Quest® NetVault® Backup Plug-in *for NDMP* 11.4

Release Notes

August 2017

These release notes provide information about the Quest® NetVault® Backup Plug-in *for NDMP* release.

Topics:

About this release

Quest NetVault Backup (NetVault Backup) Plug-in *for NDMP* (Plug-in *for NDMP*) is an advanced data protection solution for information stored in network-attached storage (NAS) devices running Network Data Management Protocol (NDMP). It provides efficient backup and recovery options regardless of the NDMP network configuration model in use. The plug-in also offers advanced features, including browsable volume selection and Direct Access Restore (DAR), which lets you quickly find what must be restored to provide rapid time-to-recovery.

Plug-in *for NDMP* 11.4 is a minor release, with new features and functionality.

Enhancements

The following is a list of enhancements implemented in NetVault Backup Plug-in *for NDMP* 11.4.

Table 1. General enhancements

Enhancement	Issue ID
In support of the NDMP protocol extension for Cluster Aware Backup (CAB), added support of the NetApp Data ONTAP Cluster Mode (C-Mode) browse extension.	DNNDMP-560 (23703)

Resolved issues

The following is a list of issues addressed in this release.

Table 2. Resolved issues

Resolved issue	Issue ID
Corrected an issue that prevented successful completion of a backup job that used more than 26 entries in the **INCLUDE_PATH** option and targeted a Dell FluidFS system. If you use FluidFSv6 or later, the backup job succeeds. If you use a version of FluidFS prior to FluidFSv6, backup jobs continue to stop responding.	DNNDMP-680 (32078, 00040111)

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
The filenames containing characters from the extended character set are not displayed correctly in the restore selection tree.	DNNDMP-115 (13037, NCG-203)
If the NetVault Backup Service is stopped when the status of a restartable NDMP backup job is **"Waiting to Retry Backup"**, the drives in use by that job become offline. ***To bring a drive back online:*** 1 In the Navigation pane, click **Manage Devices**, and then in the list of devices, click the applicable drive or the corresponding Manage Device icon. 2 On the **Tape Drive Management** page, click **Check**.	DNNDMP-199 (13121, NCG-289)
An issue in the **ndmpversions.cfg** file prevents the plug-in from allowing a rename of nlist items during a restore.	DNNDMP-668
If a filer reboots or there is a loss of network connectivity with the filer while the plug-in is running, the filer-attached drive goes offline with the message **"Command Failed, Re-initializing Driver"** when the plug-in tries to access the drive after the NAS Device is brought back online. After a few minutes, the drive recovers and comes online, but you must perform a manual check before using the drive. ***To perform a manual check:*** 1 In the Navigation pane, click **Manage Devices**, and then in the list of devices, click the applicable drive or the corresponding Manage Device icon. 2 On the **Tape Drive Management** page, click **Check**. If you issued any load or unload requests before performing this procedure, try them again after the check.	
The history component of a dump, which tracks the various levels of dumps in the series, is transferred as the last item in a dump backup. This component the time taken to generate the backup index; it also increases the processor and memory usage for a job.	
When a job starts child jobs, the user logged in to NetVault Backup when creating the parent job remains the owner of the parent job, but the child jobs are owned by the default user. This issue can affect NetVault Backup Reports, **Job Status** page, and other functionality that depend on job ownership.	

Table 4. Filer-specific known issues

Known issue	Issue ID
Dell FluidFS If you use more than 32 entries in the **EXCLUDE** option for a backup job that targets a Dell FluidFS, FluidFS does not return an error. Exceeding the same limit using the **EXCLUDE_PATH** option works correctly.	DNNDMP-661 (32079, 00040990)
EMC Celerra If an EMC Celerra reboots or there is a network connectivity loss with the device while a job is in progress, the plug-in does not automatically cancel the job. You must manually cancel the job.	
EMC Celerra After adding the first filer-attached device, a delay of up to 30 minutes may occur when you try to add the other devices attached to the EMC Celerra. The delay occurs when NetVault Backup attempts to scan the device for addition.	
EMC Celerra Selective restores with Plug-in for FileSystem using EMC Celerra attached tape device is not supported.	NVBU-47 (773)
Hitachi BlueArc Due to a fault in the Data Copy Plug-in, restores with Duplicate or Data Copy savesets fail for the Hitachi BlueArc. This failure is only encountered on Windows platform. Moreover, only a particular configuration causes this problem. It only occurs when the original savesets are generated using drives local to the NetVault Backup Server, while the Duplicate or Data Copy savesets are generated using drives that are local to the filer.	
Hitachi BlueArc Hitachi Essential NAS does not support Direct Access Restore (DAR).	
Hitachi BlueArc Hitachi Essential NAS does not support Rename and Relocate options.	DNNDMP-352 (13274, NCG-442)
Hitachi Essential NAS Hitachi Essential NAS only supports backups and restores to NetVault Backup Server or Client attached backup devices.	
Isilon OneFS Isilon OneFS 4.7.2.x does not support child-level data selection for restore. This limitation is imposed by a syntax handling error. Restore job on OneFS 4.7.4.x requires you to select data at the parent-level	
NetApp ONTAP Backups and restores involving tape spans on NetApp ONTAP GX filers may display the error message "Tape Reading Operation Terminated." This error is expected. Despite this error message, the backup or restore job preserves data integrity.	
NetApp ONTAP On NetApp ONTAP 7.1, you may encounter errors during Direct Access Restores. You must upgrade to ONTAP 7.1.1 or a later version to resolve this issue.	
NetApp ONTAP Restores of selective files from filer-attached devices fail with the error "tape read error."	NVBU-11907 (27982)
NetApp ONTAP If a device hosted on a different node is specified for a backup or restore job, the plug-in performs an affinity match and uses a local device instead of using the specified shared device.	NVBU-12310 (28510)
NetApp ONTAP If a device failure occurs during an NDMP backup or restore operation, the job does not fail; it has to be canceled manually.	NVBU-12506 (28798)

Table 4. Filer-specific known issues

Known issue	Issue ID
NetApp ONTAP Restores with NetApp ONTAP 9.1 complete with warnings. Although the plug-in backs up the .copy_offload directory, it cannot restore it. **Workaround:** Clear the **.copy_offload** directory from the selections to restore on the **Create Selection Set** page.	DNNDMP-682
NetApp ONTAP Restoring an individual file to its original location fails if the file exists at the location. If you delete the file from the original location before performing the restore, the plug-in creates a directory of the same name as the restored file and includes the file in the directory. **Workaround:** To avoid creation of the directory but restore the applicable file, use the **Relocate** option to select the correct location.	DNNDMP-687
NetApp ONTAP Installing the plug-in on the client prevents you from clicking the **Volumes** node to select all Vservers, volumes, directories, and files automatically on the **NetVault Backup Selections** page, nor can you select multiple items manually. You can only select one item to back up. **Workaround:** Install the plug-in on the server instead of the client, or create a separate backup job for each item that you want to back up.	DNNDMP-698
NetApp ONTAP The plug-in fails to restore a file or directory to a different Vserver in a locally attached—direct—topology. Restoring a file or directory to a different Vserver works in remote—indirect—and 3-way topologies.	DNNDMP-699
NetApp ONTAP If you upgrade from version 10.x or 11.1 to version 11.4 of the plug-in, the selection set created using the earlier version is not displayed correctly in the selection tree on the **NetVault Backup Selections** page. You must manually clear and select the correct Volumes to include in backup jobs. Use the **Manage Sets** option to update and save the selections.	DNNDMP-702
Sun StorageTek 5320 On a Sun StorageTek 5320 filer running OS 4.20 M3 Build 1, the plug-in may erroneously mark a used media as bad after attempting to read the header. This error occurs when you try to blank media from the GUI or CLI. To avoid this problem, upgrade to OS 4.21 or later.	

System requirements

Before installing Plug-in *for NDMP* 11.4, ensure that your system meets the following minimum hardware and software requirements.

Table 5. System requirements

Requirement	Details
NetVault Backup versions	The Plug-in *for NDMP* 11.4 requires NetVault Backup 10.0.5 or later. To use pure 64-bit version of the plug-in on Windows-based machines, you require NetVault Backup 11.1 or later. For complete supported-platform information, see the *Quest NetVault Backup Compatibility Guide* available at https://support.quest.com/technical-documents.
Appliance and vendor software	For NAS and NDMP compatibility information, see the *Quest NetVault Backup Compatibility Guide* available at https://support.quest.com/technical-documents.

Upgrade and compatibility

- **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, make sure 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, make sure that you select the appropriate package based on your system.

Table 6. 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

Product licensing

To obtain the license key for your NetVault Backup Server environment, you must first provide the NetVault Machine ID of your main NetVault Backup Server along with the machine IDs of clients running any licensed plug-in.

You can use the NetVault Configuration Wizard to install the product license keys. Alternatively, you can install the license keys from the **Manage Clients** page.

- Obtaining a machine ID
- Installing a license key using the configuration wizard
- Installing a license key from the Manage Clients page

Obtaining a machine ID

1   Start the NetVault Backup WebUI.

2   In the Navigation pane, click **Manage Clients**.

3   In the **NetVault Backup Clients** list, select the applicable machine, and click **Manage**.

4   On the **View Client** page, note the machine ID exactly as it is displayed in the **Client Summary** table.

Installing a license key using the configuration wizard

1   In the **Navigation** pane, click **Guided Configuration**.

2   On the **NetVault Configuration Wizard** page, click **Install Licenses**.

3   In the **NetVault Backup Clients** list, select the applicable machine, and click **Next**.

4   In the **Enter the license key string** box, type or copy and paste the license key, and click **Apply**.

   After the key is applied successfully, a message is displayed.

Installing a license key from the Manage Clients page

1   In the **Navigation** pane, click **Manage Clients**.

2   In the **NetVault Backup Clients** list, select the applicable machine, and click **Manage**.

3   On the **View Client** page, click **Install License**.

4   In the **Install License** dialog box, type or copy and paste the license key, and click **Apply**.

   After the key is applied successfully, a message is displayed.

5   To dismiss the dialog box, click **Close**.

Upgrade and installation instructions

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

More resources

Additional information is available from the following:

- Online product documentation
- NetVault community

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release supports any single-byte or multi-byte character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, and Japan.

The release is localized to the following languages: Chinese (Simplified), French, German, Japanese, and Korean.

About us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

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

Contacting Quest

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

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 https://www.quest.com/legal/license-agreements.aspx. Source code for components marked with an asterisk (*) is available at https://opensource.quest.com.

Table 7. List of third-party contributions

Component	License or acknowledgment
Iconv 1.9.1	© 2003 Free Software Foundation, Inc.
	This file is part of the GNU CHARSET Library. The GNU CHARSET Library is free software; you can redistribute it and/or modify it under the terms of the GNU Library General Public License as published by the Free Software Foundation; either version 2 of the License, or (at your option) any later version.

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.**

i **IMPORTANT NOTE**, **NOTE**, **TIP**, **MOBILE**, or **VIDEO:** An information icon indicates supporting information.