

# Quest<sup>®</sup> NetVault<sup>®</sup> Backup Plug-in *for NDMP* 13.3 Release Notes

**May 2024**

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

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## About this release

Quest NetVault Backup (NetVault Backup) 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 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 find what must be restored to provide rapid time-to-recovery.

Plug-in *for NDMP* 13.3 is a minor release, with enhanced features and functionality.

## Enhancements

The following is a list of enhancements implemented in NetVault Backup Plug-in *for NDMP* 13.3.

**Table 1. General enhancements**

Enhancement	Issue ID
Added support for AWS S3 standard storage class as targets.	
Added Encryption support for AWS S3 standard target.	

**Table 1. General enhancements**

Enhancement	Issue ID
Support for Datacopy from AWS Object Storage using Standard Storage Class to other compatible targets.	
Support for Sub-jobs.	

**i NOTE:**

- Non-standard class targets are not supported.
- Unsupported platforms : Solaris, FreeBSD, HPUNIX and Mac.
- Immutability is not supported.

## Known issues

The following is a list of issues, including those issues attributed to third-party products, known to exist at the time of release.

**Table 2. General Known issues**

Known issue	Issue ID
Job Hang in Reading state after ERROR - NDMP: ERROR 3: RESTORE: Error: Bad header block. ERROR 4: RESTORE: Error: Could not initialize media.	DNNDMP-871
Restore Job Failed - ERROR: Failed to get batch job-report object info.	DNNDMP-870
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 <b>“Waiting to Retry Backup,”</b> the drives in use by that job become offline. <b>To bring a drive back online:</b>	DNNDMP-199 (13121, NCG-289)
<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>Check</b>.</li> </ol>	

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.

**Table 2. General Known issues**

Known issue	Issue ID
<p>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 increases the time taken to generate the backup index; it also increases the processor and memory usage for a job.</p>	
<p>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, <b>Job Status</b> page, and other functionality that depend on job ownership.</p>	

**Table 3. Filer-specific known issues**

	Issue ID
<p><b>Dell FluidFS</b></p> <p>If you use more than 32 entries in the <b>EXCLUDE</b> option for a backup job that targets a Dell FluidFS, FluidFS does not return an error. Exceeding the same limit using the <b>EXCLUDE_PATH</b> option works correctly.</p>	<p>DNNDMP-661 (32079, 00040990)</p>
<p><b>EMC Celerra</b></p> <p>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.</p>	
<p><b>EMC Celerra</b></p> <p>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.</p>	
<p><b>EMC Celerra</b></p> <p>Selective restores with Plug-in <i>for FileSystem</i> using EMC Celerra attached tape device is not supported.</p>	<p>NVBU-47 (773)</p>
<p><b>Hitachi BlueArc</b></p> <p>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.</p>	
<p><b>Hitachi BlueArc</b></p> <p>Hitachi Essential NAS does not support Direct Access Restore (DAR).</p>	
<p><b>Hitachi BlueArc</b></p> <p>Hitachi Essential NAS does not support Rename and Relocate options.</p>	<p>DNNDMP-352 (13274, NCG- 442)</p>
<p><b>Hitachi Essential NAS</b></p> <p>Hitachi Essential NAS only supports backups and restores to NetVault Backup Server or Client attached backup devices.</p>	
<p><b>Isilon OneFS</b></p> <p>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</p>	
<p><b>NetApp Data ONTAP</b></p> <p>Backups and restores involving tape spans on Data 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.</p>	

**Table 3. Filer-specific known issues**

	<b>Issue ID</b>
<b>NetApp Data ONTAP</b>	
On Data 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.	
<b>NetApp Data ONTAP</b>	NVBU-11907 (27982)
Restores of selective files from filer-attached devices fail with the error “tape read error.”	
<b>NetApp Data ONTAP</b>	NVBU-12310 (28510)
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.	
<b>NetApp Data ONTAP</b>	NVBU-12506 (28798)
If a device failure occurs during an NDMP backup or restore operation, the job does not fail; it has to be canceled manually.	
<b>NetApp Data ONTAP</b>	DNNDMP-683
If you are using Plug-in <i>for NDMP</i> or Plug-in <i>for SnapMirror to Tape</i> with Data ONTAP 9.1 and you perform multiple-volume backups, the job might fail and display a “Mover has halted due to an internal error” message.	
<b>NetApp Data ONTAP</b>	DNNDMP-698
Installing the plug-in on the client prevents you from clicking the <b>Volumes</b> node to select all Vservers, volumes, directories, and files automatically on the <b>NetVault Backup Selections</b> page, nor can you select multiple items manually. You can only select one item to back up.	
<b>Workaround:</b> 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.	
<b>NetApp Data ONTAP</b>	DNNDMP-699
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.	
<b>Sun StorageTek 5320</b>	
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* 13.3, ensure that your system meets the following minimum hardware and software requirements.

**Table 4. System requirements**

<b>Requirement</b>	<b>Details</b>
NetVault Backup versions	The NetVault Backup Plug-in <i>for NDMP</i> 13.3 requires NetVault Backup 12.2 or later. To use catalog search, you must use 12.1 or later.  For complete supported-platform information, see the Quest NetVault Backup Compatibility Guide available at: <a href="https://support.quest.com/technical-documents">https://support.quest.com/technical-documents</a> .
Appliance and vendor software	For NAS and NDMP information, see the Quest NetVault Backup Compatibility Guide available at: <a href="https://support.quest.com/technical-documents">https://support.quest.com/technical-documents</a> .

**CAUTION:** The following platforms were not validated with this release:

- AIX
- FreeBSD
- Linux Itanium
- Solaris Intel
- Solaris SPARC

For complete supported-platform 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.

## 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

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

Table 5. 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.

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-  **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.