



Release Notes: NovaBACKUP 19.3

NovaBACKUP 19.3 (March 2019)

Backup For The Rest of Us

What's new in NovaBACKUP 19.3 ?

General features and fixes:

- Added support for Windows Server 2019 and Windows 10 October 2018 update
- New feature to show the number of activations a license key has in the Help > About area
- Suppress warning messages in logs related to having multiple connections to the same network location; the warning was shown if a mapped drive existed for the target network backup location
- Fixed issues where scheduled jobs that failed do not run again until they are modified
- Fixed LogViewer unable to display non UTF-8 characters that are valid in Windows
- Fixed displaying the number of skipped files and the duration of the backup in the job log summary tab
- Fixed issues displaying the elapsed time in logs
- Fixed issues with System State restore
- Fixed BackupClientAgent crashes when laptop goes to sleep during backup by closing laptop lid
- Fixed logs of copy jobs does not show amount of copied data

Image backup related features and fixes:

- New feature to create an image backup directly to VHDX format
- New feature to convert an existing image backup to VHDX format
- Fixed issues when performing an image backup with more than one disk selected
- Fixed issues with image backup retention if underscore character in the image backup name
- Fixed issues when creating differential images on systems with UEFI boot mode

CMon related features and fixes:

- New feature for users to sign up and create cloud storage accounts in the CMon
- Fixed issues with backup client agents sending logs to CMon
- Fixed issues with backup client agents sending logs from jobs with long names to CMon
- Fixed issues where CMon may report out of memory errors with many agents connected at the same time
- Fixed issues when installing CMon and using a web server port other than port 80
- Fixed CMon displaying UTC instead of localized time (on Dashboard only)

xSP related features and fixes:

- Fixed System State - System Volume fails to backup
- Fixed issues when backing up from NAS or network location to an xSP/cloud device
- Fixed cloud storage account quota size indicated in the backup client



xSP related features and fixes:

- Fixed cleaning up temporary files
- Fixed performance issues restoring from a cloud device
- Fixed issues when storage server work directory is on a NAS
- Fixed issues when installing the storage server without the database
- Fixed issues with SQL and Exchange backups to xSP/cloud device
- Fixed issues displaying the size of SQL and Exchange backups
- Fixed issues with System State restore
- Fixed issues when backing up from NAS or network location to an xSP/cloud device
- Fixed issues when performing a restore with multiple drives selected
- Fixed issues where the storage server may report "Storage corruption detected" and "Unable to delete file" errors
- Fixed issues retaining the user and master log directories when upgrading the storage server
- Fixed issues with storage server if storage drive is disconnected
- Fixed issues with the staging directory when backing up to an xSP device
- Fixed xSP client cannot restore two drives at the same time like C: and D:
- Fixed storage server can hold onto a bad file and not release the handle on the file until the backup server service is restarted.

What's new in Granular Restore 20.4.4.54016 ?

- Granular Restore 20.4.4.54016 contains support for newer Exchange Server versions, improvements in functionality and bug fixes. You can check your installed version from within the Granular Restore application to see what version is installed.

New major features and improvements:

- Support work with Exchange Server version 2013 CU21
- Support work with Exchange Server version 2010 Update Rollup 24
- Improved work with recurring items
- Improved work in reading of attachments for Exchange Server databases
- Improved restoring into live Exchange Server

Fixed bugs:

- Fixed UI bugs
- Fixed displaying embedded images in item preview
- SQL Server - fixed displaying "date"/"datetimeoffset"/"datetime2"/"datetime" data type values



Known Issues

- Creating Image Boot Media using the "Simple" mode requires the presence of Windows installation files on the system. If these files are missing, use the "Advanced" mode to create the image boot media.
- Mounting Image Backups greater than 2TB crashes the system (BSOD) when running on Windows 7, Windows Server 2008, or Windows Server 2008 R2.
- Mount of large DR Images fails if files became larger than 3 TB.

Third Party Components

Component	File Version
Ext2Fsd	0.53
VMware Virtual Storage Volume Driver (32-bit)	4.0.1.79
VMware Virtual Storage Volume Driver (64-bit)	6.0.0.298
vmware.exe	9.5.0.2051



Installation Notes

NovaBACKUP PC

System Requirements:

- 1.3 GHz processor minimum
- 4 GB of free RAM minimum
- 10 GB free hard drive available space on OS drive (Full installation size is approximately 500MB)
- Internet Explorer 11 or higher
- TCP/IP network. Subscription licenses require an active Internet connection.

*Supported Operating Systems (64 and 32 Bit for all versions)**

- Windows 10
- Windows 8.x
- Windows 7 SP1

** Image Backups do not support Tablet-based devices.*

NovaBACKUP Server

System Requirements:

- 1.3 GHz dual-core processor minimum
- 4 GB of free RAM minimum
- 10 GB free hard drive available space on OS drive (Full installation size is approximately 500MB)
- Internet Explorer 11 or higher
- TCP/IP network. Subscription licenses require an active Internet connection.

*Supported Operating Systems (64 and 32 Bit for all versions)**

- Windows 10
- Windows 8.x
- Windows 7 SP1
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 SP1
- Windows Server 2008 SP2
- Windows Small Business Server 2011
- Windows Small Business Server 2008 SP2

** Image Backups do not support Tablet-based devices.*



NovaBACKUP Business Essentials

System Requirements:

- 1.3 GHz processor minimum
- 8 GB of free RAM minimum
- 10 GB free hard drive available space on OS drive (Full installation size is approximately 500MB)
- Internet Explorer 11 or higher
- TCP/IP network. Subscription licenses require an active Internet connection.

*Supported Operating Systems (64 and 32 Bit for all versions)**

- Windows 10
- Windows 8.x
- Windows 7 SP1
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 SP1
- Windows Server 2008 SP2
- Windows Small Business Server 2011
- Windows Small Business Server 2008 SP2

** Image Backups do not support Tablet-based devices.*

Supported Applications (Business Essentials):

Microsoft SQL Server

- Microsoft SQL Server 2017
- Microsoft SQL Server 2016 SP2
- Microsoft SQL Server 2014 SP3
- Microsoft SQL Server 2012 SP4
- Microsoft SQL Server 2008 R2 SP3
- Microsoft SQL Server 2008 SP4

Microsoft Exchange Server

- Microsoft Exchange Server 2016
- Microsoft Exchange Server 2013 SP1
- Microsoft Exchange Server 2010 SP3
- Microsoft Exchange Server 2007 SP3



Microsoft Hyper-V Server

- Microsoft Hyper-V Server 2019
- Microsoft Hyper-V Server 2016
- Microsoft Hyper-V Server 2012 R2
- Microsoft Hyper-V Server 2012
- Microsoft Hyper-V Server 2008 R2

VMware (with vStorage API)

- VMware ESX(i) 6.x
- VMware ESX(i) 5.x
- VMware vSphere 6.x
- VMware vSphere 5.x

Backing up Virtual Machines

Microsoft Hyper-V

- Backing up Microsoft Hyper-V is supported only on Microsoft Server operating systems (not Windows 8.x). In order to back up Microsoft Hyper-V virtual machines, you will need to have NovaBACKUP Business Essentials installed on the Hyper-V Host Operating System.

VMware ESXi / vSphere

- You will need NovaBACKUP installed on a machine (Physical or Virtual) with a supported operating system and your VMware vSphere installation requires the vStorage API. The machine that NovaBACKUP is installed on needs to have network connectivity to your VMware vSphere server. NovaBACKUP may be installed on a Virtual Machine but will not be able to directly back up its own Virtual Machine.

NovaBACKUP Virtual Dashboard Requirements

NovaBACKUP Virtual Dashboard, Backing up and Restoring Virtual Machines with the ability to restore individual files, and Replication have separate system requirements than other parts of the product.

Supported Hypervisors (Virtual Dashboard):

- Windows Hyper-V Server 2019
- Windows Hyper-V Server 2016
- Windows Hyper-V Server 2012 R2
- Windows Hyper-V Server 2012
- VMware vSphere 6.x (w/vStorage API)
- VMware vSphere 5.x (w/vStorage API)
- VMware ESX(i) 6.x (w/vStorage API)
- VMware ESX(i) 5.x (w/vStorage API)



NovaStor Granular Restore Supported Applications

Granular restore of Microsoft Exchange (single mailbox) and Microsoft SQL is handled using the NovaStor Granular Restore application, included with the NovaBACKUP Business Essentials solution. Below are basic system requirements but you can find more by checking our website:

[For more information, visit our support page.](#)

Microsoft Exchange mail store database versions

- 2016 RTM, CU1 - CU10
- 2013 SP1, CU21
- 2010 SP3, Update Rollup 24
- 2007 SP3

Microsoft Outlook (PST/OST) version files

- 2016 - OST file of 2016 version is not supported.
- 2013 - OST file of 2013 version is not supported.
- 2010
- 2007

Microsoft SQL Server database (MDF/BAK) versions

- 2017
- 2016 SP1
- 2014 SP2
- 2012 SP3
- 2008 R2 SP3
- 2008 SP4



Supported Backup Devices and Media:

Local:

- SCSI, IDE (Parallel-ATA), SATA, and SAS Hard Drives
- External Hard Drives – USB 1.1 / 2.0 / 3.0, FireWire
 - Format external drives > 2TB with [GUID Partitions \(GPT\) instead of MBR](#)
 - Microsoft ReFS file systems are unsupported
- Network Storage (SAN or NAS / Network Share with CIFS or SMB Support)
- Single Tape Drives
- Flash Storage (USB)

Offsite:

- NovaStor Service Provider
- Amazon S3

Image Disaster Recovery:

- Bootable media requires a USB flash drive (up to 32GB) or CDRom
- Local drive
- Local network share
- Local NAS devices

NovaBACKUP Central Monitoring Console (CMon) Server Requirements

- Intel Dual Core CPU or better
- 8 GB of RAM minimum
- 10 GB free hard drive available space on OS drive
- TCP/IP network
- Microsoft .NET Framework 4.x
- CMon uses a built in SQLite database by default, or Microsoft SQL Server 2014, 2016 and 2017 for Express and Standard editions (Optional). If more than 5 backup agents, use Microsoft SQL Server
- CMon uses a built in web server by default, however it can use IIS 7.5 or higher with IIS 6 Management Compatibility (Optional)

Supported Operating Systems

- Windows Server 2008 SP2
- Windows Server 2008 R2 SP1
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019



NovaBACKUP Central Monitoring Console (CMon) Client

Client-Side Supported HTML5 Web Browsers (Desktop/Tablet/Mobile Phone)

- Microsoft Internet Explorer 9 or higher
- Microsoft Edge 25.10586 or higher
- Google Chrome 51 or higher
- Mozilla Firefox 47 or higher
- Apple Safari 9.1 or higher
- Apple Mobile Safari 6.0 or higher
- Android Browser 5.0 or higher
- Blackberry 10 browser or higher
- Opera Mobile 10 or higher
- Amazon Silk

Client-Side Browser Requirements

- JavaScript must be enabled
- Cookies must be enabled
- Local storage must be enabled with a minimum size of 10KB
- Internet Explorer specific requirements:
 - Active scripting must be enabled
 - Enhanced Security must be disabled
 - Protected Mode must be disabled
 - Compatibility mode must be disabled
 - Script debugging disabled
 - File downloads must be enabled for downloading reports

Installation Notes:

All installations require an Administrator Account and cannot be installed under a Limited User Account.

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