Quest® NetVault® Backup Plug-in *for Hyper-V* 11.4, Revision 1
Release Notes

July 2017

November 2018

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

Topics:

About this release

Quest NetVault Backup (NetVault Backup) Plug-in *for Hyper-V* (Plug-in *for Hyper-V*) 11.4 is a minor release, with enhanced features and functionality. For complete product documentation, visit https://support.quest.com/technical-documents.

New features

New feature in Plug-in *for Hyper-V* 11.4:

- Added a **Power-on VM after recovery** option for use with recovery of image-level backups. (FB 17763)
- Added support for Resilient Change Tracking (RCT)-based Incremental Backups that use the Hyper-V role on Windows Server 2016. (FB 18439)

Resolved issues

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

Table 1. General resolved issues

Resolved issue	Issue ID
Corrected an issue in which using Windows Server 2012 R2 as the Hyper-V Server and using the default Virtual Hard Disks directory to store the VM's virtual drives required you to place all the VM's disks in the same directory.	FB 17846
Corrected an issue that prevented browsing of a significant number of virtual machines (VMs).	FB 18301
Corrected an issue that prevented the browsing of cluster-related inventory on Windows Server 2008 R2.	FB 18201
Corrected an issue that caused a backup job to stop responding after all tasks finished.	FB 18268
Corrected an issue that caused a backup job to stop responding when the message handler for PMGR_GIVE_SERVICE_A_TASK_RETURN_MSG was lost.	FB 18269
Corrected an issue that caused a backup job to stop responding because PlgUtilGetClientList was invoked for every VM in the job instead of once at the beginning of the job.	FB 18311
Verified that all occurrences of the unsupported **Working Directory** dialog box are removed from the interface.	FB 18405
Windows Server 2016 users: Corrected an issue that prevented Full Backups from completing accurately after upgrading to version 11.4 or later of the plug-in. Full Backups jobs that were created on Windows Server 2016 using version 11.2 or earlier completed successfully and contained data. However, after upgrading to version 11.4 or later, although the plug-in indicated that the existing jobs completed successfully, no data was backed up.	DNMHP-338

Known issues

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

Table 2. General known issues

Known issue	Issue ID
The network adapter configuration is occasionally lost during recovery of a VM. If this issue occurs, manually select the network adapter from the Hyper-V Manager.	DNMHP-43 (15132, HYV-22)
The **Percentage Complete** progress bar in the **Monitor Job** page is not currently populated with the appropriate progress of the job.	DNMHP-71 (15160, HYV-48)
The plug-in does not currently handle VMs that have names ending with a whitespace.	DNMHP-82 (15171, HYV-58)
The plug-in does not support Hyper-V installations that have two or more VMs that share identical names.	DNMHP-97 (15186, HYV-71)

Table 2. General known issues

Known issue	Issue ID

If you are using the Hyper-V Role for Windows Server 2008 R2 with Simplified Chinese, French, German, or Korean, permission is not correctly granted during the VM recovery, which renders the VM unrecognizable by Hyper-V Manager. To grant permission to the restored files manually, run the following command on all restored files, including .vhd, .avhd, .xml, .bin, and .vsv, for the VM.
 	
`icacls <restore_file> /grant "NT VIRTUAL MACHINE/<VMID>":F /l`
 	
Replace "NT VIRTUAL MACHINE" with the language equivalent.
 	
Simplified Chinese: "NT 虚拟机"
French: "Ordinateur Virtuel NT"
German: "NT Virtueller Computer"
Korean: "NT 가상 컴퓨터"
 	
For example:
 	
`icacls "C:\ProgramData\Microsoft\Windows\Hyper-V\VirtualMachine\2CAB416C-6B89-4B76-958A-CEAE95D33BAD.xml" /grant "Ordinateur Virtuel NT\2CAB416C-6B89-4B76-958A-CEAE95D33BAD":F /l`
 	
The VMID is the GUID of the VM. Usually, the GUID is the same as the name of the .xml file.
 	
The "/l" is needed for symbolic-link files.
	DNMHP-166 (21572)

The plug-in fails to mount an online virtual machine for backups if the VM name is too long. This length causes the "expose path," formed by combining the paths to the plug-in **Working Directory** and the virtual drive files, to exceed 260 characters.	DNMHP-209 (22818)
If you are using the Hyper-V Role for Windows Server 2012, 2012 R2, or 2016 with a localized version of the NetVault Backup Server or Client, or both, manually remove the VM *before* initiating image-level recovery. Otherwise, recovery fails even though files are correctly restored to the Working Directory (versions 10.5 and earlier of the plug-in) or specified location (version 11.1 and later).	DNMHP-226 (28005) FB 17369
Names of VMs targeted for backup cannot contain Unicode characters. Backing up a VM that contains Unicode characters in its name generates an "Error writing to backup media" message.	FB 17225
If you use a localized version of the plug-in, the following items are not translated: Options included in the Actions list and on the Plugin Options dialog box, and Messages listed on the Job Status or View Logs page.	FB 17344, FB 17346, FB 17351, FB 17361
If you restore a VM whose source has the same disk ID as the host, the VM displays an error (0xc000000e) and fails to start. **Workarounds:** • Run the BCDEdit command-line tool, and point the boot manager to the correct disk. • If the source VM is cloned from the same Virtual Hard Disk (VHD or VHDX), update the disk ID of the source VM. That is, change the disk ID inside each cloned VM.	FB 17393
Running a backup job that targets a VM whose operating system (OS) resides on a passthrough disk does not fail properly. This configuration is not supported; the backup job should fail and indicate that no disks were backed up. Instead of failing the job, the plug-in erroneously backs up configuration, .xml, and recover_ctx.dat, files.	FB 17395
If your environment uses Windows Server 2008 R2 as the Hyper-V Server and you use the **Rename** feature during a restore, the recovery does not include network adapters that the VM backup included. After recovery is completed, use Hyper-V Manager to add the network adapters for the VM.	FB 17804
If your environment uses Windows Server 2008 R2 for Hyper-V Clustering, the number of parallel write streams that can be run is one. If you change the number, the plug-in prevents multiple backup streams from running simultaneously.	FB 17808

Table 2. General known issues

Known issue	Issue ID
If you perform a file-level restore, do not use the **Rename** option in the **Actions** list for the VM node. Although the option is enabled, the plug-in ignores the **Rename** field and the restore completes with warnings.	FB 17824
If your environment includes Linux VMs and you perform a file-level recovery of a job that contains files with the same name but different capitalization, the job might complete with warnings. Because Windows is not case-sensitive, it does not recognize the distinction between the two files. All other selected files are recovered.	FB 17829
The plug-in does not correctly index compressed or sparse New Technology File System (NTFS) files on Windows Server. Because of this issue, you cannot recover compressed or sparse NTFS files during file-level recovery.	DNVMWARE-1456 (29043) FB 17836
The plug-in does not correctly index sparse files on extended (EXT) Linux file systems. Because of this issue, the sparse files cannot be recovered during file-level recovery. **Workaround:** To recover sparse files, perform an image-level recovery.	DNVMWARE-1365 (27629) FB 17841
The plug-in does not support recovery of backups taken using versions 1.7 or 10.0.1. **Workaround:** To recover sparse files from backups taken using version 1.7, perform an image-level recovery.	FB 17843
If your VM relies on a storage pool created from virtual drives, the backup job fails. **Workaround:** Turn off the VM, and run the backup job again.	FB 17851
Beginning with Windows Server 2012 R2, Hyper-V supports the sharing of a virtual hard-disk file, .vhdx, between multiple VMs. However, if you share the .vhdx file, the following Hyper-V tasks are not currently supported by the plug-in: resizing, migrating, and creating or backing up replicas.	FB 18406

System requirements

Before installing Plug-in *for Hyper-V* 11.4, ensure that your system meets the requirements outlined in the *Quest NetVault Backup Compatibility Guide* available at https://support.quest.com/technical-documents.

The plug-in requires installation of Windows PowerShell 3.0 or later. By default, Windows Server 2008 R2 includes PowerShell 2.0, which you must update to 3.0 or later. By default, Windows Server 2012, 2012 R2, and 2016 already include 3.0, 4.0, and 5.0, respectively.

Upgrade and compatibility

Plug-in *for Hyper-V* 11.4 requires NetVault Backup 10.0.5 or later. For complete supported-platform information, see the *Quest NetVault Backup Compatibility Guide*.

> **!** | **CAUTION: The plug-in does not support recovery of backups taken using version 1.7. If you must be able to recover backups taken using version 1.7, do not upgrade to version 10.0.1 or later.**

Product licensing

To obtain the license key for your NetVault Backup Server environment, determine the NetVault Machine ID of your main NetVault Backup Server. Also identify the machine IDs of any clients running application plug-ins, such as Oracle, MySQL, PostgreSQL, SQL Server, and Exchange.

You can use the 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 Hyper-V User's Guide*.

Important upgrade and installation notes

Before installing or upgrading the plug-in, review the following items:

- If you are upgrading from version 1.7 or earlier, *you must remove the existing plug-in and upgrade to NetVault Backup 10.0.5 or later before you install the new version*. The name of the plug-in was changed in version 10.0.1. This process ensures that items with the previous plug-in name are removed before items with the new name are installed.

- If you are upgrading from version 10.0.1 and your environment contains a Hyper-V Cluster on the physical client, the upgrade process automatically removes the configured cluster; that is, it removes the server and credential information from the configuration file for the plug-in. The upgrade assumes that you intend to add a Virtual Client and configure the cluster again. Due to the introduction of the Virtual Client functionality, also delete backup jobs created for a cluster in version 10.0.1, and re-create the jobs using the new version.

- If you intend to use the **NetVault Backup Virtual Client** functionality, do *not* complete the following procedures. The process of creating and using the Virtual Client automatically pushes the plug-in to the applicable physical clients. For complete information about using Virtual Clients, see the *Quest NetVault Backup Administrator'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, Japan.

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

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.