

# Thinware vBackup Release Notes

Version 4.0.1

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## Version Detail:

Thinware vBackup (vBackup.exe): 4.0.1.2747

Thinware vBackup Client (vBackup\_GUI.exe): 4.0.1.4943

## New Features/Functionality:

- 1) Added ability to test and repair disks in a backup in vBackup Client (from backups list and from Mount Disks screen) to assist with troubleshooting issues encountered when trying to mount a disk for file-level recovery or when trying restore a backup.
- 2) Set job's Compression Level setting to default to None for jobs created for virtual machines running on a host server licensed with Thinware vBackup Standard and Basic for jobs created for virtual machines running on a host server licensed with Thinware vBackup Advanced or Thinware vBackup Professional.

## Improvements:

- 1) Added "tips" to log entry and console output to assist with resolving common errors found in VMware Virtual Disk Manager responses.
- 2) Added option to achieve consistent backup by including virtual machine memory in snapshot (as an alternative to quiescing the guest file system - when snapshot quiescing errors are unable to be easily resolved).
- 3) Improved support for VMware Virtual Disk Development Kit (VDDK) version 5.5 and later. Added ability to use VMware Virtual Disk Manager and VMware Disk Mount from different versions of VDDK. This is helpful because VDDK 5.5 and newer are not provided with a Windows Installer, which in previous versions added required Windows registry keys, and do not include a compiled version of the VMware Disk Mount utility. Suggested practice is to install VDDK 5.1.x and unpack VDDK 5.5.x, both on the same vBackup server. Use VMware Virtual Disk Manager from VDDK 5.5.x and VMware Disk Mount from VDDK 5.1.x.
- 3) Revised debug mode for backup jobs. If debug mode is enabled, backup jobs will no longer remove temporary files once the backup job completes and will no longer remove the backup folder or any backup files if the backup job fails.
- 4) Changed context menu item "Delete from Disk" to read "Remove from Inventory" for broken backups.
- 5) Added capacity reporting to datastore list in Restore Backup wizard.
- 6) Made selection of license required in Add/Edit Host Server wizard.

## Bugs Repaired:

- 1) Disabled check for clock manipulation when perpetual license is in use.

- 2) Revised hardware ID generation process to better handle errors and when system does not properly return information as needed.
- 3) Added check for duplicate disk file names and process to generate and use alternate (unique) file names when duplicate file names are encountered.
- 4) Revised SMTP server connection validation process to use socket connection test versus simple ping test.
- 5) Added SMTP server connection validation to test e-mail settings process in vBackup Client.
- 6) Revised restore process to use SCP vs. SFTP for VMX file transfer process. This improves compatibility with older version of VMware ESX(i) which do not include SFTP service by default.
- 7) Resolved issue where backups with double backslashes in path ("\\") are unable to be opened from vBackup Client.
- 8) Disabled option to restore partial backups using the Restore Backup wizard in vBackup Client (partial backups are backups where one or more disks are excluded).
- 9) Resolved issue where deleting an unmanaged backup resulted in "unable to save changes to datastore" error.
- 10) Increased size of License Key and Hardware ID fields on Configure Licensing screen.
- 11) Resolved incorrect free space reporting in Restore Backup wizard. Get datastores process now calls for the host server to refresh this information before retrieving it.
- 12) Resolved issue where Restore Backup wizard form would appear as not responding and would not paint properly while get datastores process was running. This process now runs in a separate thread as required.

#### **Known Issues:**

- 1) Restore backup process fails with "scp: ambiguous target" error if target virtual machine name or target datastore name includes spaces.  
Suggested workaround: Do not use spaces in target virtual machine name and rename datastore to remove spaces (if applicable).
- 2) Process that verifies connectivity and discovers host servers and virtual machines in Add/Edit management Server and Add/Edit Host Server wizards runs in same thread as form. This may cause form to appear as not responding and to not paint properly while process is running.  
Suggested workaround: Wait for process to complete. Form will paint and respond as expected once process completes.
- 3) Templates are discovered along with virtual machines in Add/Edit management Server and Add/Edit Host Server wizards. Snapshots cannot be created on templates and therefore templates cannot be backed up.  
Suggested workaround: Do not select templates to be added to vBackup.
- 4) Size before compression does not calculate properly in some scenarios and causes compression summary information to be inaccurate.  
Currently there is no workaround for this issue.

- 5) Backup jobs are not being marked as failed if failure occurs before actual backup execution.

Currently there is no workaround for this issue.

- 6) Multiple virtual machines with the same name are not allowed to be added to vBackup (even if assigned to separate management or host servers).

Currently there is no workaround for this issue.

- 7) Virtual machines with virtual disks set as independent will cause backup jobs to fail with random "failed to convert disk" error messages when the disk set as independent is not excluded.

Suggested workaround: Edit job settings and exclude all disks that are set as independent.

- 8) Certain characters that if used in passwords may cause problems with some calls to management and host servers.

Suggested workaround: Use strong passwords with upper and lower-case letters, numbers and special characters, but avoid special characters that cause problems.

- 9) VMware Virtual Disk Development Kit (VDDK) versions 5.5 and later are packaged as a compressed ZIP archive versus a Windows .exe installer. Because of this certain (required) registry keys are not automatically added to the Windows registry as when previous versions of VDDK were installed.

Suggested workaround 1: Use VDDK 5.1.x or earlier.

Suggested workaround 2: Install VDDK 5.1.x and unpack VDDK 5.5.x, both on the same vBackup server. The installer for VDDK 5.1.x will automatically add the required Windows registry keys.

- 10) VMware Virtual Disk Development Kit (VDDK) versions 5.5 and later are missing the VMware Disk Mount utility. This utility is required if needing to mount backed up virtual disk files in order to restore individual files or folders.

Suggested workaround 1: Use VDDK 5.1.x or earlier.

Suggested workaround 2: Install VDDK 5.1.x and unpack VDDK 5.5.x, both on the same vBackup server. Use VMware Virtual Disk Manager from VDDK 5.5.x and VMware Disk Mount from VDDK 5.1.x.

- 11) Use of VMware Virtual Disk Manager utility from VMware Virtual Disk Development Kit (VDDK) version 6.0 results in "Can't create connection" error.

Suggested workaround: Use VMware Virtual Disk Manager from VDDK 5.5.