Quest® QoreStor™ 7.7.0

Installation Guide

© 2026 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site (https://www.quest.com) for regional and international office information.

Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at https://www.quest.com/legal.

Trademarks

Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit https://www.quest.com/legal/trademark-information.aspx. All other trademarks and registered trademarks are property of their respective owners.

Legend

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

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

QoreStor Installation Guide
Updated - November 2026
Version - 7.7.0

Contents

About this Installation Guide **1**
Other information you may need 1
Information on compatible products 2

Getting started with QoreStor **3**
Introducing Quest® QoreStor™ 3
Licensing QoreStor 4
Evaluating QoreStor 4
Installing a license 4
QoreStor installation modes 5
Installation modes for standard QoreStor installations 5
Installation modes for installing QoreStor in Object Direct Configuration 5
System requirements 6

Installing QoreStor **7**
Pre-installation configurations 7
Downloading the software 9
Installing QoreStor without support for Cloud Tier and Archive Tier 9
Metadata space requirements for QoreStor installation 9
Metadata space requirements for Object-Direct QoreStor installation 9
Additional metadata space requirements for Cloud-Tier/Archive-Tier post-installation 10
Additional metadata space requirements for Cloud-Tier/Archive-Tier post-installation (Object-Direct) 10
Installing QoreStor in Object Direct mode 11
Installing QoreStor 12
Installing Qorestor with Protocols of Choice 14
Logging in to QoreStor 20

Upgrading your QoreStor software **21**
Before you upgrade 21
Downloading the QoreStor Software 22
Upgrading your QoreStor software using Linux shell 22
Upgrading QoreStor Software using the QoreStor UI 23

Uninstalling QoreStor **24**
Before uninstalling QoreStor 24
Uninstalling QoreStor 24
Uninstalling QoreStor while maintaining configuration and backup data 24
Uninstalling QoreStor and removing configuration and backup data 25

Uninstalling protocols of choice from QoreStor 25

Reinstalling OS **27**

Considerations for reinstalling OS 27

About us **28**

Technical support resources 28

1

About this Installation Guide

The Quest® QoreStor™ Installation Guide provides instructions and reference information needed for a successful QoreStor installation. This guide contains information on:

- Hardware and software requirements for the QoreStor installation machine
- Infrastructure requirements
- Port configurations
- Pre-installation requirements
- Installation procedures
- Removal procedures

Other information you may need

The following table lists the documentation available for QoreStor. The documents listed in this table are available on the Quest support website by selecting your specific QoreStor version at:

http://support.quest.com/QoreStor

Table 1: QoreStor documentation

Document	Description
QoreStor Installation Guide	Provides information on installation and operation requirements, supported platforms, and procedures for installing QoreStor.
QoreStor User Guide	Provides information on configuring and using QoreStor.
QoreStor Release Notes	Provides the latest information about new features and known issues with a specific product release.
QoreStor Command Line Reference Guide	Provides information about managing QoreStor data backup and replication operations using the QoreStor command line interface (CLI).
QoreStor Interoperability Guide	Provides information on supported infrastructure components.
QoreStor Virtual Machine Deployment Guide	Provides information on deploying the QoreStor virtual machine on VMware ESX or Microsoft Hyper-V.
Additional whitepapers	Instructions and best practices for configuring additional Quest and third-party applications to work with QoreStor.

NOTE: Check for the latest documentation updates and release notes at http://support.quest.com/qorestor. Read the release notes first because they contain the most recently documented information about known issues with a specific product release.

Information on compatible products

QoreStor offers direct integration with Quest Software's NetVault® Backup and vRanger®, as well as Veritas NetBackup and Backup Exec. For more information on those products refer to the documents below.

Table 2: Quest NetVault documentation

Document	Description
NetVault Installation Guide	Provides information about installing and upgrading the NetVault server and client software.
NetVault Administration Guide	Describes how to configure and use NetVault to protect your data. This document also provides information on configuring QoreStor repositories and migrating NetVault SmartDisk data to the new QoreStor repository.
NetVault Release Notes	Provides the latest information about new features and known issues with a specific product release.

NOTE: See the complete NetVault documentation at https://support.quest.com/netvault.

Table 3: Quest vRanger documentation

Document	Description
vRanger Installation/Upgrade Guide	This document provides information on supported platforms, system requirements, and instructions on installing and upgrading vRanger.
vRanger User Guide	This document provides information and procedures on configuring and using vRanger to protect virtual and physical environments.
vRanger Release Notes	This document details the issues resolved in this release, the known issues as of this release, and the third-party components in vRanger.

NOTE: See the complete vRanger documentation at https://support.quest.com/vranger.

Table 4: Veritas documentation

Document	Description
Veritas NetBackup	For information on Veritas NetBackup, refer to the NetBackup product documentation.
Veritas Backup Exec	For information on Veritas Backup Exec, refer to the Backup Exec product documentation.

2

Getting started with QoreStor

This chapter provides an introduction to QoreStor, and provides other important information that you may need before you begin to deploy the application. Information on the following topics is included:

- Introducing Quest® QoreStor™- provides an introductory description of the QoreStor application.
- System requirements - provides information on the hardware and software requirements for installation, as well as compatibility information for the larger QoreStor infrastructure.
- Licensing QoreStor- provides information about how to properly license your QoreStor deployment.

Introducing Quest® QoreStor™

Quest® QoreStor™ is a software-defined secondary storage platform based on Quest's proven DR Appliance's resilient deduplication and replication technologies. With QoreStor, you can break free of backup appliances and accelerate backup performance, reduce storage requirements and costs, and replicate safer and faster to the cloud for data archiving, disaster recovery, and business continuity.

QoreStor supports all of the major backup software applications in use today and can lower your backup storage costs to as little as $.16/GB while reducing your total cost of ownership.QoreStor achieves these results using patented Rapid technology as well as built-in, variable block-based deduplication and compression.

Lower costs and maximize the return on your IT investment by leveraging virtually any storage hardware, virtualization platform, or cloud provider. QoreStor also supports many backup software solutions — so it's not just for Quest. Simple to deploy and easy to manage, QoreStor enables you to shrink replication time, improve data security, and address compliance requirements.

QoreStor helps you to:

- Reduce on-premises and cloud storage costs with industry-leading deduplication and compression.
- Accelerate backup completion with protocol accelerators and dedupe.
- Shrink replication time by transmitting only changed data.
- Improve data security and comply with FIPS 140-2.
- Maximize return on investment for existing data protection technologies.
- Lower total cost of ownership through all-inclusive licensing.

QoreStor includes the following features:

- Hardware and software agnostic platform
- Next-generation storage dedupe engine
- Built-in protocol accelerators
- Support for a wide variety of data backup installations and environments.

Licensing QoreStor

QoreStor offers a backend capacity licensing model to allow for simple integration with other Quest Data Protection products.

- **Standalone license** - QoreStor is licensed by the amount of backend capacity required. Standalone licenses are available as either **perpetual** licenses (with no expiration), or **term** licenses, which expire after a specified period of time.

Perpetual and term QoreStor licenses are additive, meaning that if you purchase a 5 TB license now, and a 10 TB license in the future, you will have 15 TB total capacity. However, all term licenses installed on a QoreStor server must share the same expiration date.

NOTE: Licenses for QoreStor are specific to the QoreStor server. When installing a license, the System ID for your QoreStor server is required. You can obtain the System ID with the command **system --show | grep "System ID"**

Evaluating QoreStor

QoreStor offers two methods for evaluation:

- **Default installation** - If no license is installed, QoreStor defaults to a no-cost, 1 TB capacity installation supported by the QoreStor Community. This option requires no license and does not expire. If a license is applied to a server running in this mode, the free 1 TB is **not** added to the purchased license capacity.
- **Full capacity trial** - available on the Quest Software Trial site, which provides a 30-day evaluation license for up to 360 TB or 512 TB (if MSP support is enabled) and access to Quest Support. After the evaluation period has expired, the QoreStor server will operate in Manual Intervention mode until a license is applied. To use QoreStor beyond that time frame, you will need to purchase a perpetual standalone license. If a longer trial period is required, please contact Quest Sales.

If you have purchased a standalone license, you can install it using the **system --license** command, as described in the *QoreStor Command Line Reference Guide*.

NOTE: When ordering a license, the System ID for your QoreStor server is required. You can obtain the System ID with the command **system --show | grep "System ID"**

Installing a license

You can add a license to QoreStor through either the QoreStor GUI or the command line interface.

To install a license

1. In the navigation menu, click **System.**
2. Scroll to the **License Information** section at the bottom of the page.
3. Click **Upload License**.
4. Click **Choose File** and select the license file. Click **Open**.
5. Click **Apply**.

NOTE: You may also install a QoreStor license from the command line interface using the command:

```
system --license [--show] [--verbose] [--validate] [--file <path>] [--add] [--
replace] [--file <path>]
```

Refer to the *QoreStor Command Line Reference Guide* for more information.

QoreStor installation modes

QoreStor can be installed in one several installation modes, each with different hardware requirements and expected performance levels. When QoreStor is installed in Object Direct mode, the installation modes available are slightly different and support different capacities.

Installation modes for standard QoreStor installations

- **Enterprise Plus** - This is the mode of installation that will yield the highest capacity and performance. This mode supports a back-end capacity of up to 512 TB. It also requires that the data and metadata volumes are on separate RAID sets.
- **Enterprise** - This mode supports a back-end capacity of up to 360 TB. It also requires that the data and metadata volumes are on separate RAID sets.
- **Standard** - This is the mode of installation that will suit most environments as it supports a back-end capacity of up to 150 TB.
- **Cloud Optimized** - This is a smaller footprint installation designed to maximize cost-effectiveness for operation in cloud environments. The data dictionary size is reduced to reflect the lower backend capacity limit of 43 TB.

NOTE: When QoreStor is installed in Cloud Optimized mode, Archive tier is not supported.

NOTE: For information on available virtual machine configurations, see "QoreStor VM Specifications" in the *QoreStor Interoperability Guide*.

Installation modes for installing QoreStor in Object Direct Configuration

- **Enterprise** - This is the mode of installation that will yield the highest capacity and performance. Enterprise mode supports a back-end capacity of up to 360 TB. Additionally, 44 TB of SSD storage must be configured for QoreStor metadata.
- **Standard** - This is the mode of installation that will suit most environments as it supports a back end capacity of up to 150 TB. Additionally, 18 TB of SSD storage must be configured for QoreStor metadata.
- **Cloud Optimized** - This is a smaller footprint installation designed to maximize cost-effectiveness for operation in cloud environments. The data dictionary size is reduced to reflect the lower backend capacity limit of 43 TB. Additionally, 4 TB of additional storage must be configured for QoreStor metadata.

NOTE: When QoreStor is installed in Cloud Optimized mode, Archive tier is not supported.

NOTE: When QoreStor is installed in an Object Direct configuration, VTL containers are not supported.

NOTE: When QoreStor is installed in an Object Direct configuration, the minimum required swap space is 16 GB.

NOTE: When QoreStor is installed in an Object Direct configuration, seed import operation is not supported.

System requirements

Installation requirements and platform support information is updated continually in the QoreStor Interoperability Guide. Please refer to that document for up-to-date information.

3

Installing QoreStor

The process of installing QoreStor involves these steps:

- Review the System requirements and verify your intended installation platform satisfies these requirements.
- Download the QoreStor software.
- Obtain your QoreStor license key.
- Install QoreStor.
- Add your new QoreStor repository to a supported backup product.

Pre-installation configurations

- Set appropriate OS permissions on target machines to allow users to install the software.
- Select multi-user run level.
- Verify storage devices are properly connected to the QoreStor server.
- The **Samba4, windbind**, and **libwbclient** packages are incompatible with QoreStor running on RHEL/Oracle Linux/AlmaLinux/Rocky Linux 8.x versions. These packages must be removed from the QoreStor server before installing QoreStor. If your operating system is distributed with a system-provided NFS server, it must be disabled prior to installing.
- QoreStor requires the following packages to be installed prior to installing QoreStor :

  RHEL/Oracle Linux/AlmaLinux/Rocky Linux 8.x: nfs-utils, policycoreutils, glibmm24, krb5-libs >= 1.15.1.18, libsemanage >= 2.5.8, libaio, perl, mutt, yum-utils, bind-utils, libnsl, boost, xmlrpc-c, xmlrpc-c-client, bzip2-devel, rpcbind, libidn, attr, sqlite, libxml2, rsyslog, openssl, lsof, python3, lsscsi, tar, audit-libs, jq, libxslt-devel, libxml2-devel, python36-devel, gcc

  RHEL/Oracle Linux/AlmaLinux/Rocky Linux 9.x: nfs-utils, policycoreutils, glibmm24, krb5-libs, libsemanage, libaio, perl, mutt, yum-utils, bind-utils, libnsl, boost, xmlrpc-c, xmlrpc-c-client, bzip2-devel, rpcbind, libidn2, attr, sqlite, libxml2, rsyslog, openssl, lsof, initscripts, fio, python3, lsscsi, tar, audit-libs, jq

  RHEL/Oracle Linux/AlmaLinux/Rocky Linux 10.x: nfs-utils, policycoreutils, krb5-libs >= 1.15.1.18, libsemanage >= 2.5.8, libaio, perl, mutt, yum-utils, libnsl, boost, xmlrpc-c, xmlrpc-c-client, bzip2-devel, rpcbind, libidn, attr, sqlite, libxml2, rsyslog, openssl, lsof, lsscsi, initscripts, fio, audit-libs, jq, dmidecode, sysstat, net-tools, iproute-tc

  > **NOTE:** QoreStor installer automatically installs libnsl2, xmlrpc-c, and xmlrpc-c-client from bundled RPMs if they are not already present.

  Additionally, if CIFS support is chosen at install time on RHEL/Oracle Linux/AlmaLinux/Rocky Linux 9.x systems, the following minimum package versions are also required prior to installation: realmd, oddjob, oddjob-mkhomedir, samba-winbind-4.19.4, samba-winbind-clients-4.19.4, samba-winbind-krb5-locator-4.19.4, samba-common-tools-4.19.4, krb5- workstation, samba-4.19.4, samba-client-4.19.4, samba-

common4-19.4, adcli, policycoreutils-python-utils.
If they are not already installed, the installer will prompt for permission to download and install these packages before installing or upgrading QoreStor

Additional installer prerequisite checks: On RHEL/Oracle Linux/AlmaLinux/Rocky Linux 9.x and 10.x, the installer checks for sqlite-libs version 3.34.1.10 or later. For Python 3.11, RHEL 9 requires sqlite-libs 3.34.1-10.el9_8 or later; RHEL 10 requires 3.34.1-10.el10 or later. The installer prompts to install or update required packages.

The installer also checks for these commands: awk, sed, systemctl, which, grep, cut, tail, sort, uniq, tr, dirname, and df. If missing, it identifies the corresponding packages: gawk, sed, systemd, which, grep, and coreutils.

- QoreStor requires the following Python packages :

  scikit-learn, statsmodels, influxdb-client, pandas, numpy, lxml, xmltodict, python-crontab, tcconfig, netifaces.

  Generally, these packages are downloaded and installed automatically during installation. However, if internet access is not configured on the server, the packages can be downloaded on a Linux system which is connected to the internet and copied to the QoreStor server before the upgrade or installation of the QoreStor.
  When the server is connected to the internet, execute the following command to download the prerequisite Python packages:

  ```
  pip3 download scikit-learn statsmodels influxdb-client pandas numpy lxml
  xmltodict python-crontab tcconfig netifaces
  ```

  The downloaded files can then be copied to the QoreStor server. The downloaded files can then be copied to the QoreStor server and installed either during QoreStor installation, or after QoreStor has been installed or upgraded.

  To install the downloaded packages during QoreStor installation, add the "--pypkg-path" argument to the installer command line:

  ```
  ./qs_inst_7.7.0.132.bin -- --pypkg-path <directory_containing_downloaded_
  python_packages>
  ```

  Alternatively, the downloaded packages can be installed after installing or upgrading QoreStor using the following commands:

  ```
  /opt/qorestor/bin/detection/detection_env/bin/pip3 install scikit-learn
  /opt/qorestor/bin/detection/detection_env/bin/pip3 install statsmodels
  /opt/qorestor/bin/detection/detection_env/bin/pip3 install influxdb-client
  /opt/qorestor/bin/detection/detection_env/bin/pip3 install pandas
  /opt/qorestor/bin/detection/detection_env/bin/pip3 install numpy
  /opt/qorestor/bin/detection/detection_env/bin/pip3 install python-crontab
  /opt/qorestor/bin/detection/detection_env/bin/pip3 install tcconfig
  /opt/qorestor/bin/detection/detection_env/bin/pip3 install netifaces
  /opt/qorestor/bin/qs_email_stats/qs_stats_env/bin/pip3 install lxml
  /opt/qorestor/bin/qs_email_stats/qs_stats_env/bin/pip3 install xmltodict
  ```

  If the above commands are executed successfully, restart the QoreStor services by executing the following command:

  ```
  systemctl restart ocards
  ```

  Please note that once the above commands are executed, and the prerequisite packages are installed, you don’t need to execute the same on subsequent QoreStor updates.

Downloading the software

The QoreStor installer is available for download from the Quest website.

To download the software

1. Log in to your Quest Support account.
2. Navigate to the QoreStor portion of the Quest Support website: https://support.quest.com/qorestor
3. In the **Download Software** section, click **See all Downloads**.
4. Find the version of QoreStor you wish to download, and click the download icon.
5. Click either **Download Now** to download the software immediately, or **Add to my Downloads**.
6. If you selected **Add to my Downloads**, click the **My Downloads** icon to view your download cart.
7. Select the software to download and click **Download Selected**.

Installing QoreStor without support for Cloud Tier and Archive Tier

QoreStor can be installed without support for the cloud-tiering or archive-tiering features. This option significantly reduces the minimum metadata space requirements needed for installation.

Metadata space requirements for QoreStor installation

Install Mode	Minimum Metadata Space Requirements with Cloud-Tier/Archive-Tier	Minimum Metadata Space Requirements without Cloud-Tier/Archive-Tier
Cloud-Optimized	1 TiB	400 GiB
Standard	3 TiB	750 GiB
Enterprise	7 TiB	1 TiB
Enterprise-Plus	9 TiB	2 TiB

Metadata space requirements for Object-Direct QoreStor installation

Install Mode	Minimum Metadata Space Requirements with Cloud-Tier/Archive-Tier	Minimum Metadata Space Requirements without Cloud-Tier/Archive-Tier

Cloud-Optimized	4 TiB	1800 GiB
Standard	18 TiB	8 TiB
Enterprise	44 TiB	18 TiB

To install QoreStor without support for cloud-tiering or archive-tiering, add the following option to the installer command line:

```
--no-cloud
```

Or, if installing QoreStor interactively, answer "no" to the following prompt:

```
Do you wish to enable support for Cloud Tier and Archive Tier? yes/no:
```

Support for cloud-tiering and archive-tiering can also be enabled post-installation of QoreStor by re-executing the installer and adding the following option to the installer command line:

```
--enable-cloud
```

Enabling support for cloud-tiering or archive-tiering will require additional space in the metadata volume.

Additional metadata space requirements for Cloud-Tier/Archive-Tier post-installation

Install Mode	Additional Metadata Space Requirements with Cloud-Tier/Archive-Tier
Cloud-Optimized	544 GiB
Standard	2418 GiB
Enterprise	5776 GiB
Enterprise-Plus	7928 GiB

Additional metadata space requirements for Cloud-Tier/Archive-Tier post-installation (Object-Direct)

Install Mode	Additional Metadata Space Requirements with Cloud-Tier/Archive-Tier
Cloud-Optimized	544 GiB
Standard	2418 GiB
Enterprise	5776 GiB

Installing QoreStor in Object Direct mode

Installing QoreStor in Object Direct configuration utilizes a volume layout different from a standard installation and the installation script requires additional cloud-configuration information. Before installing QoreStor, refer to QoreStor installation modesQoreStor installation modesand the *QoreStor Interoperability Guide* for additional information.

To install QoreStor in Object Direct mode

1. Copy the QoreStor installation files to the server.
2. Set execution permission on the installation files using **chmod**. For example,

   ```
   $ chmod a+x qs_inst_7.7.0.132.bin
   ```

3. With elevated privileges (either as root or with the sudo command), run the installation script with the desired parameters, using the below information as a guide. To install QoreStor in Object Direct mode, use the **--object-direct** parameter:

```
 qs_inst_7.7.0.132.bin -- -f -p <repository_path> -m <metadata_path> --object-direct
--mode=<cloud-optimized|standard|large> --accept-eula --install-deps -e <cloud-
provider> -t <cloud-container-name> -w <cloud-connection-string>
```

Use the following table to define the parameters:

Table 5: Object Direct mode installation parameter definitions

Parameter	Definition
-f	Enables firewall configuration
-h, --help	Displays this help message
-p, --repository_path=<pathname>	Is the path to the repository storage
-m, --metadata_path=<pathname>	Is the path to the metadata storage
--accept-eula	Accepts the EULA agreement
--install-deps	Resolves missing package dependencies
--fix-mount-opts	Adds any required mount options to fstab entries
--object-direct	Installs support for object-direct storage
--no-object-direct	Does not install support for object-direct storage
-e, --cloud_provider_name=<name>	Object storage provider (e.g. AWS-S3, AZURE, S3-Compatible, etc.)
-t, --cloud_container_name=<name>	Cloud container name for object storage
-w, --cloud_connection_ string=<password>	Cloud connection string for the object storage account
--mode=<large |standard |cloud-optimized>	Selects the type of storage configuration

Parameter	Definition
--install-vtl	Install support for VTL
--no-vtl	Do not install support for VTL
--install-cifs	Install support for CIFS and AD
--no-cifs	Do not install support for CIFS or AD
--install-nfs	Install support for NFS
--no-nfs	Do not install support for NFS
--install-object-container	Install Object Container support
--no-object-container	Do not install Object Container support
--enable-cloud	Enables the support for cloud-tiering and archive-tiering
--no-cloud	Install QoreStor without support for the cloud-tiering and archive-tiering
--enable-edm	Enable support for Veeam(TM) EDM
--no-edm	Do not enable support for Veeam(TM) EDM

Or

- `$ sudo ./qs_inst_7.7.0.132.bin`

  and follow the prompts to :

  - Configure storage location (local, or object direct).
  - Select an installation mode. Refer to QoreStor installation modes for more information.
  - Install QoreStor in object direct mode, and enter the required cloud connection information.
  - [Optional] Add firewall exceptions.

Installing QoreStor

Before installing QoreStor, refer to System requirements and Installing QoreStor for additional information. To install QoreStor in Object Direct mode, refer to Installing QoreStor in Object Direct mode.

To install QoreStor

1. Copy the QoreStor installation files to the server.
2. Set execution permission on the installation files using **chmod**. For example,

   ```
   $ chmod a+x qs_inst_7.7.0.132.bin
   ```

3. With elevated privileges (either as root or with the sudo command), run the installation script according to one of the two options below

   - `qs_inst_7.7.0.132.bin -- -f -p <repository_path> -m <metadata_path> --mode=<cloud-optimized|standard|large> --accept-eula --install-deps [--install-vtl]`

where the following parameter definitions are true:

- **-f** specifies that the installer should automatically apply firewall rules to open the necessary ports.
- **-p** <repository_path> specifies the repository path.
- **-m** <metadata_path> specifies where the dictionary and journals should be stored.If not specified, the repository path will be used.
- **--mode=**<cloud-optimized|standard|enterprise|enterprise-plus> specifies the installation mode. Refer to QoreStor installation modes for more information.
  - **cloud-optimized**: 43 TB max storage, 64 GB dictionary.
  - **standard**: 150 TB max. storage, 256 GB dictionary.
  - **enterprise**: 360 TB max storage, 256 GB dictionary.
  - **enterprise plus** : 512 TB max storage, 384 GB dictionary, 64 GB cloud-tier dictionary.
- **--accept-eula**: implicitly accepts the EULA and bypasses the prompt to accept the terms and conditions of the EULA.
- **--install-deps**: implicit permission to download and install the nfs-utils and policycoreutils packages if they are not already installed.
- --**install-vtl**: [Optional] installs components required for the VTL support.
- **--enable-cloud**: enables the support for cloud-tiering and archive-tiering.
- **--no-cloud**: install the QoreStor without support for cloud-tiering and archive-tiering.
- **--install-cifs**: install support for CIFS and AD.
- **--no-cifs** : do not install support for CIFS or AD.
- **--install-nfs**: install the support for NFS.
- **--no-nfs**: do not install support for NFS.
- **--install-object-container**: install Object Container support.
- **--no-object-container**: do not install Object Container support.
- **--enable-edm**: enable support for Veeam(TM) EDM
- **--no-edm**: do not enable support for Veeam(TM) EDM

OR

- `$ sudo ./qs_inst_7.7.0.132.bin`

  and follow the prompts to :

  - provide a path for the storage directory
  - [Optional] provide a separate path for metadata storage
  - select an installation mode. Refer to QoreStor installation modes for more information
  - [Optional] install VTL support
  - [Optional] add firewall exceptions

NOTE: To install VTL support, it is recommended to boot the QoreStor system with secure boot disabled..

Installing Qorestor with Protocols of Choice

For QoreStor fresh installation, the RDS protocol support is mandatory while NFS, CIFS, VTL, Veeam EDM, and Object Container protocol support is optional. QoreStor installer will not add the missing protocol package/s at the time of upgrading software to a newer version. However, the user can choose to install the missing protocol support at a later stage using following options:

```
qs_installer.bin --[--install-nfs|--install-cifs |--install-vtl |--install-object-container |--enable-edm].
```

After the installation of selected protocol, QoreStor enables the support for respective container types.
QoreStor installation with protocols of choice is done with one of the following methods.

NOTE: Enabling support for Veeam EDM will result in the creation of a new login user, qs_edmuser, with superuser privileges. Enabling EDM support will also configure SSH password authentication.

NOTE: To ensure proper operation of Veeam EDM, the user account qs_edmuser must have SSH access. Verify if any AllowUsers or DenyUsers directives in the sshd_config file to ensure access is not restricted.

Interactive mode standard QoreStor installation with protocols of choice

To perform interactive mode installation of QoreStor with protocols of choice, execute the following command and continue with supported navigation

```
# ./qs_inst_7.7.0.132.bin
```

NOTE: User is advised to accept the EULA. Continue with the further navigation.

Following is the CLI output displayed while installation.

```
[root@qorestore qs]# ./qs_inst_7.7.0.132.bin
Verifying archive integrity... 100% MD5 checksums are OK. All good.
Uncompressing QoreStor Server 7.7.0.132 100%

=== Checking server version ...

Install/Upgrade Version: 7.7.0.132
Getting object direct parameters...
Object Direct Storage is available for storing data in the cloud.
If you choose this option, you would be expected to enter a valid cloud
connection string at a later stage.
NOTE: VTL is not supported with Object Direct Storage. If you choose
this option, VTL support will not be installed.
Would you like to configure Object Direct Storage for storing data?
yes/no:
no
Getting path information...
Please provide the path for the storage repository: [/]
/QSdata
Optionally, please provide a path for metadata storage: [/QSdata]
/QSmetadata
```

```
Please select a storage configuration:
Enterprise-Plus: 512 TB maximum storage capacity, 384 GB dictionary
Enterprise: 360 TB maximum storage capacity, 256 GB dictionary
Standard: 150 TB maximum storage capacity, 256 GB dictionary
Small (Cloud-Optimized): 43 TB maximum storage capacity, 256 GB
dictionary
1) Enterprise-Plus 3) Standard
2) Enterprise 4) Small (Cloud-Optimized)
#? 4
Small (Cloud-Optimized) configuration selected

=== Configuration Mode: cloud-optimized ===

Veeam EDM Support is available.

Note that enabling support for Veeam EDM will create an additional user,
qs_edmuser, that will have superuser priviliges. SSH and SSH Password
Authentication will also be enabled to allow a configured Veeam Backup
Server to login and install services on this system necessary for the
Veeam EDM service.

Do you wish to enable support for Veaam EDM? yes/no: yes
Veeam EDM support will be installed.
Do you wish to enable support for Cloud Tier and Archive Tier? yes/no:
yes
Cloud Tier and Archive Tier support will be installed.


iSCSI and NDMP VTL support is available for this kernel.
Note: Installing support for iSCSI and NDMP VTL will consume additional
memory and introduce a kernel dependency.
As a result, kernel upgrades will be limited while QoreStor is present.
Choose this option only if you require iSCSI and NDMP VTL.


Do you wish to install support for VTL? yes/no: yes
VTL support will be installed.
CIFS support is available.
Do you wish to install CIFS support? yes/no: yes
CIFS support will be installed.
NFS support is available.

NOTE: Please note that NFS support is required for Instant Restore of
CDP backups written to RDS containers.

Do you wish to install NFS support? yes/no: yes
NFS support will be installed.
Object Container support is available.
Do you wish to install Object Container support? yes/no: yes
Object Container support will be installed.


Checking dependencies:
...Checking nfs-utils... yes
```

```
...Checking policycoreutils... yes
...Checking krb5-libs ... yes
...Checking libsemanage ... yes
...Checking libaio... yes
...Checking perl... yes
...Checking mutt... yes
...Checking yum-utils... yes
...Checking bind-utils... yes
...Checking libnsl... yes
...Checking libnsl2... yes
...Checking boost... yes
...Checking xmlrpc-c... no
...Checking xmlrpc-c-client... no
...Checking bzip2-devel... yes
...Checking rpcbind... yes
...Checking libidn2... yes
...Checking attr... yes
...Checking sqlite... yes
...Checking libxml2... yes
...Checking rsyslog... yes
...Checking openssl... yes
...Checking lsof... yes
...Checking initscripts...yes
...Checking fio...yes
...Checking lsscsi...yes
...Checking audit-libs...yes
...Checking jq...yes
...Checking dmidecode...yes
...Checking sysstat...yes
...Checking net-tools...yes
...Checking iproute-tc...yes
...Checking realmd...yes
...Checking oddjob...yes
...Checking oddjob-mkhomedir-yes
...Checking samba-winbind >=4.20.2...yes
...Checking samba-winbind-clients >=4.20.2...yes
...Checking samba-winbind-krb5-locator >= 4.20.2... yes
...Checking samba-common-tools >= 4.20.2... yes
...Checking krb5-workstation... yes
...Checking samba >= 4.20.2... yes
...Checking samba-client >= 4.20.2... yes
...Checking samba-common >= 4.20.2... yes
...Checking adcli... yes
...Checking policycoreutils-python-utils... yes
...Checking kernel-modules-extra... yes
...Checking perl... yes
...Checking perl-Carp... yes
...Checking perl-constant... yes
...Checking perl-PathTools... yes
...Checking perl-Data-Dumper... yes
...Checking perl-File-Basename... yes
```

```
...Checking perl-Getopt-Std... yes
...Checking perl-Symbol... yes
...Checking perl-vars... yes
...Checking perl-Encode... yes
...Checking perl-Exporter... yes
...Checking perl-File-Temp... yes
...Checking perl-IO... yes
...Checking perl-MIME-Base64... yes
...Checking perl-libs... yes
...Checking perl-Storable... yes
...Checking perl-interpreter... yes

Checking for Python 3.x..... Done.

The following packages need to be installed or upgraded before QoreStor
installation can proceed: libnsl2 xmlrpc-c xmlrpc-c-client

Do you authorize the QoreStor installer to install or upgrade the
required packages and their dependencies? yes/no: yes

===Checking package availability...
===INFO: The following packages will be installed from QoreStor-built
RPMs:

QoreStor-built packages: libnsl2 xmlrpc-c xmlrpc-c-client
Installing: libnsl2-2.0.1-1.el10.x86_64.rpm
Installing: xmlrpc-c-1.60.04-2.el10.x86_64.rpm
Installing: xmlrpc-c-client-1.60.04-2.el10.x86_64.rpm
...Done

===Evaluating System...
--
Supported Linux Distributions: rhel ol rocky almalinux
Found Linux Distribution: almalinux
OS Test: PASS
--
Supported Kernel Versions: 8 9 10
Found Linux Distribution Version: 10
OS Version Test: PASS
--
Supported Kernel Versions: 6.12.0-55 6.12.0-124
Found Kernel: 6.12.0-55
Kernel Test: PASS
--
Min. Required # of CPU Cores: 4
Actual # of CPU Cores: 8
CPU Test: PASS
--
Min. Required System Memory (GB): 40
Actual System Memory (GB): 40
Memory Test: PASS
--
```

```
Min. Required Available Space in /ocaroot (GB): 1524
Actual Available Space in /ocaroot (GB): 3236
Available Space Test: PASS

=== Running IOPS tests...
Min.Required Seq. Write IOPS for /ocaroot: 450
Actual Seq. Write IOPS for /ocaroot: 84113
Seq. IOPS Test: PASS

Min. Required Random Write IOPS for /ocaroot: 6000
Actual Random Write IOPS for /ocaroot: 83653
Random IOPS Test:PASS

...Done===

Required Mount Options for /ocaroot: noatime
Found Options for /ocaroot: noatime
=== Preparing components for install/upgrade...

=== Installing Version 7.6.0.136...
Installing component: vtl
Installing component: oca-libs
Installing component: choam-prod-1
Installing component: storage-server-el
Installing component: qs-libfuse3-3
Installing component: objstor-minio-20230320201618
Installing component: qorestor-ui
...Done
Creating EDM User......Done

*******************************
EDM User Details:

Username: qs_edmuser
Initial Password: t1vxjg6aOl

NOTE: To select a new password for user, please run (as a superuser) the
following shell command after the install/upgrade completes:
passwd qs_edmuser and provide the new password when prompted.

*******************************

Preparing system for EDM...... Done.
===Configuring system...

Repository Path: /ocaroot
Metadata Path: /ocaroot

*********************************

Configuring time-series database...[Done]
```

```
Would you like to automatically add firewall exceptions for ports used
by storage-server? yes/no: yes
Initializing configuration files... [Done]

Creating and initializing ingest buffer...[Done]
Creating and initializing de-duplication dictionary... [Done]
Checking for and generating self-signed certificate...

...Done

Checking for and generating SAML SP certificate...
[Done]

Installing services... [Done]
Initializing services...[Done]
Adding firewall exceptions...[Done]

...Done

Checking for and installing required python packages..... Done.
===Server installed/upgraded 7.6.0.136 successfully.
=== Starting services ===
Starting service: choam ...
Stopping service: ...
Starting service: ocards ...
...Done

=== Management interface: https://qorestor:5233 ===
[root@qorestor qs]#
-----------------------------------------------------
```

Silent mode installation with protocols of choice

Silent mode installation with protocols of choice executes QoreStor installation in cloud optimized mode with support for CIFS and NFS protocols along with mandatory RDS protocol installation. To choose correct mode, size of installation, and required protocol support, refer to Installing QoreStor in Object Direct mode, table number 5.

The following example shows the above mentioned installation process.

```
# ./qs_inst_7.7.0.132.bin -- -f -p /Qorestor -m /QSmetadata --accept-
eula --install-deps --fix-mount-opts --no-vtl --no-object-container --
no-object-direct --mode=cloud-optimized --install-cifs --install-nfs
```

Adding protocol support post QoreStor installation

You can add the missing protocol support to the installation by passing the appropriate arguments to the installer from the following options

```
[--install-nfs |--install-cifs |--install-vtl |--install-object-
container |--enable-edm]
```

Example:-

For installing VTL support

```
# ./qs_inst_7.7.0.132.bin -- --install-vtl
```

For installing the CIFS protocol

```
# ./qs_inst_7.7.0.132.bin -- --install-cifs
```

Logging in to QoreStor

To access the QoreStor UI, you must connect via a supported browser.

To access the QoreStor UI

1. In a supported browser, navigate to **https://<hostname:5233>**

   NOTE: You can use either the host IP or hostname.

2. Log in with the default credentials:
   - username: admin
   - password: St0r@ge!

NOTE: Change the default password when you first log in to QoreStor.

To access the QoreStor command line interface

1. Using the terminal emulation application of your choice, connect to your QoreStor server.
2. Starting with version 7.1, the qsadmin and qsservice users are not created on a fresh installation of QoreStor. Create a new user or employ an existing account to dedicate a user for QoreStor administration with the following command:

   ```
   /opt/qorestor/bin/setup_qs_user.sh <provide-user-namehere>
   ```

   For QoreStor instances created with OVAs or from Azure Marketplace, refer to the respective guides.
3. At the system prompt, enter the username for an account with super user privileges.
4. For a list of QoreStor CLI commands, refer to the *Quest QoreStor Command Line Reference Guide.*

4

Upgrading your QoreStor software

This section is applicable to all QoreStor instances, including Virtual Machine instances (ESX and Hyper-V), AWS and Azure Marketplace instances, and DR Series migrated systems.

Depending on your environment and your comfort level with working in the Linux command line, you can upgrade using one of the following methods:

- The **Linux shell** - Through the Linux shell you can manually upload the binaries, verify and change file permissions, and run the installer with additional parameters. Refer to Upgrading your QoreStor software using Linux shell
- The **QoreStor UI** - In circumstances where access to the QoreStor server is restricted (or for those that choose not to upload the QoreStor binaries via the Linux shell), you may use the QoreStor UI to upload the QoreStor binary and signature files from your workstation. After uploading the files, you must run the upgrade from the Linux shell. Refer to Upgrading QoreStor Software using the QoreStor UI.

Both upgrade methods require that you download the new binaries from the Quest website and run them on the QoreStor server.

Prior to upgrading, review the best practices and recommendations in Before you upgrade.

Before you upgrade

Before upgrading your QoreStor instance, please review and follow the guidelines below:

- Make sure that all backup jobs which use the QoreStor server as a target are paused for the duration of the upgrade.
- Make sure that the QoreStor system has at least 3GB of free space available in `/opt`, or at least 4GB of available space in the root file-system if `/opt` is just a directory in the root file-system.

- If the existing installation of QoreStor uses the default passwords for the **UI admin** login, **qsservice** user, or **qsadmin** user, then you must update these passwords before upgrading to QoreStor 7.7.0.
  - To update the **UI admin** login password, run `/opt/qorestor/bin/user --setpassword --name admin`.
  - To update the **qsadmin** user password, run `passwd qsadmin`.
  - To update the **qsservice** user password, run `passwd qsservice`.

  NOTE:
  - When upgrading, if the installer discovers default passwords configured for any of the **qsadmin**, **qsservice**, or **UI admin** users, the installer exits and does not complete the installation.
  - When upgrading, if the installer discovers any object containers in the ObjectStorageGroup, the installer exits and will not complete the installation. Object containers created before 7.2.0 release are no longer supported in QoreStor and must be removed before upgrade.
- There are some preliminary configuration steps that must be followed to prepare your DR Series for upgrade. Refer to Preparing your DR Series for more information.

Downloading the QoreStor Software

You can download the executable for the new QoreStor software from the Quest Support Portal by completing the following steps.

To download the QoreStor software

1. Log into the Quest Support Portal at https://support.quest.com/qorestor.
2. In the Download Software section, click **See All Downloads**.
3. Under the Platform Install section, find the row containing the appropriate version of QoreStor. Click **Download**.
4. Select the appropriate QoreStor installer, and click either **Download Now** to download the software immediately, or **Add to my Downloads**.
5. If you selected **Add to my Downloads**, click the **My Downloads** icon to view your download cart.
6. Select the software to download and click **Download Selected**.

Upgrading your QoreStor software using Linux shell

To upgrade a current installation of QoreStor, complete the following steps.

To upgrade your QoreStor software using the Linux shell

1. Download the new QoreStor executable. Refer to Downloading the QoreStor Software for detailed information.
2. Using the appropriate utility (pscp on Windows / scp on Mac or Linux) copy the QoreStor installation files to the server.
   NOTE: You may use the **Upgrade** page of the QoreStor to UI to upload binaries to the QoreStor server.
3. Set execution permission on the installation files using **chmod**. For example,

   ```
   $ chmod a+x qs_inst_7.7.0.132.bin
   ```

4. With elevated privileges (either as root or with the sudo command), run the installation script according below

   ```
   $ sudo ./qs_inst_7.7.0.132.bin
   ```

   and follow the prompts to complete the upgrade.
5. After the upgrade script completes, some QoreStor processes will continue behind the scenes. The system will not be operational until these processes complete. Run the command **watch /opt/qorestor/bin/system —show** to monitor the progress of QoreStor services.

   NOTE: In some instances, some DMAs may experience timeout errors when trying to access QoreStor containers after an upgrade. If this occurs, wait until QoreStor is fully online, then restart the DMA.

Upgrading QoreStor Software using the QoreStor UI

The QoreStor user interface includes the option to upload the new QoreStor binary and signature files to the QoreStor server via the browser.

To upgrade a current installation of QoreStor, follow the steps below:

1. Download the new QoreStor executable and signature file. Refer to Downloading the QoreStor Software for detailed information.
2. In the QoreStor UI, click System to expand the menu. Click **Upload**.
3. On the **Upload** page, perform one of the following actions:
   - Drag the QoreStor binary and signature file to the Add new binary package area
   - Click **Upload binary package** to open a file explorer. Browse to select the QoreStor binary and signature file and click **Open**.
4. Connect to machine via ssh, launch the installer and follow the installer steps.

5

Uninstalling QoreStor

This section provides information about uninstalling QoreStor.

Before uninstalling QoreStor

> **CAUTION: Uninstalling QoreStor will remove all installation and configuration files as well as any data in the repository. Before uninstalling QoreStor, you should first carefully consider whether you still need the data in the repository. Before uninstalling QoreStor, you should take steps to preserve this data using another means of long-term retention. Once QoreStor is uninstalled, the deduplicated data cannot be retrieved.**

Uninstalling QoreStor

QoreStor can be removed by executing the script **qs_uninst** located in the **/opt/qorestor/bin** directory. The script can be run unmodified to retain your QoreStor data, or with the argument **-a** to delete all data.

Uninstalling QoreStor while maintaining configuration and backup data

Follow the procedure below to maintain your data repositories, application, and configuration data.

1. To uninstall QoreStor, run the uninstall script with one of the options below:
   - Use the absolute path to the command - **/opt/qorestor/bin/qs_uninst**.
   - Change directory to **/opt/qorestor/bin** and run commands by prepending with "./", as in **./qs_uninst.**
2. You will receive the prompt below.

   ```
   To completely remove the application, user data, and configuration files,
   answer 'no' below,
   and rerun the uninstaller with the '-a' option.
   Do you wish to continue? yes\no [no]:
   ```

3. Confirm the uninstall by entering **Yes** at the prompt.

Uninstalling QoreStor and removing configuration and backup data

Follow the procedure below to uninstall QoreStor and remove all application and repository data.

NOTE: When a QoreStor instance is installed in object direct mode, uninstalling QoreStor may not delete the bucket and associated metadata existing on cloud storage. Manually delete the bucket and data through your cloud provider console.

WARNING: Once QoreStor data is deleted it cannot be recovered. Exercise caution when uninstalling QoreStor.

1. To uninstall QoreStor, run the uninstall script with one of the options below:
   - Use the absolute path to the command - **/opt/qorestor/bin/qs_uninst -a**.
   - Change directory to **/opt/qorestor/bin** and run commands by prepending with "./", as in **./qs_uninst -a.**
2. You will receive the prompt below.

```
This operation will remove the application as well as all repository,
dictionary, and journal data.
This operation is not recoverable.
Enter DELETEALL to begin the operation, or no to cancel. DELETEALL
```

3. Confirm the uninstall by entering **DELETEALL** at the prompt.

   CAUTION: This operation is not recoverable.

Uninstalling protocols of choice from QoreStor

Protocols that are not required can be uninstalled from QoreStor by providing the required options to the uninstaller. QoreStor systems running software version less than 7.1.3, should first upgrade to 7.1.3 or higher to have the option available to uninstall the selective protocol stack from their QoreStor systems.
The uninstaller located at `/opt/qorestor/bin/qs_uninst` provides this option for selective removal of the protocol support. Execute following command to uninstall:

```
# ./qs_uninst -help
```

For example:
usage: `qs_uninst [-a]`

Use the following table to define the uninstall options:

Table 6: QoreStor uninstall protocol option definitions

Option	Definition
-a [optional]	complete removal of the application, data, metadata, and configuration

Option	Definition
-h [optional]	print this help
--remove-cifs [optional]	remove support for CIFS
--remove-nfs [optional]	remove support for NFS
--remove-object-container [optional]	remove support for the object container service
--remove-vtl [optional]	remove support for VTL/NDMP/ISCSI
--remove-edm [optional]	remove support for Veeam EDM, and remove the qs_edmuser from the system

NOTE:

- Uninstaller checks for any existing containers of given protocol before proceeding with removal of those packages.
  RDS Containers used for CDP backups requires NFS protocol support for Instant Restore to succeed.
- Before Veeam EDM support can be removed from the QoreStor, the repository and the QoreStor server from the list of Linux servers should be removed from the Veeam Backup application.

Example Usage:

For removal CIFS protocol support

```
# /opt/qorestor/bin/qs_uninst --remove-cifs
```

For removal NFS protocol support

```
#/opt/qorestor/bin/qs_uninst --remove-nfs
```

For removal of support for the object container service

```
#/opt/qorestor/bin/qs_uninst --remove-object-container
```

To remove support for VTL/NDMP/ISCSI

```
#/opt/qorestor/bin/qs_uninst --remove-vtl
```

6

Reinstalling OS

Starting QoreStor release 7.5.2 has additional support to reinstall Operating System (OS), that can help preserve and restore the QoreStor configuration in case where an Operating System has to be upgraded to a newer major release, or when an Operating System needs to be reinstalled due to an Operating System disk/file-system corruption.

QoreStor maintains its data in the repository directory and metadata in the metadata directory. QoreStor configuration files are stored in the Operating System volume. These configuration files are regularly backed up to the repository directory. As long as the repository and metadata directories are maintained on the disk volumes that will not be overwritten or modified during Operating System re-installation, the QoreStor installer retrieves the configuration files and restores them up QoreStor installation.

Before reinstalling QoreStor, and after reinstalling or replacing the Operating System, it is essential that the repository and metadata volumes, as well as any performance-tier volumes and storage enclosure volumes, are mounted using the exact same mount points as before the Operating System reinstallation/replacement. Hence, it is strongly recommended to take a backup of the repository, metadata, performance-tier, and enclosure entries from the /etc/fstab file and save them on an external system. These entries must be added to the /etc/fstab file, and the volumes remounted prior to the reinstallation of QoreStor. This step must be done manually, as these mounts are not managed by QoreStor.

To reinstallQoreStor after the Operating System is replaced or reinstalled, run the installer without any additional arguments:

```
./qs_inst_7.7.0.132.bin
```

The installer will automatically locate the most recently backed up set of configuration files and will restore them to the Operating System volume before continuing with the installation. All the protocols that are installed prior to the Operating System reinstallation/replacement will be automatically reinstalled. Also, user accounts created by QoreStor such as administrator and qs_edmuser will also be recreated and the passwords recovered.

Considerations for reinstalling OS

- It is highly recommended to reinstall QoreStor using the same QoreStor version that is previously in use before the Operating System is reinstalled/replaced. It is not recommended to try and upgradeQoreStor during the reinstallation of QoreStor. If required, QoreStorcan be upgraded after it is successful reinstalled.
- If upgrading the Operating System from RHEL/CentOS/Oracle Linux 7.x to a newer Operating System release,QoreStor is installed with CIFS support, it is recommended to upgrade the Operating System to RHEL/Oracle Linux/Rocky Linux/AlmaLinux 8.x. CIFS support does not support upgrading to Operating System versions 7.x or 8.x to Operating System version 9.x .
- If QoreStor is joined to an AD domain prior to the Operating System reinstallation/replacement, you will need to leave the domain and rejoin it after QoreStor is reinstalled.
- If QoreStor is attached to Veeam as an EDM repository, you will need to re-add the QoreStor server as an EDM repository in the Veeam application after QoreStor is reinstalled.

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.