Metalogix® Backup for SharePoint 6.11

Release Notes

November 2022

These release notes provide information about the Metalogix® Backup for SharePoint 6.11 which is a minor release.

What's New

Metalogix Backup for SharePoint has deprecated support for the following, because they are longer supported by Microsoft and may cause security issues:

Operating Systems

- Windows Server 2008 SP2

- Windows Server 2008 R2

- Windows 7

- Windows 8

SQL Server

Microsoft SQL Server 2008 R2

Resolved Issues

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

Description	Work Item	Case No.
Metalogix Backup; [G] Prod backup set grooming is failing, backup sets are NOT being deleted	519025	CR-42147
Metalogix Backup [G]; granular restore failed, no full farm backup sets available for selection	520011	CR-42148
Metalogix Backup; [W] ghost servers in Configuration list, License does not appear to be valid	519024	CR-41838
Could not mount and link Content Database Backup file	518335	5138620
Timeout errors while navigating the contents of a backup	521866	5092829-1
Metalogix Backup [G] license error 'Insufficient licenses for installed farm servers'	530015	CR-44744
Differential backup completes with errors, description shows that they get upgraded to full farm backups with lsn mismatch error	528923	CR-44098
The issue with granular restore failing for a checked out document has been resolved.	505824	CR-42058

Known Issues

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

Farm backup and restore issues

If you use a scheduled farm backup with differential backups to back up a SharePoint component and also use another product that uses Microsoft Volume Shadow Copy Service (VSS) to perform a backup of the same component, the Metalogix SharePoint Backup differential backups succeed, but cannot be used to perform a restore. This happens because use of the third-party product invalidates the data that VSS uses to create differential backups.

In the same way, if the other product supports differential backups and you perform a full backup with Metalogix SharePoint Backup, you may interfere with the other product.

If you use multiple products to perform backups, you should only use full-farm backups in Metalogix SharePoint Backup.

Description	Reference No.
An incorrect error message appears when adding a farm on a SharePoint Server that does not have the minimum .Net framework installed.	399800

Description	Reference No.
The primary backup service uses more memory than the secondary backup service.	396998
Out of place restore operations for SharePoint components skip a user account when a host-named site collection is selected as target in SharePoint 2010.	244980
Changing the name of a discussion board list in the restore wizard during an in-place and/or out-of-place restore operation restores the items selected for a discussion board but does not update the name of the board.	123487, 122993
It is not possible to mount a content database from BAK files with multiple passwords.	122473
The default backup location of SQL Management Studio console is being removed after executing a Farm backup operation.	122465
SQL Server BAK files cannot be used to mount and link a content database.	122327
Backup content is displayed empty when MDF and LDF files of a non-content database are selected in the browse option of Mount and Link CDB wizard.	122303
Workflow creates an incorrect task type after a restore operation in SharePoint 2013.	122264
The background image of a custom theme is not restored on SharePoint 2013.	121763
Differential backups are escalated to full backups if other VSS snapshots are taking place against the same DBs.	120859
When a site collection containing another language is restored, the left pane with links and other fields is restored to that language rather than the primary one.	120501
Issue where disk space information cannot be retrieved by the management console when the Amazon or Azure backup sets are marked as the primary backup set.	120450
When a site collection is restored and the "Copy Site quota" option has been selected, the quota for the restored site is different than the quota of the original site.	531730
When the Backup Service is configured for HCP 9.0 or higher, an *invalid credentials* error is generated. NOTE: Metalogix Backup does not currently support HCP version 9.0 or higher.	531819

General issues

Description	Reference No.
SharePoint Backup 5.0 does not prevent users from mounting a BAK file more than once, allowing for the creation of additional mounted content database of the same BAK file.	120486
The System Account is not restored if objects being restored have unique permissions.	120462
Information related to workflows is lost when restoring a Site Collection or a Sub Site.	120434
For Group Work Site Template, Basic Meeting Workspace Template or Record Center template, of SharePoint 2010 built-in calendar, team discussion, and task web parts are restored but the look and feel is slightly different.	118921
When restoring sites that use Personalization site templates in SharePoint 2010, the built-in web parts are restored in different places.	118915
It is not possible to enable the Nintex feature when the Site was restored from a Site Collection without Nintex configuration for SP2010.	116971
User may be unable to verify account during Configuration Wizard because the user account provided in the Configuration Wizard is on a different Organizational Unit (OU) than users contained in the Active Directory (AD). Additionally, this user account does not have read permissions in the Users container. **Workaround**: Make sure that this user account has at least read permission in the Users container.	115640

Granular backup and restore considerations

You rely on the backup and restore solution that you select to safeguard the data that is stored in your SharePoint farm. For you to trust the backup solution that you use, you need to fully understand the abilities and limits of the tool that you select. Metalogix is committed to giving you the information that you need to know about Metalogix SharePoint Backup.

Metalogix SharePoint Backup can back up both SharePoint farm components and granular SharePoint objects. Farm component backups and granular backups work differently, and have different advantages and limitations. Your needs and your SharePoint environment may call for you to use one of the backup methods and not the other. Most SharePoint 2010 farms use both methods, because they are complementary, rather than a direct replacement.

Description	Reference No.
News feed loses the content after performing a granular restore operation on	116340

Description	Reference No.
SharePoint 2013.	
Folder permissions are restored when a list or library is restored with the *Copy Folder Permissions* option unchecked.	485254
All major and minor versions are restored into a library that is configured to display only major versions	466880
The 'Complete w/warnings' status is displayed for site collections and sub-sites when the *Preserve Items Managed Metadata* option is checked and a granular restore in performed.	467345

Recommended solutions

The Quest Knowledge Base contains recommend solutions to known issues listed below, and can be accessed from the Community Portal at https://www.quest.com/community/quest/metalogix-backup-for-sharepoint

Description	Reference No.
What ports are used by Metalogix SharePoint Backup?	00004100
Metalogix SharePoint Backup Management Console constantly displays the "Loading …" message when you attempt a backup or restore.	00003666
Users receive 'Access is Denied' or '403 Forbidden' error while sites are being backed up with Metalogix SharePoint Backup.	00003762
Warning during backup, "Unable to export the XML for web part."	00004099
Error when configuring WFE for Metalogix SharePoint Backup, "Unable to retrieve the configuration database connection string."	00003433

Version History

Resolved issues from previous versions are listed below.

Version 6.10

The following is a list of new features, enhancements or deprecations in this release.

Transaction Log Support - Transaction log backups (.ldf) are now available as an enhancement to use with differential backups in the Restore interface. The transaction log backup must be scheduled in the SQL management Studio. After the restoration, the LDFs can be shrunk in SQL management Studio. For more information on SQL transaction logs, please see The Transaction Log (SQL Server) - SQL Server | Microsoft Docs.

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

Description	Work Item	Case No.
Metalogix Backup; Backup Set configuration is missing or duplicated intermittently	502831	4914246-1
Metalogix Backup [W]; Management Service screen is greyed out	503363	4919576-1
Met Backup [W]; Backup Set config is missing or duplicated intermittently	507413	4960192-1
One cluster node has been all of the sudden switched to a different backup set. No manual interaction from user's end.	507909	4978170-1
SharePoint Registry Backup Error	499120	4999751-1

Version 6.9

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

Description	Work Item	Case No.
Could not expand the hierarchy of a mounted backup	483694	4788849-1
A connection attempt to an Azure bucket throws an error	485755	4836777-1

Version 6.8

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

Description	Work Item
Users are unable to do a full backup of a SharePoint 2010 farm	433428
Due to locale issues with the deployment, the loading screen hangs	445918
When a user attempts to restore from a backup set, the following error message appears: The requested object does not exist.	447118
The time displayed for the backup set is incorrect when a Full Backup set is mounted from the Mount and Link wizard > Backup Objects tab	454006
Backup errors on selected databases with stream too long	456618
Backups fail when SharePoint components cannot be found	458216, 466787
The SharePoint Search Service application remains unresponsive after a restore	458232
A differential backup is successful but a full backup fails and the IIS Configuration gets deselected on all WFEs	458234
A sub-site restore failed when a custom template was used and the sub-site content was corrupted	460080
PBBackupService performs a RegSetValue oeration on a registry key and the REG_BINARY length increases to max 64K	461839
Backup Failing with error	466787
After grooming old backups from TSM are not marked as inactive	407788

Version 6.7

There were no issues that were addressed in this release.

Version 6.6

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

Description	Work Item
Resolved incompatibility issues between Metalogix Backup for SharePoint and Microsoft SharePoint version 16.0.4822.1000.	424331
Resolved issue during restore operation which results in the error Exception: Invalid object name 'Connections'.	425620

Version 6.5.1

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

Description	Work Item
Resolved issue where the backup operation of content database in a SharePoint farm failed when the SQL Server that hosted the SharePoint farm was migrated to another SQL Server.	361899
Resolved issue where a mount operation failure message indicated that there is no backup service installed on the farm server even though a backup service was present.	378244 380715
Resolved issue where a scheduled backup job starts a large number of cloned instances of the backup job.	392533
Resolved issue where it was not possible to restore an element from a sub-site, site collection, library or list, because the reference to the element pointed to another sub-site, site collection, library or list.	395345
Resolved issue where groomed scheduled backup operations remain in the backup set location.	389875
Resolved issue where the the restore operation failed when the Zone setting in Alternate Access Mapping Collection of a SharePoint farm was set to any other value other than Default.	361314 385563

Version 6.4

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

Description	Work Item
Resolved issue where errors beginning with the text **No such host is known** keeps appearing frequently in the Application Event logs.	347052
Resolved issue with backup sets not being available in the Content Database Mount and Link Wizard.	352163
Resolved issue with some URLs in Link lists that were not being restored even though the restore operation succeeds.	382706

Version 6.3.082.2

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

Description	Work Item
Resolved issue where SharePoint Backup was not able to determine the required full backup for the current selection when trying to mount a SQL differential BAK file or a SQL Transactional Log file.	291460
Resolved issue with the inability to restore Nintex workflows.	305971
Resolved issue with the Restore wizard timeout errors for both in-place and out-of-place restore wizard when attempting to enumerate more than five thousand site collections.	314057
Resolved issue with SharePoint Backup Set time stamp that does not match with the time stamp displayed in the mount drop-down list for the same backup set.	336405
Resolved issue where errors beginning with the text **No such host is known** keeps appearing frequently in the Application Event logs.	347052
Resolved issue with SharePoint Backup compatibility for both 32-bit and 64-bit versions of Tivoli Storage Manager 7.x	347358

Version 6.2.44438.0

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

Description	Work Item
Resolved issues during SharePoint Backup service install that prevented the use of correct drive permissions.	242776, 265194, 283220
Resolved issues to prevent in-place granular restore of items from two or more different sites to a single site. A message will appear to indicate that a prohibited restore operation is being attempted.	273382

Description	Work Item
Resolved issues where references to deleted scheduled operations are deleted completely from the SharePoint Backup repository.	274748
Resolved issue where SharePoint Backup was unable to activate trial licenses acquired from the Metalogix web site.	278738
Resolved issue where SharePoint Backup could not recognize *MinRoles* from SharePoint 2016 Feature Pack 1.	281196
Resolved issue where SharePoint Backup would timeout after 10 minutes even though the timeout value was set to more than 10 minutes.	284473

Version 6.2.19794.0

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

Description	Work Item
Resolved issue where the backup service was not able to back up databases of multiple farms that share the same SQL Server.	124302
Resolved issue where the grooming operation does not remove backup sets if a data range is specified.	124586
Resolved issue where the configuration view does not load all farm servers when one of them is not available anymore.	225919
Resolved issue where specific sites collection or sites were not showing in the restore tree view.	228961
Resolved issue where only databases (not components of WFE and application servers) were included in the scheduled backup operation when the *CopyOnly* option was selected.	238732

Version 6.1.12033.0

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

Description	Work Item
Resolved issue where user is unable to mount differential backups or transactional logs using the "Browse Directly to Backup files" option using long backup file names.	216076
Resolved issue where SharePoint Backup cannot retrieve Farm components when using language other than English for the Operating System.	218234

Description	Work Item
Resolved issue where farm restore out of place operation hangs and then backup service restarted service when the backup set folder over TSM does not have the required SharePoint components when using a fully qualified domain name.	220168
Resolved issue where VSS writer failed at time to retrieve Nintex database components.	220409
Resolved issue where Scheduled Backup of just SharePoint databases cannot be edited because of validation in the wizard preventing it from saving.	220835
Resolved issue where unhandled exception causes the backup service to restart and backup process fails.	220836
Resolved issue where no list items are showing in a mounted content database on SharePoint 2010 Foundation or SharePoint Search Service Express Edition 2010.	220962
Resolved issue where items cannot be restored if file was deleted by user other than the backup service account, but the item is still on 'Deleted from end user Recycle Bin'.	222673
Resolved issue where mounted content database displays same content twice when the lists and document library have same name/letters but one has punctuation at the end.	222983

Version 6.0.7042.0

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

Description	Work Item
Resolved issue where the presence of special characters in the environment variable for a SharePoint root component was causing the backing up of its Filesystem directory structure to fail.	124920
Resolved issue where restore wizard was unable to validate the site collection administrator account from a trusted domain.	182799
Resolved issue where the Application Services folder created as part of a backup operation for the Application Service components over TEMP does not delete upon completion of the backup, causing the folder to remain without an owner, which in turn causes further backups to fail.	210695
Resolved issue where users were unable to delete a backup set as a result of the backup service not containing the required permissions.	211212

Description	Work Item
Resolved issue where the Management Console displays a timeout message during the deletion of a backup sets, expanding of granular content, or during the mount and link content database wizard.	212540, 215578, 216731
Resolved issue where backup operation fails over TSM backup set location because there is an error with TSM API internals.	212681
Resolved issue where user was unable to delete mounted content databases.	212694
Resolved issue where the document item of a document library is restored to a default location when the document library is inside of a custom folder.	206427

Version 6.0.5011.0

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

Description	Work Item
Resolved issue where SharePoint Backup was unable to mount multiple files using the "Browse Directly to Backup Files" option when mounting a content database from a BAK source.	188407
Resolved issue where SharePoint servers were not able to get correct Backup Service status if they were listed with FQDN as their name in SharePoint Central Administration.	203297
Resolved issue where Backup Content does not display any Site Collections content inside the site collection in the granular restore view.	204569, 204591
Resolved issue where Management Console was not able load and was instead displaying the Configuration Wizard after restarting the management service.	204585
Resolved issue where SharePoint Backup was unable to search SQL Backups for non-US date/time formats.	197991
Resolved issue where SharePoint Backup was unable to mount content databases that were upgraded from a previous version.	204674
Resolved issue where Differential Backups were not being sent to the Queue.	205668
Resolved issue where Differential backups were failing with an error, stating that the primary backup server could not communicate with SQL Server using the server name.	205532
Resolved issue where the Farm Backup operations were being canceled because the writer metadata for the SharePoint VSS writer was not being retrieved.	203309

Description	Work Item
Resolved issue of false alert in the Backup Console which stated that the console is "unable to check disk space".	205045

Version 6.0.3412.06

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

Description	Work Item
Implemented the capability to not escalate a differential backup operation if the LSN value of one or all content database were changed between full and deferential backup.	116100
Implemented an option to auto include newly created databases in scheduled backups if the schedule job is to backup all content databases.	116455
Implemented ability to store backup sets in Azure and Amazon.	115858
Implemented new pre-installation checks for the installation wizards.	117051
Implemented the ability to backup and restore service applications.	118549
Implemented the ability for several farms to be handled by one management service.	115909
Improved the Granular Restore view by adding a list view to the tree view of the backup content, as well as the ability to see and access the corresponding URL of each element.	118625
Improved the performance of the Management Console, including load time, as well as the time it takes changes to take effect between views.	122872
Implemented complete Nintex support, including the Nintex configuration database.	116664
Resolved issue where Backup was restoring elements with their metadata columns empty or was unable to restore granular elements that contained multiple versions of a list or document library with Metadata columns.	163094, 182808
Resolved issue where user was receiving an error message when mounting from a Metalogix Full Farm Backup set, when the primary Backup Set Location was a TSM location.	124311
Resolved issue where Managed metadata was not being restored to the managed metadata column.	182808

Description	Work Item
Resolved issue where the local administrator check was failing on the Farm Configuration Wizard.	190692

Version 5.1.4509.03

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

Description	Work Item
Resolved issue where backup was having issues restoring granular components in place when using Host Named Site collections.	LID 48593
Resolved issue with backing up search index components.	LID 48594

Version 5.1.4509.0

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

Description	Work Item
Resolved issue where Management Console does not display some of the subsites in the Granular Restore, when they contained SharePoint applications.	LID 47227
Resolved issue where Backup was unable to restore list items which contained attachments.	LID 47309

Version 5.1.4051.06

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

Description	Work Item
Extended the existing import and mount functionality to include SQL differential and transaction log backups.	LID 24495
Added the option to include or exclude PowerShell commands in Backup for the "View Farm Configuration" functionality.	LID 25759
Updated documentation to new format, including better overview and screenshots.	LID 39435
Added ability to define the staging path for native .BAK mounts.	LID 24471

Description	Work Item
Resolved issue where the license was required to be manually updated on upgrades.	LID 24660
Resolved issue where scheduled backups were completing with the exception of the Search index on the Primary Backup Service machine.	LID 32610
Resolved issue where the workflow was creating incorrect task types post-restore on SharePoint 2010.	LID 19802
Resolved issue where users were receiving an error message when they were expanding a website that has a managed path.	LID 23889
Resolved issue where users were receiving the following error when backing up SQL Server components: "Unable to retrieve differential base LSN".	LID 23454
Resolved issue where the granular restore failed for documents located in folders with lists that had versioning enabled.	LID 23082
Resolved issue where Granular restore of sites did not include theme changes for SharePoint 2010.	LID 24492

Version 5.1.3614.0

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

Description	Work Item
Resolved issue where web parts were not being restored on SP2013 when the primary backup service was not hosting the Central Administration service.	LID 23059
Resolved issue where volume was not being exposed when backing up databases where the mapped drives do not exactly match the drive path where the database files are located.	LID 23285
Resolved issue where mount operation was not being performed when it has a long mount name.	LID 23486

Version 5.0.3530.0

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

Description	Work Item
Implemented new feature that now allows users to remove content database files available on staging directory after deleting a mounted database.	LID 19811
Resolved issue where differential backups completed with a warning due to certain database components failing to back up.	LID 5335
Resolved issue where the mounted database was not being rendered in the tree for site collections that contained web applications on SharePoint 2013.	LID 19158
Resolved issue where the primary backup service was unable to deliver status information to the management service during farm backup operation.	LID 20824
Resolved issue where the prepare-for-mount operation was being given the incorrect path when SQL server was being defined by FQDN.	LID 20736
Implemented support for the performing of backups when other 3rd party VSS backup providers are installed and running their own backups.	LID 21006

Version 5.0.2822.0

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

Description	Work Item
Implemented capability to expose the Volume Shadow Copies used for farm backup operation over a path other than the %SystemRoot%\TEMP folder. It is now possible to use the folder path configured in the configuration file of Management Service or to use environment variables. Contact Metalogix Technical Support for further details.	LID 19145
Resolved issue where pages stored at the root directory of a host-named site collection were not being restored.	LID 19296
Resolved issue where Backup was unable to mount data files from a Windows 2008 R2 clustering server.	LID 18503
Resolved issue where the custom Web Part that allows to upload a file was not being restored.	LID 19250
Resolved issue where database backups fail if the databases files are located on non-standard file path definitions.	LID 19160

Description	Work Item
Resolved issue where items from List Template Gallery were not being restored.	LID 18327
Resolved issue where Master pages from Master Page Gallery and that are used by default were not being restored.	LID 18325
Resolved issue where custom Home Page with custom Web Parts is not restored during granular restore operation.	LID 16153, LID 18157, LID 18160

Version 5.0.2678.0

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

Description	Work Item
Implemented new feature which allows Backup to perform backup and restore operations over SharePoint with a SQL Alias server without having to configure hostnames or DNS records for the SQL Alias server.	LID 17309
Implemented new feature which allows for the automatic restart of Backup's services in the event that services crash.	LID 18098
Implemented the ability to mount content databases in SQL 2008 or lower versions.	LID 17366
Implemented support for Tivoli 7.x.	LID 15016
Resolved issue where scheduled backups (full or differential) were not being queued when another full or differential backup was already running.	LID 18454
Resolved the issue where a custom Master page selected on the "Master Page Settings" page was not being restored.	LID 18325
Resolved issue where alert notifications for the preparation of mounting databases were registering as Canceled instead of Successful.	LID 17155
Resolved issue where the content from a host-named site collection was not being displayed.	LID 17850, LID 18390
Resolved issue of object reference error displaying when attempting to get the language from the source site collection.	LID 17987
Resolved issue where a canceled operation was not disposing of VSS shadows.	LID 15544
Resolved issue where scheduled differential farm backups were not starting.	LID 17719

Description	Work Item
Resolved issue related to the inability to restore Out-Of-Place for differential farm backups.	LID 17701
Resolved issue where SharePoint Databases, located inside the folder of a Mounted Volume, were not able to be backed up.	LID 17693
Resolved issue where a backup set, located in a TSM server, could not be deleted the first time.	LID 13747
Resolved issue where mounting content databases through the Full Farm Wizard failed if the full farm backup was backed up in a TSM server.	LID 16891

Version 5.0.2163.0

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

Description	Work Item
Reworking of the Granular Restore section. For this release we removed the ability to new granular backups, but users can still work with granular backup sets taken on previous versions. Backup now provides the option to Mount or Link Content Databases in order to get SharePoint content to perform a Granular Restore using the Metalogix Framework.	LID 13730
New feature which allows users to Mount Content Databases after completing a Full Farm Backup operation that backed up a Content Database.	LID 14459
Resolved issue related to Full Farm Backup over SharePoint Farms that have their databases over Availability Group (SQL AlwaysOn Feature), so from this release SharePoint Backup supports Full Farm Backups of databases over Availability Groups.	LID 14159 LID 14163
Resolved issue during a Farm Restore of databases over SQL Servers that are registered in Central Administrator with a FQDN name.	LID 14173

Notes and Notices

Upgrade Considerations

The Metalogix Backup for SharePoint Service uses a staging location to backup SharePoint data. During installation, the default location is configured as
`C:\Users\<username>\AppData\Local\Temp\`
which is insufficient for a successful backup operation. You must specify a UNC path for the staging

location. For more information see the topic *Upgrading Metalogix Backup for SharePoint* in the *Metalogix Backup for SharePoint User Guide*.

Third Party Contributions

This product contains the following third-party components.

Component	License or Acknowledgement
AlphaVSS 1.0.9156.0	Use of this copyright is governed by the MIT license. Copyright © 2008-2011 Peter Palotas. All rights reserved.
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System Requirements

Consider the following requirements when you install Metalogix Backup for SharePoint.

- SharePoint Requirements

- Management Console Requirements

- Management Service Requirements

- Backup Service Requirements

- Self-Service Recovery Requirements

SharePoint Requirements

To use Metalogix Backup for SharePoint, you must have at least one Microsoft SharePoint farm installed and configured. The farm can be any of the following versions:

- Microsoft SharePoint Foundation 2010

- Microsoft SharePoint Server 2010

- Microsoft SharePoint Foundation 2013

- Microsoft SharePoint Server 2013

- Microsoft SharePoint Server 2016

- Microsoft SharePoint Server 2019

> **i** | **NOTE:** To perform a farm component backup, your SharePoint farm must have SharePoint 2010, 2013, 2016 or 2019 installed. SharePoint 2016 and 2019 on Microsoft SQL Server 2019 is also supported.

Management Console Requirements

You can install the Metalogix Backup for SharePoint Management Console alone or in concert with the other components.

i | **NOTE:** If you install the Management Console with any other Metalogix Backup for SharePoint components, you must use a version of Windows Server. Windows 10 can host only the Management Console.

The computer where you install the Management Console must meet the following minimum requirements:

- 2.0 GHz or faster CPU.
- 2 GB or more memory. The required memory size varies, depending on the size of the SharePoint objects you back up.
- 50 MB free hard disk space.
- Microsoft .NET framework 4.0.
- Monitor capable of displaying 16-bit or more colors at a resolution of 1024 X 768 or higher.
- One of the following Windows 64-bit versions:
  - Windows Server 2012
  - Windows Server 2012 R2
  - Windows Server 2016
  - Windows Server 2019
  - Windows 10

The Management Console user does not need to be a member of the local Administrators group.

i | **NOTE:** If the Metalogix Backup for SharePoint Repository will be located on a SQL Alias then the SQL Alias registry should be created for both 32-bit and 64-bit operation with the respective versions of the **cliconfg.exe** tool. Otherwise there could be a SQL server connection error problem.

Management Service Requirements

You install the Management Service automatically when you install the other components. The computer that hosts the Management Service always hosts the Management Console.

The computer where you install the Management Service must meet the following minimum requirements:

- 2.0 GHz or faster CPU.

- 2 GB or more memory. The required memory size varies, depending on the size of the SharePoint objects you back up.

- 50 MB free hard disk space.

- Microsoft .NET framework 4.5.2

- Monitor capable of displaying 16-bit or more colors at a resolution of 1024 X 768 or higher.

- One of the following Windows versions:

  - Windows Server 2012

  - Windows Server 2012 R2

  - Windows Server 2016

  - Windows Server 2019

Permission requirements

The user account that you specify for the Management Service must have the following permissions:

- Must be a local Administrators on the computer that hosts the Management Service.

- Must be a member of the db_owner role for the repository database.

- To perform farm backups of SharePoint 2010, 2013, 2016 or 2019 farms, the account must be a member of the SharePoint farm administrators group.

You specify the database to use as the repository database when you install the Management Services.

In addition, when you install Metalogix Backup for SharePoint, the installer also assigns the permissions required to access the Microsoft Volume Shadow Copy Service (VSS) to the farm account and to the account that you specify for the Backup Service.

For more information about the VSS permissions, see the Microsoft article Security Considerations for Requesters at: http://msdn.microsoft.com/en-us/library/aa384604(VS.85).aspx.

Backup Service Requirements

Install the Backup Service on every SharePoint Web front end (WFE) server and database server in the SharePoint 2010, 2013, 2016 or 2019 farms that you back up.

Hardware and software requirements for the Backup Service

Any server that hosts the Backup Service must meet the following requirements:

- 2.0 GHz or faster CPU.

- 2 GB or more memory. The required memory size varies, depending on the size of the SharePoint objects you back up.

- 50 MB free hard disk space.

- Microsoft .NET framework 4.0.

- One of the following Windows versions, either 32-bit or 64-bit:

    o Windows Server 2012

    o Windows Server 2012 R2

    o Windows Server 2016

    o Windows Server 2019

Permission requirements for the Backup Service user account

When you install the Backup Service, you specify a user account that the Backup Service uses to access the farm. The Backup Service account that you specify requires the following permissions to perform backups and restores:

Windows permissions

The Backup Service account must have **write** permissions to the installation folder on the WFE and to the folder where you store backup sets. To perform Farm Backups of SharePoint 2010, 2013 or 2016 farms, the Backup Service account must be a member of the local Administrators group on the server that hosts the Backup Service.

On SharePoint 2010, 2013 or 2016 farms, the Backup Service user account must also be able to perform Microsoft Volume Shadow Copy Service (VSS) operations on the computer that hosts the Backup Service. Normally, members of the local Administrators group have these permissions, but they can be removed by a group policy setting. If your group policy settings make changes to the local Administrators group privileges, you should ensure that the Backup Service user has the following privileges:

- Act as part of the operating system

- Backup files and directories

- Create a token object

- Log on as a service

- Manage auditing and security log

- Restore files and directories

- Take ownership of files and other objects

SharePoint permissions

If the SQL Server is a part of the farm, the Backup Service account must be a member of the SharePoint farm administrators group.

If the farm uses a standalone SQL Server, there is no SharePoint farm administrators group on the server.

SQL Server permissions

Metalogix Backup for SharePoint needs access to all SharePoint databases to perform farm content backups.

You should manually grant these permissions for the Admin Content and SharePoint Config databases to the Backup Service user account before you install the Backup Service.

For all other databases, you can manually grant these permissions, or the Backup Service timer job can grant the permission automatically.

When it runs, the Backup Service creates a SharePoint timer job. The job is named Metalogix Backup for SharePoint Confirm Backup Service Permissions. The Backup Service queues the job immediately when it creates the job. In addition, the timer job is scheduled to run at the beginning of every hour. Depending on the state of your timer job queue, execution of the timer job may be delayed. If desired, you can use the SharePoint Central Administration page to check the job status.

The timer job assigns the db_owner role on every SharePoint database to the Backup Service user account that you specify. In addition, the timer job assigns the Full Control policy for every Web application in the farm to the Backup Service user account.

The timer job ensures that the Backup Service can access every SharePoint database to perform backups. Normal SharePoint operations, including creating a new Web application or a service application, can create new databases. If you disable the job, you must manually assign permissions for the new databases or backups can fail.

When you perform an operation that creates a new database, you can use the SharePoint 2010, 2013 or 2016 timer job controls to manually start the job. You can also wait until the start of the next hour for the job to run on schedule.

Backup Repository Requirements

The Management Service stores preferences and other information in a repository database. You specify the Microsoft SQL Server host for the database when you install the Metalogix Backup for SharePoint components. The SQL Server host that you select should be one of the following:

- Microsoft SQL Server 2012

- Microsoft SQL Server 2014

- Microsoft SQL Server 2016

- Microsoft SQL Server 2017

- Microsoft SQL Server 2019

- Microsoft SQL Server Express

- [optional] Latest version of SQL 2012 native client if TLS 1.2 or 1.1 connections are used.

Self-Service Recovery Requirements

The Metalogix Backup for SharePoint Self-Service Recovery feature lets site collection administrators restore the backed-up content for which they are responsible.

To restore content, the user must currently be a site collection administrator. In addition, the user must have site collection administrator privileges for the content before the backup occurs.

You can deploy the feature to any Web front end (WFE) in your SharePoint farm. When you configure Metalogix Backup for SharePoint for your farm, you can automatically deploy the feature to the farm.

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3. Fill and submit the **Download Your Free Trial** form.

4. Download the installer from the link in the email you receive from Quest.

5. Verify the System Requirements and install Sensitive Content Manager.

Steps to activate your license online

The first time that you open the Metalogix Backup for SharePoint Management Console, you will be prompted to activate a license key. Follow the steps below to activate your license key online.

1. In the *Activate License* window, enter the license key.

2. Select **Activate Online.** If your computer is behind a firewall, click the **Proxy Configuration** link. In the *Proxy Setup* window that opens, follow the steps below:

   a. Select **Enable Proxy**.

   b. In the **Server Name** field, enter the name of your proxy server.

   c. In the **Port Number** field, enter the port number of the proxy server.

   d. If your proxy server requires explicit login credentials, select **Use Credentials** and choose the credentials of the logged in user or provide credentials of another user.

   e. Click **Save** to preserve the information or click **Close** to cancel changes and return to the *Activate License* window.

3. Click **Activate**. Metalogix Backup for SharePoint displays a message with the status of your activation.

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