

PHD Virtual Backup

for VMware vSphere™

v5.2.1

Release Notes

August 15, 2011

This document provides an overview of the changes made to PHD Virtual Backup for the version 5.2 release, as well as system requirements, known issues, and licensing information. In addition, information about each product update is included in the Updates section.

This document contains the following sections:

- "Updates" on page 2
- "Known Issues" on page 4
- "System Requirements" on page 6

To get the latest version of PHD Virtual Backup:

- **New customers:** visit PHD Virtual's web site (www.phdvirtual.com) to register and download the latest version.
- **Existing customers:** Packages are available for download from the PHD Virtual Web site that contain the latest MSI and VBA update files. Use these files to update an existing PHD Virtual Backup installation to the latest version available.
- **Upgrading from version 3.x or 4.x:** Upgrading from previous versions of PHD Virtual Backup for VMware (esXpress) is not supported. Refer to the Migration Guide for additional information about migrating from earlier versions.

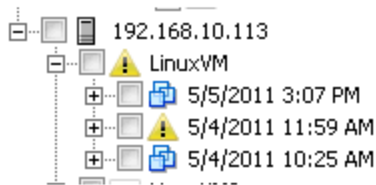
For installation and configuration information, refer to the latest documentation included with the installation package or on the [PHD Virtual web site](http://www.phdvirtual.com).

Updates

5.2.1 - August 15, 2011

Enhancements

- Improved performance in the PHD Console, specifically for environments with a large number of backups stored in the Backup Catalog.
- Block write failures during a backup will now report an alert and the backup will be flagged in the Backup Catalog, as seen in the following image.



Fixes

- To avoid potential problems with snapshot deletes and available storage space, VMs with existing Consolidate Helper snapshots will not be backed up.
- Fixed a problem where bad blocks were not being fixed when a "Fresh block... is bad" error was encountered.
- Fixed an issue where incomplete delete jobs could result in leftover files.
- Fixed an error that was causing backup jobs to fail if they contained an exclude for a VM that no longer existed in the environment.
- Fixed an issue where a bad backup could cause the PHD VBA to become unresponsive and display the error "The Remote Server Returned an error: (500) Internal Server Error"
- Restoring VMs and assigning the name of a previously deleted VM will no longer cause the restore job to fail with error "The object has already been deleted or has not been completely created."
- Fixed an issue where a PHD VBA could become unresponsive after upgrading to version 5.2 in some larger environments.
- Fixed a problem with the retention process where incorrect backups could be removed in certain circumstances.

5.2.0 - May 20, 2011

Enhancements

- Earlier versions of the PHD VBA can now be updated from the latest version of the PHD Console right from the Dashboard, System Alerts area.
- An additional Network Adapter can be added to the PHD VBA to allow access to backup storage targets on other networks.
- The delete process was improved and manual and automatic (trim) deletes will now perform much faster and with more efficiency.
- The PHD VBA text-based network configuration interface (CTRL-N) was updated and now allows DNS entries.
- Usability improvements were made to the PHD Console - a PHD VBA restart is no longer required for many configuration changes.
- Restores now take priority over backups that are in progress.
- Updated error and log messaging to include additional information and remove excess information, as necessary.
- Added support for backing up VMs that are part of a vApp.
- The PHD Console Configuration page now requires you to select which PHD VBA to view (to avoid waiting for unavailable VBAs).
- Debug logging is now enabled, by default, for newly deployed PHD VBAs. Debug logging offers additional informational log messages that can assist support when troubleshooting issues.
- To better accommodate backup schedules, the Orphan Weekly job now runs on Sunday at 7 AM.
- Change Block Tracking (CBT) backup performance was improved. Note that in order to fully realize the performance improvements, the verify option should be set to None for backups run using CBT. For new jobs created with 5.2, verify is set to None, by default. Jobs created with previous versions can be edited and the verify option can be changed.
- Additional improvements, including updates to the backup process where "Could not link backup block" errors were encountered in some environments.

Fixes

- Fixed an issue where incorrect network information would cause a PHD VBA to stop responding. The PHD VBA will now boot successfully and the correct information can be entered.
- Backups of VMs that had multiple vCPUs will now restore with the correct number of vCPUs.
- Fixed a problem where scheduled backup jobs that were canceled would not run again until the PHD VBA was restarted.
- When connected to a standalone host (no vCenter), the FLR and Backup Catalog screens will no longer display an error.
- Fixed an issue where an error was encountered in the Restore Wizard ("The object has already been deleted or has not been completely created") when attempting to restore to an NFS volume and using a standalone host (no vCenter) environment.
- Snap Hunt will now run on PHD VBAs that are installed on standalone (no vCenter) hosts.

Known Issues

- Problem** PHD Virtual Backup Console does not detect iSCSI Initiator when using Windows 2003, 64-bit. (DCK-450)
- Workaround** Make sure the iSCSI Initiator is installed then use the Windows Start menu to run the program and manually mount any iSCSI targets that you've created using the iSCSI Initiator.
- Problem** Backing up and restoring VMs that include non-ASCII characters in the VM name, disk name, or text fields (Annotations , etc.) can cause the VBA to hang or crash. (DCK-508)
- Workaround** VMs that include non-ASCII characters are not currently supported.
- Problem** Email addresses that use .local domain (for example, user@email.local) are not supported as Recipient addresses in the Email tab of the PHD Console. (DCK-1098)
- Workaround** None. Use email addresses that do not use the .local domain (.com or .net).
- Problem** PHD Console does not refresh after a PHD VBA's IP address has changed. (DCK-909)
- Workaround** Close then open the PHD Console to reestablish the connection to the PHD VBA using the new IP address.
- Problem** iSCSI mounted backups may fail to delete in the PHD Virtual Backup Console even though they are not connected to an initiator. (DCK-557)
- Workaround** If a machine is connected to a PHD backup via its iSCSI initiator and that machine is restarted, you may not be able to delete the iSCSI mounts from the PHD Management Console File Recovery catalog. Restart the VBA and the mounts will be automatically deleted from the File Recovery catalog.
- Problem** The System Alert Viewer displays backup times based on the time zone of the machine on which the PHD Console is installed. If the PHD VBA uses a different time zone, the backup time shown in the Backup Catalog will not match what is displayed in the Alert Viewer.
- Workaround** Verify the time zone of the PHD Console before looking for backups included in the alert reports. Any backups that have an alert will have an alert icon displayed next to the backup name in the Backup Catalog.

- Problem** When editing network settings using the PHD VBA's text-based network configuration interface (CTRL-N), both DNS options are required. (DCK-934)
- Workaround** If you do not have an alternate DNS, enter the primary DNS address again to save your settings.
- Problem** Datastore names that contain square brackets [] can prevent backups and restores from functioning correctly. (DCK-378)
- Workaround** To prevent backup or restore issues, make sure datastore names do not include square brackets.
- Problem** When backing up a container (Cluster, folder, etc.) the Backup Wizard summary step includes the VBA size in the calculated Data Size. (DCK-452)
- Workaround** Does not affect the backup - the VBA will not be included in the actual backup job.
- Problem** Read-Only storage repositories are displayed in the Restore Wizard as target locations. (DCK-413)
- Workaround** Do not select to restore a VM to a Read-Only storage location.
- Problem** PHD Virtual Backup Console does not open from vSphere Client. (DCK-593)
- Workaround** Make sure you are logged in to vCenter with an account that has vCenter permissions. Accounts with permissions at a Datacenter level are not sufficient.
- Problem** Jobs that use quiesce may fail due to a hypervisor limitation. This is related to the issue described in the following VMware Communities article: <http://communities.vmware.com/docs/DOC-11987>.
- Workaround** Create smaller, separate jobs for only those VMs that require quiesce. Do not use the quiesce function in larger jobs that include many VMs that do not need to be quiesced before backing up.
- Problem** Restores fail when VM name exceeds 80 characters. (DCK-1031)
- Workaround** VMware limits VM names up to 80 characters, but the Restore Wizard allows for longer names, currently. Restore the backup again using a VM name with 80 characters or fewer.

System Requirements

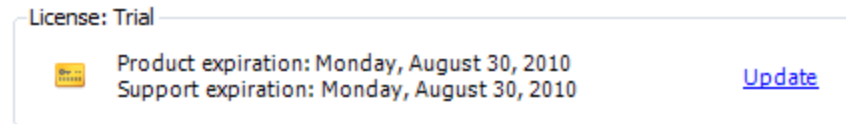
The following requirements must be met to install and use PHD Virtual Backup.

Table 1 - PHD Virtual Backup System Requirements

PHD Virtual Backup Appliance	<p>VMware vSphere 4.x, 5.0</p> <p><i>VMware vSphere Hypervisor™ (the free version of ESXi) is not supported.</i></p> <p>8 GB free space is required for the VBA's virtual disk. Additional free space is required if an attached virtual disk is used to store backups.</p> <p>Notes:</p> <ul style="list-style-type: none"> • 64-bit machines must have VT (Virtualization Technology) enabled. • If the PHD VBA is stored on a VMFS volume with default 1 MB block sizes format, backups are limited to VMDK files up to 256 GB. To backup larger VMDK files, store the VBA on a volume with a larger block size format (1 MB block size = 256 GB max file size, 2 MB block size = 512 GB max, 4 MB block size = 1024 GB max, 8 MB block size = 2048 GB max file size).
PHD Virtual Backup Plug-in (for integrated menus)	vSphere Client 4.x
PHD Virtual Backup Console	Windows XP, Windows Server 2003, Windows 7, Windows Server 2008, Windows Server 2008 R2, or Windows Vista, with .NET framework version 2.0 installed.
Networking	<p>To initially configure a PHD VBA, it must receive an IP address either through DHCP or by assigning it a static address. To assign a static address, refer to the product documentation.</p> <p>HTTPS access is required for communication between the PHD VBA and Console as well as each vSphere host and vCenter Server.</p>
File Level Recovery	<p>To recover files from backups when using Windows, the Microsoft iSCSI Software Initiator must be installed. The iSCSI Initiator is available with later versions of Windows by default. For earlier versions of Windows, download and install the initiator from the Microsoft Web site.</p> <p>If you are using Linux or Unix, install an iSCSI Software Initiator for your operating system. For example, Ubuntu systems can use the Linux Open-iSCSI Initiator. For details on software initiator installations, refer to your operating system documentation.</p>

PHD Virtual Backup Licensing

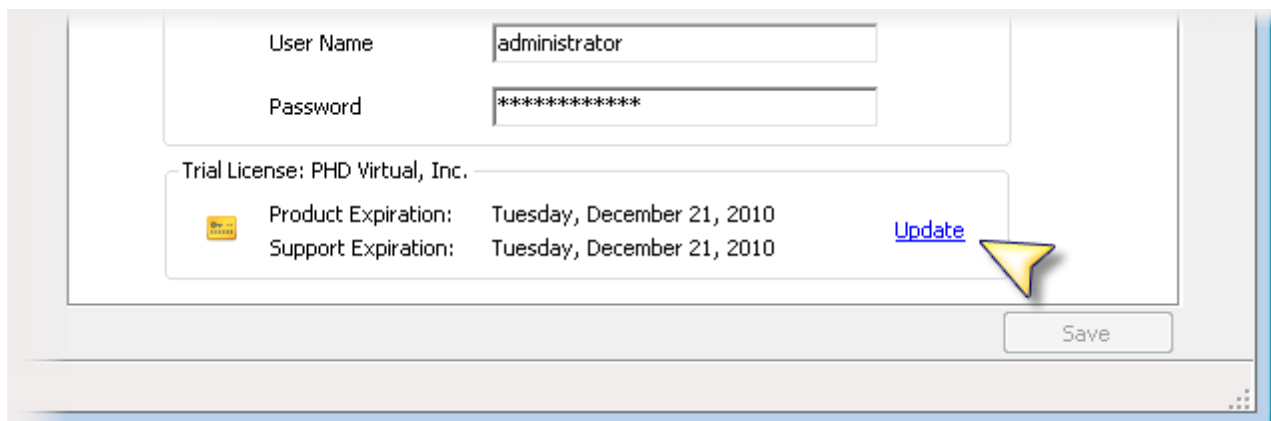
PHD Virtual Backup is installed with a trial license. License information is displayed at the bottom of the **General** tab in the PHD Virtual Backup Console's **Configuration** area.



- **Product expiration** is the date when the PHD Virtual Backup trial license expires. This does not apply to purchased licenses. After the product expiration date, you must update the license to use the product.
- **Support expiration** is the date when your support subscription expires. A current support subscription is required to receive support from PHD Virtual and to install product upgrades.

To update a product license

1. Open the PHD Virtual Backup Console to the **Configuration** area and select the **General** tab.
2. Use the appliance selection menu at the top of the window to select the PHD Virtual Backup Appliance to update.
3. In the **License** area, click **Update**.



4. Select your license file (for example, *My_License.phd*) and click **Open**.
The license information is updated to reflect when your new license will expire.

Note: Apply updated licenses to each PHD VBA you have deployed.

Legal Notices

PHD Virtual Backup for VMware vSphere Release Notes

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