

Release Notes: NovaBACKUP 19.4

NovaBACKUP 19.4 (September 2019)

Backup For The Rest of Us

What's new in NovaBACKUP 19.4.916.2?

General features and fixes:

- Added support for Windows 10 August 2019 and September 2019 Cumulative updates.
- New feature to collect logs for support tickets integrated into the backup client in Help > Run Log Collector.
- Added support in LogCollector Utility to request from WMI a list of Installed Programs.
- Fixed issue with scheduled jobs that failed to not run again until they were modified.
- Fixed issue if no medium is inserted into LTO tape drive NovaBACKUP client waits forever.
- Fixed issues with LogCollector Utility copying ProgramData\...\Temp files. It only copies the .log files now.
- Fixed issue when utilizing environment variables in the backup job/script.
- Fixed issue with Custom Commands impersonation levels (Run As).
- Fixed NovaBACKUP GUI crashes after installing July 2019 Cumulative Update for Windows Server 2016 for x64-based Systems (KB4507460). Install August 2019 CU for Server 2016 to fix this. [Read here.](#)
- Fixed Tab order is wrong when configuring Email notification in the backup client.
- Removed Windows XP & Windows Server 2003 specific code and support. We removed old code in the engine to take advantage of newer libraries, allowing for a smaller footprint and more reliability.

Image backup related features and fixes:

- Fixed issue retention does not delete differential Image Backup files.
- Fixed issue VHD and VHDX created by Image Backup does not boot.
- Fixed issue Scheduled Image Backup fails to start if nsService is running as a user account.
- Fixed issue where the progress bar in the Support tab during image backup shows no progress or flashes.
- Fixed issue where Image Backup creates a temp file named "Temp131975668423224168" in root dir C: and backup destination device; the file could only be deleted after reboot. It no longer creates this file.

CMon related features and fixes:

- New feature to query the Application Update Server to check for updates to CMon.
- New feature to be able to send a welcome email to a newly created CMon user.
- Added the ability for CMon admin to generate a report for all CMon users via "Export to CSV" button.
- Added the ability for a CMon user to generate a report for their cloud storage accounts
- Added a global option to disable CMon user registration.
- Added feature to allow an admin to change the Storage Server Group when adding a new user.
- Added feature to allow a CMon user to change the restorable window, number of computers, and quota settings for their cloud storage accounts.
- Added feature to create a unique Storage Server group for each CMon user.
- Added more remote manager like functionality to support MSP's that want to manage cloud accounts.
- Fixed issue with intermittent errors adding Cloud Storage device through the Cloud button.
- Fixed deleting a Cloud Storage account throws an error and doesn't delete the Cloud Storage Account.
- Fixed "HTTP Error 400. The request URL is invalid" error when a license key is appended with a new line character.
- Fixed issue with registered user goes to not enabled when it should stay as enabled.
- Fixed issue ManagementServer.Service.ScheduledTask.exe taking excessive CPU time.



Cloud (xSP) related features and fixes:

- Added optimizations to the code for Cloud (xSP) Storage Server device, to improve performance and stability.
- Added "undelete" feature to backup server storage restore utility.
- Fixed issue with local Cloud (xSP) device restore does not allow for restoration of different versions, only latest version is restored.
- Fixed issue with Cloud (xSP) local data restore, when changing the device configuration to restore from local storage instead of the Storage Server for Cloud (xSP) data restore.
- Fixed issue trying to restore a Cloud (xSP) backup to an alternate location on a different volume fails.
- Fixed issue Scheduled Cloud (xSP) backup when using the option to use my current windows credentials passes nothing when connected via RDP.
- Fixed blocking dialog box, stating "A connection could not be established to the Backup Server..", in the client when backing up to Cloud (xSP) Storage Server that is not available, as it stops other backups.
- Fixed issue Cloud (xSP) Storage Server configuration manager 'Tools' menu in account properties cannot handle username with a space.
- Fixed issue Cloud (xSP) Storage Server move user data cannot handle paths over 255 characters.
- Fixed issue Cloud (xSP) Storage Server account roll-ups, if canceled midway through roll-up, can put accounts over quota.
- Fixed issue Cloud (xSP) clients that pull a license from the Storage Server can sometimes expire and not pull a new license.
- Fixed issue exception AssertionFailed0 : assertion violation for expression 'tokenHandle != INVALID_HANDLE_VALUE'.

What's new in Granular Restore 21.0.1.54276 ?

- Granular Restore 21.0.1.54276 contains support for newer Exchange Server versions, improvements in functionality and bug fixes. You can check your installed version from within the Granular Restore app to see what version is installed. *NovaBACKUP will support Exchange Server 2019 backups starting in NovaBACKUP 19.5.

New major features and improvements:

- Numerous fixes related to reading Exchange 2019 databases.
- Optimization of the execution time of operations.
- Fixes associated with previous versions.

Known Issues

- Creating Image Boot Media using the "Simple" mode requires the presence of Windows installation files on the system. The software will detect if these Windows installation files are not in place and tell you if they are not. 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.



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

- 2019 RTM
- 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
- 4 GB of RAM minimum (up to 5 backup agents) / 8 GB of RAM minimum (if more than 5 backup agents)
- 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 for all Windows editions including Express, Standard, Enterprise. If more than 5 backup agents, use Microsoft SQL Server.
- Supported versions of Microsoft SQL Server are 2017, 2016, 2014, 2012 and 2008 R2. Note: 2012 and 2008 R2 may have less performance and are not recommended for CMon.
- 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 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 SP1
- Windows Server 2008 SP2



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
 - "Disable Script Debugging" option must be 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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