD) known issues

| Known issue | Issue ID |
|---|-----------------------|
| If you are upgrading from a previous version of NetVault Backup, verify that none of the existing NetVault Backup users have an @ symbol in their User Name. Update the User Name for any users whose name does contain an @ symbol. NetVault Backup assumes that a name that contains @ is a domain user and automatically tries to authenticate it with AD when the user logs on. If an existing user tries to log on and NetVault Backup is unable to authenticate the user with AD because the credentials do not match, login fails. | DNAD-523, DNAD-562 |
| Active Directory user gets respective Active Directory group privileges only during first time login or addition. | DNAD-763 |

Table 6. Command-Line Interface known issues

| Known issue | Issue ID |
|--|-----------------------|
| When the Broadcast details to machines on local networks setting is disabled on a client, the nvclient utility fails to add the client. Workaround: Use the <code>nvclientadd -clientip <Client IP address></code> command to add the client. | NVBU-12527 (28829) |
| 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 nvacsismedia 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 nvremovemedi a command, the first entry is deleted from the Media Database. | |
| 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 nvsyncronizesilomedia command does not update the media status on the Manage Devices page. | |

Table 7. Plug-in for *FileSystem* known issues

| Known issue | Issue ID |
|--|----------------------------------|
| Snapshot based backup of compellent volume mounted on non compellent volume is not supported. | DNFSP- 996 |
| Inclusion list is not supported with compellent volume's snapshot based backup. | DNFSP-1000 |
| 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\inetrv\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. Ensure that the data files targeted by symbolic links are included in backups. 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. | |
| 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. | |

Table 7. Plug-in for FileSystem known issues

| Known issue | Issue ID |
|--|----------|
| <p>Backups on GFS and GFS2 can stop responding if the files or directories are frozen.</p> <p>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 <code>nvfs.cfg</code>:</p> <pre>[Performance:DoRecursiveAutoMountScan] Value=FALSE</pre> | |

System requirements

Before installing NetVault Backup 12.0.1, ensure that your system meets the following minimum hardware and software requirements.

Table 8. 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/technical-documents . |
| Memory | Memory requirements on a target system can vary based on the intended use. |
| Hard disk space | A NetVault Backup server installation requires about 800 MB of disk space on Windows-based systems and 800 MB of disk space on Linux-based systems. |
| 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 • Linux • Solaris • Windows • Ubuntu <p>For more information, see the <i>Quest NetVault Backup Compatibility Guide</i> available at https://support.quest.com/technical-documents.</p> |

Table 8. System requirements

| Requirement | Details |
|-------------|---|
| Web browser | The NetVault WebUI supports the following browsers: <ul style="list-style-type: none"> • Internet Explorer 11 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/technical-documents>. 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 created 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 the *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 9. 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

- Before installing or upgrading NetVault Backup to version 11.4.5 or later, you must upgrade the attached DR appliance to version 4.0.3 or later.
- After upgrading NetVault Backup to version 11.4.5.15 or later, you must re-run FULL backup jobs before resuming the scheduled backup jobs (Incremental/Differential/Consolidated) using NetVault Backup Plug-in for *FileSystem*.
- To ensure the smooth operation of NetVault Backup, after upgrading NetVault Backup to version 12.0 or later, you must clear the browser cache.

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 supports Unicode, however, Quest still supports MBCS sometimes.

About us

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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.