

Windows Agent (64-bit)

Version 9.30.1009

Release Notes, April 10, 2023

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1 OVERVIEW

The Windows Agent is installed on each 64-bit Microsoft Windows system that you want to protect. Using Portal, you can manage the agent, back up data to a vault, and restore data from the vault.

Important: Beginning in version 9.20, only a 64-bit version of the Windows Agent is available. we only offer best effort support for 32-bit Windows Agent versions. On June 1, 2023, the 32-bit Windows Agent will reach its end of life.

You can also install plug-ins that protect applications and provide additional functionality. The following plug-ins are available with the 64-bit Windows Agent:

- Image Plug-in
- Exchange Plug-in
- Oracle Plug-in
- SQL Server Plug-in
- Cluster Support Plug-in

1.1 Release History

Version 9.30.1009, April 10, 2023

1.2 Compatibility

Portal	<p>To manage this Windows Agent version, we recommend using Portal version 9.30 or later. While the Agent is compatible with earlier Portal versions, the latest Portal versions include important security enhancements and new features.</p> <p><i>Important:</i> This Agent version checks the public key of the Portal AMP Proxy certificate when it tries to connect to Portal. If users are hosting their own Portal, we recommend updating the Portal AMP Proxy certificate before new agents are registered to Portal or existing agents are upgraded from version 8.70 or earlier. For more information, see the <i>Portal Installation and Configuration Guide</i>.</p>
Windows CentralControl	<p>We do not recommend managing agents using Windows CentralControl. To take advantage of new features and important security enhancements, we highly encourage using Portal to manage the Windows Agent.</p> <p>By default, the Windows Agent cannot connect to Windows CentralControl. If you must manage the Windows Agent using Windows CentralControl 9.30, please contact Support for assistance.</p> <p><i>Note:</i> New features such as backup triggers and ransomware detection are not available in Windows CentralControl.</p> <p><i>Note:</i> Changing job configurations using Portal and Windows CentralControl alternately is not supported. Do not manage the same agent using both Portal and Windows CentralControl.</p>
Vault	<p>This Windows Agent version is supported with Vault version 8.62 and 8.56. We strongly recommend the latest Vault version so you can take advantage of the latest fixes and new features.</p>

Bare Metal Restore	The Windows Agent supports Bare Metal Restore (BMR) backup jobs. BMR backups created using this version of the Windows Agent can only be restored using System Restore version 9.30 or later. <i>Note:</i> Encrypted volumes (BitLocker, TrueCrypt, etc.) are not supported in BMR jobs.
Granular Restore for Microsoft Exchange and SQL	You can use Granular Restore for Microsoft Exchange and SQL version 9.30 or later to restore items from safesets created using the Windows Agent and Plug-ins version 9.30.
Granular Restore for Microsoft SharePoint	You can use Granular Restore for Microsoft SharePoint version 8.70 or later to restore SharePoint data from safesets created using the Windows Agent and SQL Server Plug-in version 9.30.

1.3 Supported Platforms

The Agent is supported on the 64-bit Microsoft platforms shown in the following table, with Intel x64 or AMD64 processors:

Supported Operating System	Editions	Service Pack/Version
Windows Server 2022	Essentials, Standard, Datacenter, Server Core	
Windows Server 2019	Essentials, Standard, Datacenter, Server Core	
Windows Server 2016	Essentials, Standard, Datacenter, Server Core	
Windows Server 2012 R2	Foundation, Essentials, Standard, Datacenter, Server Core	
Windows Server 2012	Foundation, Essentials, Standard, Datacenter, Server Core	
Windows Storage Server 2012	Standard, Workgroup	
Windows 11	Home, Pro, Enterprise	Version 22H2
Windows 10	Home, Pro, Enterprise	Version 22H2

1.3.1 Image Plug-in Supported Platforms

The Image Plug-in is supported on the 64-bit Microsoft platforms shown in the following table, with Intel x64 or AMD64 processors:

Supported Operating System	Service Pack/Version
Windows Server 2022	
Windows Server 2019	
Windows Server 2016	
Windows Server 2012 R2	
Windows Server 2012	
Windows 11	Version 22H2
Windows 10	Version 22H2

Notes:

- For SQL Server versions supported for application-consistent backups with the Image Plug-in, see [SQL Server Plug-in Supported Platforms](#). The same SQL Server versions are supported with the Image Plug-in and the SQL Server Plug-in.
- The Image Plug-in is supported with both UEFI and BIOS firmware.
- The Image Plug-in is only supported with NTFS file systems. The Image Plug-in is not supported with other file systems (e.g., ReFS, FAT, FAT32, exFAT) except for volumes that are automatically created by Windows and are required to start the system. To back up a system with a file system other than NTFS, use a Windows Agent Local System job.
- In a cluster, only GPT disks are supported for Image backups (including application-consistent Image backups of volumes with database files).
- Encrypted volumes (BitLocker, TrueCrypt, etc.) are not supported in Image Plug-in jobs.

1.3.2 Exchange Plug-in Supported Platforms

The Exchange Plug-in is supported on the 64-bit Microsoft platforms shown in the following table.

For Exchange versions supported for granular restore, see the Granular Restore for Microsoft Exchange and SQL release notes.

Note: In previous Agent versions, this plug-in was called the Exchange 2010/2013/2016 DR Plug-in.

Exchange Server 2019 (CU12 Mar23SU) is supported on:	
Windows Server 2022	Standard, Datacenter
Windows Server 2019	Standard, Datacenter
Exchange Server 2016 (CU23 Feb23SU) is supported on:	
Windows Server 2016	Standard, Datacenter
Windows Server 2012 R2	Standard, Datacenter
Windows Server 2012	Standard, Datacenter
Exchange Server 2013 (CU23 Feb23SU) is supported on:	
Windows Server 2012 R2	Standard, Datacenter
Windows Server 2012	Standard, Datacenter

Note: Granular Restore is only supported with DR safesets created with an Exchange Plug-in version 7.10 or later, backed up to Vault version 8.00 or later. Portal or Windows CentralControl is required to share DR safesets.

1.3.3 Oracle Plug-in Supported Platforms

The Oracle Plug-in is supported on the 64-bit Microsoft platforms shown in the following table:

Oracle 19c is supported on:	
Windows Server 2019	Standard, Datacenter
Windows Server 2016	Standard, Datacenter
Oracle 18c is supported on:	

Windows Server 2016	Standard, Datacenter
Oracle 12c is supported on:	
Windows Server 2016	Standard, Datacenter
Windows Server 2012 R2	Standard, Datacenter
Windows Server 2012	Standard, Datacenter
Oracle 11g R2 64-bit is supported on:	
Windows Server 2012 R2	Standard, Datacenter
Windows Server 2012	Standard, Datacenter

Note: Only non-CDB Oracle databases are supported.

1.3.4 SQL Server Plug-in Supported Platforms

The SQL Server Plug-in is supported on the 64-bit Microsoft platforms shown in the following table. SQL Server clusters are supported with the SQL Server and Cluster Support Plug-ins.

For SQL Server versions supported for granular restore, see the Granular Restore for Microsoft Exchange and SQL release notes.

SQL Server and SQL Server Express 2022 (CU2) 64-bit are supported on:	
Windows Server 2022	Standard, Datacenter
Windows Server 2019	Standard, Datacenter
Windows Server 2016	Standard, Datacenter
SQL Server and SQL Server Express 2019 (CU19) 64-bit are supported on:	
Windows Server 2022	Standard, Datacenter
Windows Server 2019	Standard, Datacenter
Windows Server 2016	Standard, Datacenter
SQL Server and SQL Server Express 2017 (CU31) 64-bit are supported on:	
Windows Server 2019	Standard, Datacenter
Windows Server 2016	Standard, Datacenter
Windows Server 2012 R2	Foundation, Essentials, Standard, Datacenter
Windows Server 2012	Foundation, Essentials, Standard, Datacenter
SQL Server and SQL Server Express 2016 (SP3) 64-bit are supported on:	
Windows Server 2016	Essentials, Standard, Datacenter
Windows Server 2012 R2	Foundation, Essentials, Standard, Datacenter
Windows Server 2012	Foundation, Essentials, Standard, Datacenter
SQL Server and SQL Server Express 2014 (SP3 CU4) 64-bit are supported on:	

Windows Server 2016	Essentials, Standard, Datacenter
Windows Server 2012 R2	Foundation, Essentials, Standard, Datacenter
Windows Server 2012	Foundation, Essentials, Standard, Datacenter
SQL Server and SQL Server Express 2012 (SP4) 64-bit are supported on:	
Windows Server 2012 R2	Foundation, Essentials, Standard, Datacenter
Windows Server 2012	Foundation, Essentials, Standard, Datacenter

Notes:

- The same SQL Server versions are supported with the Image Plug-in and the SQL Server Plug-in.
- If you back up a SQL Server database and restore it to a different machine running Windows Server 2016 or later, you will not be able to access the restored database using Windows authentication. Instead, do one of the following:
 - Log in to the SQL Server instance using SQL Server authentication. If some databases used accounts with Windows authentication, change the security settings and change ownership to different accounts or recreate the accounts.
 - Start SQL Server in single-user mode and log in to the instance as a member of the computer's local Administrators group.
 - Use the System Restore application to restore the original machine.
- SharePoint granular restore is supported with safesets created with the SQL Server Plug-in. Portal or Windows CentralControl is required to share SQL safesets.
- Host-named site collections in SharePoint are not supported for granular restore.

2 NEW FEATURES

Windows Agent Backups Triggered by System Events

Beginning with Windows Agent 9.30 and Portal 9.30, Image and Local System backups can be triggered by system events on supported Windows desktop operating systems.

On each computer, only one Image or Local System backup job can have a Windows event backup trigger. The backup trigger can be a:

- Log On trigger, where a backup starts automatically when a user logs on to the computer.
- or
- Shut Down trigger, where a backup starts automatically when the computer starts to shut down or restart.

When you create a Shut Down trigger for a backup job on a computer, the agent automatically disables Fast Startup on the computer. If you re-enable Fast Startup on the computer, the agent will disable it. If you remove the trigger, the agent will not re-enable Fast Startup on the computer.

When a computer has a Shut Down trigger, a message box appears on the computer when it starts to shut down or restart. The message box states that a backup is in progress and the system will shut down or restart after the backup is finished. The user then has the option to cancel the backup and shut down or restart the computer immediately. If the user does not cancel the backup, a "Shutting down" or "Restarting" message remains on the screen until the backup finishes and the

computer shuts down or restarts. In rare cases, if the backup runs many hours, the computer might shut down before the backup is finished.

Note: If a user is connected to the computer using a remote connection, the user will not see a message box at shut down and will not be able to cancel the backup.

For each backup trigger, you can specify a retention type for the resulting backups and specify whether there should be at least 12 hours or 24 hours between triggered backups.

Image Plug-in Progress Bar

In Portal 9.30, a progress bar in the Process Details dialog box now shows the backup progress for an Image job with Windows Agent 9.30 and the Image Plug-in.

Security enhancements

Security enhancements have been added in this Windows Agent version.

3 INSTALLATION NOTES

3.1 Agent Installation Notes

3.1.1 Installation Requirements

- CPU and RAM to meet the basic requirements of your operating system, as prescribed by Microsoft
- A TCP/IP stack
- At least 200 MB of free disk space for a new installation. An upgrade may require more. Additional free space is required for agent files created for backup jobs.

3.1.2 Conditional Requirements

If you use an antivirus program, disable real-time scanning on reads (called "outgoing" in some antivirus products).

Note: Do not include antivirus product installation directories or resource folders in backup jobs.

3.1.3 Licensing

Agent and Plug-in licenses are distributed automatically when the agent connects to a vault (based on your license quota). To back up and restore data to or from a vault, you need a valid account, username and password. Contact your service provider to obtain the required information.

3.1.4 Installation/Upgrade

The file name of the Windows Agent installation kit is: Agent-Windows-x64-9-30-1009.exe

The 64-bit Agent kit installs:

buagent.exe – Version 9.30.1009
VV.exe – Version 9.30.1009
VVAgent.exe – Version 9.30.1009
XLogTranslator.exe – Version 9.30.1009

LogViewer.exe – Version 9.30.1009

BMRCaptureEnvInfo.dll – Version 9.30.1009

evVss.dll – Version 9.30.1009

Exchange2010Plugin.dll – Version 9.30.1009

ExchangeVSSPlugin.dll – Version 9.30.1009

OraPlugin.dll – Version 9.30.1009

SQL2012Plugin.dll – Version 9.30.1009

SystemStatePlugin.dll – Version 9.30.1009

SystemVolumePlugin.dll – Version 9.30.1009

VolumImagePlugin.dll – Version 9.30.1009

VVCIMsg.dll – Version 9.30.1009

VVExch.dll – Version 9.30.1009

Note: The Agent installation places the VVCIMsg.dll file in the Agent installation path. This file contains the error codes and resource strings that the event viewer uses to display Agent messages.

Note: Do not install the Agent in a Windows-encrypted directory.

You can upgrade the following Windows Agent versions to version 9.30:

- Version 9.2x
- Version 9.10
- Version 9.00
- Version 8.x
- Version 7.x

Note: A system reboot is required if you upgrade an Agent with the Image Plug-in from version 9.10 or earlier to version 9.30.

Support has ended for legacy Exchange MAPI, SQL Server VDI, and SharePoint Plug-in jobs. You must delete any jobs with these legacy types before you can upgrade an agent. If you upgrade an agent where a legacy plug-in is installed, the plug-in will be removed.

3.2 Plug-in Installation Notes

3.2.1 Image Plug-in Installation/Upgrade Notes

A system reboot is required after you:

- Install the Image Plug-in with an Agent.
- Upgrade an Agent with the Image Plug-in from version 9.10 or earlier to version 9.30.
- Modify an Agent installation to add or remove the Image Plug-in.
- Uninstall an Agent where the Image Plug-in is installed.

3.2.2 Exchange Plug-in Installation Notes

An Agent with the Exchange Plug-in only needs to be installed on one member of a Data Availability Group (DAG). The Agent will have access to the database copies on that particular DAG member.

3.2.3 Oracle Plug-in Installation Notes

The Oracle Plug-in can be installed during a clean install or on an existing agent. To install on an existing agent, select "Modify" from the installation options.

3.2.4 SQL Server Plug-in Installation Notes

This version of the Plug-in supports Transparent Data Encryption (TDE) in SQL Server 2022, 2019, 2017, SQL Server 2016, SQL Server 2014 and SQL Server 2012.

3.2.5 Cluster Support Plug-in Installation Notes

To install the SQL Server, Exchange, and Cluster Support Plug-ins:

1. Use the Agent installation kit to install the Agent, SQL Server or Exchange Plug-in, and Cluster Plug-in on the physical nodes.
2. Register the virtual node to Portal, or connect to the virtual IP using Windows CentralControl to manage the virtual node.
3. Register the physical nodes to the vault before using the virtual agent.
4. Use the new registered virtual agent as a normal agent to register to the same vault and create backup jobs.

4 FIXES, KNOWN ISSUES AND LIMITATIONS

4.1 Fixes

- Incremental Image backups now succeed for computers where the "Compress this drive to save disk space" option is selected on an NTFS volume. Incremental Image backups did not succeed in this case with Windows Agent 9.2x and the Image Plug-in. (EV-90629)
- When an agent initially cannot connect to a vault because of a network problem, an information message now appears in the log. An error message only appears in the log if the agent cannot connect to the vault on subsequent attempts and the job fails. (EV-90818, EV-88817, EV-82095)
- You can now create, edit or restore from a SQL Server Plug-in backup job on a server where two SQL Server versions are installed and one version is earlier than SQL Server 2012. A *Cannot load root node* error no longer appears in Portal in this case. (EV-91185)
- Retention settings are now shown correctly in backup logs. (EV-93578)

4.2 Known Issues

4.2.1 Agent Configuration, Backup and LogViewer Issues

- When the Cluster Plug-in is installed with Windows Agent 9.30, 9.2x or 9.10, Windows CentralControl cannot connect to the agent on a cluster node but can connect to a cluster virtual server.
WORKAROUND: Use Portal to manage a Windows agent where the Cluster Plug-in is installed, or uninstall the Cluster Plug-in if it is not required. (EV-88357)

- During a backup, if Windows deletes a snapshot that is required for the backup, the backup fails. This is more likely to occur on Windows 2022 than in earlier Windows versions.
WORKAROUND: Increase the amount of space that can be used for shadow copy storage. (EV-77598)
- On a VMware VM with VMware Tools installed, system state backups sometimes finish with the following error in the backup log: *O/S message: The filename, directory name, or volume label syntax is incorrect.*
WORKAROUND: Upgrade VMware Tools to version 10.2.1 or later on the VM. (EV-69186)
- When backing up to a directory on disk, the backup finishes but the following messages appear at the end of the backup log: *general rpc failure* and *failed to upload configuration files*. The resulting SSI files can be imported to the vault and used in restores, despite the error and warning messages. (EV-68953)
- If you double-click a log (.XLOG) file on the agent machine, the log does not automatically open in LogViewer.
WORKAROUND: Right-click an .XLOG file and choose Open with > Choose another app. Select Always use this app to open .XLOG files and click Look for another app on this PC. Navigate to and select *agent\InstallationDirectory\Logviewer.exe*, and click Open. (EV-86531)
- If random characters appear beside the name of each language in the LogViewer language list, you cannot change the language for viewing logs.
WORKAROUND: Use Portal to view logs. (EV-69725)
- If a job is seeded to a vault using Agent version 7.34 or earlier and reseeded using Agent version 7.50 or later, the vault storage size for the job data cannot be reduced. (EV-25740)
- The agent cannot back up a UNC folder if the UNC path includes the uppercase German eszett character (ß). (EV-66281, EV-39526)
- Running multiple UNC jobs simultaneously (to the same UNC path) from Windows CentralControl may fail.
WORKAROUND: Run concurrent UNC jobs from the command prompt. (24226)
- Backups may fail over UNC path to or from a Windows operating system running an older Windows operating system. Microsoft does not support all Windows operating system combinations for UNC paths. Only those combinations supported by Microsoft are supported. (25579/23712)
- On Windows 2012 with deduplication, when a backup job includes the deduplication chunk store, it may be backed up again by the system state job.
WORKAROUND: If backing up system state, exclude the deduplication chunk store data from the job backups to avoid multiple backups of the same data. (24228)

4.2.2 Agent Restore Issues

- Granular Restore mount points may not be removed properly after a restore.
WORKAROUND: Reboot the server. (EV-8213)
- Backup to a Satellite vault resets the status and location of safesets that exist only on the Base vault. If a safeset is available on the Base vault (but not on the satellite), the Agent may not restore unless you synchronize first. You must run a synchronize operation before you restore. Synchronizing provides updated status and location information about safesets on vaults. (20573/21168/21896)
- Windows Server 2012 and 2012 R2 may not restore security streams properly when restoring to an alternate location in some circumstances (UNC path, backup mountpoint). This is Microsoft issue that they are currently addressing. (25780/25775/24166)

4.2.3 Plug-in Configuration and Backup Issues

- After you restore a system from an Image backup using the System Restore application, synchronize the existing Image backup job and then run the backup job, the agent cannot find volumes to back up on the restored system.

WORKAROUND: After restoring a system from an Image backup using the System Restore application, edit the existing backup job and select the volumes again. The next backup will be a re-read. (EV-67024)

- After a new disk or volume is added to a server, the Image Plug-in cannot back up the disk or volume until the server has been restarted. Backup log messages do not indicate that the volume or disk was not backed up or that the server must be restarted.

WORKAROUND: Restart a server after adding a new volume or disk. (EV-28948)

- If the Image Plug-in backs up a system where a volume has an unsupported file system, and the volume is then reformatted as NTFS, the next backup log will contain the following error message: *Reenabling CBT driver for <volume>*. You can ignore this message; no action is required. (EV-87999)

- When an Oracle database is first backed up after the database is changed from NOARCHIVELOG mode to ARCHIVELOG mode, the database's archived redo logs may not be backed up.

WORKAROUND: Run the Oracle database backup job a second time after the database is changed from NOARCHIVELOG mode to ARCHIVELOG mode to back up the archived redo logs. (EV-19604)

- When Cumulative Update 14 is applied to an Exchange 2013 server, an Exchange backup may fail with timeout issues.

WORKAROUND: Apply the following registry key to the Exchange server:

HKEY_LOCAL_MACHINE\SOFTWARE\EVault\InfoStage\Agent\Ex2010SequentialValidation=1
(32388)

- You cannot back up a SQL Server database that has an AlwaysOn replica in Microsoft Azure. (28055/28054/28053)

- A backup job created on a physical node of a SQL Server 2012 cluster may fail (on the physical node) with a stream backup error. Note that this is not a supported backup scenario. There is no support for protecting databases on the virtual node with jobs created on the physical node. Support for backing up SQL 2012 on a virtual node in a cluster is available with the Agent with the Cluster Support Plug-in. (23622)

- An Exchange DR job may fail if launched while a BMR job is running.

Recommendation: A user should avoid running more than one backup of the same database at the same time.

WORKAROUND: To enable simultaneous backups, manually add the following section to the bottom of job .vvc file (located in the Agent installation directory):

1. vssadmin list writers, copy "writer name" and "writer ID"

2. Append the following section to BMR job vvc

For an Agent 7.00.1039 and higher:

VSSWriterBackup001 {

ID = <writer ID> <<<<<<<<<< change to

copied "writer ID"

```
Include = ".\**"
```

InstName =

```

Name = Microsoft Exchange Writer    <<<<<<<<<<<<< change to
    copied "writer name"
Options = 4
}

```

(23599)

- If you reregister a different computer than was used for the original backup (reregister computer Y to the vault as computer X) and attempt to do another backup of the existing SQL VSS job, the backup may fail. A restore may still be performed successfully.
WORKAROUND: Create a new job and run the backup from the reregistered computer. (23270)
- A database with a Simple Recovery Model may not run transaction log backups, but the error message in the log when the backup fails may not indicate this is the reason for the failure: BKUP-E-04706 job will be forced to fail BKUP-F-04110 job failed to complete CAT -E-08056 backup aborted. (24811)
- When the VSS backup warning: "Some hard links <> were not selected and have not been backed up.", a file within a selection has hardlinks and some of the hardlinks were not included. These hardlinks may be ignored, but the file and the hardlinks included in the selection may be backed up.
WORKAROUND: Manually include the folder(s) that contain the missing hardlinks. (20281)

4.2.4 Plug-in Restore Issues

- When restoring files and folders from Image backups, agent services must be running using the local system account. If the local system account did not have full permission to the files and folders during backup, you might not have permission to access files and folders during the restore.
WORKAROUND: Do one of the following:
 - Restore the whole volume and grant appropriate permissions.
 - Restore on a computer in the same domain using a domain account that has appropriate permissions.
 (EV-40706)
- A database restore may fail in a mirroring environment when restoring with the "overwrite" option or "overwrite with no recovery" option. As per MSDN: While a database mirroring session is active, the following restrictions apply:
 - Backup and restore of the mirror database is not allowed.
 - Backup of the principal database is allowed, but BACKUP LOG WITH NORECOVERY is not allowed.
 - Restore of the principal database is not allowed.
 (23359)
- With Windows CentralControl, using Restore From Another Computer from a SQL standalone machine to a virtual SQL cluster, Restore to file on disk may fail and the wizard may disappear after you select the vault, computer and job. No Dump or Log file may be created.
WORKAROUND: Use Portal to run this type of Restore From Another Computer, or restore using the physical node. (23261)
- Safeset bytes processed on the vault for a SQL job with a random read restore of SharePoint may be more than double the actual size of the safeset data. (25016)

- A SQL restore may fail when restoring to an alternate database, under the same instance, with the overwrite existing database option selected.
Note: This restore scenario is not supported as we do not rename the database files upon restore. Restoring this database may be accomplished if you remove or rename the original database file names before trying to restore. (23099)
- When restoring a database to a SQL database other than the original database, the logical and file names may not be renamed to match the database where it is being restored. This feature is not supported by VSS. (22981)
- Using Restore From Another Computer on a machine where the SQL Plug-in is not installed, a SQL safeset may be shared using an older UNC path format. (25907)

4.2.5 Install/Uninstall/Upgrade Issues

- When you upgrade a non-English Agent from version 7.24 and attempt to register the Agent to Portal at the same time, the Agent may fail to register to Portal.
WORKAROUND: Instead of upgrading the non-English Agent, uninstall the Agent's program files only, and install the new Agent version to the same folder. (28032)
- A silent install on Windows 2012 running Exchange 2013 may require an additional switch when running the command from Power Shell.
WORKAROUND: Run the silent install command from a command prompt.
Correct command: `C:\Users\Administrator\Desktop> setup.exe /s /v"ACCOUNTTYPE=AutoCreate FEATUREEXCHANGE2010=On SILENTINSTALLDIR=C:\EVault /l C:\install.log /qn" /IAcceptExchangeServerLicenseTerms`
(24368)

4.3 Limitations

- Files might be excluded from a backup if they are specified in the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\BackupRestore\FilesNotToBackup or HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\BackupRestore\FilesNotToSnapshot registry key.
- The Agent expands deduplicated data before backing it up, which results in larger-than-expected backup sizes.
- You can only specify an IPV4 address when registering the Agent to Portal or a vault. IPV6 addresses are not supported.
- The Agent cannot back up files and folders in a DFS namespace in a UNC job. Instead, create a separate UNC job for each server share without using the DFS namespace.
- The Agent cannot back up a volume that has the M-Files file system. BMR, system state and Image Plug-in backups do not succeed when a volume or mounted volume on the system has the M-Files file system, even if the volume is excluded from the backup.
- The Agent cannot create a BMR backup for a Hyper-V cluster node.
- Cross file system restores are not supported. The Agent cannot restore data from an NTFS partition to an ReFS partition, or from an ReFS partition to an NTFS partition.
- The Image Plug-in is not supported with volumes created from Microsoft Storage Spaces Direct (S2D) storage pools.
- The Image Plug-in is not supported on servers where Windows Offloaded Data Transfer (ODX) is enabled.

- The Image Plug-in cannot detect changes on multi-path disk devices. If a disk has switched to another path since the last Image backup, a full read is required and the backup takes a long time.
- The SQL Server Plug-in cannot back up a database in the following cases:
 - the database name includes one of the following special characters: \ ' " , / : * ? < > | ^
 - the database has files in Microsoft Azure, and the SQL Plug-in is not installed on the Azure VM

In these cases, the SQL Server Plug-in skips the database that it cannot back up, but backs up other databases in the job.

- If you back up a SQL Server database using Windows authentication and restore it to a different machine running Windows Server 2016, you will not be able to access the restored database. To avoid this limitation, back up databases using SQL Server authentication. Alternatively, use the System Restore application to restore the original machine.
- After restoring a SQL Server 2016 database that is stretched to Microsoft Azure, you must run a stored procedure (<https://msdn.microsoft.com/en-us/library/mt131016.aspx>) to reconnect the local restored database to the remote Azure data. See “Restore the connection between the SQL Server database and the remote Azure database” on the Microsoft Developer Network website: <https://msdn.microsoft.com/en-us/library/mt733205.aspx#reconnect>

5 PRODUCT SUPPORT

5.1 Technical Support

Contact information for your provider is available through the Need Help button in Portal.

5.2 Product Updates

Product updates are available through your provider.

5.3 Documentation

The following documentation is available for Agent for Microsoft Windows (64-bit):

- Server Backup online help (<https://onlinehelp.evault.com>)
- Release notes (this document)
- User Guide