Quest® NetVault® Bare Metal Recovery for Quest® NetVault® Server 14.1

User's Guide

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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.

NetVault Bare Metal Recovery for NetVault Server User's Guide
Updated - August 2026
Software Version - 14.1
VOG-103-14.0-EN-01

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1

Introducing NetVault Bare Metal Recovery for NetVault Server

- About NetVault Bare Metal Recovery for NetVault Server
- About NetVault Bare Metal Recovery

About NetVault Bare Metal Recovery for NetVault Server

Quest® NetVault® Bare Metal Recovery for Quest® NetVault® Server is a specially packaged version of NetVault Bare Metal Recovery that provides offline bare metal protection for NetVault Servers running on x86/x86-64-based operating systems that use locally-attached tape-based devices. The bare metal recovery (BMR) image of the NetVault Server is taken by a CD that is preloaded with a NetVault Server, the Plug-in *Server*, and the **drdaemon** process. The BMR image can then be transferred to a direct-attached tape-based library or standalone tape drive for recovery in case disaster recovery is needed for the NetVault Server.

NetVault Bare Metal Recovery for NetVault Server:

- Provides a backup of the server; it does not provide access to network-related functionality such as support for the Manage Clients page and its features.
- Supports the use of a virtual tape library (VTL) that was created on a Network File System (NFS). For information about creating a Linux-based NFS mount, see your Linux documentation. For information about creating the VTL, see the *Quest NetVault Administrator's Guide*.
- Uses version 10 of Rocky Linux and Quest VaultOS.
- Does ***not*** support shared VTLs (SVTLs) or NetVault SmartDisk.

IMPORTANT: The preloaded NetVault Server uses NetVault 14.1.2.23 however, this preloaded version of the NetVault Server can protect and recover NetVault Servers and Heterogeneous Clients using NetVault 14.0 and later.

Offline backup process overview

Offline backup of a NetVault Server for bare metal recovery is achieved by performing the following:

- Using the NetVault Bare Metal Recovery for NetVault Server CD to boot the machine.
- Verifying that the NetVault web-based user interface (WebUI) and drdaemon process are started separately.
- From the NetVault WebUI, detecting and adding a locally-attached device.
- Selecting the dedicated media for backup.
- Creating and submitting the backup job.

For more information, see Performing an offline backup.

Offline recovery process overview

Offline bare metal recovery of a NetVault Server is achieved by performing the following steps:

- Using the NetVault Bare Metal Recovery for NetVault Server CD to boot the target machine.
- Verifying that the NetVault WebUI and drdaemon process are started separately.
- Detecting and adding a locally-attached tape library or standalone tape drive.
- Scanning and importing the DR target media that contains the backup index to rebuild the NetVault Database.
- Verifying that the targeted disk is available.
- Creating and submitting the restore job.

For more information, see Performing an offline recovery.

About NetVault Bare Metal Recovery

NetVault Bare Metal Recovery is an integrated bare metal recovery solution capable of recovering an entire system including the operating system (OS), applications, system settings, partition information, and data for any supported NetVault Client. NetVault Bare Metal Recovery provides bare metal recovery with either offline (cold) backups or online (hot) backups.

NetVault Bare Metal Recovery integrates with NetVault. NetVault Bare Metal Recovery includes two key components, or plug-ins, each of which provides its own form of disaster recovery backup, and a third component that serves as a basic OS that is used to prepare a target Disaster Recovery (DR) Client for backup and restore.

NetVault Bare Metal Recovery includes the following technical components:

- **Plug-in *Server***
- **Plug-in *Offline Client* for x86/x86-64 Clients**

The following topics briefly describe these components.

About Plug-in *Offline Client* for Linux

The **Plug-in *Offline Client* for Linux** implements a **block-by-block** backup and restore technique to recover a system fully. This block-by-block operation takes the system offline and makes it unavailable. This process is done to either:

- **Backup**: An ***Offline Backup*** backs up all aspects of a system—OS, applications, system settings, and so on. This process is ideal for new systems that have been configured for use.
- **Restore**: An ***Offline Restore*** recovers a machine—even if it has no functional OS—to a previously configured state.

The Plug-in *Offline Client* includes a component known as **VaultOS**. The VaultOS is a minimal OS that is used to boot a target disaster recovery client system to prepare it for either backup or restore. This minimal OS starts the target client, loads all applicable device drivers, and leaves its hard drive in a state suitable for either backup or restore.

About Plug-in *Server*

The **Plug-in *Server*** resides on the NetVault Server and enables backup and recovery of a target client's data by using the **Plug-in *Offline Client***.

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Performing an offline backup

- Prerequisite
- Booting into NetVault Bare Metal Recovery for NetVault Server
- Adding a locally-attached library
- Adding a VTL created on an NFS
- Selecting the BMR target media
- Backing up the source NetVault Server

Prerequisite

If you plan to restore from a physical machine to a virtual machine (P2V), before you begin backing up data, run the following command:

```
dracut -N -f
```

Failing to run this command results in unsuccessful P2V recovery.

Using a Windows Server 2012-based virtual machine

If your VMware virtual machine (VM) is based on Windows Server 2012 or 2012 R2, update the VMware configuration file to use the E1000 adapter.

1. Locate and open the VMware configuration file.

   This file is located in the directory where you created the virtual machine. For example, C:\Documents and Settings\My Documents\My Virtual Machines\<*machine*>*.vmx.

2. Locate the E100OE entry, and change it to E1000.
3. Save and close the .vmx file.

Booting into NetVault Bare Metal Recovery for NetVault Server

Before you perform an offline backup of the NetVault Server, create a NetVault Bare Metal Recovery for NetVault Server CD and boot from it.

1. Burn the **".iso"** file for the NetVault Bare Metal Recovery for NetVault Server onto a blank CD.

2 Use the CD created in Step 1 to boot the server; if connected through a USB port, the port must use the 3.0 protocol or earlier.

> **IMPORTANT:** Unless there is a Dynamic Host Configuration Protocol (DHCP) Server in your environment, drdaemon requires a static IP address to communicate with the NetVault Server. If there is no DHCP Server, set the IP address manually.
>
> If you are running multiple NetVault Bare Metal Recovery instances for NetVault Server simultaneously, stopping the NetVault Service on one instance can cause the service of the other instances to stop if the host names are identical. To avoid this conflict, press the **Tab** key at the VaultOS client boot prompt to interrupt the boot routine, and enter a unique host name for each instance by using the kernel argument, for example, "hostname=samplehost1."

A series of dialog boxes appear as various applications are loaded to system memory. The initial load sequence may take several minutes, during which time the screen may appear blank.

By default, the system uses DHCP for the Internet Protocol version 4 (IPv4) and IPv6 settings. If you want to change the network settings, complete the following steps:

a Double-click the **NetCFG** icon on the desktop.

b When the **Network Connections** dialog box is displayed, select the connection that you want to change, and click **Edit**.

> **IMPORTANT:** You can only use one active network interface during the backup and restore operation.

c Click the **IPv4 Settings** tab, select **Manual** from the **Method** list, click **Add**, and enter the IP, netmask, and gateway addresses in the applicable fields. Leave the **DNS servers** field blank.

d Click the **IPv6 Settings** tab, select **Manual** from the **Method** list, click **Add**, and enter the IP, prefix, and gateway addresses in the applicable fields. Leave the **DNS servers** field blank.

e When you are finished, click **Save** to return to the **Network Connections** dialog box, and then click **Close**.

3 If you want to enable multipath support, perform the following steps:

a In the **NetVault Bare Metal Recovery Daemon** process terminal (command prompt), press **<Ctrl+C>** to stop the process.

b To open a new **NetVault Bare Metal Recovery Daemon** process terminal, double-click the **Terminal** icon on the desktop.

c At the command prompt, enter the following commands:

```
cd /vaultos_file
./drdaemon -o mpath
```

> **NOTE:** You can enter the **-o mpath** and **-p *port_number*** options together.

The NetVault Bare Metal Recovery for NetVault Server desktop includes the following icons. You can click these icons at any time to access various components.

Table 1. Icons

Icon	Description
	NetVault: This icon starts the NetVault WebUI.
	drdaemon: This icon starts the drdaemon interface.

The next step is to detect and add the locally-attached tape library or standalone tape device through NetVault. The following topics describe adding a library manually or using a VTL. For a detailed description, see the *Quest NetVault Administrator's Guide*.

Adding a locally-attached library

1. In the Navigation pane of the NetVault WebUI, click **Manage Devices**, and then click **Add Device**.
2. Select the **Tape library/media changer** option, and click **Next**.
3. In the **NetVault Clients** list, select the client that is physically connected to the target device.

   If the device is connected to multiple clients, select the client that you want to designate as the library controller.
4. To scan the selected client and list the attached devices, click **Next**.
5. In the **Choose library** table, select the device that you want to add, and click **Next**.

   After the tape drives are discovered and assigned to the appropriate storage bay, a message is displayed.

   To use the default configuration, no further action is required. You can exit the configuration wizard.

Adding a VTL created on an NFS

1. After NetVault Bare Metal Recovery for NetVault Server has started, change to the **/usr/netvault/config** directory.
2. Open the **diskdevices.cfg** file, and locate the **[libraries]** stanza.
3. After the **[libraries]** stanza, enter the following line:

   ```
   location=/nfs-mount-dir/library-name
   ```
4. Locate the **[drives]** stanza, and insert the following line:

   ```
   location=/nfs-mount-dir/library-name/drives/1
   ```
5. If there are multiple drives, enter more lines after the **[drives]** stanza.

   ```
   location=/nfs-mount-dir/library-name/drives/2
   location=/nfs-mount-dir/library-name/drives/3
   …
   ```
6. Save and close the file.
7. In the Navigation pane of the NetVault WebUI, click **Manage Devices**, and then click **Add Device**.
8. Select the **Virtual tape library/media changer** and **Re-add previously generated virtual device** options, and click **Next**.
9. After the VTL that you previously added is displayed, add the drives as appropriate.

Selecting the BMR target media

The next step is to select a dedicated BMR target media for your backup. To create a Target Set, perform the following steps.

1. In the Navigation pane of the NetVault WebUI, click **Create Backup Job**.
2. Next to **Target Storage**, click ✚.
3. Click **Device Selection**, and select the applicable device.
4. Click **Media Options**, select the applicable options; enter a user-defined label, for example, **BMRMedia** string in the **Media Label** field.
5. Click **Media Sharing**, and select the applicable options.

6 Click **Save** to save the set, enter a name in the **Create New Set** dialog box, and click **Save**.

The name can contain alphanumeric and non-alphanumeric characters, but it cannot include non-English characters. On Linux, the name can have a maximum of 200 characters. On Windows, there is no length restriction. However, a maximum of 40 characters is recommended on all platforms.

Backing up the source NetVault Server

To back up the server, complete steps outlined in the following topics.

- Prerequisites for an offline backup
- Completing the backup

Prerequisites for an offline backup

Before initiating a backup with the Plug-in *Server*, review the following topics for details on prerequisites that must be met.

CAUTION: Even if there is no difference between the system devices in a backup and a restore, the order of the disks might be different. If the restored data is started without performing a rename, any data that exists on the disks is lost. To compare the information of the physical disk at backup and restore, note the *Disk Geometry* and *Device Size* at backup.

Verifying Disk Geometry and Device Size

Before backing up any portion of a NetVault Server's hard drive, note the **Disk Size** and the **Disk Geometry** of the selected drive. If these items are not accounted for, a restore might fail.

Example of how to note the Drive Disk Size and Disk Geometry

A Client drive is divided into three partitions. The primary partition is 10 gigabytes (GB), the first logical partition is 7 GB and the second is 3 GB. A backup of the first logical partition is performed with the Plug-in *Server*. On restore of the system after a hard drive failure, if the first logical partition was restored, it must be restored to the proper partition—the first logical partition—or the restore fails.

1 Open the **NetVault Selections** page, and double-click the NetVault Server—the system containing the Plug-in *Server*—to open it.

2 Open the Plug-in *Server* by double-clicking it.

3 Double-click the **self** node displayed under the plug-in to reveal the disks contained within.

4 To determine the Disk Geometry, click the applicable disk, and select **Disk Geometry** from the context menu.

The **Display Device Geometry** dialog box displays details about the partition structure of the selected disk.

- **Partitions**: Each individual partition is listed here by number and the partition type.
- **Active**: Displays the current state of the partition, "Yes" or "No."
- **Start Cyl**: Displays the origination point (cylinder) for the various partitions.
- **End Cyl**: Displays the partition's endpoint (cylinder).
- **Size**: Displays the size of each partition.
- **Type**: Displays the type of partition.

5 With this information noted, click **OK**.

6 To determine the overall size of a disk, click the applicable disk, and select **Disk Size** from the context menu.

   The **Device Size** dialog box displays details about the size of the selected disk.

   - **Device**: The number and type of the disk.
   - **Size**: The size of the selected disk.

7 With this information noted, click **OK**.

Completing the backup

You are now ready to perform a backup of the NetVault Server. The procedure for performing backups includes the steps outlined in the following topics:

- Selecting data for the backup
- Setting backup options
- Finalizing and submitting the backup job

Selecting data for the backup

You must use sets—Backup Selection Set, Backup Options Set, Schedule Set, Target Set, and Advanced Options Set—to create a backup job. For more information, see the *Quest NetVault Administrator's Guide*.

TIP: To use an existing set, click **Create Backup Job**, and select the set from the **Selections** list.

1 In the Navigation pane, click **Create Backup Job**.

   You can also start the wizard from the Guided Configuration link. In the Navigation pane, click **Guided Configuration**. On the **NetVault Configuration Wizard** page, click **Create backup jobs**.

2 In **Job Name**, specify a name for the job.

   Assign a descriptive name that lets you easily identify the job when monitoring its progress or restoring data. The job name can contain alphanumeric and non-alphanumeric characters, but it cannot include non-English characters. On Linux, the name can have a maximum of 200 characters. On Windows, there is no length restriction. However, a maximum of 40 characters is recommended on all platforms.

3 Next to the **Selections** list, click ✚.

4 Double-click the Plug-in *Server*, labeled "**VaultDR APM**," to open it.

5 When the **self** node is displayed, double-click it to display all disk device information for this NetVault Server.

   You can open disks by double-clicking them. Individual partitions are displayed and made available for selection to back up.

6 Select a single disk, all disks, all partitions, or a single partition of each disk to back up.

7 Click **Save**, enter a name in the **Create New Set** dialog box, and click **Save**.

   The name can contain alphanumeric and non-alphanumeric characters, but it cannot include non-English characters. On Linux, the name can have a maximum of 200 characters. On Windows, there is no length restriction. However, a maximum of 40 characters is recommended on all platforms.

Setting backup options

The next step involves creating the Backup Options Set.

1. Next to the **Plugin Options** list, click ✚.
2. Select **Disk Raw Mode**, **Compression**, or both.
   - **Disk Raw Mode**: Select this option if you want all partition information for a selected hard drive to be ignored and a “bit-by-bit” backup of the entire disk image to be performed. This bit-by-bit form of data transfer occurs during the restore of this backup as well, thus eliminating the need to format the target drive or remove the partition.

     Cases in which Raw Mode is desired include:
     - The selected hard drive does not have a partition table.
     - NetVault Bare Metal Recovery cannot recognize the partition table.
     - You are backing up data outside the Master Boot Record (MBR) and partitions, for example, dynamic disks.
   - **Compression**: To compress data on the NetVault Server before transfer during backup, select this option. This option reduces overall network traffic during data transfer and also requires less media space to accommodate the backup. This option is useful for partitions that contain a large amount of unused space. Selecting this option usually provides better compression than using a network-based or tape-library-based compression feature.
3. Click **Save** to save the set.
4. In the **Create New Set** dialog box, specify a name for the set, and click **Save**.

   The name can contain alphanumeric and non-alphanumeric characters, but it cannot include non-English characters. On Windows, there is no length restriction; however, a maximum of 40 characters is recommended.

Finalizing and submitting the backup job

The final steps include setting additional options on the Schedule, Target Storage, and Advanced Options pages, submitting the job, and monitoring the progress through the Job Status and View Logs pages. These pages and options are common to all NetVault Plug-ins. For more information, see the *Quest NetVault Administrator’s Guide*.

1. Next to the **Target Storage** option, click ✚.
2. Click **Media Options**, select **MID**, and then enter the label in the text box.

   This label is the label, for example, **BMRMedia**, for the target media that you specified earlier in the **Media Properties** dialog box.
3. Click **Set**.
4. Use the **Schedule** and **Advanced Options** lists to configure any additional required options.
5. Click **Save & Submit**, whichever is applicable.

   You can monitor progress on the **Job Status** page and view the logs on the **View Logs** page. For more information, see the *Quest NetVault Administrator’s Guide*.

3

Performing an offline recovery

- Prerequisites for an offline recovery
- Booting into NetVault Bare Metal Recovery for NetVault Server
- Importing the indexes to the NetVault Database
- Verifying access and availability of disks for restore
- Recovering the source NetVault Server

Prerequisites for an offline recovery

Before recovering the NetVault Server, the following conditions must be met:

- Provide either a new disk or an existing disk that has had all existing partitions removed.

CAUTION: Even if there is no difference between the system devices in a backup and a restore, the order of the disks might be different. If the restored data is started without performing a rename, any data that exists on the disks is lost. To compare the information of the physical disk at backup and restore, note the *Disk Geometry* and *Device Size* at backup. For more information, see The current BMR restore process has limited support for disk layout differences between source and target systems, where possible, use a target system with a similar storage layout. If required, a workaround such as adding a dummy disk or manually reordering disks may help align the target layout with the source. If disk ordering cannot be adjusted, restore may fail or may not be possible..

- If your VM is based on Windows Server 2012 or 2012 R2, update the VMware configuration file to use the E1000 adapter. For more information, see Using a Windows Server 2012-based virtual machine.

Known Limitation

The current BMR restore process has limited support for disk layout differences between source and target systems, where possible, use a target system with a similar storage layout. If required, a workaround such as adding a dummy disk or manually reordering disks may help align the target layout with the source. If disk ordering cannot be adjusted, restore may fail or may not be possible.

Booting into NetVault Bare Metal Recovery for NetVault Server

The first step in the recovery process is to use the NetVault Bare Metal Recovery for NetVault Server CD to boot the machine. This process requires the CD previously created during the Offline Backup process.

1. Use the CD created in Booting into NetVault Bare Metal Recovery for NetVault Server to boot the server; if connected through a USB port, the port must use the 3.0 protocol or earlier.

   The server boots into X graphical multiuser mode and starts NetVault and the drdaemon process.

2 If you want to enable multipath support, perform the following steps:

   a In the **NetVault Bare Metal Recovery Daemon** process terminal (command prompt), press **<Ctrl+C>** to stop the process.

   b To open a new **NetVault Bare Metal Recovery Daemon** process terminal, double-click the **Terminal** icon on the desktop.

   c At the command prompt, enter the following commands:

```
cd /vaultos_file
./drdaemon -o mpath
```

   NOTE: You can enter the **-o mpath** and **-p *port_number*** options together.

3 Detect and add the locally-attached tape library or standalone tape device through NetVault.

Importing the indexes to the NetVault Database

The next step is to select the dedicated DR target media for your recovery and import the indexes to the NetVault Database.

1 In the Navigation pane of the NetVault WebUI, open the **Manage Devices** page.

2 On the **Manage Devices** page, click the **Manage Device** icon for the drive or slot that contains the media that was used during backup, for example, **BMRMedia**, and is now marked "**FOREIGN**."

3 On the **Tape Drive Management** page, click **Scan**.

   NetVault imports backup indexes stored on the FOREIGN media to the NetVault Database.

Verifying access and availability of disks for restore

The next step is to verify access and disk availability of the new or target NetVault Server.

1 From the NetVault WebUI, open the **NetVault Selections** page.

2 Double-click the NetVault Server node.

3 Double-click the Plug-in *Server*, labeled **"VaultDR APM**," to open it.

4 When the **"self"** node is displayed, double-click it to display all disk device information for this NetVault Server.

IMPORTANT: If there is no disk available, the recovery process cannot continue.

Recovering the source NetVault Server

The final step in the recovery process is to restore the offline backup of the original NetVault Server to the new or target NetVault Server. To recover the server, complete steps outlined in the following topics.

- Prerequisites for recovery
- Selecting data for a restore
- Setting restore options
- Finalizing and submitting the restore job

CAUTION: Even if there is no difference between the system devices in a backup and a restore, the order of the disks might be different. If the restored data is started without performing a rename, any data that exists on the disks is lost. To compare the information of the physical disk at backup and restore, note the *Disk Geometry* and *Device Size* at backup.

For version 1.1.6 and later, also compare the Disk ID of the targeted disk on the *Create Selection Set* page to the Disk ID of the same disk on the *NetVault Selections* page.

Quest strongly recommends that you disconnect all disks that contain critical data from the server before you boot NetVault Bare Metal Recovery for NetVault Server.

Prerequisites for recovery

A DR restore procedure is a delicate operation. Before setting up and running a DR restore, ensure that the following prerequisites have been met:

- **Ensure that device filenames match**: The target device name on the NetVault Bare Metal Recovery Client, for example, Disk 0 (IDE), must be the same as it was at the time of backup.

  IMPORTANT: When relocating a DR backup, ensure that the hard disk installed on the new relocation target has the same name as the hard disk that existed in the original target.

- **Gather noted Device Size and Disk Geometry information**: This information should have been noted before the backup. Have this information handy to complete the restore properly.

Selecting data for a restore

1. In the Navigation pane, click **Create Restore Job**.
2. On the **Create Restore Job—Choose Saveset** page, select **VaultDR APM** from the **Plugin Type** list.
3. To filter the items displayed in the saveset table further, use the **Client**, **Date**, and **Job ID** lists.

   The table displays the saveset name (job title and saveset ID), creation date and time, and size. By default, the list is sorted by creation date.
4. In the saveset table, select the applicable item.

   When you select a saveset, the following details are displayed in the **Saveset Information** area: Job ID, job title, server name, client name, plug-in name, saveset date and time, retirement setting, Incremental Backup or not, Archive or not, saveset size, and snapshot-based backup or not.
5. Click **Next**.
6. On the **Create Selection Set** page, select the data that you want to restore.

   Select a single disk, all disks, all partitions, or a single partition of each disk to restore.

Setting restore options

On the **Create Selection Set** page, click , and configure the following parameters on the **Options** tab:

- Ensure that **Physical Machine** is the selected **Restore Type**.
- In the **Restore Name** box of the **Physical Recovery Options** section, verify that the correct name is displayed.

  By default, the value in this field is the name of the NetVault Server from which this backup was originally performed, based on the backup saveset selected from the **Create Selection Set** page. This name is associated with a specific IP address that was previously configured. If this value is left at its default setting, selected data is restored to a machine that uses the same information as the machine that was originally backed up.

Finalizing and submitting the restore job

The final steps include setting additional options on the Schedule, Source Options, and Advanced Options pages, submitting the job, and monitoring the progress through the Job Status and View Logs pages. These pages and options are common to all NetVault Plug-ins. For more information, see the *Quest NetVault Administrator's Guide*.

1. To save the settings, click **Ok**, and then click **Next**.
2. In **Job Name**, specify a name for the job if you do not want to use the default setting.

   Assign a descriptive name that lets you easily identify the job when monitoring its progress. The job name can contain alphanumeric and non-alphanumeric characters, but it cannot include non-English characters. On Linux, the name can have a maximum of 200 characters. On Windows, there is no length restriction. However, a maximum of 40 characters is recommended on all platforms.
3. In the **Target Client** list, select the machine on which you want to restore the data.

   TIP: You can also click **Choose**, and then locate and select the applicable client in the **Choose the Target Client** dialog box.
4. Use the **Schedule**, **Source Options**, and **Advanced Options** lists to configure any additional required options.
5. Click **Save** or **Save & Submit**, whichever is applicable.

You can monitor progress on the **Job Status** page and view the logs on the **View Logs** page. For more information, see the *Quest NetVault Administrator's Guide*.

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.

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.