

# Quest<sup>®</sup> NetVault<sup>®</sup> Backup Plug-in *for VMware* 12.3.3, Revision 2 Release Notes

**September 2020**

**Revised March 2021**

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

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## About this release

Quest NetVault Backup (NetVault Backup) Plug-in *for VMware* (Plug-in *for VMware*) 12.3.3 is a minor release, with enhanced features and functionality. For complete product documentation, visit <https://support.quest.com/technical-documents>.

# Enhancements

The following is a list of enhancements implemented in Plug-in *for VMware* 12.3.3.

Table 1. General enhancements

Enhancement	Issue ID
Added support for VDDK 7.0 to support Windows Server 2019 and Red Hat Enterprise Linux (RHEL) 7.7 and 8.0 as a proxy. VDDK supports the following operating systems for proxy backup: <ul style="list-style-type: none"><li>Windows Server 2019</li><li>Windows Server 2016, including versions 1709 and 1803</li><li>Windows Server 2012 and 2012 R2</li><li>Red Hat Enterprise Linux (RHEL) 7.7 and 8.0</li><li>CentOS 7.7</li><li>SUSE Linux Enterprise Server SLES 12 SP5 and 15 SP1</li></ul> For more information, see the <a href="#">VDDK 7.0 release notes</a> .	DNVMWARE-2345
Added support for VMware 7.0 U1 (VMware 7.0.1).	DNVMWARE-2360
Added support for VMware 7.0 U2 (VMware 7.0.2).	DNVMWARE-2366

# Resolved issues

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

Table 2. General resolved issues

Resolved issue	Issue ID
Plug-in <i>for VMware</i> build 12.3.3.3 (revision 1) did not install with VMware 7.0 Update 2 virtual machines.	NV-1618

# Known issues

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

Table 3. General known issues

Known issue	Issue ID
When restoring data to an alternate datastore, the plug-in does not verify whether the datastore is available. Verify that the datastore is valid and has sufficient disk space to accommodate the virtual machine.	DNVMWARE-18 (1714)
The configuration setting [ <b>Custom:MountOperationTimeoutSecs</b> ], which is stored in the <b>vmware.cfg</b> file, determines how long the plug-in process waits for the mount daemon to respond to a request. The default value is set to 600 seconds during a fresh install and 300 seconds during an upgrade. If the mount daemon is unable to complete a request within the specified interval, the virtual machine is left in a mounted state.  If you have many backups running simultaneously or your server is running under heavy load, modify the value for the [ <b>Custom:MountOperationTimeoutSecs</b> ] setting to avoid this issue.	DNVMWARE-505 (3131)

Table 3. General known issues

Known issue	Issue ID
Virtual Disk Development Kit (VDDK) does not support non-UTF8 locales. On Linux-based clients that use non-UTF8 locales, the plug-in reports the error “Child Process died unexpectedly” and exits abnormally.	DNVMWARE-584 (3340)
You cannot back up virtual machine templates using the Plug-in <i>for VMware</i> . <b>Workaround:</b> Convert the template to a virtual machine.	DNVMWARE-713 (13728, VMW-202)
The file-level indexing process does not generate indexes for symlinks.	DNVMWARE-977 (21793)
The file-level indexing process does not treat hard links in any special way and generates index entries for them as if they are separate entities. When you restore a saveset that includes a hard link, the plug-in stops responding.	DNVMWARE-978 (21794)
When restoring NTFS sparse files, if the actual allocated size of a data run is smaller than the total size of the data run, the restored file might be corrupted.	DNVMWARE-1456 (29043)
Backups that have Active Block Mapping (ABM) enabled might stop working when memory is exceeded.	DNVMWARE-1584
The plug-in is unable to restore a virtual machine protected by VMware vSphere Fault Tolerance (vSphere FT) to an alternate VMware vCenter Server.	DNVMWARE-1691 (32398)
Backing up a virtual machine succeeds if the Virtual Machine Disk (VMDK) fails to open and the <b>Exclude data disks</b> option is selected.	DNVMWARE-1696
If the inventory view is toggled, the selection set is grayed out on the Edit Set and Clone Set operations.	DNVMWARE-1900
<b>ATTENTION:</b> Aborting a restore to the original location deletes the original virtual machine. This issue may result in data loss. <b>Workaround:</b> Before you begin a restore to the original location, clone the original virtual machine.	DNVMWARE-1906
Plug-in <i>for VMware</i> does not work on CentOS 6.x and RHEL 6.x, because those operating systems do not include glibc-2.14. <b>Workarounds:</b> Upgrade NetVault Backup Client server to CentOS 7.x or RHEL 7.x, or Downgrade the plug-in to Plug-in <i>for VMware</i> 12.3.0.	NV-1086

Table 4. Third-party known issues

Known issue	Issue ID
When backing up a powered on virtual machine through a VMware vCenter Server, the plug-in may fail to back up the “.nvram”, “.vmx”, and “.log” files. For more information, see <a href="http://kb.vmware.com/kb/1019286">http://kb.vmware.com/kb/1019286</a> .	
When a snapshot is created on a virtual machine that uses thin-provisioned disks, VMware vSphere (the client and the underlying disk library) identifies the disk as thick. For more information, see <a href="http://kb.vmware.com/kb/1020137">http://kb.vmware.com/kb/1020137</a> .	
At the time of enabling CBT for a virtual machine, no snapshots must exist on it. For more information, see <a href="http://kb.vmware.com/kb/1033816">http://kb.vmware.com/kb/1033816</a> .	
If an ESXi 5.x host is managed by a vCenter Server, the virtual machines should not be restored when connected directly to the ESXi host. This restriction is due to a feature introduced in vSphere 5. For more information, see <a href="http://www.vmware.com/support/developer/vddk/VDDK-500-ReleaseNotes.html#knownissues">http://www.vmware.com/support/developer/vddk/VDDK-500-ReleaseNotes.html#knownissues</a> .	

Table 4. Third-party known issues

Known issue	Issue ID
<p>To prevent the migration of a virtual machine while its disks are being accessed for a backup or restore, the plug-in uses VDDK APIs to lock and unlock a virtual machine. This functionality is disabled by default. To enable it, see the user's guide for the plug-in. Currently, the locking functionality has the following known issues:</p> <ul style="list-style-type: none"> <li>• Locking a virtual machine may not always succeed even though API indicates success. This issue is under review with VMware. You can usually ignore this failure.</li> <li>• Unlocking is known to fail occasionally. This issue has been documented in the VDDK 5 release notes. For details, review the “<b>EndAccess sometimes does not reenables migration after PrepareForAccess</b>” section in the VDDK 5.0 Release Notes.</li> <li>• If the plug-in exits unexpectedly after locking a virtual machine, the virtual machine may be left in a locked state so that it is disabled for migration.</li> </ul> <p>For information about removing the lock and enabling migration for the virtual machine, see <a href="http://kb.vmware.com/kb/2008957">http://kb.vmware.com/kb/2008957</a>.</p>	
On a Windows 2012 virtual machine, data corruption may occur during or after a network copy operation. For more information, see <a href="http://kb.vmware.com/kb/2058692">http://kb.vmware.com/kb/2058692</a> .	

## System requirements

Before installing Plug-in *for VMware*, ensure that your system meets the requirements outlined in the following table and in the *Quest NetVault Backup Compatibility Guide* available at <https://support.quest.com/technical-documents>.

Table 5. System requirements

Requirement	Details
Operating systems	For a list of supported OS distributions and versions, see the <a href="#">VDDK 6.7 Release Notes</a> .
NetVault Backup versions	<p>The Plug-in <i>for VMware</i> 12.3.3 requires NetVault Backup 12.1 or later.</p> <p><b>NOTE:</b> Be aware of the following:</p> <ul style="list-style-type: none"> <li>• If you used the Distributed Jobs feature with an earlier version of the plug-in—the feature was added starting with version 12.0—you must upgrade your NetVault Backup Server and Client software to 12.3.3 as well as updating the plug-in to take advantage of the enhancements.</li> <li>• Existing backup jobs that were created using version 12.0 through 12.3 of the plug-in and used the Distributed Jobs feature continue to function the same way in which they were created.</li> </ul> <p>For complete supported-platform information, see the <i>Quest NetVault Backup Compatibility Guide</i> available at <a href="https://support.quest.com/technical-documents">https://support.quest.com/technical-documents</a>.</p>
Packages	<p>On a Windows operating system, the Plug-in <i>for VMware</i> 12.3.3 requires Microsoft Visual C++ 2017 or later.</p> <p>Using the plug-in without this package results in a “Failed to get connection to plugin” error.</p>

**i | NOTE:** To use the Virtual Disk Development Kit (VDDK) with OEM ESXi, you require VMware ESXi Foundation, Standard, or Enterprise license. This license can be obtained from OEM or VMware directly.

# Upgrade and compatibility

Plug-in *for VMware* 12.3.3 requires NetVault Backup 12.1 or later. For complete supported-platform information, see the *Quest NetVault Backup Compatibility Guide*.

- **Cannot browse mounted virtual machines after upgrading NetVault Backup:** After installing the plug-in, if you upgrade the NetVault Backup software, you must reinstall the plug-in on that machine. Otherwise, you cannot open the **Drives** node of a mounted virtual machine for any new file-level backups.
- **Restart the NetVault Backup Service if “nvvmwmount.exe” was running during upgrade:** If the mount process “nvvmwmount.exe” was running during an upgrade from 2.x, restart the NetVault Backup Service on the client.

# 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

The standard method for upgrading the plug-in is to install the latest version over the previous version of the plug-in. For installation instructions, see the *Quest NetVault Backup Plug-in for VMware User's Guide*.

To use the plug-in for file-level backup operations when upgrading the hybrid version of the plug-in on Windows, complete the following tasks in the given order:

- 1 Verify that no virtual machine is mounted for a file-level browse or backup operation.  
If any virtual is mounted in a browse session, unmount it, or if it is mounted for a backup, wait until the backup completes.
- 2 From the NetVault Backup Process Viewer, check if any instance of **NetVault VM mount daemon** or **NetVault VM mount CLI** is running on the client.  
Alternatively, use the Windows Task Manager to see if any instance of **nvvmwmount.exe** is running. If so, restart the NetVault Backup Service.
- 3 Verify that the Working Directory configured for the plug-in does not contain any subfolders named after the display names of virtual machines.  
If the directory includes any mount folder, manually remove the folder. For more information, see the user's guide. If you fail to complete the cleanup routine, a subsequent mount operation fails with the error "A stale mount was found."
- 4 To ensure that a "Driver not found" error does not occur during the upgrade, follow the steps outlined in [Upgrade procedure](#).

## Upgrade procedure

VDDK uses a kernel-mode driver for mounting a virtual machine during file-level backup and browse operations. The Plug-in *for VMware* automatically starts a service for the driver when you install the plug-in, but it does not verify whether the service is running when you perform an upgrade or a reinstallation.

If this service is not running on the client, the plug-in fails to complete the mount request and reports the error "Driver not found."

### ***To upgrade the hybrid version of the plug-in on Windows:***

- 1 Open a command prompt window.
- 2 Stop the service, if it is running:  

```
sc stop vstor2-mntapi20-shared
```
- 3 Delete the service:  

```
sc delete vstor2-mntapi20-shared
```
- 4 Verify that the service has been deleted:  

```
sc query vstor2-mntapi20-shared
```

  
If the service is stuck in a "stopping" state, restart the machine.
- 5 Install the plug-in.

For information about installing the plug-in, see the *Quest NetVault Backup Plug-in for VMware User's Guide*.

# More resources

Additional information is available from the following:

- [Online product documentation](#)
- [NetVault community](#)

## Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release supports any single-byte or multi-byte character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

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

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## Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.



# Third-party contributions

This product contains the following third-party components. For third-party license information, go to <https://www.quest.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (\*) is available at <https://opensource.quest.com>.

Table 6. List of third-party contributions

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**Table 6. List of third-party contributions**

Component	License or acknowledgment
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-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.
-  **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.