

# Quest® NetVault® 13.0

## Release Notes

April 2020

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

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## About this release

Quest NetVault (NetVault) 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 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 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 to match the ever-changing and growing landscape of your IT infrastructure.

NetVault 13.0 is a major release, with enhanced features and functionality. For complete product documentation, visit <https://support.quest.com/technical-documents>.

**i** | **NOTE:** While upgrading from NetVault 12.3, you may face authentication issues at few places while performing various operations. This is due to a change in the algorithm from NetVault 12.3 to NetVault 12.4. For more information, see [Upgrading from NetVault 12.3](#)

**!** | **CAUTION:** NetVault 13.0 Server has not been verified on HP-UX. Additionally, if you are using NetVault 12.2 with HP-UX and QoreStor, Quest recommends that you do not upgrade to 13.0. (DNR3-799)

# Licensing changes

With the release of NetVault 13.0, instead of a license key, NetVault uses license files in the .dlv format that install on the NetVault Server machine. NetVault 13.0 is compatible with older versions of the client and plug-ins, but for each older client or plug-in installation, you must obtain a license in the new format.

## Before an upgrade

Prior to upgrading your NetVault Server to release 13.0, Go to My Account at [www.quest.com](http://www.quest.com), download the .dlv license files for NetVault Server and all licensed plug-ins used in your configuration, and then save the files to your current NetVault Backup Server's \tmp folder.

**CAUTION:** It is very important to copy all necessary license files to the \tmp folder of your NetVault Backup Server before you upgrade. If the installer does not find any .dlv license files in NetVault Backup Server's \tmp folder during upgrade, it installs the default 30-days trial license for NetVault. If you are using features and plug-ins not included or allowed or allowed under a trial license, the installation could cause unexpected changes in your NetVault configuration and failed backup jobs. To install the license files after an upgrade, go to the License Management page in the WebUI. *Release Notes.*

**NOTE:** If the plug-in exists on a previous version of NetVault Client, you need to confirm that the old license key for that plug-in is installed on the client and the new license file for it on the NetVault Server machine. If the plug-in exists on a NetVault 13.0 Client or Server, you need only install the new license file.

## After an upgrade

The new license format is not compatible with the old format of license keys. If you do not download and install the appropriate license files before you upgrade, subsequent backups could fail.

**CAUTION:** It is very important to copy all necessary license files to the \tmp folder of your NetVault Backup Server before you upgrade. If the installer does not find any .dlv license files in NetVault Backup Server's \tmp folder during upgrade, it installs the default 30-days trial license for NetVault. If you are using features and plug-ins not included or allowed or allowed under a trial license, the installation could cause unexpected changes in your NetVault configuration and failed backup jobs. To install the license files after an upgrade, go to the License Management page in the WebUI. *Release Notes.*

The format of license and number of licenses you need depends on your configuration and the products that you upgrade. All plug-ins released prior to NetVault 13.0 require that you install a license in the new format, but certain scenarios require the old license key format as well. To know what licenses you need to have to prevent backup interruptions, see the following scenarios.

**Scenario 1: Older plug-in on NetVault 13.0 Server.** If you install a plug-in that was released prior to 13.0 on a NetVault 13.x Server, a trial license key is included in the installation package for the plug-in, but it is not installed. You must obtain a new license file for this plug-in to install on the NetVault Server.

**Scenario 2: Older plug-in on NetVault 13.0 Client and attached to NetVault 13.0 Server.** If you install a plug-in that was released prior to 13.0 on a NetVault 13.0 Client, the packaged trial license does not automatically install. You must obtain and install a trial license, and eventually the permanent license, in the .dlv format and install it on the NetVault Server. You do not need to install a license on the client.

**Scenario 3: Older plug-in on older NetVault Client attached to NetVault 13.0 Server.** If you install a plug-in that was released prior to 13.0 on a NetVault Client that was released prior to 13.0, and that client is attached to a NetVault 13.0 Server, you need both license formats. A trial license in the old format is included in the installation package for the plug-in and automatically installs on the older client. When the trial is over, you must obtain and install a permanent license in the same format. To allow the older client to communicate with the NetVault 13.0

Server and prevent plug-in backups from failing, you must also install the trial .dlv license file, and eventually the permanent .dlv license file, on the NetVault 13.0 Server.

To install new .dlv licenses for versions of NetVault plug-ins that were released prior to 13.0, *Installation Guide*.

## New features

New features in NetVault 13.0:

- Integrated License Validator (LV) into NetVault, which requires all users to install the new, updated license files, and provides banner reminders when a license needs to be renewed. (NV-25)
- Upgraded OpenSSL to be FIPS compliant. (NVBU-19256)
- Added support for PostgreSQL 11.5. (NVBU-19592)
- Added support for Microsoft Edge browser. (NVBU-17663)
- Added support for Red Hat Enterprise Linux (RHEL) 8.1. (NV-521)
- Added support for NV Scale-Out / Intelligent Load Balancing for RAS devices. (NVBU-19741)
- Added support for NetApp ONTAP Device Manager versions 8.x to 9.x. (NV-92)
- Added support for openSUSE 15.1. (NVBU-19728)
- Added REST APIs.

See also:

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

## Enhancements

The following is a list of enhancements implemented in NetVault 13.0.

**Table 1. Enhancements**

<b>Enhancement</b>	<b>Issue ID</b>
Improved performance of Full and Incremental Backups for Plug-in <i>for FileSystem</i> .	DNR3-1661
Added encryption plug-ins to NetVault Server and Client.	NV-325
Improved workflow for Server Settings and Client Settings on the Change Settings page.	NVBU-18805
On the Create Policy Job page, replaced buttons with icons to use new drawer functionality.	NVBU-19609
Increased maximum allowed physical client long timeout value to 60,000 seconds.	NVBU-19631
Rebranded NetVault Backup to NetVault.	NVBU-19707, NVBU-19708, NVBU-19709

## Deprecated features

The following is a list of features that are no longer supported starting with NetVault 13.0.

- Safari 6 and later

# Resolved issues

The following is a list of issues addressed in NetVault 13.0.

**Table 2. Resolved issues**

<b>Resolved issue</b>	<b>Issue ID</b>
Corrected an issue that occasionally prevented Plug-in <i>for Oracle</i> backup jobs from completing when all Oracle objects were included in the job on Oracle Solaris SPARC and Linux platforms.	NVBU-11615
Corrected a discrepancy between the ability to enable the 'Allow streams to share media' functionality for datacopy jobs in 'copy' and 'duplicate' modes.	NVBU-12943 (29480)
Corrected an issue where the <b>Edit</b> option on the <b>Set Management</b> page let you select multiple backup sets while editing an existing set for a Data Copy backup job, when it should only let you select one.	NVBU-14441 (31745)
Corrected an issue where if you used parallel streams for a backup job that targeted an individual tape library or VTL, one stream began writing the data to the library, while the other stream waited. If you canceled the backup job, the stream that was waiting started running. If you continued to cancel and re-run the backup job, the library eventually became full.	NVBU-18830, NVBU-19781
Corrected an issue where, while adding physical tape library on Internet Explorer 11, the NetVault WebUI did not display a summary on the Summary page. Also, after adding a tape library, while adding drives manually, some pages in the wizard were completely blank.	NVBU-18970
The <i>NetVault - Supported VTLs, Libraries, Tape and Optical Drives</i> document has been updated to include the latest versions of DD Boost and DD OS supported by NetVault after release 12.0. with "certification" information.	NVBU-19348
Corrected an issue where the scheduler crashed frequently.	NVBU-19360
Corrected an issue where, while browsing selections, the opened screen dialog boxes closed after clicking any button, which caused Auto Discover button in the Plug-in <i>for Oracle</i> to not function.	NVBU-19635
Data Copy jobs would hang when copying from an RAS device to tape.	NVBU-19783, NVBU-19122

# 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**

<b>Known issue</b>	<b>Issue ID</b>
When performing a push install from NetVault Server running on a CentOS 6 32-bit operating system to Windows Server 2019, the temporary share created on the target server cannot be mounted on the CentOS machine, which causes the operation to fail. This issue also prevents the share created on the Windows Server 2019 machine from being added as a package store to the NetVault Server running on the CentOS 6 32-bit operating system.	DNAD-2014
If you are using Huawei OceanStor Device Manager and a snapshot is mounted on multiple NetVault clients, unmounting that snapshot from any one of the NetVault Clients also unmounts the snapshot from all NetVault Clients.	NV-64, NVBU-18684
When created on a Windows 32-bit operating system with a NetVault 13.0 hybrid installation, array-based persistent snapshots fail.	NV-652
In the WebUI, the configuration setting for the license warning message does not work properly.	NV-889

**Table 3. General known issues**

<b>Known issue</b>	<b>Issue ID</b>
On a Windows server, when upgrading and performing a hybrid-to-pure migration, the catalog service does not start.	NV-896
While editing a restore selection set on the <b>Edit Selection Set</b> page, the <b>Next</b> button is disabled. <b>Workaround:</b> Select or clear the data selection tree check box on the <b>Edit Selection Set</b> page.	NVBU-16148
The diagnostic data for some NetVault Client machines with an older configuration is intermittently collected only partially due to a timeout. <b>Workaround:</b> Increase the value in the <b>Physical Client Long Timeout</b> field of the <b>Web Service</b> dialog box.	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\util&gt;nvscanmedia.exe -medialabel "FOREIGN:VM_WIN2016_FR 14 avr 11:14-1" Sent scan media request... Scan request failed - 'Média inconnu'</pre>	NVBU-13974 (31104)
The restore job from NDMP backup data copied to 256Kib drive fails and displays an “NDMP data does not start on a block boundary” error message. <b>Workaround:</b> <a href="https://support.quest.com/netvault/kb/212701">https://support.quest.com/netvault/kb/212701</a>	DNNDMP-657 (31825)
On the <b>Manage Devices</b> page, in Tree View, clicking <b>Scan</b> starts scanning the selected slot, drive, or library immediately. It does not show the <b>Minimum life for imported backups (days)</b> dialog box or confirmation message.	NVBU-14745 (32197)
On the <b>Manage Devices</b> page, in Tree View, you cannot select multiple media from the list of available media for a bulk blank operation.	NVBU-14758 (32214)
On the <b>Manage Devices</b> page, in Tree View, you cannot select multiple media from the list of available media for a bulk label operation.	NVBU-14759 (32215)
When performing backups with the NetVault Plug-in for <i>Teradata</i> , if the number of parallel streams exceeds the <b>SoftStreamLimit</b> set for the target NetVault SmartDisk, the backup job stops responding.	NVBU-389 (1948)
When a backup that is configured as “restartable” is duplicated, only the data backed up in the last restarted instance of the job is duplicated.	NVBU-1160 (3971, NVG-4022)
In NetVault with a non-English locale, the <b>Running Status</b> field does 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 installation is displayed correctly only if the system is configured to use the UTF-8 character set.	NVBU-10588 (26249)
If the Network Manager process ( <b>nvnmgr</b> ) stops responding due to any error and fails to exit properly, it prevents the NetVault Service from starting on that machine. <b>Workaround:</b> If this error occurs, manually stop or end the <b>nvnmgr</b> process before restarting the NetVault Service.	NVBU-11005 (26778)

Table 3. General known issues

Known issue	Issue ID
<p>After upgrading to Firefox 31, if you try to log in to the NetVault WebUI, the following error message is displayed:</p> <p>Issuer certificate is invalid. (Error code: sec_error_ca_cert_invalid)</p> <p>The new security library <b>security.use_mozillapkix_verification</b> raises this certification error when you try to access a self-signed certificate.</p> <p><b>Workaround:</b> To resolve this issue, do the following:</p> <ol style="list-style-type: none"> <li>1 Type about: config in the Firefox address bar.</li> <li>2 Locate the preference <b>security.use_mozillapkix_verification</b>, and set it to <b>false</b>.</li> <li>3 To save the setting, close the browser window.</li> </ol>	NVBU-11321 (27189)
<p>On Windows, if a copy of a “.cfg” file is created in the &lt;NetVault home&gt;/config directory, the WebUI may display empty or partly empty dialog boxes when the settings are accessed from the <b>Change Settings</b> page after restarting the service.</p>	NVBU-12734 (29149)
<p>Under certain conditions, the NetVault 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> <ul style="list-style-type: none"> <li>• The deployment agent (nvclientinstaller) exits unexpectedly.</li> <li>• The deployment agent fails to update its completion status to the server due to unknown errors.</li> <li>• The deployment agent fails to send the status update messages to the correct IP address. This error can occur if the NetVault Server is running on a multihomed machine and the preferred network address is not configured for the server.</li> </ul> <p>Subsequent tasks remain in a “Pending” state until you cancel the previous task.</p>	NVBU-13610 (30508)
<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>	NVBU-13632 (30537)
<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>	NVBU-13647 (30558)
<p><b>Known issues related to Plug-in for RDA on Solaris:</b></p> <ul style="list-style-type: none"> <li>• <b>Backing up file system data from Solaris clients to DR Series Systems:</b> When you perform file system backups to DR Series systems, the backups run in the <b>Passthrough</b> mode by default. You can change the default setting on the DR Series system to run backups in the <b>Dedupe</b> mode, but you may experience slow backup performance in this mode.</li> <li>• <b>Restoring data from a DR Series System to a Solaris Client:</b> When you run multiple restore jobs at the same time, it can affect the performance of individual jobs and result in low aggregate throughput.</li> </ul>	NVBU-13678 (30596)
<p><b>Known issues related to DR Series Systems:</b></p> <ul style="list-style-type: none"> <li>• 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 Server or Client is performed when the device becomes available again.</li> <li>• When performing a backup using the NetVault Plug-in for VMware (Plug-in for VMware), if you set the client mode type to <b>dedupe</b>, the throughput is lower when compared with the <b>passthrough</b> mode. If you do not set the client mode on the DR Series system, the Plug-in for RDA automatically chooses the best mode for the backup.</li> <li>• Restore to a NFS location fails when a Duplicate saveset created using the optimized replication option is used for the job.</li> </ul>	

**Table 3. General known issues**

Known issue	Issue ID
<p>On a Linux system, NetVault fails to access a DR Series system if you do the following:</p> <ol style="list-style-type: none"> <li>1 Install the Plug-in <i>for RDA</i>.</li> <li>2 Install NetVault.</li> <li>3 Stop NetVault Service.</li> <li>4 Remove the Plug-in <i>for RDA</i>.</li> </ol>	
<p>When you remove the plug-in, it deletes the directory <code>/usr/local/oca-libs</code>, which causes an error when NetVault tries to access the device.</p>	
<p><b>Workaround:</b> After removing the plug-in, complete the following steps:</p> <ol style="list-style-type: none"> <li>1 Ensure that the <code>/usr/local/oca-libs</code> directory has been removed. If not, remove the directory.</li> <li>2 To create a symbolic link, type the following command:  <pre>ln -sf /usr/netvault/dynlib/oca-libs /usr/local/oca-libs</pre> </li> <li>3 Restart the NetVault Service.</li> </ol>	
<p>The <b>Delete Non-Scheduled Jobs</b> option is intended to delete unscheduled jobs after a specified period. Because 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 environment, do not use the <b>Delete Non-Scheduled Jobs</b> option.</p>	
<p>When using NetVault Plug-in <i>for NDMP</i> (Plug-in <i>for NDMP</i>), if you run multiple jobs with the auto-deletion option set to “On,” the parent and child jobs may still be listed on the <b>Job Status</b> page.</p>	
<p><b>Workaround:</b> To correct this issue, close the NetVault WebUI, and start it again. There is no need to stop and restart the NetVault Service.</p>	
<p>The canned report “<b>Disk Storage Devices — General</b>” 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 Service, the job status shows “Scheduler Aborted Whilst Job Running.” This message can be ignored.</p>	
<p>On a Solaris (SPARC or x86-64) system, when the <b>LANG</b> variable is set to <code>en_US.UTF-8</code>, the restore job wizard does not display the filenames on the <b>Create Selection Set</b> page. This issue is not encountered when <b>LANG</b> is set to <code>C</code>.</p>	
<p>If the default locale is changed (for example, from UTF8 to EUC or from EUC to UTF8), the EULA may not be displayed properly.</p>	
<p><b>Workaround:</b> To view the EULA, use a terminal that can display EUC character set.</p>	
<p>Beginning with NetVault Backup 11.1, if Plug-in <i>for Oracle</i> or Plug-in <i>for Informix</i> is installed on a Linux machine where NetVault Server is also installed, the backups of the plug-ins may fail due to certain libraries loading.</p>	<p>NVBU-14424 (31721)</p>
<p><b>Workaround:</b> Add the NetVault library path to the NetVault <code>startup.sh</code> script. For example, on a Linux-based NetVault Server:</p>	
<pre>LD_LIBRARY_PATH=/usr/netvault/lib:/lib:/usr/lib:\$LD_LIBRARY_PATH export LD_LIBRARY_PATH</pre>	
<p>Pre-configured reports, including Disk Storage Devices - General, Front Side Data, Storage Utilization, and Storage Utilization - RAS, did not report the correct value for Licensed Protected Capacity.</p>	<p>NVBU-14623</p>
<p>Job details are not displayed when you click a policy job in the <b>Job Status</b> widget on the <b>NetVault Dashboard</b> page.</p>	<p>NVBU-17538</p>
<p>After running a job, when you go to the <b>Job Status</b> page to monitor the status of the job, it shows all the jobs with previously applied filters instead of showing all current activity.</p>	<p>NVBU-17582</p>
<p><b>Workaround:</b> Select the <b>Current Activity</b> option in the <b>View By</b> job status filter option.</p>	

**Table 3. General known issues**

<b>Known issue</b>	<b>Issue ID</b>
You cannot restore the data items of a network share backup located using the catalog search feature.	NVBU-17632
If you perform multi-stream backups to tape, select the <b>Archive</b> and <b>Migration</b> options in <b>Backup Life</b> , and identify an expiration date, the savesets are corrupted after the expiration is reached.	NVBU-18297
<b>Workarounds:</b>	
<ul style="list-style-type: none"> <li>When you scan the media to recover data, select the <b>Migrate (Discard) Original</b> option.</li> <li>Take the index offline and perform the restore.</li> </ul>	
When a LUN is mounted on an unsupported volume and the disk information is retrieved for a snapshot, the disk properties shows for VMware disk and not Huawei or Compellent disk. This causes the snapshot to fail.	NV-47, NV-49, (NVBU-18642, DNFSP-1016)
In the NetVault WebUI, when editing the Notification Profile, Extra Environment variables do not display.	NVBU-18925
In specific instances, changing the time window in the server monitor from 8 hours to another time range then back to 8 hours results in an incorrect graph.	NVBU-18975
<b>Workaround:</b> Use the 12-hour or 24-hour setting.	
The Unusable Media widget on the dashboard does not show media that must be recovered.	NVBU-19214
The error “duplicate key value violates unique constraint” message appears multiple times in the pg_sql log files.	NVBU-19246
For LTO-7 tapes, the Explore Storage page inaccurately displays the size of an unused tape.	NVBU-19250
When running a historic job report by date on a Japanese Standard Time server, not all information displays in the report.	NVBU-19313
The Storage Utilization report shows the wrong licensed capacity for SmartDisk.	NVBU-19385
In a situation where you have one five-client license and one virtual client license, if five physical clients were added and you add one virtual client, then the virtual client addition shows as successful in the events list but does not appear under Manage Clients.	NVBU-19425
While choosing a default plug-in option after switching the language, the Web UI goes into deadlock, and performs no further operations.	NVBU-19427
When you try to reset the locale from French to English from the Server Change Setting page, the NetVault Server goes into Safe Mode.	NVBU-19493
On Linux, when creating a Large_VTL, if the WebUI times out due to inactivity or the user closes the WebUI while the creation is still in progress, the VTL creation does not occur.	NVBU-19625
<b>Workaround:</b> In the WebUI, create a VTL using the “Re-add previously generated virtual device” option, and then, in the webservice.cfg file, increase the SessionExpiryTime.	
When a large number of jobs are in Running state, the Job Status page hangs.	NVBU-19694

**Table 4. QoreStor known issues**

<b>Known issue</b>	<b>Issue ID</b>
QoreStor does not support multi-tenancy.	QS-437, DNR3-71
If you run parallel backup or restore jobs on an AIX client with a QoreStor target, the jobs fail with a “Job Manger has lost the message channel unexpected” error message.	QS-4252, DNR3-870



**Table 5. Command-Line Interface known issues**

Known issue	Issue ID
<p>When the <b>Broadcast details to machines on local networks</b> setting is disabled on a client, the <b>nvclient</b> utility fails to add the client.</p> <p><b>Workaround:</b> Use the <code>nvclientadd -clientip &lt;Client IP address&gt;</code> command to add the client.</p>	<p>NVBU-12966 (28829)</p>
<p>The <b>asf_load_media</b> command fails if the machine name contains any spaces.</p> <p>When the <b>asf_release_drive</b> 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.</p> <p><b>Workaround:</b> The workaround is to issue the “<b>Unload</b>” command from the NetVault WebUI.</p> <ol style="list-style-type: none"> <li>1 In the Navigation pane, click <b>Manage Devices</b>, and then in the list of devices, click the applicable drive or the corresponding Manage Device icon.</li> <li>2 On the <b>Tape Drive Management</b> page, click <b>Unload</b>.</li> </ol> <p>The drive remains in and “<b>Idle</b>” state, and media are not unloaded as expected. If the logs for the selected device are viewed, an entry stating “Unload media in drive &lt;X&gt; failed — Device unavailable” is displayed. Repeat Step 2 to unload the media.</p>	
<p>The range function does not work properly for the <b>nvacslsmedia</b> command.</p> <p><b>Workaround:</b> 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.</p>	
<p>When a space character is all that is specified for a library name with the <b>nvcleandrive</b> command, the first library on the <b>Manage Devices</b> page performs a clean operation on the specified drive. For example, if you run the command <code>nvcleandrive libraryname "&lt;space character only&gt;" -librarydrivenumber &lt;X&gt;</code>, NetVault automatically targets the first library on the <b>Manage Devices</b> page and perform a clean operation on drive &lt;X&gt;.</p>	
<p>When a null value is specified with the <b>nvexpiresaveset</b> command, any random saveset is expired.</p>	
<p>When you run the <b>nvjobmodify</b> command, the job is submitted to run, even if you do not include the “<b>-submit</b>” option in the syntax.</p>	
<p>When a null string is specified with the <b>nvremovedia</b> command, the first entry is deleted from the Media Database.</p>	
<p>The <b>nvsetcleaninglives</b> command does not report any errors if you configure incorrect values for the <b>lives</b> option.</p>	
<p>The “<b>-include</b>” option for <b>nvsetcreate</b> cannot be used to specify data selections below the “<b>Fixed Drives</b>” node in the selection tree.</p>	
<p>The <b>nvsetmodify</b> command cannot be used to modify Schedule Sets. You can create a set using <b>nvsetcreate</b>, and assign it the same name to overwrite the existing set.</p>	
<p>On Windows-based installations, the <b>nvsynchronizesilomedia</b> command does not update the media status on the <b>Manage Devices</b> page.</p>	
<p>In an environment where the NetVault Client is installed on a Linux machine and the NetVault Server is installed on a Windows machine, if a non-default user password contains eight or more characters, the Command-Line Interface (CLI) utilities fail.</p> <p><b>Workaround:</b> Reset the user password to one that contains seven or fewer characters.</p>	<p>NVBU-17861</p>

**Table 6. Plug-in for FileSystem known issues**

Known issue	Issue ID
On Snap Appliance Filers, data must only be relocated to existing directories. Items relocated to directories that do not exist cannot be accessed due to permissions settings on the newly created directories.	DNFSP-113 (13979, FSG-188)
On ZFS, if the backup data contains ACLs on extended attributes, the restore job fails when you use the default restore options. If errors occur on restore of metadata, select the <b>Discard Metadata</b> option to restore the data.	DNFSP-456 (14324, FSG-514)
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 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)
NetVault does not allow Apple Xsan restores when there are no affinity tags on the target server.	DNFSP-727 (14596, FSG-770)
The exclusion list is not enforced for a corrupt file in an Incremental Backup.	DNFSP-910
On Oracle Solaris hosts, enabling a multi-stream FileSystem backup causes Incremental Backup performance to appear similar or worse than a Full Backup.	DNFSP-921
If the name of a network share folder includes Japanese characters, NetVault does not add it.	DNFSP-932
The FileSystem backup and restore job fails to write an entry into the log file when the <b>Path to Backup log</b> and <b>Path to Restore log</b> options are selected.	DNFSP-991
On Windows 2008 and Windows 2003, the System State node does not include the Removable Storage Manager Database node.	
The <b>Verify After Backup</b> 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 “ <b>Completed with Warnings,</b> ” but no data is backed up.	
The following known issues apply to the <b>Backup Windows File Short Names</b> and <b>Restore Windows File Short Names</b> options: <ul style="list-style-type: none"> <li data-bbox="236 1339 1193 1391">• Restoring short names only works if an existing file with the same short name does not exist.</li> <li data-bbox="236 1406 1193 1458">• Attempts to back up or restore short names fail if you enable Windows-based Compression or Encryption option on a target system.</li> </ul>	
Although VSS backups complete successfully, the message “Error deleting volume snapshot(s): VSS_E_BAD_STATE” is written to the NetVault logs.	
If a job restores a Windows symbolic link (file created using <b>mklink</b> , 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 symbolic link is restored, GuardianOS applies the Xattr attribute user.SnACL to it. This behavior is expected and does not have any negative effects.	
Backups on GFS and GFS2 can stop responding if the files or directories are frozen.	

Table 6. Plug-in for *FileSystem* known issues

Known issue	Issue ID
In an environment with many direct automounts on Solaris Clients, a backup job may remain at “ <b>Waiting for Job Options</b> ” status while the Plug-in for <i>FileSystem</i> attempts to load the automounts temporarily to determine whether they are on remote systems. This delay can be alleviated by selecting the “ <b>Backup through Remote Mounts</b> ” option. If necessary, clear or exclude remote mounts or add the following stanza to the file <b>nvfs.cfg</b> :  <pre>[Performance:DoRecursiveAutoMountScan] Value=FALSE</pre>	
Restore operation of multi-volume selection for an offhost backup fails after successful off-host backup for multi-volume selection.	NV-48 (NVBU-18349)

Table 7. Managed Service Provider (MSP) known issues

Known issue	Issue ID
The <b>nvreport</b> utility does not work in the MSP environment.	NVBU-18346
A tenant user can see and delete other tenant users’ Plug-in Options and Source sets.	NVBU-19795

## System requirements

Before installing NetVault 13.0, 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 Compatibility Guide</i> available at <a href="https://support.quest.com/technical-documents">https://support.quest.com/technical-documents</a> .
Memory	Memory requirements on a target system can vary based on the intended use.
Hard disk space	A NetVault server installation requires about 800 MB of disk space on Windows-based systems and 800 MB of disk space on Linux-based systems.

Table 8. System requirements

Requirement	Details
Operating system	<p><b>NetVault Server</b></p> <p>The server can be installed on the following operating systems:</p> <ul style="list-style-type: none"> <li>• Linux (x86 and x86-64)</li> <li>• CentOS</li> <li>• Debian</li> <li>• Red Hat Enterprise Linux (RHEL)</li> <li>• SUSE Linux Enterprise Server (SLES)</li> <li>• Windows (x86 and x86-64)</li> </ul> <p><b>NetVault Client</b></p> <p>The client can be installed on the following operating systems:</p> <ul style="list-style-type: none"> <li>• AIX</li> <li>• FreeBSD</li> <li>• Linux</li> <li>• Mac OS X</li> <li>• Solaris</li> <li>• Windows</li> </ul> <p>For more information, see the <i>Quest NetVault Compatibility Guide</i> available at <a href="https://support.quest.com/technical-documents">https://support.quest.com/technical-documents</a>.</p>
Web browser	<p>The NetVault WebUI supports the following browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 11 and later</li> <li>• Firefox 20 and later</li> <li>• Chrome 28 and later</li> <li>• Microsoft Edge 44 and later</li> </ul>

## Upgrade and compatibility

- **Licensing:** NetVault 13.0 uses License Validator, which was not included in any previous releases of NetVault. Before you upgrade to 13.0, you must install the new license file on the NetVault server. For more information, see “Upgrading NetVault” in the *Quest NetVault Installation Guide*.
- **Previous versions:** NetVault 13.0 Server installations are backwards compatible with previous releases of the client and plug-ins. However, before you upgrade NetVault Server, download the license file for each licensed plug-in. Without the license file, the plug-in may stop working. For more information, see the *Quest NetVault Installation Guide*.
- **NetVault Server OS requirements:** The NetVault Server installation is supported on Windows and Linux operating systems. The NetVault Server installation is not supported on Mac OS X and UNIX operating systems. For information about supported operating system versions, see the *Quest NetVault Compatibility Guide* available at <https://support.quest.com/technical-documents>. For information on migrating NetVault Server 9.2 from Mac OS X or UNIX to Windows or Linux, 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 9.2, purging unnecessary logs can significantly reduce the database migration time. For more information about purging log files, see the *Quest NetVault 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 Built-in Plug-ins User's Guide*.

- **Select the correct installation package on Linux and Windows:** NetVault 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. 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 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 Server software:

- **netvault-<RYYYYMMDD>-vx.x.x.x-Server-{LinuxX86Hybrid|WindowsX86Hybrid}:** Use this package to install or upgrade NetVault 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 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 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 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, 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 9.2, the OID for the SNMP Trap Notification method is changed.
- **NetVault Plug-in for NetWare (Plug-in for NetWare):** NetVault 10.0 and later do not support Plug-in for NetWare.
- **Plug-in for VMware and NetVault 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 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 Server 9.2, a device that uses multibyte characters in its name must be removed and added again.

## Upgrading from NetVault 12.3

Due to a change in the encryption and decryption algorithm in NetVault 12.3, you may experience authentication-related issues after upgrading from NetVault 12.3.0.15 .

See the following table for known issues and their possible workarounds.

**Table 10. Authentication error workarounds**

Impacted Area	Resolution
If "Bulk Blank" for Tape Library or Virtual Tape Library (VTL) fails with an authentication error...	Reset the password using the same existing password. For more information, see "Changing NetVault password" in the <i>NetVault 13.0 Administration Guide</i> .
If "Expire All" for DR fails with an authentication error...	Reset the password using the same existing. For more information, see "Changing NetVault password" in the <i>NetVault 13.0 Administration Guide</i> .
If backups are not cataloged after an upgrade...	Reconfigure catalog search with the same existing password. For more information, see "Configuring catalog search" in the <i>NetVault 13.0 Administration Guide</i> .
If CLI utilities fails with an authentication error...	Reset the password of the NetVault user that you used for CLI using the same existing password. For more information, see "Modifying a user account" in the <i>NetVault 13.0 Administration Guide</i> .
If VMware backups or restores fail with an authentication error in the logs...	Reset the password for vCenter or ESX Server using the Edit Server dialog box. For more information, see "Reconfiguring a server" in the <i>NetVault Plug-in for VMware 12.3 User's Guide</i> .

If you experience authentication issues in other areas of NetVault, reconfigure the password and perform the action again. If the issue continues, contact NetVault Support.

## Product licensing

To obtain the license file for your NetVault Server environment, determine the NetVault Machine ID of your main NetVault 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 License Management page to install the product license files.

- [Obtaining a machine ID](#)
- [Obtaining a permanent license file](#)
- [Installing a license file](#)

# Obtaining a machine ID

- 1 Start the NetVault WebUI.
- 2 In the Navigation pane, click **License Management**.
- 3 In the **Client Details** list, note the machine ID for the applicable Server or Client entry.

# Obtaining a permanent license file

## ***To obtain a permanent license file for NetVault:***

Submit the request using the on-line product licensing form at: <https://support.quest.com/>

# Installing a license file

- 1 In the Navigation pane, click **License Management**.
- 2 On the **License Management** page, click **Install License**.  
Because the NetVault WebUI is tied to a specific NetVault Server and all licenses are installed on the NetVault Server, there is no need to select a Client machine.
- 3 In the **Choose License File** dialog box, click **Select a file**, point to the “.dlv” file that contains the license key, and click **Open**.
- 4 In the dialog box, click **OK** to apply the selected license file.  
After the license file is installed successfully, a message is displayed.
- 5 To dismiss the message, click **X**.

# Upgrade and installation instructions

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

For information about installing and upgrading the NetVault Server and Client software, see the *Quest NetVault 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, 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

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, 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.



# Third-party contributions

This product contains the following third-party components. For third-party license information, go to <http://www.quest.com/legal/license-agreements.aspx>. Source code is available for some components on <https://opensource.quest.com>.

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libssh 0.7.5	<p>LGPL (GNU Lesser General Public License) 2.1</p>
libstdc++ 3.3.3	<p>GPL 2.0 with the 'runtime exception'</p>
libstdc++ 4.1.1	
libtiff 5.0.6	<p>libtiff 3.8.2</p> <p>© 1988-1997 Sam Leffler</p> <p>© 1991-1997 Silicon Graphics, Inc.</p>

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Version 3, 29 June 2007

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## MIT Kerberos 5.0

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## OpenSSL 1.0

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This package is an SSL implementation written by Eric Young ([eay@cryptsoft.com](mailto:eay@cryptsoft.com)).

The implementation was written so as to conform with Netscapes SSL.

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